

Customer Service Charter

We put the same high standards of care and attention into looking after our customers as we do into building our homes.

Through our 8 point Customer Service Charter we are committed to helping you throughout your purchase and long after you've moved in.

We'll help you by providing you with:

1. Detailed information about your new home and our customer service.
2. Assistance with choices and options available to you.
3. Regular updates about the progress of construction, legal completion and occupation dates (our best estimate).
4. A demonstration of your new home's many features before you move in.
5. Your own Home File and Move in File to guide you through all the different stages of buying a new home and running-in and maintaining it.
6. Advice on the NHBC's 10 Year Buildmark warranty and manufacturers' warranties from which you will benefit.
7. A helpful and efficient After Sales Service
8. Health and Safety Advice

We support the Consumer Code for Homebuilders

www.consumercodeforhomebuilders.com

