

Customer Charter

This leaflet explains the process of buying a Peveril Home and will hopefully answer many of your questions. As a leading regional housebuilder, we are committed to customer care and want this exciting time of your life to be as stress and worry free as possible.

Your New Home

You will be advised on the following:

- Consumer code for home builders
- Terms of sale, including price
- Details of the home, including land and communal areas, site layout and boundary details
- Sales brochure containing approximate room sizes
- Energy efficiency rating of the home
- Specification including internal and external items
- Kitchen layout
- Electrical installation

Warranties and Guarantees

Your new home will benefit from a 10-year home warranty policy. Our warranty cover provides protection in the unlikely event of the builder's insolvency.

The builder is also obliged to repair defects, which may occur in the first two years after construction. It does not cover wear and tear or lack of maintenance.

The full extent of your protection is explained in your home warranty cover document, which you will receive from us during your purchase. You should read this document carefully and ask your solicitor to explain anything you do not understand.

A specimen of the warranty cover is available at our sales centre or alternatively by calling Peveril Homes on **01773 880550**.

Health and Safety

Purchasing your new home is an exciting time and we appreciate that you may want to view it during the construction period. However, building sites are dangerous and Peveril Homes is legally responsible for this workplace and must not, by law, allow access to the general public.

Prior arrangements must be made with us if you wish to visit the construction area. We will then provide the necessary protective clothing, hard hats, footwear or other equipment, which you must use.

On completion of your new home we will provide you with the Health and Safety file for your home.

Communication during the purchase process

If you have any queries at any stage during the purchase process, please contact our sales centre, where our staff will be pleased to assist you. The contact number is detailed on the sales documentation and the website.

Completion of building work

Once you have reserved your home, we will maintain regular contact to keep you informed of its progress.

We will provide you with information about the completion date, which will become available as your home nears completion.

Legal completion of the property and handover

You should appoint your own solicitor or conveyance to deal with the legal formalities of the purchase, including completion, handover and occupation.

Arrangements for surveyor's appointments should be made through the sales centre

After we have advised you of the completion date, we will undertake the following:

Invite you for a home demonstration, at which point we will demonstrate the facilities and functions of your new home. Also at this point you will have the opportunity to carry out your pre-occupation inspection.

Home Information Pack

Will contain the following:

- Health and safety information
- Product information including instructions and manuals
- Guidance for items requiring servicing and registration
- An explanation of emergency procedures
- A copy of the home warranty cover
- A summary of the cover in place and our liabilities to you

Handover

When your solicitor has finalised the money transaction and legal completion has occurred, we will then release the keys to you.

In order to safeguard both parties, this legal process must take place. To avoid any delay and disappointment please ensure your solicitor and your mortgage provider are fully aware of your timescale and arrangements.

We will arrange for a member of staff to be available to you at this time and ensure that your home is clean and there is a clear and safe access.

At the time of handover we will present you with your New Home file pack and take final meter readings.

After-sales service

In the unlikely event you experience any problems after you have moved into your new home, our commitment to you continues for a further two years.

We will give you details of the person to contact regarding any emergency or service requests. We will also ensure that you are aware of what to do if there is an emergency or non-urgent requirement.

We will contact you after 12 months to arrange an optional maintenance inspection.

While we will rectify defects in your home under the warranty cover, as the homeowner you are responsible for wear and tear, decorating and routine maintenance. Peveril Homes is not responsible for problems caused by these items.

Emergencies

By emergencies we mean a problem that is, or seems to be detrimental to your property, or to health, safety or security.

This excludes anything caused by your failure to follow operating instructions or take reasonable precautions. Wear and tear and events such as storm damage, which are outside the builder's control, are normally covered by household insurance.

Our handover pack contains details of emergency contacts and procedures.

Non-emergency service calls

Our handover pack contains the telephone number and address for non-emergency problems.

We will respond to a request within two working days and, at an agreed time, will send a representative to either attend to the work or inspect and decide what work is necessary.

Following our inspection we will normally carry out any agreed work within 28 days of our last visit. However, this is subject to the availability of materials, labour and weather conditions.

Our representatives are experienced at working in an occupied home and they will call at a pre-arranged time. If you are in any doubt about their identity, do not allow access until we have verified them.

Listening to our customers

We welcome feedback and comments about the delivery of our services, you may:

- Write to us with suggestions or ideas
- Make a complaint if we do not meet our promises and your expectations

Mediation arrangements

If you are dissatisfied with any aspect of our service, please contact our Customer Service Manager at Beech Lawn, Belper, Derbyshire. DE56 1BY. **Telephone: 01773 880550**