



# Chestnut Homes Customer Charter

## Incorporating the consumer code for home builders

**This is our Customer Charter, it sets out our commitment to provide you with service, procedures and information at appropriate stages during your purchase.**

1. A copy of our Customer Charter is included in our Sales Brochure Pack and can also be found on our website at [www.chestnuthomes.co.uk](http://www.chestnuthomes.co.uk)

2. We have systems and procedures to help ensure that:

- We provide the necessary information and service to enable you to make a well informed purchase.
- We provide a good after sales service.

We shall provide you with information as the purchase proceeds.

You will receive an Information Pack when you reserve your property which will explain what will happen during the purchase and we shall maintain regular contact to keep you informed.

3. Our staff have been trained to understand their personal responsibilities to you and the commitment we have made to you under our Customer Charter and the Consumer Code for Home Builders.

If you need any information, please contact any of our sales staff who will be pleased to help you.

4. Upon reservation we will give you a reservation agreement that sets out clearly the terms of the reservation including:

- Amount of reservation fee.
- What is being sold.
- Purchase price.
- How and when the reservation agreement will end.
- How long the price remains valid.
- Estimated cost and nature of any management services you must pay for.

5. We shall provide all the pre-contract information you need before exchange of contracts to help you make an informed decision about buying a property.

Pre-contract information will be:

- The main contract terms of sale including price.
- Details of the property including site layout, location, plot boundaries, communal areas.
- Room sizes and layout of dwelling.
- Construction features.
- Comfort features.
- Finishing features.
- Electrical/heating layout.
- Security features.
- Wall tiling layout.
- External works plan relating to the plot.
- Any choices and options.

We will seek to ensure that you appoint your own professional Legal Advisor to represent your interest during the purchase.

6. We will let you know:

- The name and contact details of our staff who will be responsible for helping you during the purchase.
- How we will deal with your queries and questions.

7. We will let you know about the Health and Safety precautions that we and you must take when visiting our site.

We will provide you with the necessary Personal Protective Equipment which you must wear when we are accompanying you around site.

We will advise you on Health and Safety precautions to reduce as far as possible the risk of danger on the development when you have moved into your property.

8. We will ensure that our advertising and marketing literature is clear and truthful and that it complies with relevant laws and advertising codes.



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9. Our contract of sale terms and conditions that we enter into will be fair and clear.

10. We will give clear accurate information in our contract of sale so that you can understand any cancellation rights relating to the purchase.

11. Your new home has the benefit of the 10-year NHBC Buildmark Cover. The Buildmark Cover is summarised in the Homeowner Manual.

You will find full details of the Buildmark Cover in the "Guide to your New Home" which you will receive from us through your solicitor. You should read it carefully and ask your solicitor to explain anything you do not understand.

At handover we shall also provide you with the Instructions and Guarantees for the following:

- *Boiler (if applicable)*
- *Oven*
- *Hob*
- *Extractor*
- *Central Heating System (if applicable)*
- *Electric Heating System (if applicable)*
- *Smoke Alarms*
- *Heat Detector (if applicable)*
- *Shower*
- *Gas Fire (if applicable)*
- *Burglar Alarm System (if applicable)*
- *Integrated Fridge (if applicable)*
- *Integrated Fridge/Freezer (if applicable)*
- *Integrated Dishwasher (if applicable)*

12. A receipt will be provided to you when you pay your reservation deposit. The final account will show the purchase price, from which deductions will be made for the reservation deposit paid, the contract deposit paid, any discounts agreed and any pre-payment for additional works.

13. After your first visit to our Marketing Suite we shall write to you and provide you with contact names and Marketing Suite telephone number so that you can contact us should you require any further help or information.

14. Once you have reserved a property we shall write to you and forward an information pack which will explain what will happen during the purchase.

If your new home is at an early stage of construction, we shall write to you to confirm that the construction of your property has commenced and request that you contact our Marketing Suite to arrange for a visit so that you can choose the finishes of your new home.

We shall provide you with the latest date for you to visit the Marketing Suite to make your choices to ensure that they are incorporated into your new home.

We shall write to you approximately two weeks before the roof is fitted to ensure that there are no internal or external extras that you require.

Once the property has been roofed extras cannot be accepted. We shall write to you two weeks prior to Legal Completion to request you to contact your solicitor and ensure that your funds are available.

We shall also request that you contact our Marketing Suite so that the Demonstration Visit can be arranged. At the demonstration visit we will explain how to work the various systems in your new home.

On handover day we will provide you with a Homeowner Manual, hand over the keys to your new home and take electrical, water and gas meter readings with you.

The Homeowner Manual contains details on our After Sales Service and provides you with information on:

- *Defects - with emergency telephone numbers and non-urgent telephone numbers*
- *Glazing*
- *Maintenance of PVCu windows*
- *Storm damage*
- *General Maintenance*
- *A schedule of guarantees*

15. Included in the After Sales Service information are details of our complaints system procedure. If you are dissatisfied with any part of the service, you have received from us under our Charter, you should write to Chestnut Homes head office.

16. Should any dispute arise, we will co-operate with any qualified professional advisor acting on your behalf and if we do not think that they are suitably qualified to represent you, we shall discuss the matter with you. For example, an architect may not always be qualified to deal with a structural engineering matter.

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