



The Roffey Homes

Customer Charter

Our commitment to you

At Roffey Homes our aim is that you receive excellent customer service and a high quality home of which you can feel proud. We want your customer experience to be a good one, from your initial enquiry right through to moving into and living in your new home.

Below is our Customer Charter that sets out our commitment to you and contains important information about your new home purchase.

We also fully support and comply with the Customer Code for Home Builders, full details of which are contained in the separate booklet given to you with your pre-contract information.

The Customer Code ensures home buyers are treated fairly; know what service to expect and are given reliable information – reflecting the important values and principles included in our own Customer Charter.

- Our marketing and advertising will be clear and truthful and our contract of sale terms will be clear and fair.
- We will let you know:
 - i. The names and contact details of all our staff who will be responsible for helping you at each stage of your purchase.
 - ii. How we will deal with your questions throughout the process.
 - iii. Any relevant style choices and options you can consider for the interior of your new home.
- We will give you all the detailed pre-contract information you need to make an informed decision about buying your new home. If required, we will help you appoint your own professional legal advisor to carry out the legal formalities of buying the property and to represent your interests.
- We will make clear to you your cancellation rights.
- We will keep you updated with reliable information about the timing of construction, legal completion and handover of the property.
- We will let you know about health and safety precautions that we and you must take before visiting a development site and, where appropriate, advise you on health and safety issues.
- We will explain how we protect your financial deposit. If we receive other pre-payments from you we will also tell you how we will look after them.
- We will ensure you are fully informed about our customer services and support procedures that are available to you for up to two years after you complete the purchase of your new home.
- We will give you reliable information about the independent third party warranties provided with your new home and any other guarantees and warranties from which you may benefit.
- Once you've bought your new home we will ensure that ownership of that new home is transferred to you and that we adequately demonstrate to you the functions and facilities of your property.
- We will tell you about our procedures for dealing with customer complaints, including the availability of any services that can help you resolve issues over warranties. We will co-operate with any appropriately qualified professional advisors you may appoint to help resolve any disputes.
- We have effective procedures in place and will train our staff to ensure we fulfil all commitments made to you.
- We will listen to you, our customers, in order to improve our procedures