

**HERITAGE**

- REDROW -

**MILL  
MEADOWS**

SUDBROOK





# WELCOME TO MILL MEADOWS



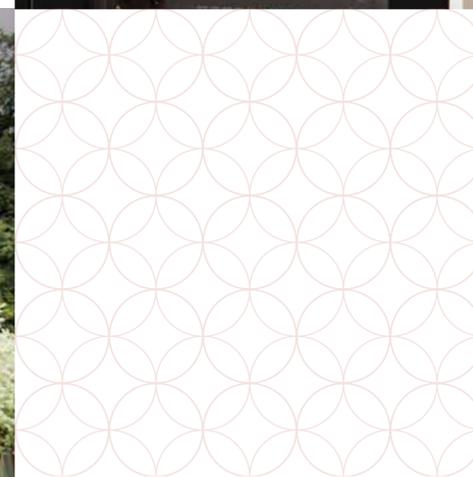
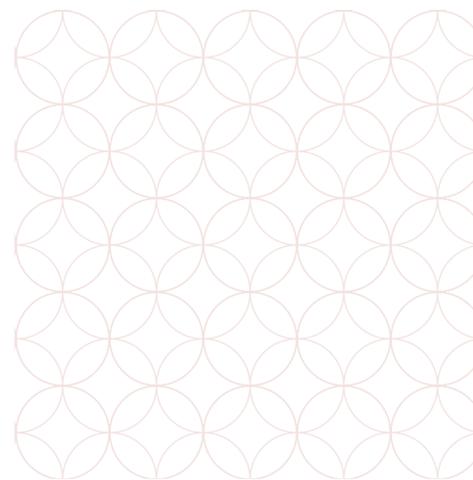
## A COLLECTION OF 3 AND 4 BEDROOM HOMES NESTLED ON THE BANKS OF THE SEVERN ESTUARY.

On the banks of the Severn estuary between two famous bridges, Sudbrook enjoys a peaceful way of life. Yet you will find yourself within easy reach of Chepstow, Newport and the cosmopolitan shopping and leisure of Bristol just across the water, plus you have got the excellent local facilities of Caldicot right on your doorstep.



# 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.

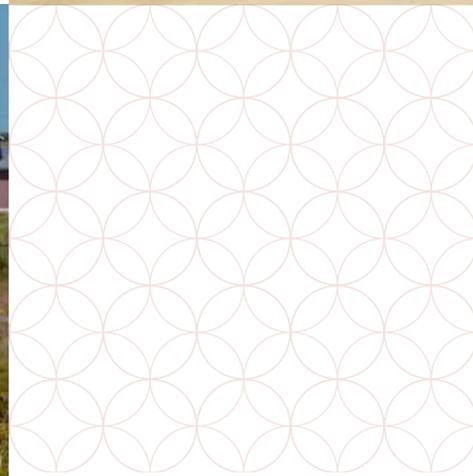
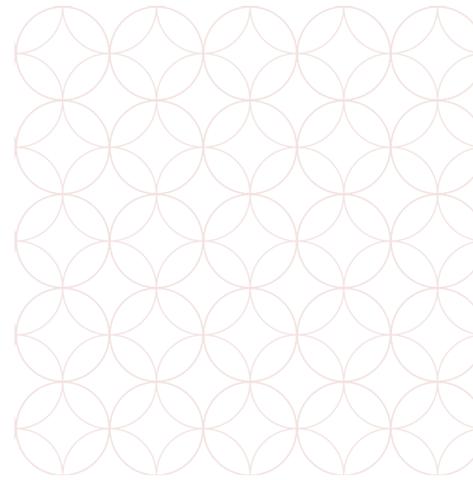


# BETTER BY DESIGN

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.

