

## CUSTOMER CHARTER

### Our Promise to You

At Bancon Homes we put the same high standards of care and attention into looking after our customers as we do into building our homes. We are committed to helping you throughout your purchase and long after you have moved in.

On 4 July 2023 we became a registered developer with The New Homes Quality Board. As a result of this we have adopted the principles and good practices of the New Homes Quality Code from that date. Any reservations prior to that date are governed by the Consumer Code for Home Builders.

As your home builder we will:

1. Provide you with full details and clear information about your new home, the buying process and our customer care procedures.
2. Provide you with knowledgeable staff who are able to guide you through your purchase and provide assistance regarding the choices and options available to you (dependent on the point of reservation).
3. Provide you with regular updates about the progress of construction, legal completion and occupation date for your new home.
4. Provide you with health and safety advice to minimise the risk of danger during construction.
5. Ensure that the features and facilities of your new home are demonstrated to you prior to moving in, including a thorough explanation of your warranties and guarantees.
6. Issue you with documentation to help guide you through the different stages of buying a new home, running it in and maintaining it.
7. Provide you with advice on the Bancon Homes two year warranty and NHBC 10 year Buildmark warranty.
8. Inform you about the after-sales service we provide, including emergency out of hours contact details and cover. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies. Further details can be found on our website which also includes details of our formal complaints procedure - <https://www.banconhomes.com/buying-advice/customer-care/>
9. Dependent on your point of reservation, provide you with a copy of The New Homes Quality Code or The Consumer Code for Home Builders which we will adhere to.
10. Facilitate an independent satisfaction survey so that you can give feedback and tell us how we are performing.

### CONSUMER CODES

The Consumer Code for Home Builders and The New Homes Quality Code give protection and rights to purchasers of new homes. They ensure that all new home buyers are treated fairly and are fully informed throughout every step of their home purchase, from the initial marketing of the development, their first meeting with our sales team through to the end of the two-year coverage period.

To download the New Homes Quality Code - <https://www.nhqb.org.uk/homebuyers/downloads.html>

To download the Consumer Code for Home Builders - <https://consumercode.co.uk/>