

This is our Customer Charter. It sets out our commitment to you, our customer, to provide you with the level of service we would expect for ourselves at all times during the purchase of your new home from us.

1. Each of our customers will receive a copy of this Charter upon reservation of their chosen property, or at any other time if requested. The Charter is also available to view and download on our website: www.croudacehomes.co.uk. Many of our obligations under the Charter are more fully explained in the 'Welcome Booklet' and DVD which will also be presented to you at reservation.
2. We will provide you with the detailed pre-contract information you need to make an informed decision about buying your chosen property. We will seek to ensure that you appoint your own professional legal advisor to carry out the legal formalities of buying the property and represent your interests in the transaction.
3. We will advise you:
 - Who to contact within Croudace Homes with any enquiries you may have at every stage of your purchase
 - How we will deal with your enquiries
 - Of any relevant customer choices and options you can consider in making your purchase
4. We will give you health and safety advice to reduce, as far as possible, the risks of coming to harm on site during your visits and if appropriate when living on a development where construction works are ongoing.
5. Our marketing and advertising will be clear and truthful.
6. The terms and conditions in our 'contract of sale' will be clear and fair.
7. We will make clear to you your cancellation rights at the time of reservation.
8. We will provide you with clear and reliable information regarding the Warranty cover provided together with any other guarantees and warranties from which you may benefit.
9. We will explain how we protect your exchange deposit and how we deal with any other pre-payments (for example, reservation fee, payments for optional extras).
10. We will give you regular and reliable information about the progress of construction works, the timing of legal completion and final handover of your new property.
11. Once a construction completion date is set we will ensure that:
 - Transfer of legal ownership takes place.
 - The functions and facilities of your new home are properly demonstrated to you.
12. We will inform you clearly about the customer care and emergency breakdown services that we provide for the two years after legal completion.
13. We will tell you about our procedures for dealing with customer complaints, including the availability of any service that can be used to help resolve complaints arising under the New Home Warranty.
14. We will co-operate with any appropriately qualified professional advisors you may have appointed to help resolve disputes.
15. All of our staff are aware of this Charter and its contents and will carry out their jobs to meet the commitments set out in it. They are trained to understand their responsibilities in dealing with you together with the obligations the Charter places upon both the Company and them personally.

These customer charter commitments do not affect your statutory rights.