



Built Around You

Strathclyde Homes Customer Charter

Strathclyde Homes comply with the requirements of the Consumer Code.

We display our Customer Charter within our marketing suites and give, without charge, a copy to customers who ask for it and to all purchasers who reserve a Home. We also advise that further guidance is available at www.consumercodeforhomebuilders.com

We provide suitable training to all staff who deal with purchasers about their responsibilities to them and what the Customer Charter means for the company and its directors.

We have suitable systems and procedures to ensure we can reliably and accurately meet the commitments on service, procedures and information in the Customer Charter.

We make every effort to ensure our sales and advertising material and activity is clear and truthful.

The sales executive on your chosen development will be able to deal with all questions you may have relating to your purchase up to the point of settlement. Thereafter your point of contact will transfer to our customer care department.

Strathclyde Homes provide an NHBC warranty on our new homes. Full details of the warranty are available from our sales executives upon request or can be downloaded at www.nhbc.co.uk

We advise purchasers to appoint a professional legal adviser to carry out the legal formalities of buying the home and to represent their interests.

We will give you enough pre-purchase information to help you make a suitably informed purchasing decision. In all cases this information will include:

- a written reservation agreement;
- an explanation of the home warranty cover;
- a description of any management services and organisations to which you will be committed and an estimate of their cost.

If a home is not yet completed, the information will include:

- a brochure or plan reliably showing the layout, appearance and plot position of the home;
- a list of the home's specification;
- the standards to which the home is being built.

We will give you a reservation agreement that sets out clearly the terms of the reservation, including, but not limited to:

- the amount of our reservation fee;
- what is being sold;
- the purchase price;
- how and when the reservation agreement will end;
- how long the price remains valid;
- the estimated cost and nature of any management services you must pay for.

The reservation fee will be reimbursed if the reservation agreement is cancelled. The purchaser will be informed of any deductions that may be made.

While the reservation agreement is in force, we will not enter into a new reservation agreement or sale agreement with another customer on the same home.

The contract of sale terms and conditions issued on behalf of Strathclyde Homes by our solicitor will:

- be clear and fair;
- comply with the Unfair Terms in Consumer Contracts Regulations 1999;
- clearly state the contract termination rights.

We will give you reliable and realistic information about when construction of your new home may be finished, the date of legal completion, and the date for handover of the home. The indicative periods for construction vary for different types of properties and at the different stages of construction. The sales executive will be able to confirm the indicative periods for your particular new home.

Under certain circumstances you have the right to terminate the contract. The full circumstances are listed within our offer to sell which is available either from your solicitor or on request as a sample offer from the sales executive.

Contract deposits and any other pre-payments are protected under the terms of our registration with the NHBC. Details are available on request from the sales executive or at www.nhbc.co.uk

Strathclyde Homes are proud of the award winning after sales service that we provide. Full details of this service along with points of contact and what guarantees and warranties apply to your new home will be provided at reservation. We comply with the Consumer Code for Home Builders which enables the facilities of the dispute resolution service for purchasers. Details of the service are contained within the Consumer Code booklet available to view at our marketing suites or can be downloaded at www.consumercodeforhomebuilders.com

We will inform you about the health and safety precautions you should take when visiting a development under construction and when living on a development where building work continues. We understand that you will be keen to visit your new home but building sites are dangerous places and as such unsupervised access is not permitted. Access is only permitted with the consent and supervision of the site manager.



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