

OUR CUSTOMER CHARTER

Since 1963, Crest Nicholson has remained uncompromising in its commitment to putting the needs of our customers first and to meeting our customers' expectations. This commitment to you is set out 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 executive will help you in every aspect of buying your new home and they will provide you with comprehensive information and regular progress reports.

PURCHASING YOUR HOME

- Our sales team is 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 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 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
 - A customer information guide

- 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 site 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 literature and advertisements will comply with the relevant laws and advertising codes, so that they are clear and truthful
- The terms and conditions of our Contract of Sale will be clear and fair
- 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.

HEALTH AND 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 while construction work is continuing
- When you move into your new home we will provide you with a Health and Safety card for your 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
- Prior to completion, we will ask you to attend a Home Demonstration of your home's domestic systems, appliances, fixtures and fittings to ensure that you are totally familiar with the running of the property
- 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 and present you with an information pack which contains all the operating manuals, guarantees and certificates relating to your new home. Your home will be clean and have safe and clear access
- Within the first few days of moving into your new home the site team will be in touch to arrange a visit to check you are settling in well
- Should there be any problems with your new home in the first two 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 (every day, including Bank holidays and weekends) for the duration of the two-year warranty period.

YOUR NEW HOME WARRANTY

- The first two years of which are provided by Crest Nicholson. Full details of this cover will be in your warranty documents, which you will receive through your solicitor or legal conveyancer.

COMPLAINTS AND DISPUTES

- If you believe that we have not acted within the spirit of our Charter or the Consumer Code, then we do have a complaints procedure which is detailed in this guide or on our website. If you feel that your complaint to us has not been addressed to your satisfaction, then you may ask NHBC or other warranty provider to become involved. More details of the services which NHBC or other warranty provider offer to resolve disputes are contained within your warranty guide
- 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. 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.

CONSUMER CODE FOR HOME BUILDERS

- The Consumer Code, formed by a number of home warranty bodies, requires all home builders to comply with specific best practice guidelines, which ensure that home buyers are guaranteed an agreed level of service
- These requirements ensure that Home Buyers:
 - Are treated fairly
 - Know what service levels to expect
 - Are given reliable information upon which to make their decisions
 - Know how to access speedy, low-cost dispute resolution arrangements if they are dissatisfied
- Crest Nicholson has stringent measures in place to ensure that these levels of service are already met and our commitment to you is demonstrated through our Customer Charter.

