

**HERITAGE**

- REDROW -

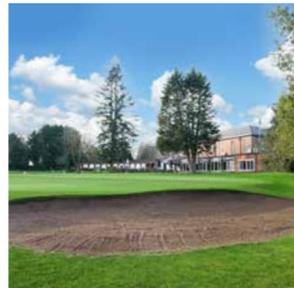
**BLOSSOM  
PARK**

INGATESTONE





# WELCOME TO BLOSSOM PARK



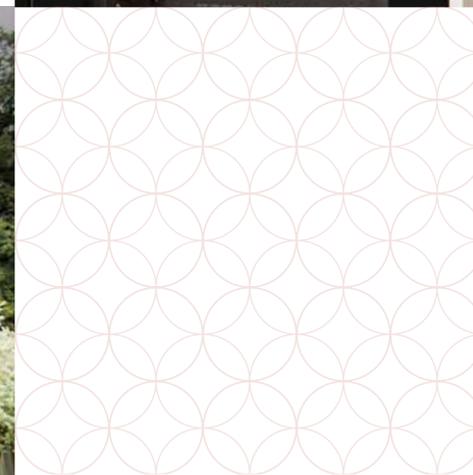
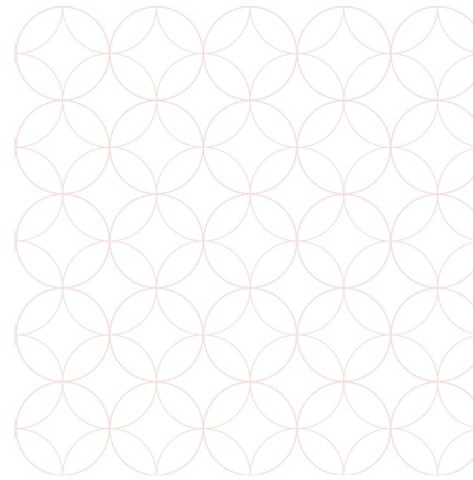
## A COLLECTION OF 1, 2, 3, 4 & 5 BEDROOM HOMES IN THE PRETTY VILLAGE OF INGATESTONE

Set on the edges of an historic village but a stylish and contemporary new development in its own right, Blossom Park will appeal to buyers of all kinds. These 1 & 2 bedroom apartments and Heritage Collection 3, 4 & 5 bedroom houses will be close to nature and green open spaces, including play areas for children and new habitats for wildlife, yet are a stone's throw from the vibrant towns of Brentwood and Chelmsford. With excellent transport links for London too, Blossom Park offers a very special standard of living.



# DISCOVER A BETTER WAY TO LIVE

Life is not just about waking up in a beautiful home. It's about everything that goes with it. From stunning open plan kitchens and entertaining spaces, to places that make the most of the outdoors through to our outstanding customer experiences. Welcome to a better way of living.

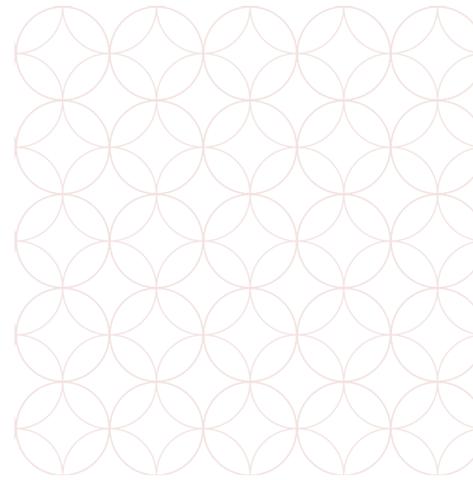


# BETTER BY DESIGN

Imagine how much better life would be, with a little more thought and a lot more space. Waking up in a home full of unique character where everything feels carefully considered inside and out. A place where you can relax, think, breathe, work and play in beautifully designed spaces. With Redrow, it's the level of care we bring, that makes all the difference.

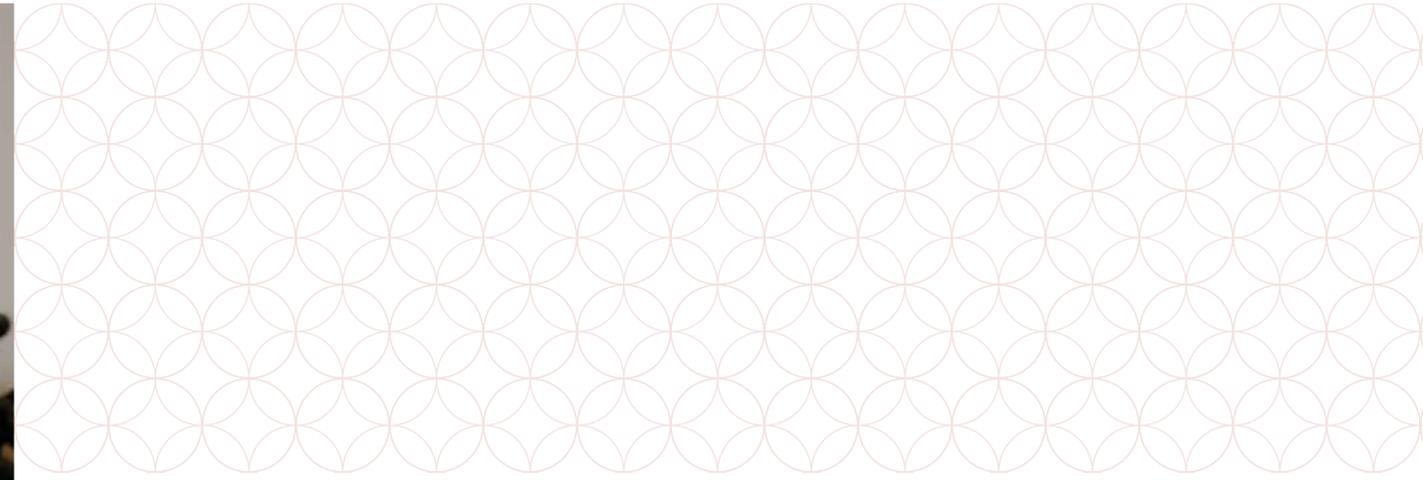
# BETTER PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquillity as you enjoy a new, relaxed lifestyle, away from the hustle and bustle. A place where there's a sense of community, of living life at your own pace amongst beautiful street scenes and green open spaces where neighbours and dog walkers meet. That's what sets your new neighbourhood apart.



# BETTER EXPERIENCES

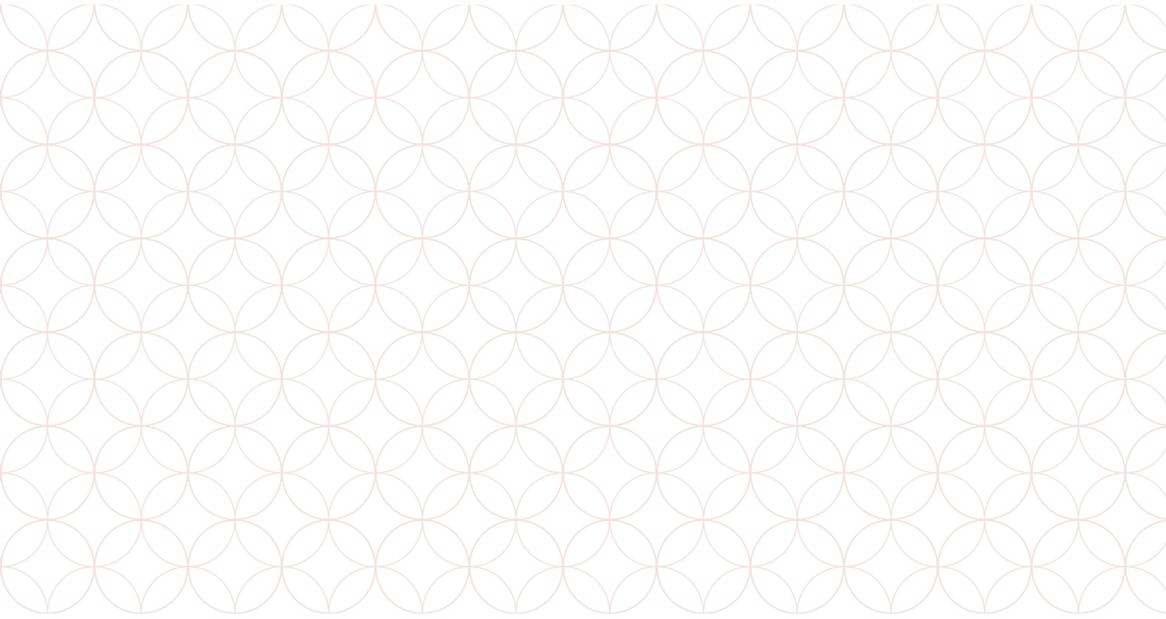
There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow will help you get settled.



## AN INSPIRED **NEW HOME**

Explore what makes this  
collection so unique

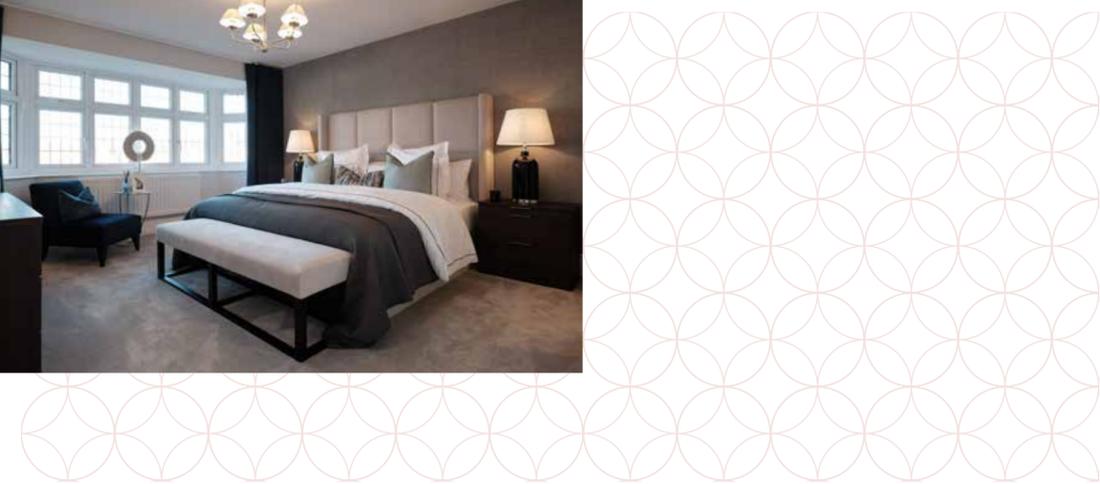
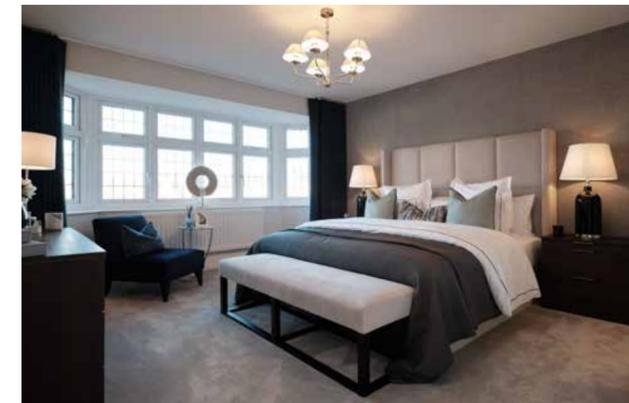
We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.



# WHAT MAKES THIS COLLECTION SO UNIQUE?

Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves on, that makes this award winning collection so enviable.

Every inch of our homes has been carefully considered, from features such as traditional porches supported by timber posts with gallows brackets to brick plinths that run the whole way round the property. These features add grandeur and depth to the front of the home and provide an anchoring effect.

