

OUR CUSTOMER CHARTER

Our commitment to you

1. We are committed to following the New Homes Quality Code's guiding principles. Our customer facing staff are trained to understand their responsibilities to our customers under the Code.
2. We will endeavour to be clear and truthful in all our marketing and advertising material.
3. Our sales teams will provide you with comprehensive and clear information about your new home and answer any questions you may have to support you during your home buying journey and ensure you are informed before any purchase decision is made.
4. We will arrange for you to view your home and meet the site team building your home. You will also be invited to attend a home demonstration appointment to ensure that you are familiar with the running of the property in advance of moving in.
5. We will advise you of the health and safety precautions that you and we must take before you visit a development, or if you are living on a development, while construction work is ongoing.
6. On the day of Legal Completion, we will provide you with the keys to your new home and present you with an information pack which contains the operating manuals, guarantees and certificates relating to your new home.
7. Soon after you move in, we will be in touch to ensure you are satisfied with your new home and help with any questions you may have.
8. Every Crest Nicholson home comes with a ten-year warranty. The first two years of cover is provided directly by Crest Nicholson and our customer services team will support you with after sales service during this time. Years 3-10 are covered by the NHBC Buildmark, Premier Guarantee or similar industry regulated insurance provider.
9. A 24-hour emergency customer call line is available to help you in the unlikely event of an emergency such as complete loss of electricity, gas, water or drainage to your new home.
10. In the unlikely event our customer service team is unable to resolve your complaint we will provide you with our detailed complaints procedure which is included in the manual received at reservation or on our website.

