

# Customer Service Charter

## *Our promise to you*

Our customers are our top priority and we aim to delight you with the quality of our homes and services.

We are committed to providing you with the right help and advice - keeping you informed about the progress of both the building and legal processes. We will also provide an excellent after sales service - long after legal completion.

Therefore, **we will provide a FREE Five Year Warranty** (subject to conditions) to give you peace of mind when you move in to your new home.



## Before

From the beginning our Homes Sales Executive will guide you through the purchasing process, providing you with full details of the development that you are considering. This will, as a minimum, include:

- A copy of the Consumer Code for House Builders.
- Contact details and sales office opening times.
- Homes available.
- Details of the homes' appearance and plot positions.
- Home floor plans showing room sizes.
- Home specifications and external material schedule.
- Type of construction.
- Details of insurance providers and obligations.
- Health and safety advice. It is our duty to keep you safe whilst visiting or living on a development during construction.

# During

## Reservation

Our Home Sales Executive will explain the reservation form and its conditions, providing a Home File in which to keep all of your documentation such as:

- Plot details, including boundaries.
- A plot number and address (if available).
- Expiry date of reservation agreement.
- A construction programme with an expected build completion date.
- Any management charge applicable to your plot.
- Expected completion dates for public roads, footpaths and landscaped areas.

At this point you can consider any 'extras' that you may want and make colour choices for kitchens and bathrooms. Our Home Sales Executive will give support and advice on the date by which these choices need to be confirmed.

## Building

During construction we will keep you informed of progress and give you the opportunity to meet our Site Manager to discuss any questions you may have.

An anticipated date for legal completion will be provided approximately five weeks in advance, to enable you to prepare for your move. Of course, you are welcome to contact the sales office at any time during the normal office opening hours.

When your home is complete and a Council of Mortgage Lenders certificate is issued, we will invite you to a home demonstration. Our Site Manager and Home Sales Executive will walk you through your new home, showing you its features and how things work. This is normally a day or two before legal completion.

## Legal completion

Upon legal completion we will bring your Home File up to date with a selection of documents that will help you to understand, use and maintain all of its features, allowing you to get the best from your new home. These include:

- A Home Users' Guide.
- Leaflets on how to maintain your new home.
- An NHBC Guide to Your New Home.

- Warranties and guarantees, where applicable.
- A Keepmoat Homes Five Year Warranty (registration and details).
- Details of our after sales service with contact numbers.

# After

We won't forget you once you have moved in. Our Home Sales Executive will contact you within two working days and the Site Manager will be in touch within seven working days, to ensure that your home is to your satisfaction.

In addition, our Customer Care Department is available to record and address any issues that you may have. It offers:

- An emergency 24 hour, 365 day service.
- Response to telephone calls, faxes, emails and letters within 24 working hours.
- Attendance at appointments within 20 working days (subject to availability of materials) and in conjunction with agreed timetables.

All this means you have:

- A Two year Guarantee from Keepmoat Homes.
- A Five year Warranty from Keepmoat Homes.
- A Ten year NHBC Warranty.

## Please tell us how we do

We welcome feedback from customers so we can gauge how we are performing and so we will ask you to complete a customer satisfaction survey. Your comments will be used to help us to improve.