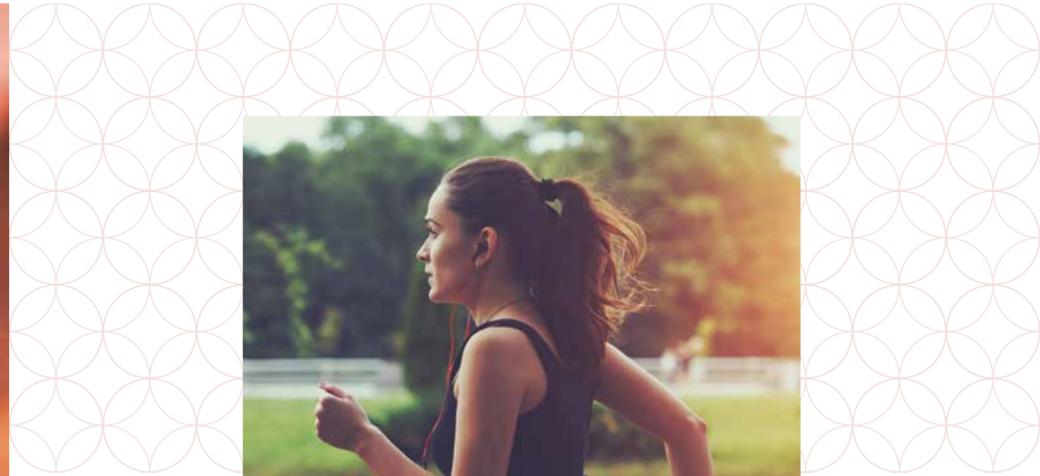




## ENJOY THE AREA

With the amenities of Ingatestone on your doorstep and thriving Chelmsford and Brentwood within easy reach too, shopping will always be a pleasure at Blossom Park. You'll find a Budgens supermarket just a 10 minute drive away in Ingatestone High Street, while Brentwood, also around 10 minutes away, has Marks & Spencer and Co-Operative stores. For more all-encompassing retail therapy, Chelmsford is an excellent choice, with its High Chelmer and Meadows shopping centres offering an A to Z of household names, as well as places to enjoy a drink or bite to eat. Brentwood also has doctor's and dentist's surgeries, both located within a 10 minute drive of home.

Those looking to wine and dine can also look forward to an eclectic eating and drinking out scene, with a range of good pubs, and restaurants serving cuisines from around the world. The Plough and George & Dragon pubs in neighbouring Mountnessing offer extensive and eclectic menus throughout the day, while both Brentwood and Chelmsford have lively and cosmopolitan pub and restaurant scenes, with eateries serving flavours from across the globe.



## ENJOY AN ACTIVE LIFESTYLE

For those seeking sport, fun and fitness, there will be no shortage of options. The Studio 360 Fitness leisure centre in nearby Billericay has a fully-equipped gym including bikes and cross-trainers, plus a 24-metre sprint track. Film fans can catch all the latest blockbusters at the Everyman Cinema in Chelmsford, while Romford's Namco Funscape centre has a variety of fun facilities, all under one roof. From table tennis to pool, bowling and arcade games, there will be activities to suit all tastes and requirements.

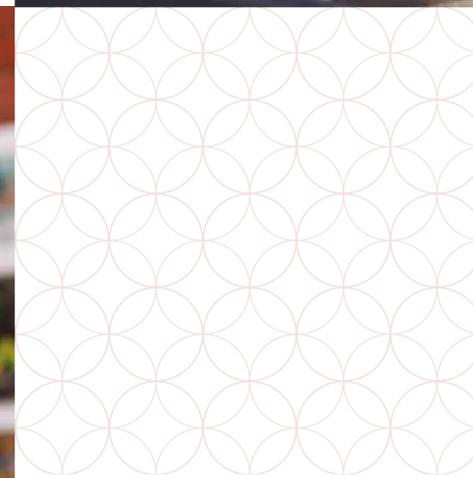
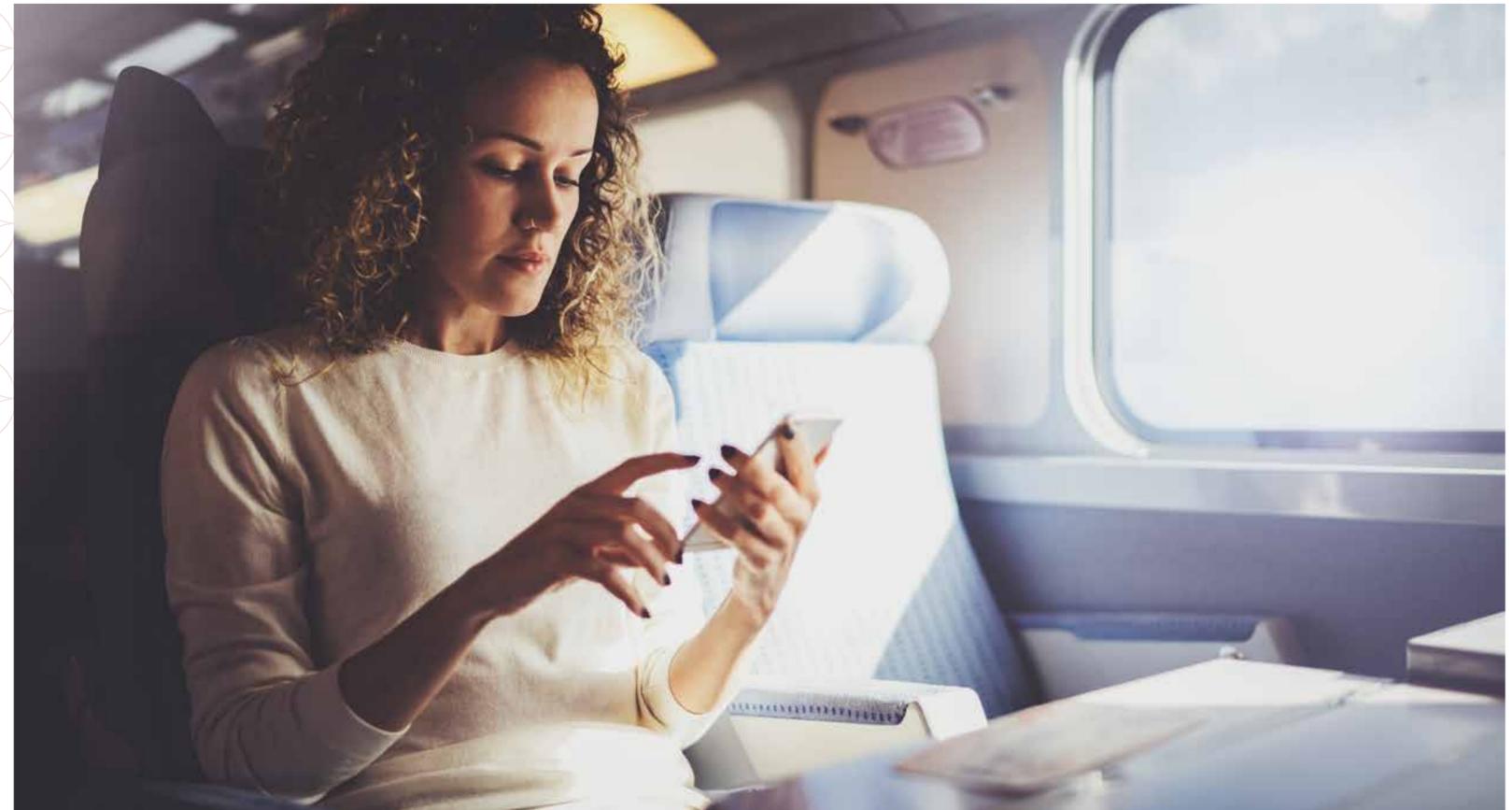
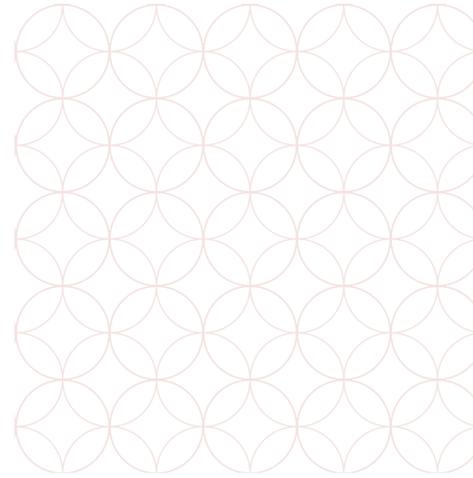
For a family day out, Colchester Zoo is around 40 minutes away via the A12 and has more than 200 species of animal, including bears, aardvarks, Komodo dragons and a wide variety of exotic birds too. There are also elephant and giraffe feeding experiences, and even the chance to shadow the zoo keepers. Thorndon Country Park's Gruffalo Trail near Brentwood is also perfect for families.

There will be plenty of opportunities to enjoy nature and wildlife closer to home, though. Complementing the existing trees and hedgerows in the area around the development will be dormouse nest boxes, bird boxes and swift bricks, an invertebrate bug box and log piles for reptiles, installed throughout the site.

# OPPORTUNITIES FOR LEARNING

Parents of growing families will be pleased to find a good range of schools. Mountnessing Primary School is less than 5 minutes away in the car and is rated 'Good' by Ofsted.

Shenfield High School is a similar journey time and is rated 'Good', while Chelmsford College has the same rating and offers courses and apprenticeships for 16 to 19-year-olds. For higher education, Chelmsford's Writtle University College offers a range of courses in agriculture, conservation, horticulture and more. Anglia Ruskin University in Chelmsford also offers a wide variety of courses.



# GETTING AROUND

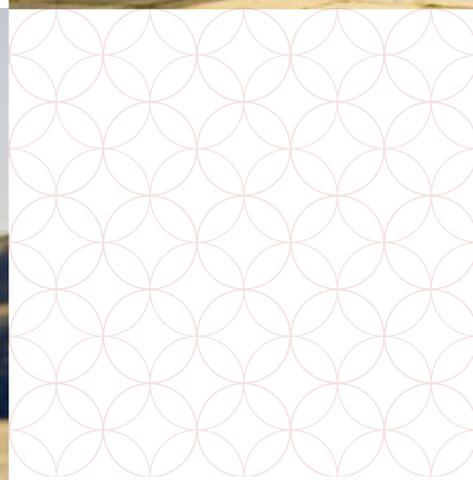
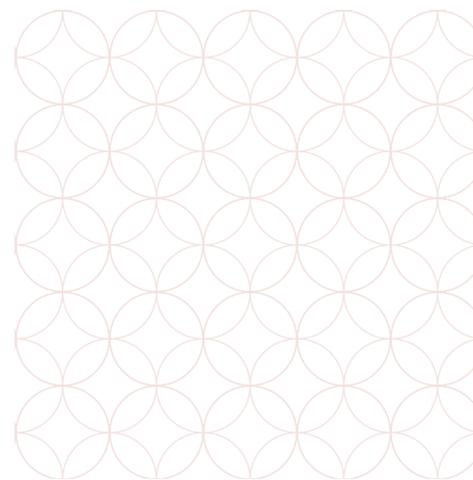
Transport connections are excellent, whether you're looking to travel by road or rail. The A12 trunk road will take you to Chelmsford (18 minutes) and Brentwood (9 minutes, via the A1023), and also connects with junction 28 of the M25 motorway in around 10 minutes for journeys to Central London in around an hour.

For rail travel, Ingatestone train station is around 10 minutes away in the car and offers services to London Liverpool Street (29 minutes), Colchester (46 minutes) and Clacton-on-Sea (58 minutes).

For air travel, London Stansted Airport is 34 minutes away and London Southend Airport 36 minutes, with both offering flights around the globe.

# WE PUT MORE IN

At Redrow we work hard to contribute to the existing facilities and create new ones, to dovetail our development into the local community. Below are some of the community benefits installed at **Blossom Park**.



# SO YOU GET MORE OUT

- Public open space
- New footpath connections
- Creation of new wildlife habitats

# EXPLORE BLOSSOM PARK



## KEY

|  |  |
|--|--|
|  <b>WARWICK</b><br>3 BEDROOM<br>DETACHED HOME                   |  <b>SHAFTESBURY</b><br>4 BEDROOM<br>DETACHED HOME   |
|  <b>LINCOLN</b><br>3 BEDROOM<br>SEMI DETACHED/<br>TERRACED HOME |  <b>CHESTER</b><br>4 BEDROOM<br>DETACHED HOME   |
|  <b>STRATFORD LIFESTYLE</b><br>3 BEDROOM<br>DETACHED HOME       |  <b>HIGHGATE 5</b><br>5 BEDROOM<br>DETACHED HOME  |
|  <b>OXFORD LIFESTYLE</b><br>3 BEDROOM<br>DETACHED HOME          |  <b>BLACKTHORN APARTMENTS</b><br><b>ELDERFLOWER APARTMENTS</b><br><b>CHERRY APARTMENTS</b><br>1 & 2 BEDROOM<br>APARTMENTS |
|  <b>CAMBRIDGE</b><br>4 BEDROOM<br>DETACHED HOME               |  <b>AFFORDABLE HOUSING</b>  |
|  <b>LEAMINGTON LIFESTYLE</b><br>3 BEDROOM<br>DETACHED HOME    |  |

### Affordable Housing:

Tavy - 26, 27, 28, 29 58 & 59  
 Dart - 41, 42, 52 & 53  
 Maisonette - 43, 44, 54, 55, 56 & 57  
 Block C Apartments - 68-75  
 Block D Apartments - 60-67

V - Visitor Parking  
 B/S - Bin Store  
 S/S - Sub Station  
 C/S - Cycle Store  
 P/S - Pumping Station

This plan is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change. For specific details, other than general site layout, please liaise directly with our Sales Consultant.





