



Part of Sanctuary



## CUSTOMER CHARTER

Beech Grove Homes is committed to putting the needs of our customers first and to meeting our customers' expectations. This commitment to you is set out in our Customer Charter.

Our systems and procedures are there to ensure that:

- We provide you with comprehensive information on your new home and deal diligently with all enquiries to enable you to make a well-informed decision.
- Dedicated, trained and knowledgeable staff will help you in every aspect of buying your new home.

### **Purchasing your home**

We will:

- Provide you with the New Homes Quality Code or Consumer Code for Home Builders and adhere to the requirements it places upon us.
- Strive to ensure all our marketing and advertising is clear and truthful, and use clear and fair terms and conditions in our sale contract.
- Provide you with detailed information about the specification and layout of your home, plus the choices and options available to you.
- Provide you with any pre-contractual information to enable you to make an informed decision.
- Provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in.
- Offer you an opportunity to appoint a suitably qualified inspector (RICS or RPSA member) to undertake a Pre-Completion Inspection of your new home (applicable to customers who reserved their home from 1 January 2024).
- Undertake a demonstration of the many features of your new home before you move in and provide documentation about running in and maintenance.
- Provide you with a statement of incomplete work on the development and indicative timescales for completion, for example, roads, open spaces, recreational areas and landscaping (applicable to customers who reserved their home after 7th January 2025).
- Provide you with a Home User Guide that will act as a helpful aide for looking after your home.

### **After Sales Service**

We will:

- Contact you within two working days after you have completed the purchase of your home to check you are settling in well and ensure you are happy with your new home and the service you are receiving.
- Provide you with an easily accessible and efficient after-sales service (including emergency out of hours cover) for handling issues, enquiries and complaints; endeavouring to resolve warranty issues within thirty calendar days, for two years after legal completion.
- Provide you with advice on your New Home Warranty and other warranties from manufacturers from which you will benefit.
- Provide a formal complaints process if you feel you haven't received the service you should have including how to access Independent Dispute Resolution or the New Homes Ombudsman Service.
- Endeavour to ensure that your experience with Beech Grove Homes is as smooth and stress free as possible. We also understand the importance of improving our service through your experiences.

Beech Grove Homes abides by both the Consumer Code and the New Homes Quality Code, independent industry codes developed to make the home buying process fairer and more transparent for purchasers.

Customers who reserve their home before **7th January 2025** are protected by the Consumer Code. Customers who reserve their property with Beech Grove Homes on or after **7th January 2025** are protected by the New Homes Quality Code.