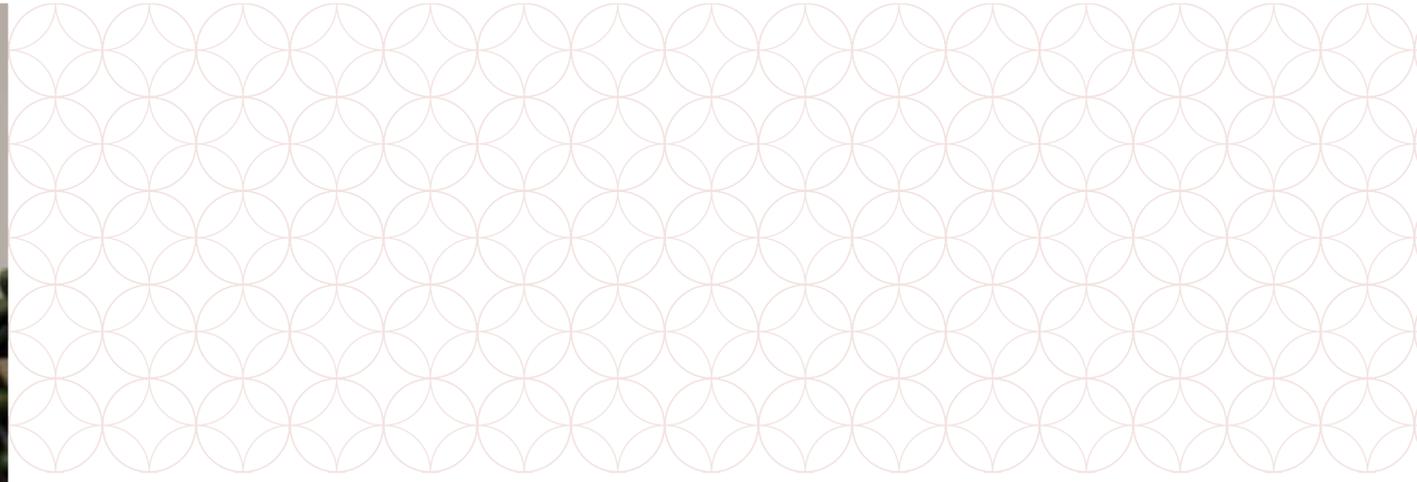
# BETTER PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquility 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

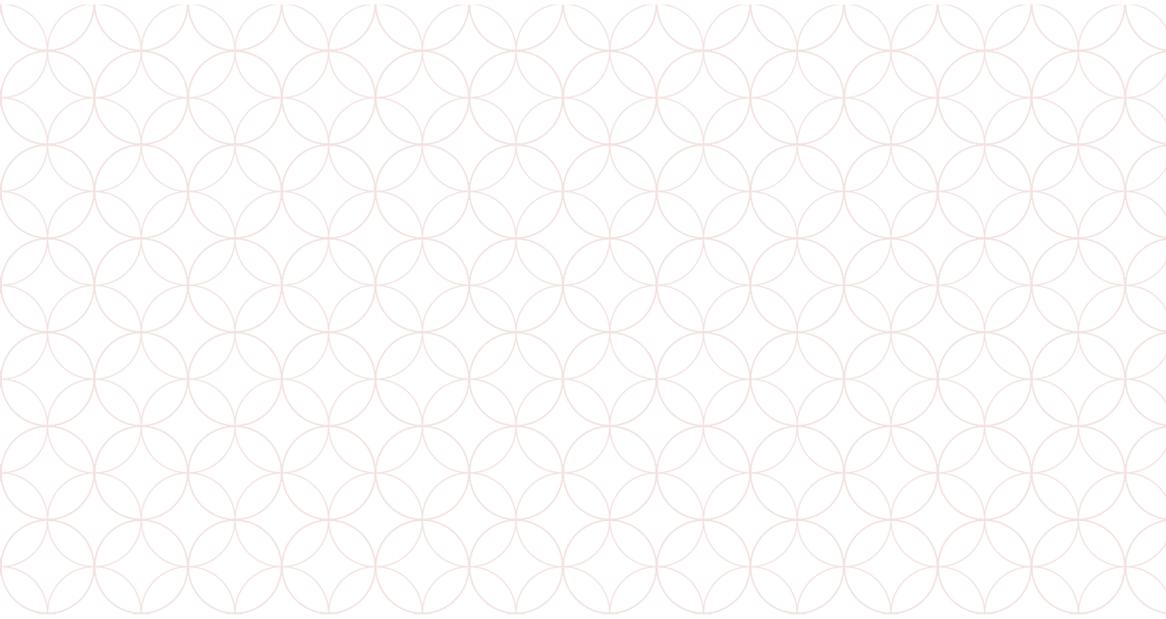
There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow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



