**The Weston Homes Customer Charter**

**At Weston Homes we are committed to providing the highest standard of quality in our homes and a premium customer service, starting from your first contact with us through to purchasing and moving into your new home and beyond.**

1. The Weston Homes Customer Charter sets out our commitment to you. We display the Charter in our sales offices and it is shown on our website.
2. We are a Registered Developer with the New Homes Quality Board (NHQB). When you reserve your new home, you will receive a copy of the New Homes Quality Code (NHQC) and copies are available from our Marketing Suites. This is also available to download from the following website: nhqb.org.uk
3. We will provide you with detailed information about your new home, plus the choices available to personalise your chosen property.
4. We will provide you with monthly updates on the progress of the build and forecast completion dates.
5. We will provide you with health and safety advice to minimise the risk of danger from construction works, when visiting the development and after you have moved into your new home.
6. All our marketing literature and advertising will be clear, informative and legally compliant. We will provide detailed information, in clear terms, about the property we are selling to you, before you reserve it.
7. Should you choose to do so, we will provide access for a suitably qualified inspector to undertake a NHQB pre-completion inspection of your new home from five calendar days after the notice to complete has been served (or earlier by mutual agreement) in accordance with the NHQB requirements.
8. Our legal documentation will be fair and transparent. We will provide recommended financial advisors and solicitors who are familiar with our developments to help you with your purchase, but there will be no obligation to use either of these suggested service providers.
9. We will make your cancellation rights and your rights to a refund of any deposit or reservations fees clear to you.
10. We will invite you to attend a demonstration of the many features in your new home before you move in and provide documentation about their use and maintenance.

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1. We will provide you with a statement of incomplete work on the development and indicative timescales for completion of, for example, roads, open spaces, recreational areas and landscaping.
2. Our Completion Pack, provided to you on the day you take possession of your property, will inform you about the procedures to follow in the event of an emergency in your home. An after sales service for handling issues, enquiries and complaints will be available for 2 years after you have legally completed on your new home.
3. We will provide you with clear information about your third-party new homes warranty provider and any other manufacturer guarantees or warranties which may be beneficial to you.
4. Our Complaints Procedure outlines our processes and timescales for dealing with customer complaints. We will deal with any complaints within the timeframes stipulated within the NHQC and ensure you are clear about the actions being taken.

Weston Homes Plc