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# THE CAMBRIDGE

FOUR BEDROOM DETACHED HOME





**HERITAGE**

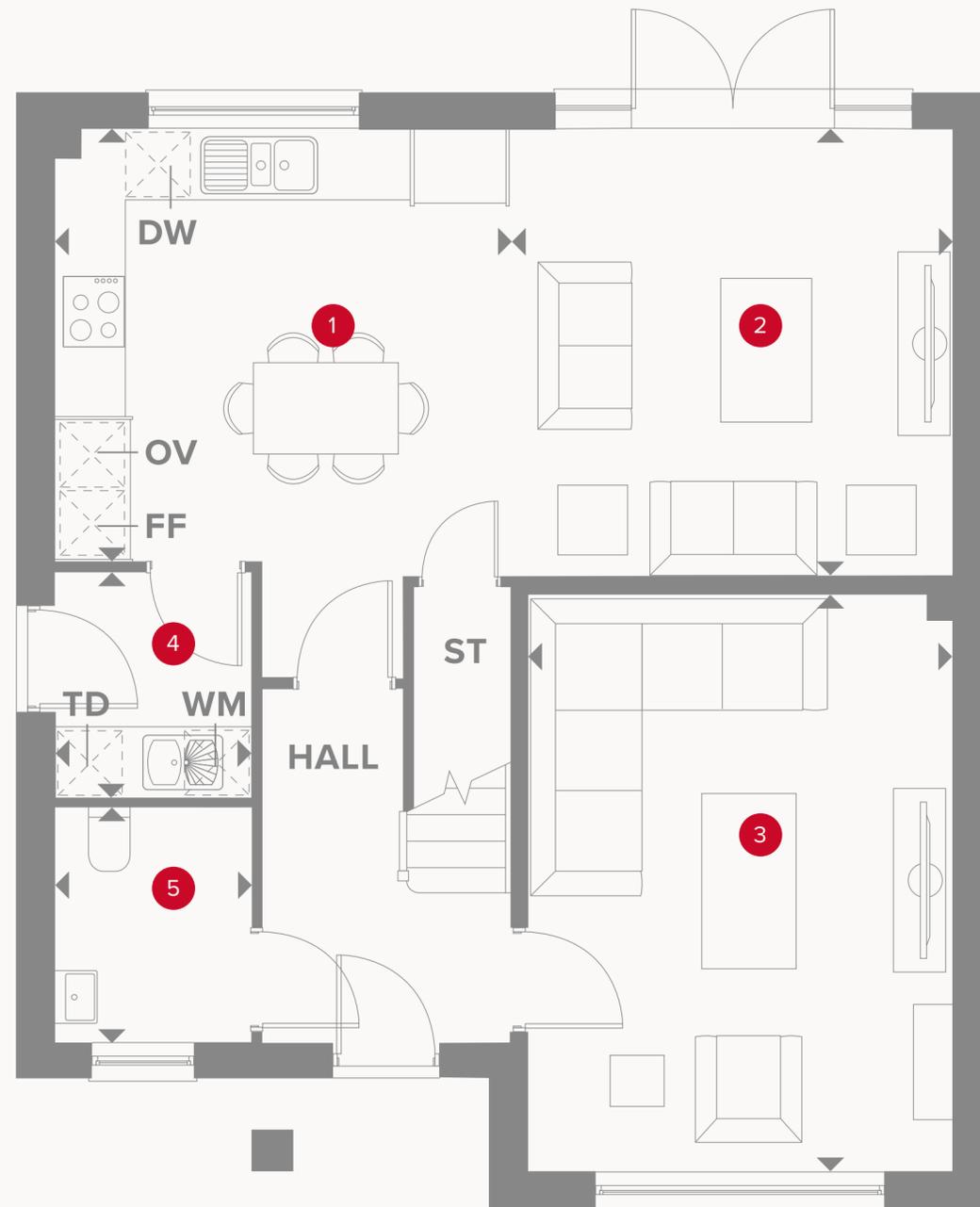
- REDROW -

# THE CAMBRIDGE

FOUR BEDROOM DETACHED HOME

 **REDROW**

# THE CAMBRIDGE GROUND FLOOR



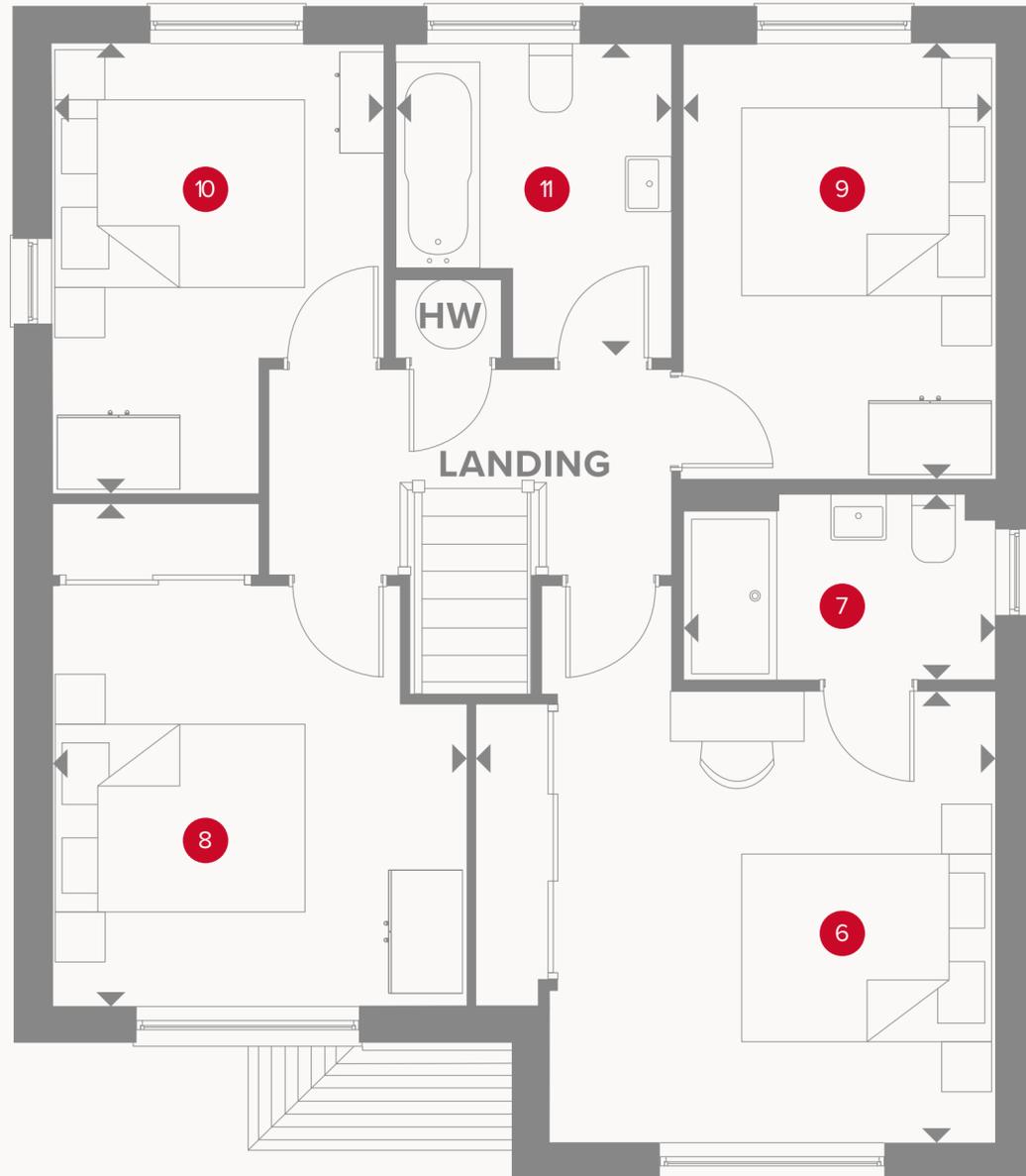
|   |                |                |              |
|---|----------------|----------------|--------------|
| 1 | Kitchen/Dining | 12'9" x 12'1"  | 3.90 x 3.69m |
| 2 | Family         | 12'4" x 12'6"  | 3.78 x 3.82m |
| 3 | Lounge         | 11'10" x 16'2" | 3.62 x 4.94m |
| 4 | Utility        | 5'5" x 6'4"    | 1.66 x 1.93m |
| 5 | Cloaks         | 5'5" x 6'6"    | 1.66 x 1.99m |



## KEY

|   |                  |   |                       |
|---|------------------|---|-----------------------|
|  | Hob              |  | Dimensions start      |
| <b>OV</b>   | Oven             | <b>ST</b>   | Storage cupboard      |
| <b>FF</b>   | Fridge/freezer   | <b>WM</b>   | Washing machine space |
| <b>DW</b>   | Dishwasher space | <b>TD</b>   | Tumble dryer space    |

# THE CAMBRIDGE FIRST FLOOR



|    |           |                |              |
|----|-----------|----------------|--------------|
| 6  | Bedroom 1 | 13'10" x 12'0" | 4.22 x 3.67m |
| 7  | En-suite  | 8'4" x 4'11"   | 2.55 x 1.50m |
| 8  | Bedroom 2 | 11'0" x 13'3"  | 3.37 x 4.06m |
| 9  | Bedroom 3 | 8'4" x 11'8"   | 2.55 x 3.56m |
| 10 | Bedroom 4 | 8'10" x 11'10" | 2.70 x 3.63m |
| 11 | Bathroom  | 7'4" x 8'4"    | 2.24 x 2.54m |



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## KEY

- ◀ Dimensions start
- HW** Hot water storage



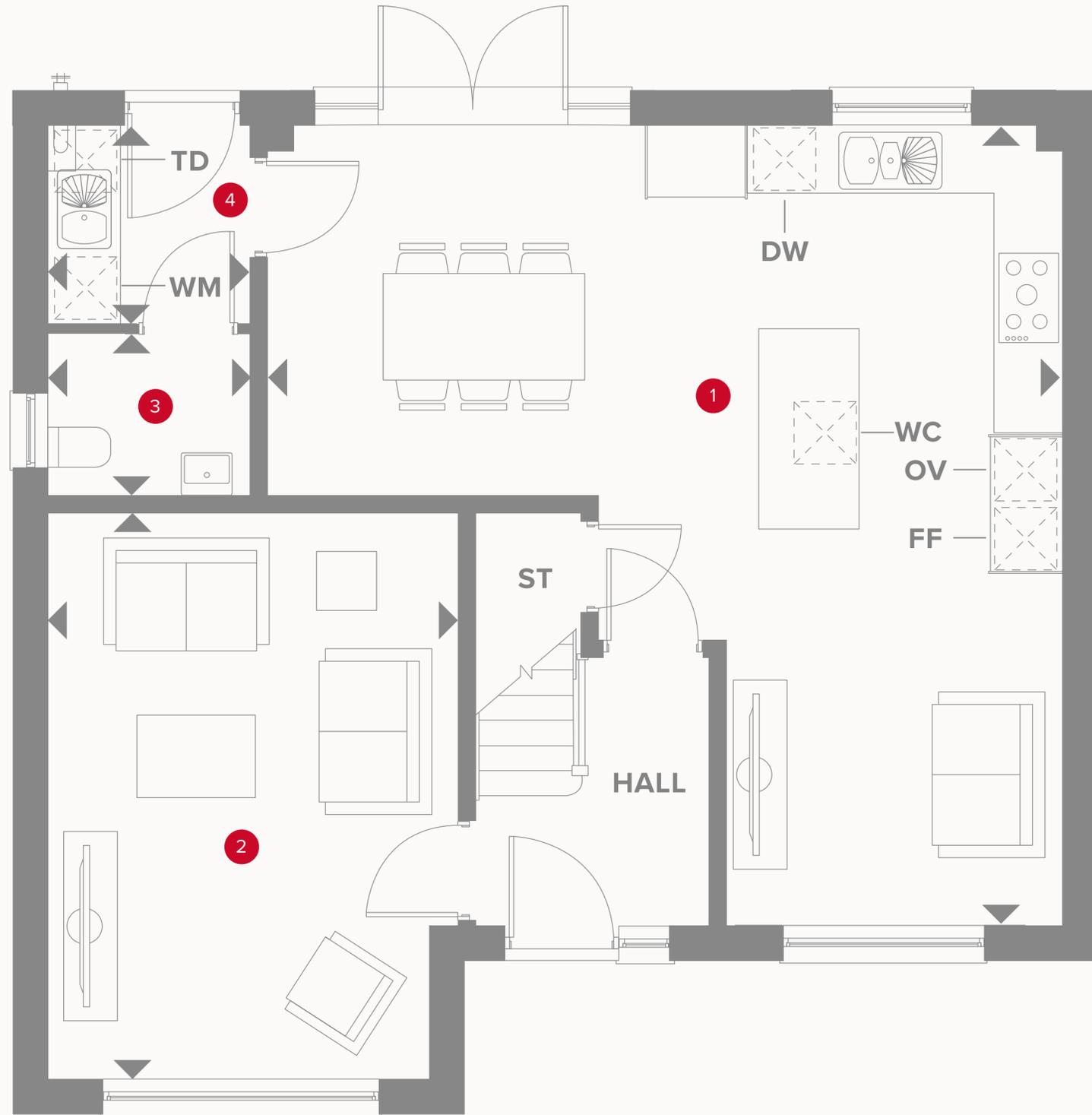
**HERITAGE**

- REDROW -

# THE HIGHGATE

FIVE BEDROOM HOME

 **REDROW**



# THE HIGHGATE GROUND FLOOR

|   |                           |                |              |
|---|---------------------------|----------------|--------------|
| 1 | Kitchen/<br>Dining/Family | 23'2" x 23'4"  | 7.07 x 7.11m |
| 2 | Lounge                    | 11'11" x 16'5" | 3.65 x 5.02m |
| 3 | Cloaks                    | 5'10" x 4'9"   | 1.80 x 1.45m |
| 4 | Laundry                   | 5'10" x 5'8"   | 1.80 x 1.75m |