## AN INSPIRED NEW HOME

Explore what makes this  
collection so unique

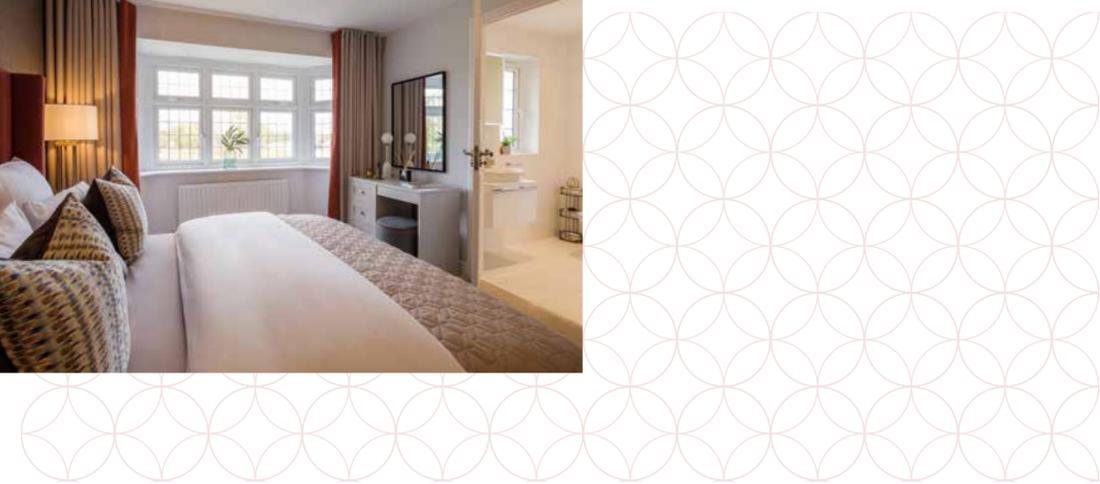
We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.



# 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.





## SPEND MORE TIME TOGETHER

Trip advisor lists more than a dozen places to eat in Caldicot, with the Rock and Fountain, The Golden Lion, The Miller's Arms, the Portskewett Inn and the Rose Inn all highly rated for their pub grub, and Knight of Bengal and The Indian Cottage recommended for Asian flavours.

Nearby Chepstow has an even wider choice, with 48 restaurants and gastro pubs listed, led by The Riverside Wine Bar, the Oriental dishes of Shangri-La, the Italian delights of Mamma Mia and the Mediterranean mezes of Mythos.



## ENJOY A HEALTHY LIFESTYLE

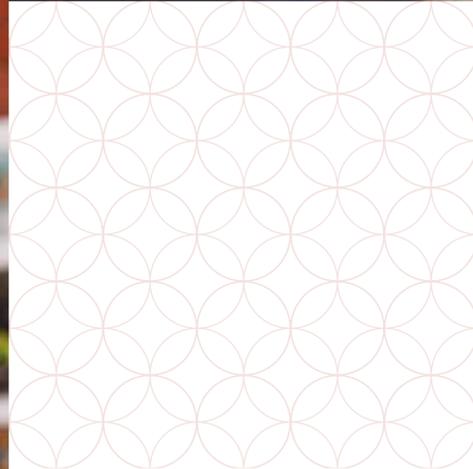
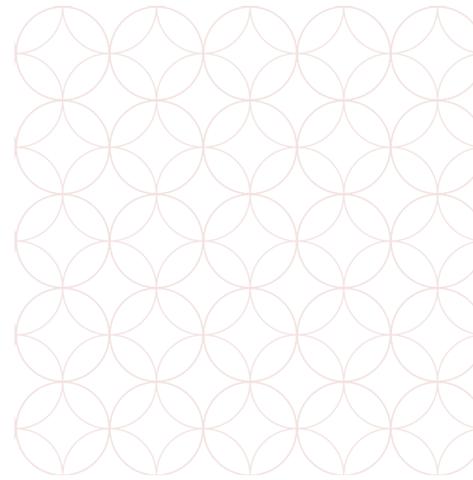
There's lots to do both locally and within a short drive of Mill Meadows, with something for all the family. Calidot Leisure Centre has a pool and an excellent range of other facilities. The town is also home to a medieval castle set in a delightful country park. Head a little further afield and you'll find the Wye Valley Area of Outstanding Natural Beauty, the ancient Forest of Dean and the rugged hills of the Brecon Beacons all within easy reach.

