

NETHERDOWN

Distinctive new homes since 1977



CUSTOMER CHARTER

Netherdown (Herts) Ltd have been building prestigious homes for over 30 years and we fully understand and appreciate the excitement and the commitment of buying a new home. We build houses of outstanding quality and reliability, which represent value for money because we believe that every individual and family unit is entitled to the very best.

Our goal is for you to be as proud of your new home as we are.

Our customer charter is set out below and demonstrates the commitment that we, the Directors and Staff of Netherdown (Herts) Ltd make to our customers.

We pride ourselves in providing a professional, efficient, knowledgeable and friendly customer service. We always aim to be polite and helpful and to maintain excellent relationships with our customers. We will answer any questions you may have about our products and our services in a courteous manner but if, at any time, you should feel that we have not met with your expectations, please let us know so that we may improve our services and procedures in the future.

Our marketing and advertising will be clear, truthful and openly communicated.

As an NHBC 'Premium Rated' home builder, information about the industry-regulated NHBC 10-year Buildmark cover (included in the purchase price of the property) will be provided, along with any other manufacturers' warranties from which our customers may benefit.

For the first two years after buying your home, all items are covered against defects through workmanship or materials. In the remaining eight years, structural defects and certain other items are covered by the warranty. In addition to this, extended warranties are provided by some of our suppliers on certain items.

You should choose and appoint a solicitor to represent your interests and to deal with the legal formalities involved in the process of buying your new home.

Health and safety is a priority and we will provide our customers with advice on any safety procedures that are necessary to minimise the risk of danger during the construction process and in the use of the property.

Reliable, relevant information about the completion and occupancy of the property will also be provided. As soon as a 'moving-in day' is agreed, we will ensure that the property is complete, that the transfer of ownership takes place and that the functions and facilities of the property are demonstrated.

An 'At Home' information file, containing manufacturers' guarantees and their contact details, copies of planning permission and plans' approvals, building regulations compliances, warranty cover notes and registration details etc will be provided. We will also provide information regarding routine enquiries, customer service problems, non-emergencies and emergencies.



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Quality Homes