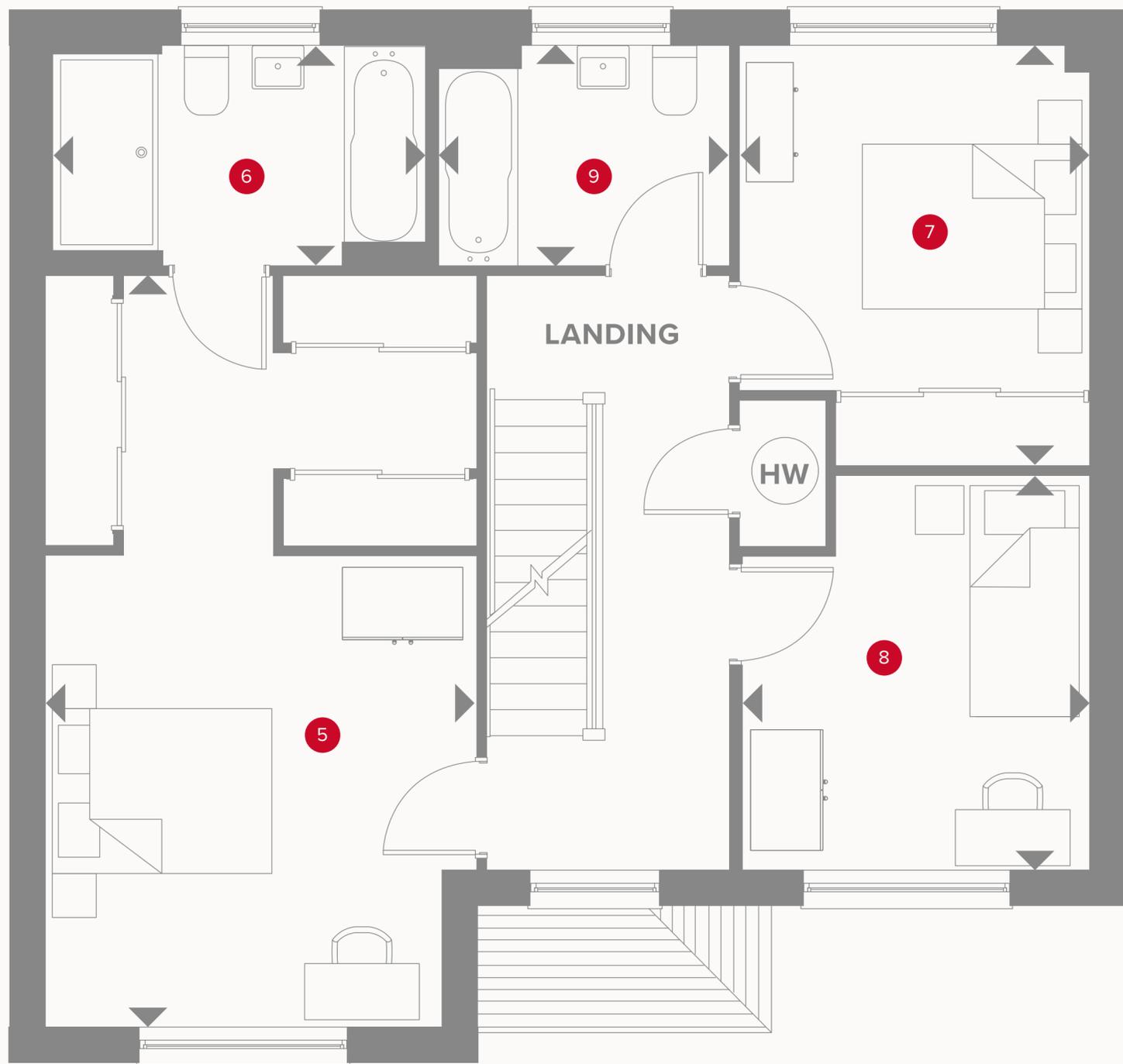


## KEY

Hob  
 Oven  
 Fridge/freezer  
 Dishwasher space

Dimensions start  
 Storage cupboard  
 Washing machine space  
 Tumble dryer space

Wine cooler space



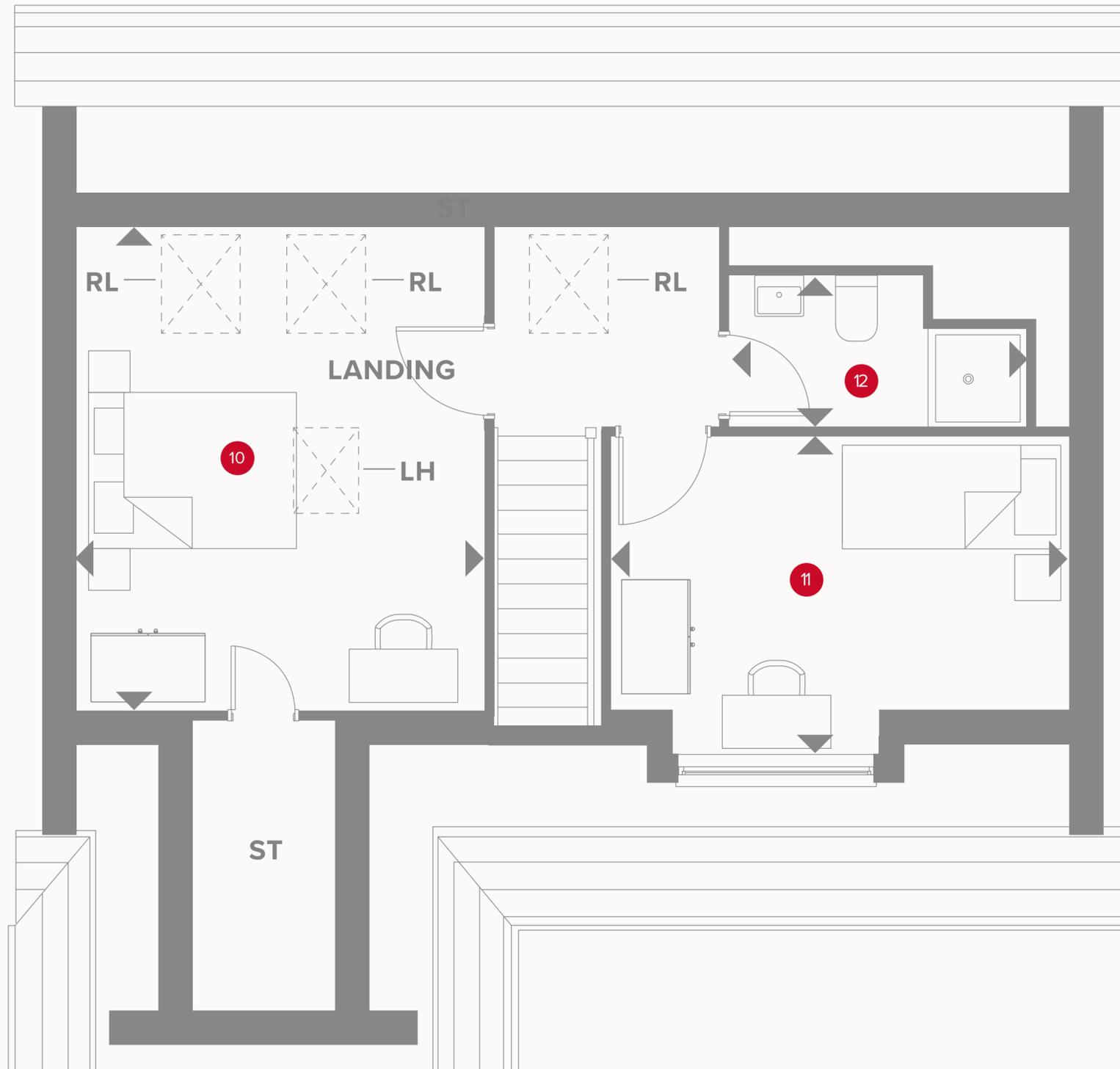
# THE HIGHGATE FIRST FLOOR

|   |           |                |              |
|---|-----------|----------------|--------------|
| 5 | Bedroom 1 | 12'2" x 21'3"  | 3.71 x 6.48m |
| 6 | En-suite  | 10'6" x 6'2"   | 3.22 x 1.89m |
| 7 | Bedroom 2 | 9'11" x 11'10" | 3.03 x 3.62m |
| 8 | Bedroom 3 | 9'10" x 11'2"  | 3.00 x 3.40m |
| 9 | Bathroom  | 8'2" x 6'2"    | 2.51 x 1.89m |



## KEY

- ◀ Dimensions start
- HW Hot water storage



Plots 9, 10 & 93 are handed

# THE HIGHGATE SECOND FLOOR

|    |             |               |              |
|----|-------------|---------------|--------------|
| 10 | Bedroom 4   | 12'2" x 14'5" | 3.71 x 4.40m |
| 11 | Bedroom 5   | 13'7" x 8'2"  | 4.15 x 2.50m |
| 12 | Shower Room | 8'11" x 4'6"  | 2.72 x 1.37m |