For golfers, Dewston Golf Course and the superb Marriott St Pierre are both close by, while racing fans can enjoy regular meetings at Chepstow. Film buffs should head to Newport for the multi-screen cinema at Spytty Retail Park, while Bristol is famed for its diverse culture, theatre and music scene.

# MORE OPPORTUNITIES

At Redrow, we understand how important education is to our family homebuyers, and so we always try to build close to good schools. At Mill Meadows, you'll find the ESTYN 'good' rated Archbishop Rowan Williams primary school just a short distance from the development, with a choice of other highly recommended primary schools in nearby Caldicot.

For older pupils, Caldicot Comprehensive School is just a short distance away in the town, and is also rated 'good' by ESTYN.



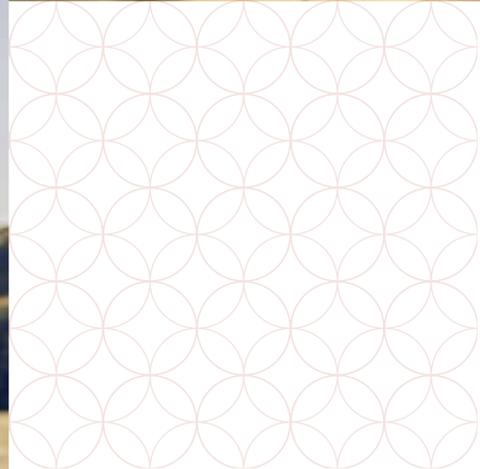
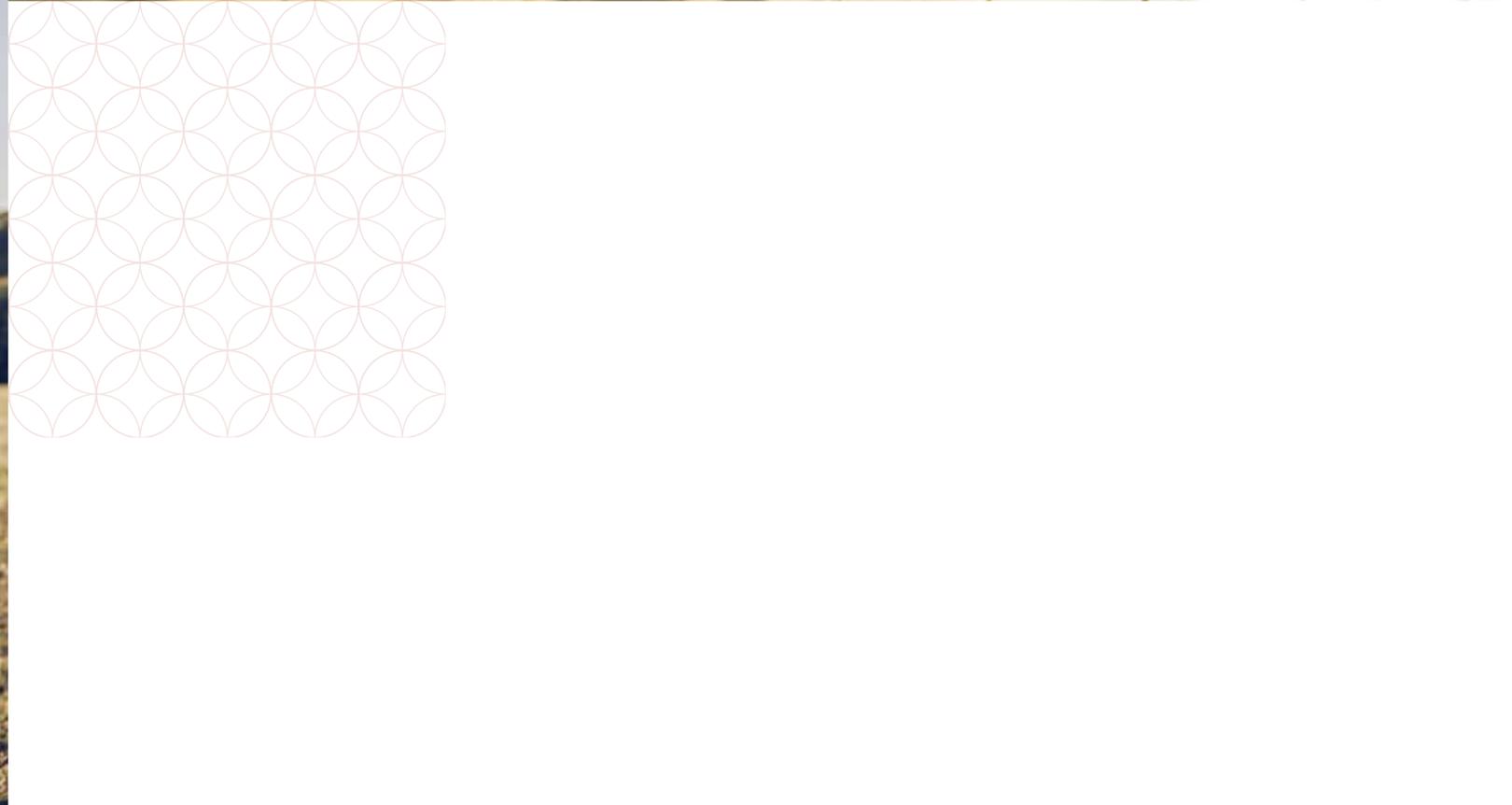
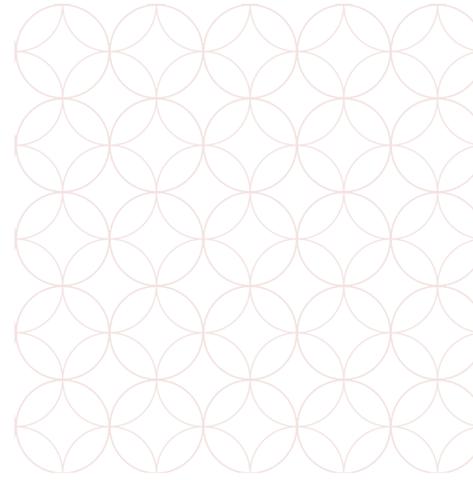
# LESS TIME TRAVELLING

Lying between the M4 and M48, the development is well served for commuting by car. Caldicot is just a couple of miles away, Chepstow 6miles, Newport 15miles, Bristol 23miles and Cardiff around 30miles. The nearest international airport is Bristol, which is around 32miles drive.

For trains to Bristol, head for Severn Tunnel Junction, where you'll find regular services to the city with a travel time of around 25minutes. For all other destinations, the slightly closer station of Caldicot is the one to choose, with trains to Chepstow in 9minutes, Newport in 15minutes and Cardiff Central in just over half an hour.

# 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 **Mill Meadows**



# SKILFUL EXECUTION

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





# A THRIVING PARTNERSHIP

Our 'Nature for people' biodiversity strategy was developed alongside our long-standing partners, The Wildlife Trusts. The strategy focuses on three key themes – Nature Gains, Rewilding Lives and Flourishing Legacy with a view to improving people's well-being through nature.

Find out more at [redrowplc.co.uk/sustainability](https://www.redrowplc.co.uk/sustainability)

Working in close partnership with



# 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.



# MILL MEADOWS



Great Spring Road, Sudbrook, Caldicot, Monmouthshire NP26 5UZ

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