

Customer Care Charter

1. We will ensure good communication with our customers throughout their dealings with Banner Homes including the following:
 - I. A purchase manual will be given and explained to each customer after reservation, detailing the terms of their purchase and the process of buying a new home from Banner Homes.
 - II. Assistance will be given to customers by our trained Sales Advisors answering their questions and explaining the choices and options available throughout the purchase process.
 - III. A Demonstration and Inspection Meeting will be held between the customer and a Banner Homes representative, for approximately two hours, at least one week before legal completion, to demonstrate the functions of the property and to identify any outstanding works.
 - IV. A Handover Meeting will be held on the day of legal completion (or at a time more convenient to the customer where required) between the customer and a Banner Homes representative.
 - V. A handover pack will be compiled and checked to include all manuals required for the property and will be provided on completion.
2. We will show our customers at least the following pre-contract information before processing their reservation:
 - I. A colour plan of the site identifying the property they are buying.
 - II. A summary specification of their property (usually provided in the brochure).
 - III. A schedule of the external materials to be used in the construction of the property and driveway.
 - IV. Tile schedule.
 - V. Landscape plan showing boundary treatment.
 - VI. SAP rating.
3. We will provide our customers with information about the NHBC 'Buildmark Warranty' prior to reservation and in the purchase manual. We will provide the NHBC 'Buildmark Warranty' health and safety advice to our customers in their handover pack, and the NHBC 'Buildmark Warranty' legal documentation to our customers' solicitors on legal completion.
4. We will provide our customers with a fixed date for legal completion when contracts are exchanged wherever possible. If a reliable date cannot be provided for legal completion at this time because the property is not complete, then we will give 10 working days notice of the legal completion date.
5. We will endeavour to complete all outstanding works identified at the Demonstration and Inspection Meeting prior to legal completion. We will inform purchasers in writing of any works that cannot be completed within that timescale and will endeavour to complete them within two weeks of legal completion.
6. We will hand over a clean and tidy home.
7. We will inform customers clearly about our Customer Services in the purchase manual and contact details for the Customer Services team in the handover pack. We will give clear guidance on the level of service to be expected in emergencies and for routine matters.
8. We will provide a health and safety policy to all purchasers and provide guidance, clothing, footwear and hard hats to assist in securing our customers' safety on Banner Homes developments at all times.

Any customer who believes that the commitments within this Charter have not been fulfilled should contact Mr Richard Werth, Chief Executive, either in writing to Banner Homes Group PLC, Riverside House, Holtspur Lane, Wooburn Green, Buckinghamshire HP10 0TJ or by email to werth@bannerhomes.co.uk




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