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### KEY

- ◀ Dimensions start
- LH** Loft hatch
- RL** Roof light



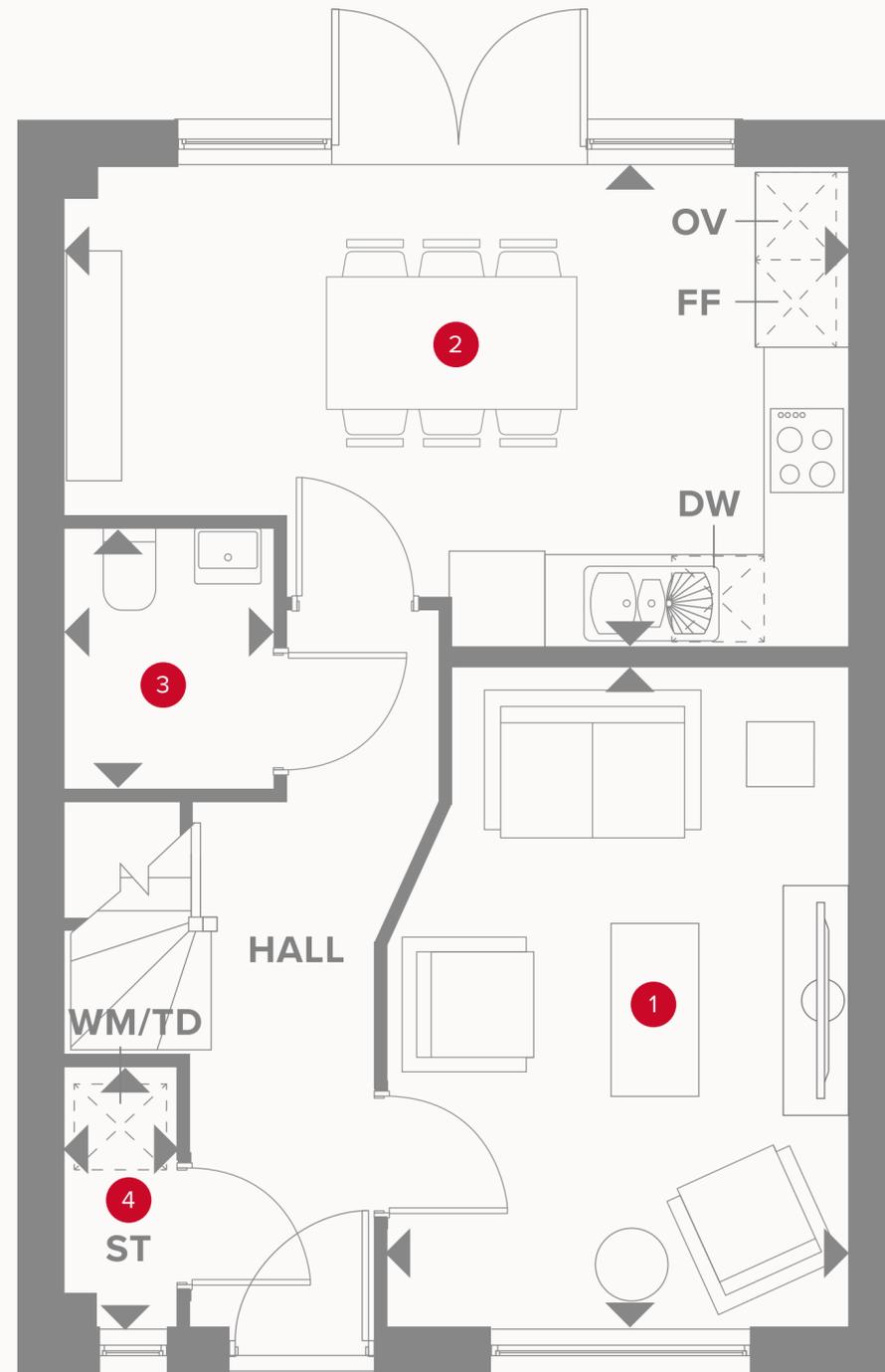
**HERITAGE**

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# THE LINCOLN

THREE BEDROOM HOME

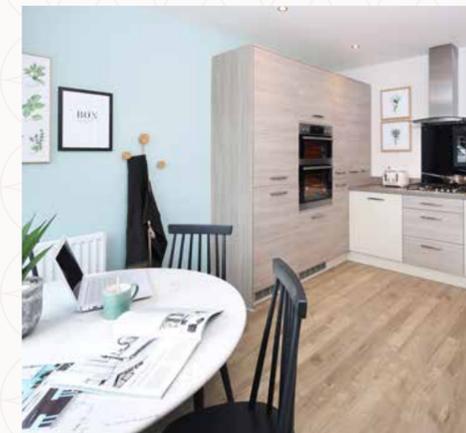
 **REDROW**



Plots 3, 17, 22, 24, 48 & 49 are handed

# THE LINCOLN GROUND FLOOR

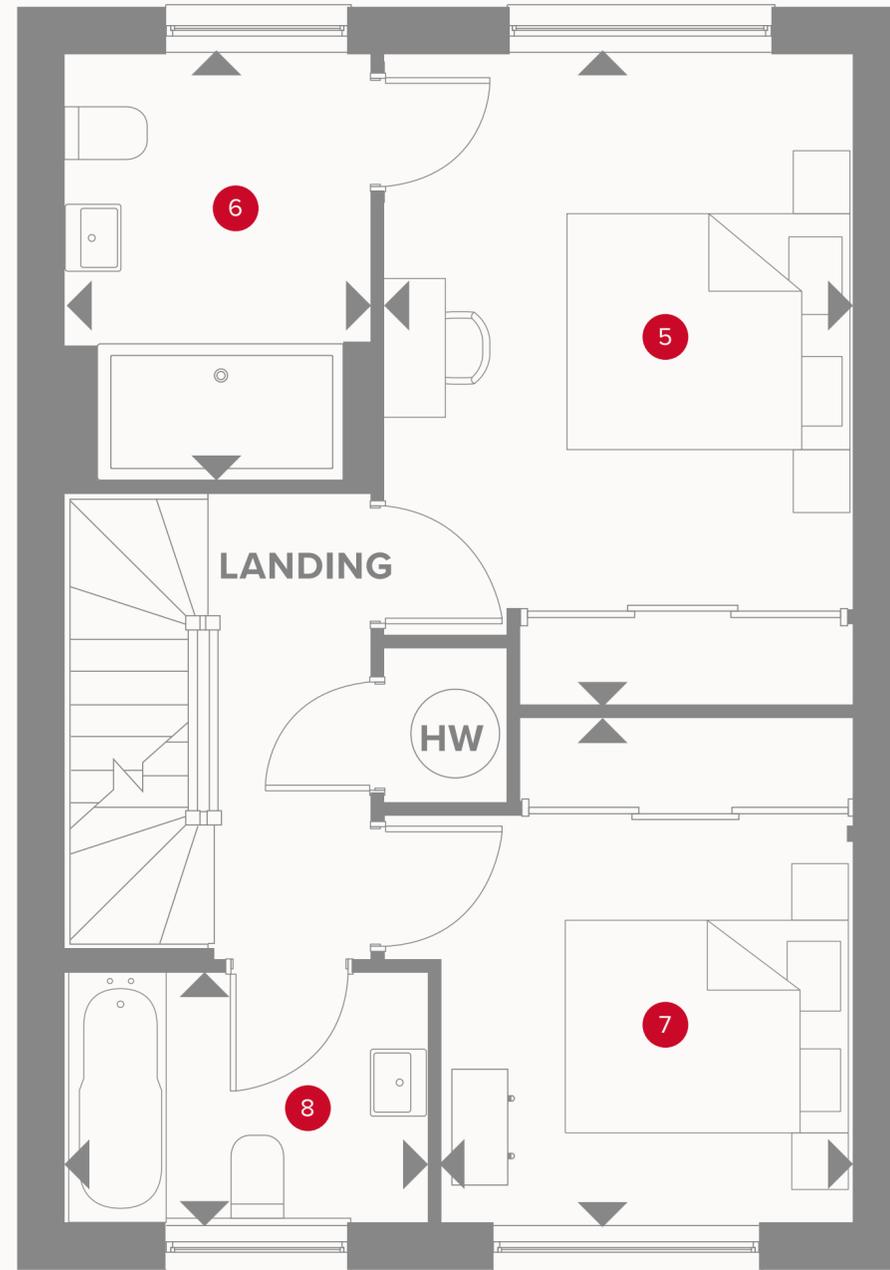
|   |                 |                |              |
|---|-----------------|----------------|--------------|
| 1 | Lounge          | 10'5" x 14'11" | 3.19 x 4.55m |
| 2 | Kitchen/ Dining | 17'9" x 10'10" | 5.43 x 3.31m |
| 3 | Cloaks          | 4'9" x 5'11"   | 1.45 x 1.80m |
| 4 | Laundry         | 2'6" x 5'10"   | 0.77 x 1.78m |



## KEY

-  Hob
- OV** Oven
- FF** Fridge/freezer
- DW** Dishwasher space

-  Dimensions start
- ST** Storage cupboard
- WM** Washing machine space
- TD** Tumble dryer space



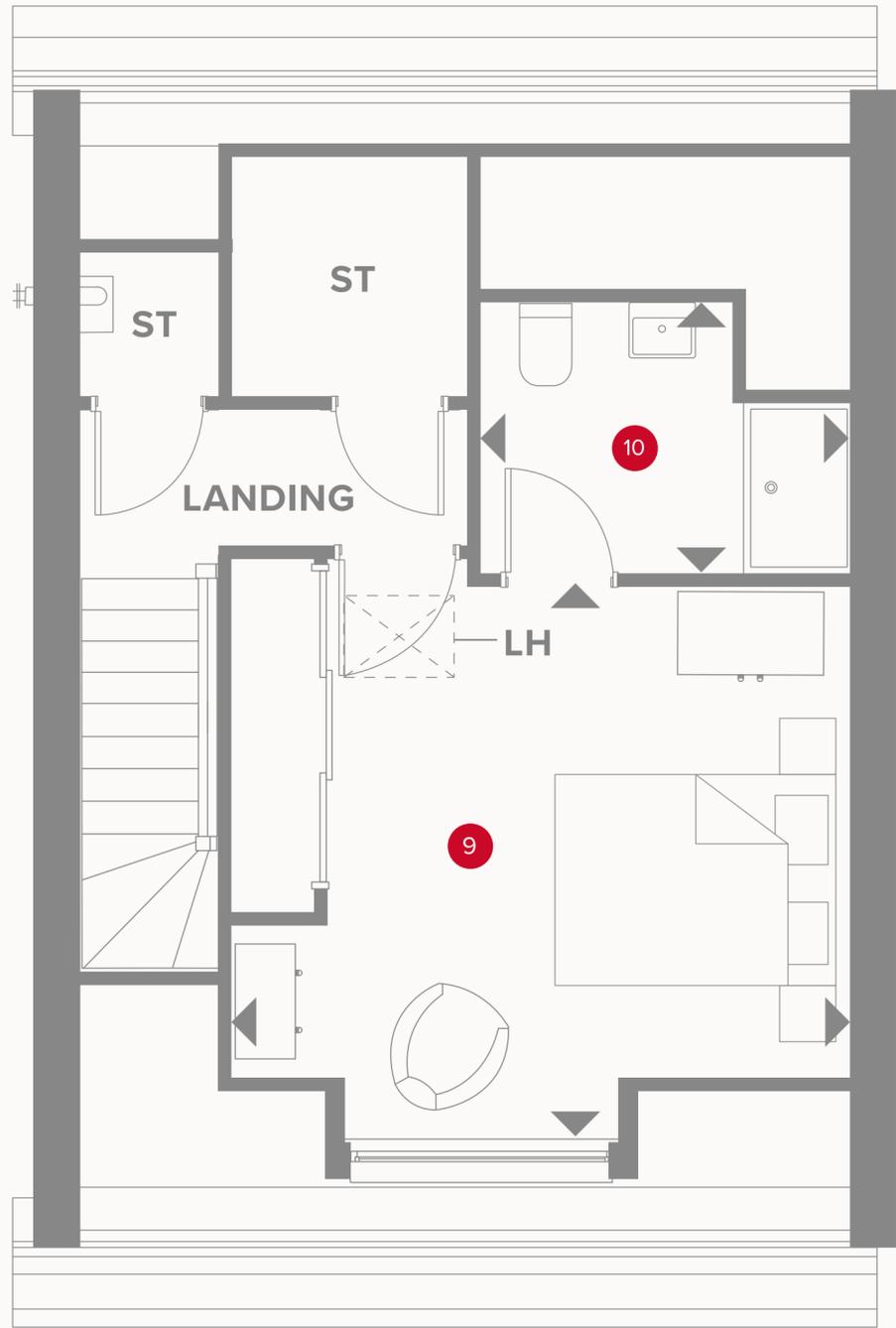
# THE LINCOLN FIRST FLOOR

|   |           |               |              |
|---|-----------|---------------|--------------|
| 5 | Bedroom 1 | 10'7" x 14'8" | 3.24 x 4.48m |
| 6 | En-suite  | 6'10" x 9'7"  | 2.10 x 2.93m |
| 7 | Bedroom 3 | 9'3" x 11'3"  | 2.84 x 3.44m |
| 8 | Bathroom  | 8'2" x 5'7"   | 2.49 x 1.70m |



## KEY

- ← Dimensions start
- HW Hot water storage



# THE LINCOLN SECOND FLOOR

|    |           |               |              |
|----|-----------|---------------|--------------|
| 9  | Bedroom 2 | 14'2" x 12'8" | 4.33 x 3.88m |
| 10 | En-suite  | 8'6" x 6'3"   | 2.59 x 1.90m |



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**KEY**  
◀ Dimensions start  
**LH** Loft hatch

