



Crest  
NICHOLSON

CREST NICHOLSON  
CUSTOMER CHARTER  
OUR COMMITMENT TO YOU

# CREST NICHOLSON

For four decades, Crest Nicholson has remained uncompromising in its commitment to putting the needs of its customers first and to meeting customer expectations.

This commitment to you is set out here 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
- A dedicated Sales Advisor will assist you in every aspect of buying your new home and they will provide you with regular progress reports.



# SALES & MARKETING

Our Sales team are responsible for dealing with any questions you may have during the purchase of your new home. They will answer questions which relate to the actual purchase of your new home and also on the care of your home after legal completion.

Our staff are trained to understand their responsibility to you, the company's legal responsibilities and the commitments we have made to you under our Customer Charter.

We will provide you with all the pre-contract information you will need before you are expected to exchange contracts. This will be presented in plain language with no jargon so that you are able to make an informed decision about purchasing your home.

This information will include:

- A written reservation agreement
- An explanation of the Home Warranty Cover
- A description of any Management Services and an estimated cost

- A specification and contents list
- A brochure or plan showing the layout, appearance and plot position of your chosen property

We will ensure that you choose and appoint your own solicitor or legal conveyancer to represent you and to deal with the legal formalities of purchasing a property.

We will provide you with the name and contact details of the Sales team who will be responsible for helping you during the purchase of your new home. Our team will deal with your enquires in a diligent and professional manner.

All our marketing and advertising literature will comply with the relevant laws and advertising codes, so that it is clear and truthful.

The terms and conditions of our Contract of Sale will be clear and fair and will comply with the Unfair Terms in Consumer Contracts Regulations.

We will provide you with clear and accurate information in the Contract of Sale, so that you understand your legal rights to cancel the purchase of your new home.



# CUSTOMER CARE

Once you have reserved your new home, we will provide you with regular progress reports.

We will arrange for you to view your home at key stages in the construction process. When your home is decorated and main services are connected we will provide you with a fixed date for legal completion.

Prior to completion we will ask you to attend a Demonstration of your home's domestic systems, appliances, fixtures and fittings to ensure that you are totally familiar with the running of the property. At this Demonstration we will provide you with an information pack which contains all the operating manuals, guarantees and certificates relating to your new home.

On the day of legal completion and once funds have been received by our solicitors, we will provide you with the keys to your new home. Your home will be clean and have a safe and clear access.

Should there be any problems with your new home in the first 2 years after legal completion we provide you with a professional and comprehensive After Sales Service from our Customer Services team who will contact you to introduce themselves after legal completion. We also provide an out of hours emergency repair service (Monday to Friday 5.30pm – 8.30 am and Bank Holidays and weekends) for the duration of the 2 year warranty period.



# HEALTH & SAFETY

We will advise you on the Health and Safety precautions that you and we must take before you visit a development or if you are living on a development where construction work is continuing.

When you move into your new home we will provide you with a Health and Safety card for your home under the Construction (Design and Management) Regulations 2007.

# WARRANTY

Your new home will have the benefit of NHBC 10 year Buildmark Cover, with the first 2 years of this cover being provided by Crest Nicholson. The full details of this cover will be in your own NHBC Buildmark documents which you will receive through your solicitor or legal conveyancer.

Crest Nicholson will clearly explain to you how reservation fees, contract deposits and any other pre-payments that we receive from you are protected.



# COMPLAINTS & DISPUTES

If you believe that we have not acted within the spirit of our Charter then we do have a complaints procedure which is detailed on our website. If you feel that your complaint to us has not been addressed to your satisfaction then you may ask the NHBC to become involved. More details of the services which the NHBC offer to resolve disputes are contained within the Buildmark Cover.

In the event that there is a dispute between us, we will co-operate with any appropriately qualified professional advisor who you may appoint to resolve the dispute.

You will need to write to advise us who you want to represent you and you will need to provide details of their qualifications.

We will provide any advisor who you appoint with the same level of co-operation as we would give to you if you were acting alone.



We will endeavour to ensure that your experience with Crest Nicholson is as smooth and stress free as possible, we also understand the importance of improving our service through your experiences.

If you have any comments or suggestions you wish to share with us, please contact us at:

Crest Nicholson PLC  
Marketing Department  
Crest House  
Pycroft Road  
Chertsey  
Surrey  
KT16 9GN

Tel: 01932 580555

Or email: [info@crestnicholson.com](mailto:info@crestnicholson.com)

This Charter has been created to comply with our company mission statement and industry best practice guidelines provided by:

