

Customer Charter

We're committed to providing you with a first class service.
Our Customer Charter, below, sets out how we do this:

- 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' which will also be presented to you at reservation.
- We will provide you with the detailed pre-contract information you need to make an informed decision about buying your chosen property. You will need to appoint your own professional legal adviser to carry out the legal formalities of buying the property and represent your interests in the transaction.
- 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.
- 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.
- We are committed to providing a safe, respectful and inclusive environment for our customers and employees and have a zero-tolerance approach to harassment or inappropriate behaviour in any form. We ask you and our employees to act with courtesy, dignity and respect at all times.
- Our marketing and advertising will be clear and truthful.
- The terms and conditions in our 'contract of sale' will be clear and fair.
- We will make clear to you your cancellation rights at the time of reservation.
- 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.
- 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).
- 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.
- Once a construction completion date is set we will work towards the transfer of legal ownership in accordance with the contract and in conjunction with your solicitor.
- We will ensure that the functions and facilities of your new home are properly demonstrated to you.
- We will inform you clearly about the customer care and emergency breakdown services that we provide for the two years after legal completion.
- 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.
- In the event you wish to make a complaint please contact customercare@croudacehomes.co.uk
- We will co-operate with any suitably qualified professional advisers you may have appointed to help resolve disputes.
- New Homes Quality Code: www.nhqb.org.uk
- 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.
- Croudace Homes is registered with the New Homes Quality Board and therefore comply with the New Homes Quality Code.