



COMPLAINTS PROCEDURE

We endeavour to provide all of our customers with a high standard of service and a quality new home. If you are unhappy with our service or the standard of your new home, please contact our Customer Care department in the first instance.

If you are not satisfied with the response and wish to make a complaint, please write to the Aftersales Care Manager at our head office whose address details are contained in your Home Owners Information Pack. We will acknowledge your complaint within 5 working days of receipt and will notify you of our response within 15 working days, or if longer, the timeframe in which we can respond and the reason for the delay.

In the unlikely event that you remain dissatisfied with our response, you may refer your complaint to the Managing Director in writing. Your complaint will be acknowledged within 3 working days of receipt and will notify you of our response within 20 working days, or if longer, the timeframe in which we can respond and the reason for the delay.

If after exhausting our complaints procedure you still remain dissatisfied, then you may refer your complaint for independent resolution under the Consumer Code for Homebuilders. You should contact your home warranty provider and obtain an application form from them.

A copy of the Consumer Code for Homebuilders is contained within your Home Owners Information Pack.