


OUR CUSTOMER CHARTER

At Redrow, we are committed to delivering a quality service, throughout the whole homebuying process and beyond.

This Customer Charter sets out our commitment to you, our customer. Full details of our service are covered within our Homebuyer Guide, a copy of which will be provided to you when you reserve your new Redrow home.


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


 The Consumer Code for Home Builders ("Consumer Code") is displayed in our Marketing Suite and available on cd in our Homebuyer Guide. A copy of the code is also on our website at www.redrow.co.uk.


Please ask our sales consultant if you require a printed hard copy.


 We will provide you with full details and clear information about your chosen home

 We will provide trained and knowledgeable staff to assist you in the buying process


 We will be available to answer any questions you may have and will provide you with any relevant contact details


 We will assist you during the selection of Standard Choices and Optional Extras for your new home


 We will provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in

 We will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit

 We will keep you fully informed about the completion and occupation of your new home

 We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in

 We will inform you about the after-sales service we provide, as set out in the Homebuyer Guide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies

 We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments