

Our commitment.

Before you move...

From the moment you reserve your new Charles Church home, we pledge to make the experience enjoyable and informative each step of the way. We aim to take care of you, not just when you are buying but also after you have moved in to your new home. All of our staff are trained and encouraged to provide a high level of customer service and to deliver our comprehensive pre-move and after-sales commitment to our customers.

Reservation Agreement

At pre-reservation stage you will be shown details of the appearance and location of your chosen home together with all relevant surrounding information. The reservation agreement will set out the key terms of your home purchase, including the reservation period, purchase price and other very important information.

Charles Church Masterfile

Upon reservation you will receive a copy of your Masterfile, which has been produced to assist you through the different stages of your purchase and for you to use as a reference after you have moved into your new home.

Points of Contact

We will inform you of the main points of contact who can assist you with information during your reservation and after you have moved into your new home. Our sales team are fully trained to offer you expert guidance and practical assistance throughout the buying process. We will regularly communicate with you to keep you informed of the progress of your new home and our Sales Executives will respond quickly and efficiently to any queries you may have.

Specification

We are a national house builder, with a local approach to building your home. We will provide you with the specification appropriate to the locality of your selected home and development and we will explain the choice of external materials used, the brick colour and roof tiles. You will be able to select

certain elements of the fixtures and fittings, encompassing the latest designs from leading manufacturers, subject to the stage of build of your chosen home. If you wish to further personalise your new home, an exciting range of options is available to purchase from our Select scheme. Our experienced Sales Team is on hand to guide you through the choices available to you depending again on the stage of build.

Quality Assured

Your home will be built in accordance with all relevant technical and building regulations. In addition, all stages of the construction of your home will be inspected by our experienced construction staff. On completion of your home we will provide you with a quality assured certificate for you to keep within your Masterfile.

Estimated Build Completion

We will provide you with an estimated build completion date upon reservation and keep you informed of progress during the construction of your new home. In particular, should construction be delayed for reasons outside of our control, for example inclement weather or delayed connection of mains services, we will notify you of the revised build completion date.

Health & safety

We always welcome you and your family to our developments. However, building sites can be dangerous places and should you wish to view your home we ask that you make an appointment so that we can ensure your health and safety during the visit. When visiting your new home under construction, please take the advice of our experienced site construction and sales teams at all times.

New home demonstration

A member of our team will show you your new home and demonstrate the fixtures, systems and appliances, before you move in, to ensure that you are happy and familiar with their operation.

After you move...

Courtesy Call

A few days after legally completing and moving in to your new home, a member of our team will make contact with you to ensure that all is well with your new home.

Dedicated Customer Care Helpline

During our normal office opening hours you may use our dedicated customer care helpline. Our teams are fully trained to offer you an efficient, fair and prompt service.

Full Emergency Cover Hotline

A Customer Hotline is available to call 24 hours a day in the unlikely event of an emergency, such as a complete loss of electricity, gas or water to your new home.

One Month Inspection

Minor problems may sometimes occur in your new home within the first few weeks of your moving in. Any problems should be reported on your One Month Inspection Form and we will endeavour to complete all agreed items within a month of receiving your form.

Customer Construction Clinic

We hold an informal Clinic in our sales office every Monday evening (except Bank Holidays), dedicated to offer you extra help and assistance both during and after the buying of your new home. The Clinic is available from 5pm to 6pm and members of the development team will be available to discuss any questions you may have.

Ten Year NHBC Warranty (or similar) & 2 Year Warranty

10 year warranty cover is provided with every Charles Church home. A comprehensive guide explaining the warranty will be supplied to you within your Masterfile. We provide an initial two year warranty with your new home and enforce any warranties provided by the manufacturers of appliances are honoured for the first year of occupation. Our Customer Care Department is on hand to offer you the necessary guidance and assistance.

Health & Safety During Occupation

We undertake to be as considerate as possible whilst construction activities continue on your development. Please refer to your Masterfile in respect of some simple health and safety rules which will keep you and your family safe whilst our construction activities continue.

Future moves

When you decide it is time to move on, we have provided you with a £1,000 voucher towards the purchase of any new Charles Church home in the country as a thank you for your loyalty.

And finally...

We Do Value Your Comments and Feedback

Should you have any comments on any aspect of our service, please do not hesitate to contact us through our regional office or our national website www.charleschurch.com and click on "contact us" on the homepage for further guidance.



CHARLES CHURCH

charleschurch.com