Plots 3, 17, 22, 24, 48 & 49 are handed



**HERITAGE**

- REDROW -

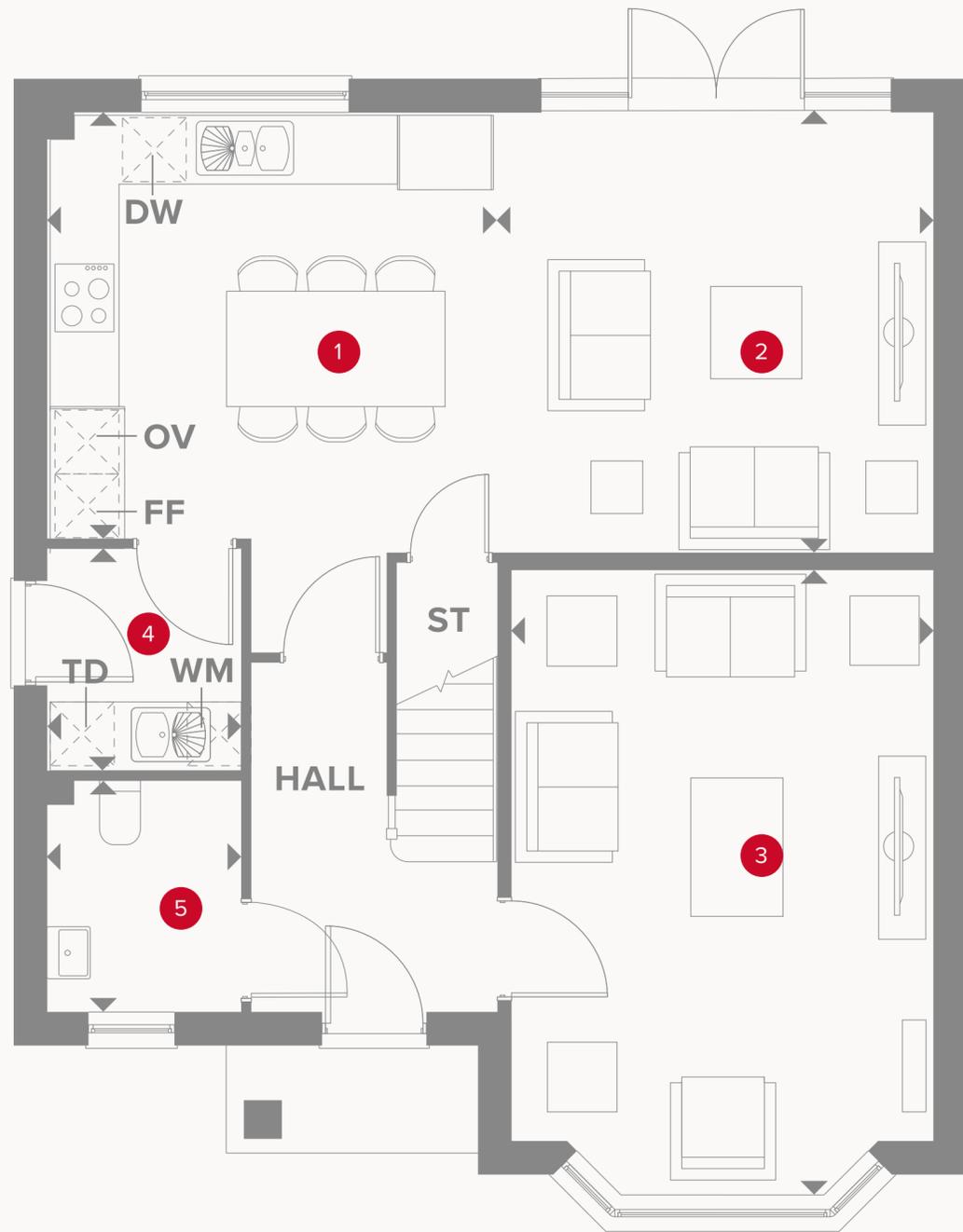
# THE LEAMINGTON LIFESTYLE

THREE BEDROOM DETACHED HOME

 **REDROW**

# THE LEAMINGTON LIFESTYLE GROUND FLOOR

|   |                |                |              |
|---|----------------|----------------|--------------|
| 1 | Kitchen/Dining | 12'9" x 12'1"  | 3.90 x 3.69m |
| 2 | Family         | 12'4" x 12'6"  | 3.78 x 3.82m |
| 3 | Lounge         | 11'10" x 17'9" | 3.63 x 5.41m |
| 4 | Utility        | 5'5" x 6'4"    | 1.66 x 1.93m |
| 5 | Cloaks         | 5'5" x 6'6"    | 1.66 x 1.99m |

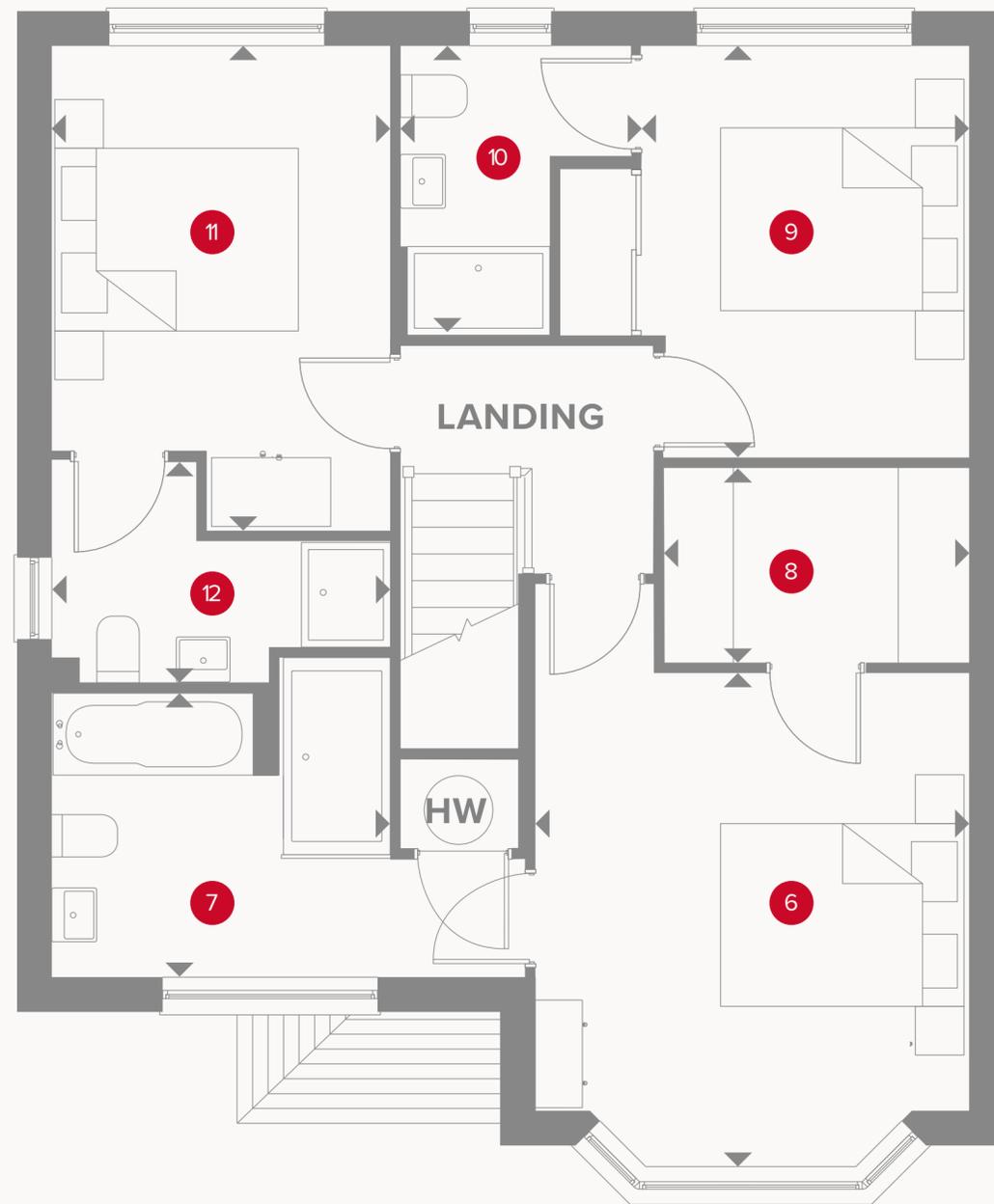


## KEY

-  Hob
- OV** Oven
- FF** Fridge/freezer
- TD** Tumble dryer space

-  Dimensions start
- ST** Storage cupboard
- WM** Washing machine space
- DW** Dish washer space

# THE LEAMINGTON LIFESTYLE FIRST FLOOR



|    |            |                |              |
|----|------------|----------------|--------------|
| 6  | Bedroom 1  | 11'10" x 13'5" | 3.63 x 4.09m |
| 7  | En-suite 1 | 9'1" x 7'9"    | 2.78 x 2.36m |
| 8  | Dressing   | 8'4" x 5'4"    | 2.54 x 1.64m |
| 9  | Bedroom 2  | 9'0" x 11'3"   | 2.74 x 3.44m |
| 10 | En-suite 2 | 6'3" x 7'11"   | 1.92 x 2.41m |
| 11 | Bedroom 3  | 9'3" x 13'4"   | 2.82 x 4.07m |
| 12 | En-suite 3 | 9'3" x 6'0"    | 2.82 x 1.83m |



