



## Consumer Code for Home Builders

Sandway Homes is committed to delivering excellent service to its customers and as a homebuilder is governed by some of the highest levels of building regulations and consumer protection. The Consumer Code for Homebuilders is a scheme that ensures new home buyers are better informed than ever before on vital aspects of their property.

The Consumer Code for Home Builders (“the Code”), which came into effect in April 2010, applies to all Home Builders registered with the UK’s main new Home Warranty Bodies; NHBC, Premier Guarantee and LABC Warranty. The scheme ensures new home buyers are better informed than ever before on vital aspects of their property, such as service levels and build timescales.

Here at Sandway Homes we understand that buying a new home is probably one of the biggest decisions you’ll ever make and a major financial commitment. We are here to guide you through the process of home buying and are committed to supporting you at every stage of the house-buying journey.

As soon as you choose to buy, we’ll provide you with contact details for your Sales Executive. They’ll be on hand to give you the best possible advice at every stage. They’ll provide regular updates on the progress of your build and keep you fully informed on the legal side of things, from reservation to completion.

## What is the Consumer Code?

**The code gives protection and rights to purchasers of new homes.** It requires all new Home Buyers to be treated fairly and ensure they are fully informed about their purchase before and after they sign the contract.

The Consumer Code came into effect on April 1, 2010 and was developed by a leading group of house builders, construction industry bodies and the Government.

The aim of the Code is for all new Home Buyers to:

- be treated fairly,
- know what levels of service to expect,

- be given reliable information about their purchase and their consumer rights before and after they move in, and
- know how to access speedy, low-cost dispute resolution arrangements to deal with complaints about breaches of the Code.

At Sandway Homes we take pride in ensuring we deliver the best quality homes and great customer service. Our Customer Charter is one of the ways we set out our commitment to you. Designed to help you throughout your purchase - and long after you've moved - it will provide you with detailed information, advice and support.

To find out more about the code visit <http://www.consumercode.co.uk/>

## Sandway Homes Customer Charter

We are committed to providing all our customers with excellent support and service at every stage of the house-buying journey.

We also comply with the requirements of the Consumer Code for Home Builders ("Consumer Code").

The Consumer Code is displayed in our Show Homes and Sales Offices and is available in the reservation pack you'll be given when you begin the process of buying a new Sandway Homes property.

### As your homebuilder we will:

- We will provide you with full details and clear information about your chosen home
- We will provide you with trained and knowledgeable staff to assist you in the buying process
- We will be available to answer any questions you may have and provide you with any relevant contact details
- We will be able to assist you during the selection of standard choices for your new home
- We will provide you with health and safety advice to minimise the risk of danger during construction
- We will provide you with reliable information about the 10-year Buildmark warranty, and any other cover from which you may benefit
- We will provide you with regular updates about the completion and occupation of your new home
- We will provide you with a demonstration of your home's features before you move in
- We will Inform you about the after-sales service we provide
- We will provide you with a 'Home User Guide' full of practical information and handy hints to help you settle into your new home
- We will provide you with a copy of the Consumer Code for Home Builders at the time of reservation and will adhere to the requirements it places upon us
- We will provide you with details of who to contact if you believe we have not fulfilled our charter commitments