

OUR CUSTOMER CHARTER

Here at Stonebond the team are all working to achieve one goal, that is to ensure you are satisfied and happy with your home, from the day of reservation to your moving in day and throughout the aftercare period.

We will also comply with the requirements of the Consumer Code for Home Builders; a copy can be found on our website and in our sales offices. Please see the link below to read at your leisure.

Simply enter your details on the form opposite and pass it on to the person that is interested in a Stonebond home. They also need to enter their details and pass on to a Sales Consultant before they reserve their home.

www.consumercode.co.uk

- ✓ We will provide you with full and clear information regarding your chosen home.
- ✓ All our marketing and advertising will be truthful and clear.
- ✓ Our trained and knowledgeable staff will be able to assist you throughout the buying process, from start to finish.
- ✓ We will be on hand to assist you throughout the process of buying your Stonebond home answering any questions you may have in a timely manner.
- ✓ On reservation of your Stonebond home, the terms and conditions of our contract of sale will be fair and clear, with cancellation rights explained.
- ✓ We will provide you an estimated completion date to allow you to plan your moving arrangements.
- ✓ We will keep you informed throughout the whole reservation process with updates on the build of your new home and keep you informed should there be any delays.
- ✓ Prior to legal completion we will invite you to attend a home demonstration where we will demonstrate all aspects of living in and maintaining your new home.
- ✓ We will inform you about the After Care Service as set out in your Homeowner Manual. Our aim is to deal with emergency and routine defects as quickly and efficiently as possible.
- ✓ We will contact you shortly after moving into your new Stonebond Properties' home to make sure you are settling in and to answer any questions you may have.
- ✓ We will give you reliable information about your Premier Warranty cover or equivalent. A member of our team will deal with any queries or problems should they arise, in accordance with the Premier Warranty 2 year Initial Guarantee Period or equivalent.
- ✓ We will provide you with details of who to contact if you believe that we have not fulfilled our Charter commitments satisfactorily.

At Stonebond Properties we pride ourselves in building high quality homes and endeavour to make your journey from beginning to end as smooth and stress free as possible.

We are constantly looking to improve our service by reviewing our processes based on feedback from our customers and to measure our customer service to you, we participate in the independent survey scheme with the NHBC and would ask that you provide honest and genuine feedback in order for us to continuously improve in the future.