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## KEY

- ◀ Dimensions start
- HW** Hot water storage



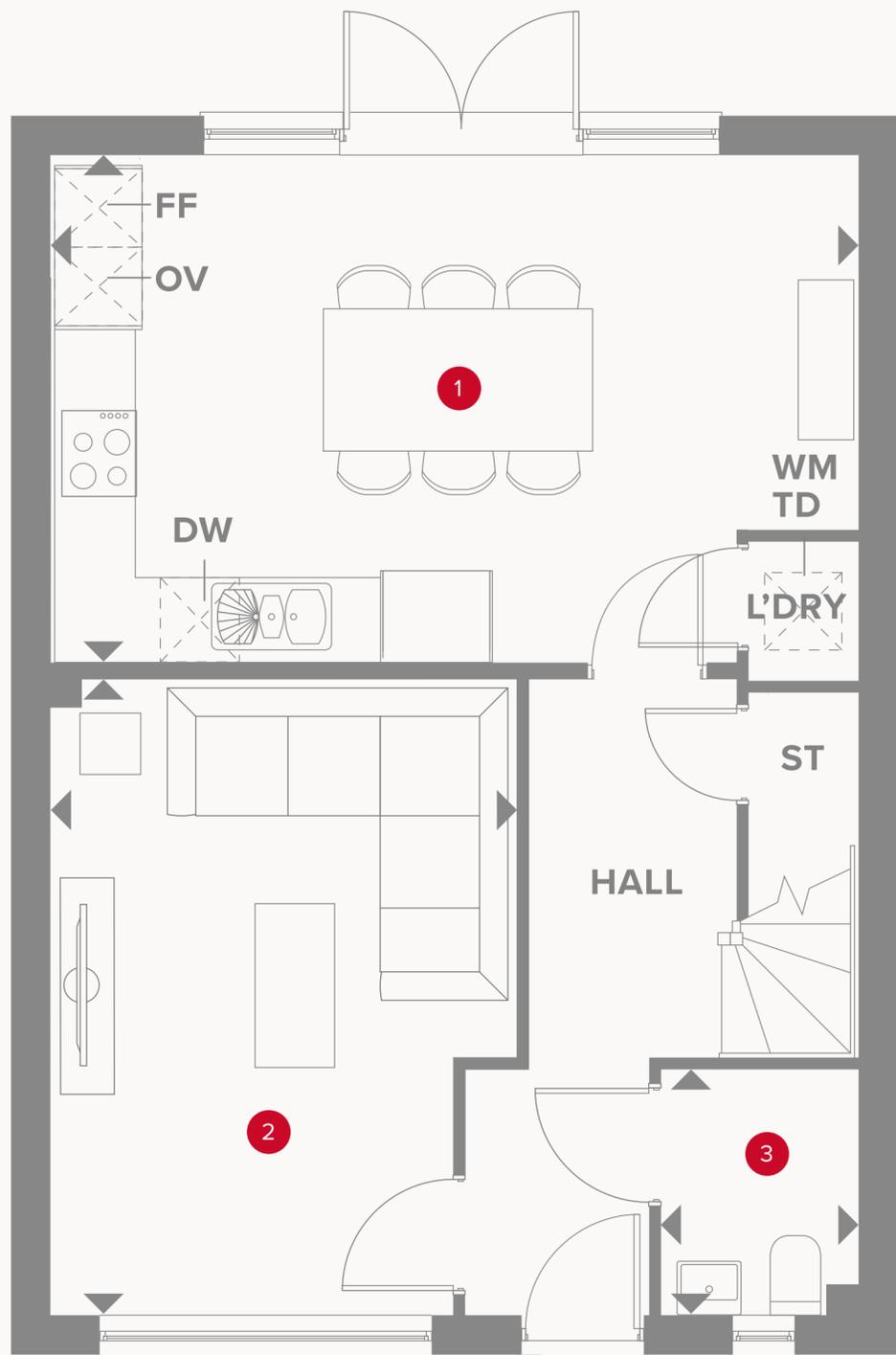
**HERITAGE**

- REDROW -

# THE WARWICK

THREE BEDROOM DETACHED HOME

 **REDROW**



# THE WARWICK GROUND FLOOR

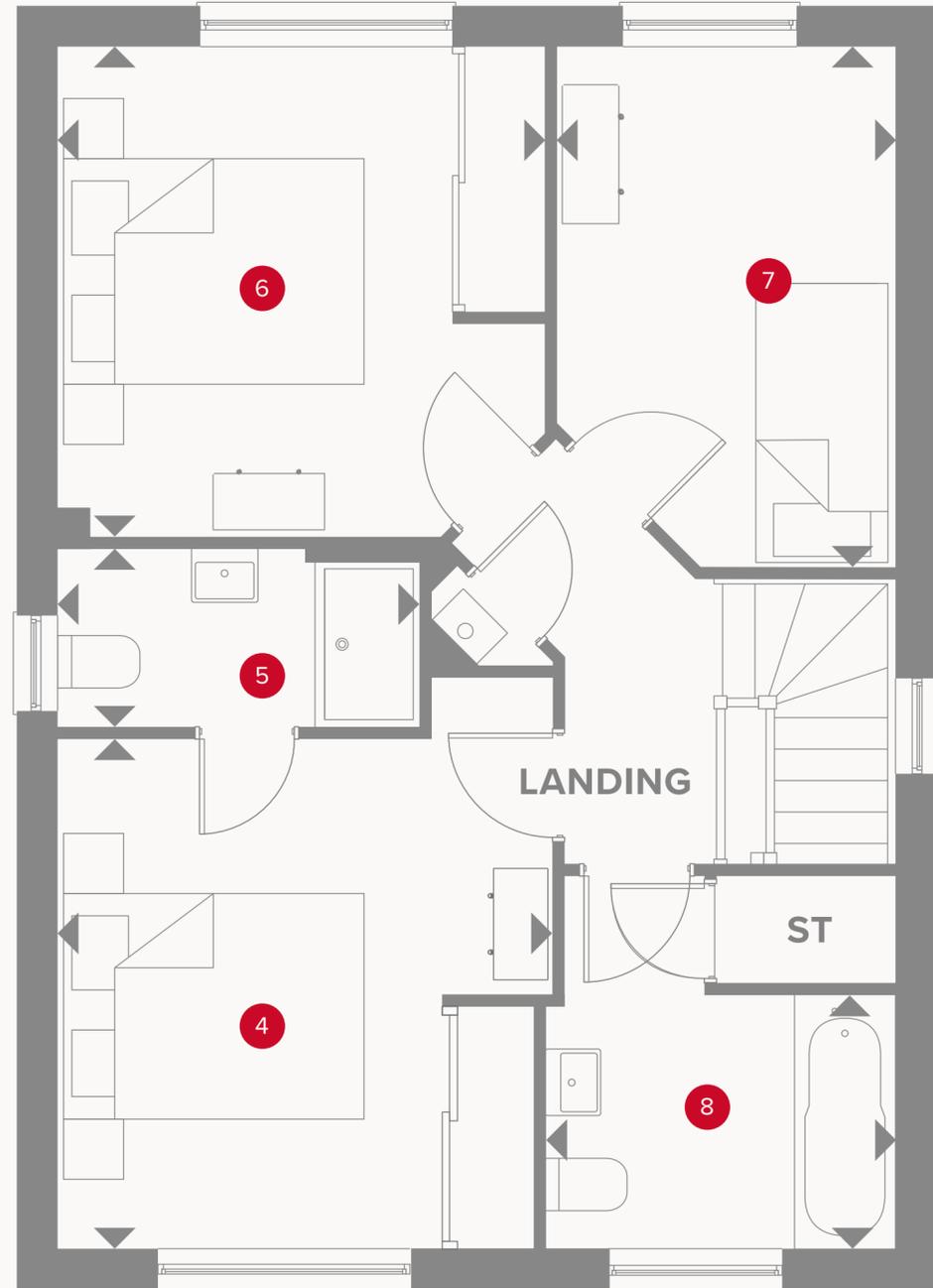
|   |                |               |              |
|---|----------------|---------------|--------------|
| 1 | Kitchen/Dining | 19'7" x 12'2" | 5.99 x 3.72m |
| 2 | Lounge         | 11'4" x 15'5" | 3.46 x 4.70m |
| 3 | Cloaks         | 4'9" x 5'10"  | 1.45 x 1.80m |



## KEY

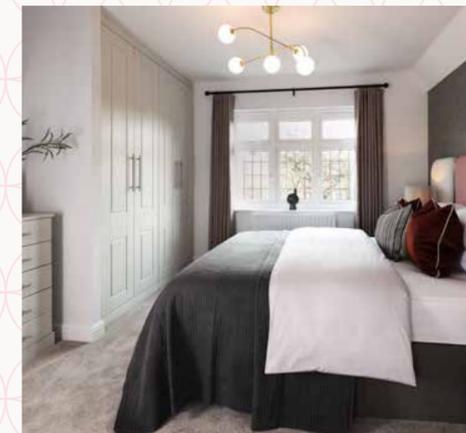
-  Hob
- OV** Oven
- FF** Fridge/freezer
- TD** Tumble dryer space

-  Dimensions start
- WM** Washing machine space
- DW** Dish washer space



# THE WARWICK FIRST FLOOR

|   |           |                |              |
|---|-----------|----------------|--------------|
| 4 | Bedroom 1 | 11'7" x 11'11" | 3.55 x 3.63m |
| 5 | En-suite  | 8'5" x 4'2"    | 2.59 x 1.27m |
| 6 | Bedroom 2 | 11'5" x 11'5"  | 3.49 x 3.49m |
| 7 | Bedroom 3 | 7'11" x 12'2"  | 2.41 x 3.71m |
| 8 | Bathroom  | 8'2" x 5'10"   | 2.49 x 1.80m |



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## KEY

- ◀ Dimensions start
- ST Storage cupboard

# SKILFUL EXECUTION

—  
Quality is never an accident, it is always the  
result of high intention to detail. It represents  
the wise choice of many alternatives.



# PLAN YOUR DREAM HOME



## KITCHEN & UTILITY

### Kitchen Styles

- A range of quality kitchen styles by Symphony are available. Please see sales consultant for details.

### Work Surfaces

- A range of quality laminate work surfaces are available. Please see sales consultant for details.

### Upstand

- 100mm high matching upstand above work surfaces.
- Stainless Steel Splashback.

### Kitchen sink

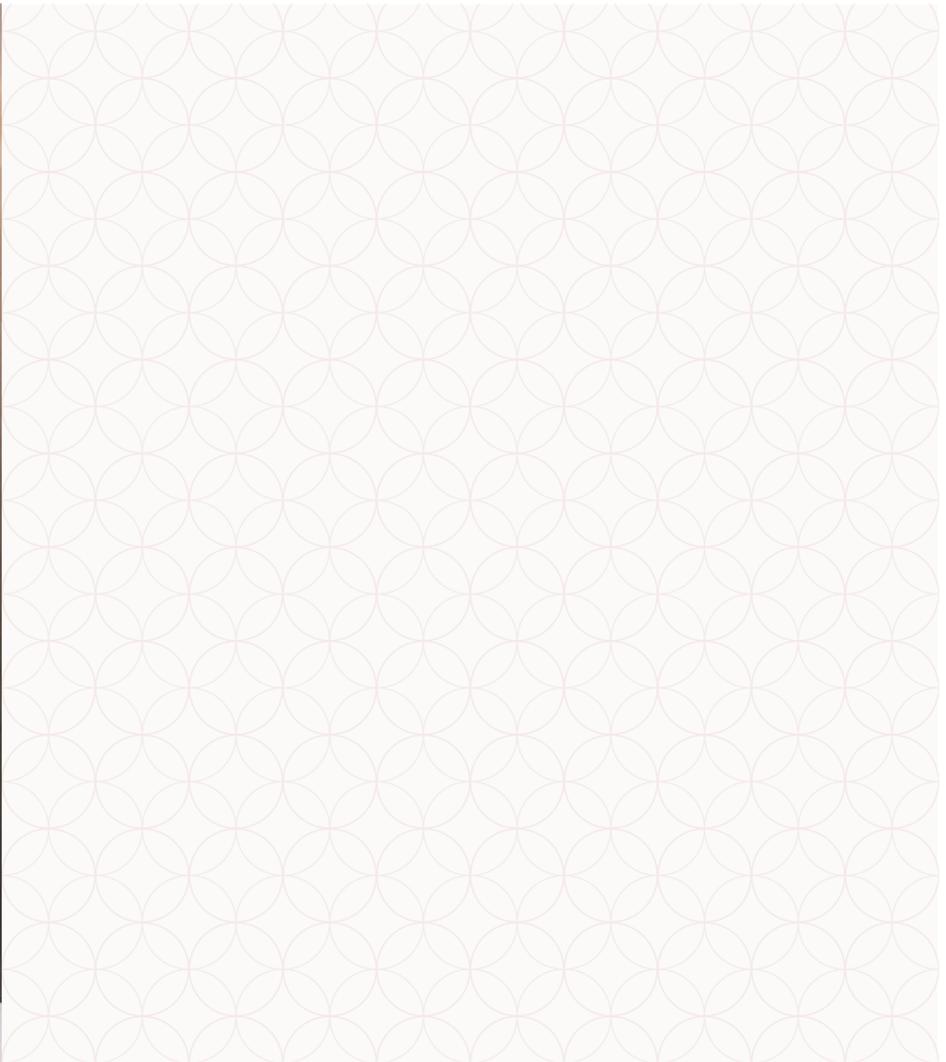
- Stainless steel Blanco Bonus 6S 1.5 bowl with Prinz chrome mixer tap (Properties under 1600ft<sup>2</sup>).
- Stainless steel Blanco Tipo 8S double bowl with Regent chrome mixer tap (Properties over 1600ft<sup>2</sup>).

### Utility sink

- Stainless steel Blanco Tip 45S bowl with Prinz Utility Tap.

### Appliances

- All appliances are AEG/Zanussi stainless steel finish.
  - 60cm 4 Zone Burner Ceramic Hob or 60cm Gas 4 Ring Burner Hob.
  - 80cm 4 Zone Burner Ceramic Hob or 90cm Gas 5 Ring Burner Hob (Properties over 1500ft<sup>2</sup>) - Highgate only.
  - 60cm cooker hood.
  - 90cm cooker hood (Properties over 1500ft<sup>2</sup>) - Highgate only.
  - Double Oven.
  - Integrated fridge/freezer 50/50 split.



## INTERIOR

### Walls

- Crown white emulsion paint finish.

### Internal Doors

- Cambridge 2 panel internal moulded doors in Satin White paint finish.

### Internal Door Furniture

- Polished chrome effect door furniture from Carlisle Brass.

### Architrave

- Torus profile MDF in Satin White paint finish.

### Skirting Boards

- Torus profile MDF in Satin White paint finish.

### Staircase

- Square plain spindles with square newels in satin white paint finish and light ash hardwood hand rail and newel caps.

### Ceilings

- Crown white emulsion paint finish.

### Central Heating

- Full gas central heating with energy efficient wall mounted boiler in all houses. Please see sales consultant for details.

### Radiators

- Myson round top radiators.

### Electrical Sockets & Switch Plates

- BG white moulded electrical switch and socket plates. Refer to drawings for types and locations.
- TV Point – BG white finish to match electrical sockets – 1 in lounge, bedroom 1 and family room
- Phone Point – BG white finish to match electrical sockets – 1 in lounge, 1 in family room and 1 in study (if applicable)

### Lighting

- Pendant and batten lighting points.

### Wardrobes

- A range of Symphony fitted wardrobes available to select from for bedroom 1. Please see sales consultant for details.

### Consumer Unit

- Surface mounted BG consumer unit or semi recessed BG consumer unit to be installed. Please refer to drawings for locations.

### Smoke Detectors

- Fitted as standard to every property. These are connected to the mains electricity supply and have provision for battery back up in the event of a power cut.

OUR LUXURY  
SPECIFICATIONS  
ARE CAREFULLY  
CONSIDERED  
**AND BEAUTIFULLY  
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THE MOST OF YOUR  
NEW HOME**



## BATHROOM & CLOAKROOM

### Bathroom, En-suite & Cloakroom styles

- Ideal Standard white finish 55cm Arc basin to bathroom and en-suite with semi pedestal and pivot style waste.
- 40cm Arc basin to cloakroom with chrome tap or Arc 40cm corner basin (please refer to drawings to confirm basin design).

### Shower to En-suite

- Shower Valve Aqualisa Midas Bar Valve.
- Shower Tray Acrylic capped low profile shower tray.
- Shower Screen Polished chrome effect finish shower door.

### Brassware

- Basin Ideal Standard Tesino single lever basin mixer tap and Bath Ideal Standard Tesino basin mixer tap.

### Bath

- Concept Temp Arc bath with uniline panel. Shower screen and thermostatic bar valve to be provided over bath.

### Wall Tiles to Cloakroom, Bathroom & En-suite

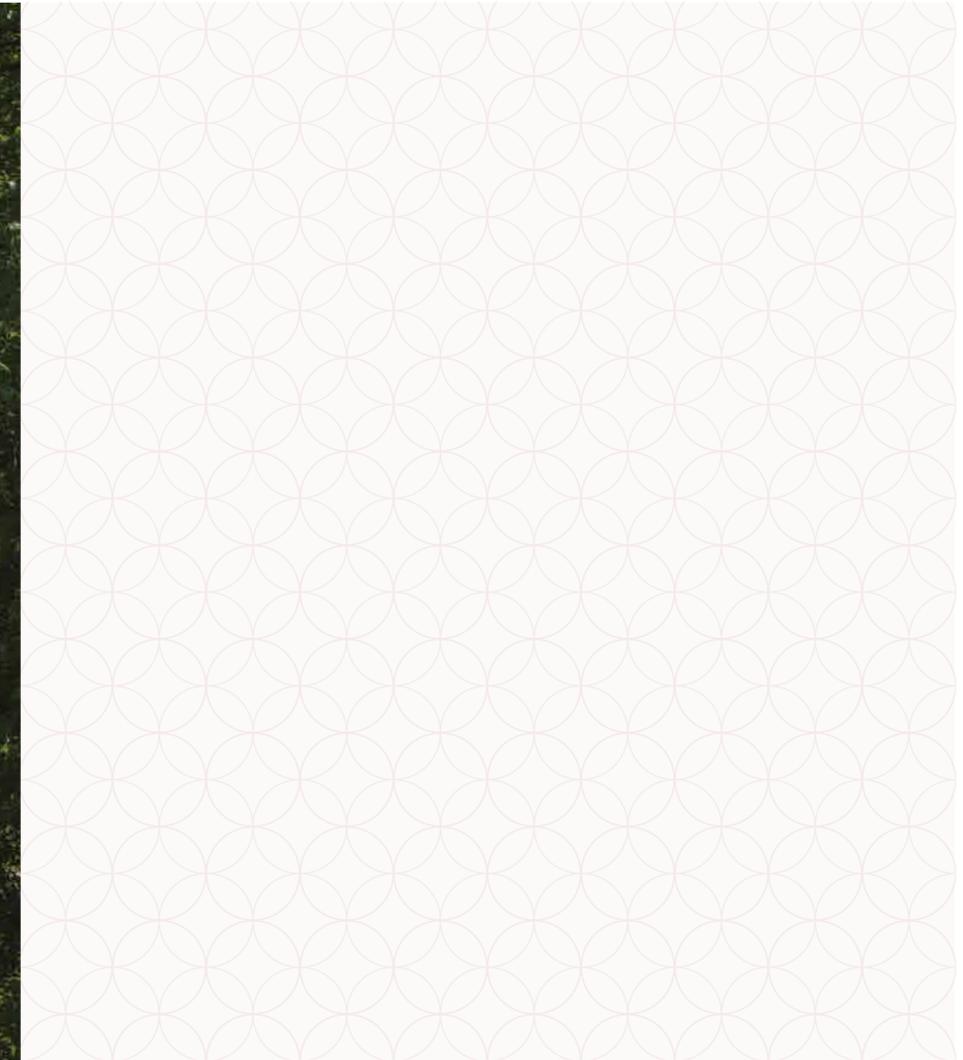
- Porcelanosa splash back to basins and around bath with full height to shower area, as indicated on drawings. Please see sales consultant for further information.

### Shaver Socket to En-suite

- White finish to match sockets and switch plates.

### Towel Warmer

- Curved style chrome effect finish to bathroom & en-suite.



## EXTERIOR

### Fascia & Soffit

- PVCue square fascia & vented soffit board in white profile.

### Rainwater System

- Rainwater gutters and down pipes in black finish.

### Windows

- Sealed double glazed uPVC windows in white finish.

### Patio Doors

- uPVC French patio doors as indicated on the drawings.

### External Doors

- Front GRP front door with pre-glazed units designed with obscure pattern glass and chrome door furniture internally and externally.
- Rear GRP door, finished white both internally and externally with chrome lever handle.

### House Numeral

- Colour to match front door.

### Door Bell

- Black bell push with transformer.

### External Lights

- Lantern to front entrance or down light to recessed entrance ways.

### Garage

- Hormann steel up and over with window panels to top.
- Door finish to be painted to match the front door.
- Light & Power (where applicable) Double socket point and pendant light fitting. Please see sales consultant for details.

### Patio/Paving

- Buff riven faced flags as indicated on drawing.

### External Fencing

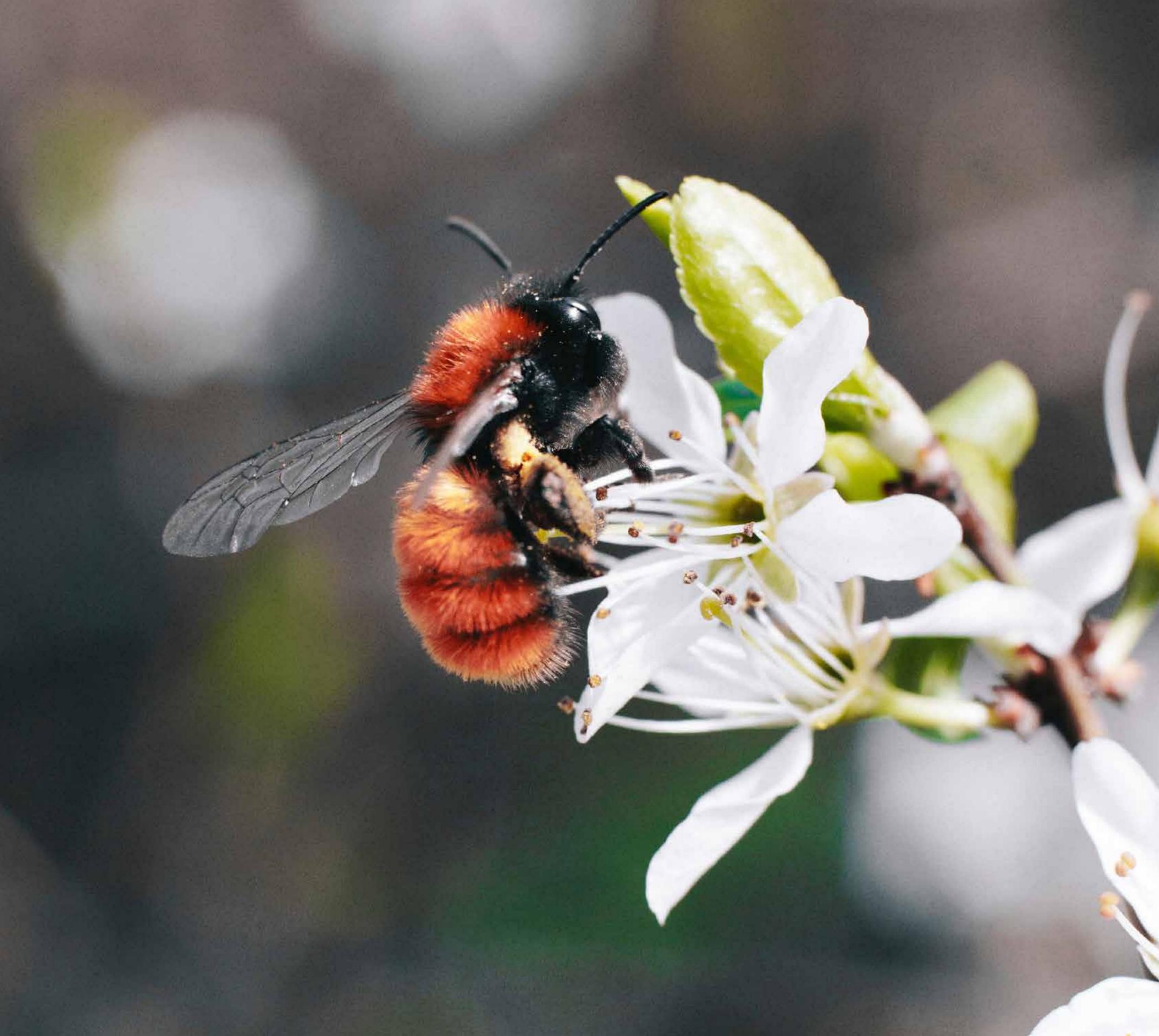
- Vertical boarding 1.8m high to rear and sides with a 1.9m timber gate

### Garden

- Good standard turfing to front and rear gardens. Refer to layout for landscaping details

### Outside Tap

- To rear of property, refer to drawing for location.



# WELCOME TO OUR **BEE-FRIENDLY** GARDEN

Find out how bee-friendly your garden is by using the Conservation Trust's Bee Kind app. Select the flowers that you have in your garden to calculate your score and then receive a tailored list of 10 more flowers to add to help the bees even more.

Visit [beekind.bumblebeeconservation.org](https://beekind.bumblebeeconservation.org)

Working in close partnership with  **Bumblebee Conservation Trust**





# OUR COMMITMENT TO HOME-BUYERS

## Customer charter

At Redrow, we're committed to delivering a quality service throughout the whole home-buying process and beyond. This Customer Charter sets out our commitment to you, our customer.

Full details of our service are covered within our Home Buyer 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"). A copy of the code is also on our website at [www.redrow.co.uk](http://www.redrow.co.uk)

- Please ask a Sales Consultant if you require a printed hard copy.
- We'll provide you with full details and clear information about your chosen home.
- We'll provide trained and knowledgeable staff to assist you in the home buying process.
- We'll be available to answer any questions you may have and will provide you with any relevant contact details.
- We'll assist you during the selection of Standard Choices and Optional Extras for your new home.
- We'll 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'll provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We'll keep you fully informed about the completion and occupation of your new home.
- We'll ensure that the functions and facilities of your home are demonstrated to you prior to moving in.
- We'll inform you about the after-sales service we provide, as set out in the Home Buyer Guide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- We'll provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.



# OUR REQUIREMENTS AS HOME-BUILDERS

## Consumer code



### 1. ADOPTING THE CODE

#### 1.1 Adopting the Code

Home Builders must comply with the Requirements of the Consumer Code and have regard to good practice guidance.

#### 1.2 Making the Code available

The Consumer Code for Home Builders' Scheme logo must be prominently displayed in Home Builders' sales offices, those of appointed selling agents, and in sales brochures.

All Home Buyers who reserve a Home should be provided with a copy of the Code Scheme with the Reservation agreement.

#### 1.3 Customer Service: before legal completion

The Home Builder must have suitable systems and procedures to ensure it can reliably and accurately meet the commitments on service, procedures and information in the Code.

#### 1.4 Appropriately trained customer service staff

The Home Builder must provide suitable training to all staff who deal with Home Buyers about their responsibilities to them and what the Code means for the company and its directors.

#### 1.5 Sales and advertising

Sales and advertising material and activity must be clear and truthful.

### 2. INFORMATION – PRE-CONTRACT

#### 2.1 Pre-purchase information

Home Buyers must be given enough pre-purchase information to help them make suitably informed purchasing decisions.

In all cases this information must include:

- a written Reservation agreement;
- an explanation of the Home Warranty cover;
- a description of any management services and organisations to which the Home Buyer will be committed and an estimate of their cost;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

Also, if a Home is not yet completed, the information must include:

- a brochure or plan illustrating the general layout, appearance and plot position of the Home;
- a list of the Home's contents;
- the standards to which the Home is being built.

#### 2.2 Contact information

Home Buyers must be told how their questions will be dealt with and who to contact during the sale, purchase and completion of the Home.

#### 2.3 Warranty cover

Home Buyers must be given accurate and reliable information about the insurance-backed warranty provided on the Home.

#### 1.1 Health and safety for visitors to developments under construction

Home Buyers must be informed about the health and safety precautions they should take when visiting a development under construction.

#### 1.2 Pre-contract information

Home Builders must advise Home Buyers to appoint a professional legal adviser to carry out the legal formalities of buying the Home and to represent their interests.

#### 1.3 Reservation

Home Buyers must be given a Reservation agreement that sets out clearly the Reservation's terms, including, but not limited to:

- the amount of the Reservation fee;
- what is being sold;
- the purchase price;
- how and when the Reservation agreement will end;
- how long the price remains valid;
- the nature and estimated cost and of any management services the Home Buyer must pay for;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

The Reservation fee must be reimbursed if the Reservation agreement is cancelled. The Home Buyer must be told of any deductions that may be made. While the Reservation agreement is in force, the Home Builder must not enter into a new Reservation agreement or sale agreement with another customer on the same Home.

### 1. INFORMATION – EXCHANGE OF CONTRACT

#### 1.1 The contract

Contract of sale terms and conditions must:

- be clear and fair;
- comply with all relevant legislation;
- clearly state the contract termination rights.

#### 1.2 Timing of construction, completion and handover

The Home Buyer must be given reliable and realistic information about when construction of the Home may be finished, the date of Legal Completion, and the date for handover of the Home.

#### 1.3 Contract termination rights

The Home Buyer must be told about their right to terminate the contract.

#### 1.4 Contract deposits and pre-payments

The Home Builder must clearly explain how Home Buyers' contract deposits are protected and how any other pre-payments are dealt with.

### 2. INFORMATION – DURING OCCUPATION

#### 2.1 After-sales service

The Home Builder must provide the Home Buyer with an accessible after-sales service, and explain what the service includes, who to contact, and what guarantees and warranties apply to the Home.

#### 2.2 Health and safety for Home Buyers on developments under construction

Home Buyers must be told about the health and safety precautions they should take when living on a development where building work continues.

### 3. COMPLAINTS AND DISPUTES

#### 3.1 Complaints handling

The Home Builder must have a system and procedures for receiving, handling, and resolving Home Buyers' service calls and complaints.

The Home Builder must let the Home Buyer know of this, and of the dispute resolution arrangements operated as part of this Code, in writing.

#### 3.2 Co-operation with professional advisers

The Home Builder must co-operate with appropriately qualified professional advisers appointed by the Home Buyer to resolve disputes.



# BLOSSOM PARK



Roman Rd, Ingatestone CM4 9AU

Sales via our Meadow View Sales Centre - Western Road, Silver End, Essex, CM8 3SE

Discover a better way to live  
[redrow.co.uk](https://www.redrow.co.uk)