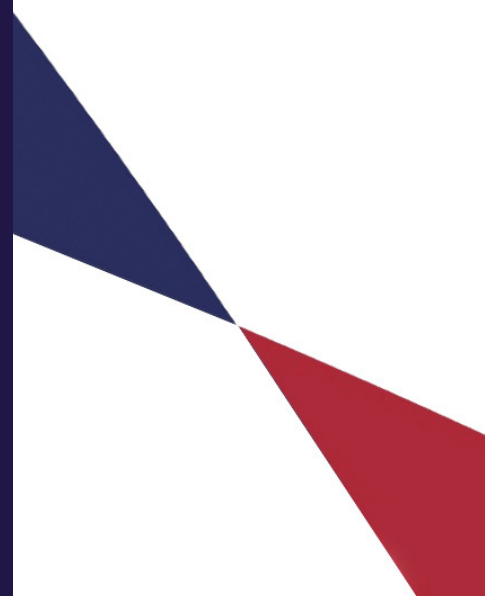




ALBEMARLE

HOMES

Customer Charter



Albemarle Homes is a home builder of distinction, we include a high specification in all of our homes as standard and put the needs of our homeowners at the very heart of what we do. Our relationship with customers doesn't just end with the handing over of the keys we're here for you as long as you need us.

This Charter sets out our commitment to our customers. It provides a clear guide to the procedures we will follow and the information we will provide as you progress through your home buying journey with us.

1. We are committed to transparency and honesty in all of our marketing and advertising. All of our promotional material will comply with the relevant laws and codes of practice, and none of the information or publicity material we issue will be intentionally misleading.
2. Our Contract of Sale (under English law) and all the terms and conditions included or attached to it, will comply with the relevant laws and regulations.
3. Before any reservation is made with us, we will provide you with all of the information you require, to make an informed decision about buying a property. This will include pricing information, any prices for extras (if requested), a copy of the housetype brochure with floorplans, full site plan, plot deed plan and a full list of the specification we offer as standard.
4. Before you reserve a plot, we will also give you details of the applicable cancellation rights and possible charges. We will explain how we protect your deposit through the NHBC and how we deal with any other payments you make.
5. At every stage, we will provide you with a contact at Albemarle Homes, who will deal with your queries or concerns. We promise to answer your questions as fully and as promptly as we can.
6. Once you have reserved your home, we will stay in contact regularly to keep you informed about the construction process. We will give you information about when we expect the construction of the property to be completed - this will become more regular and precise as building work nears completion. At your first progress meeting (plaster complete), we will aim to specify which week we expect your home to be ready. Once the property is signed off by NHBC, we will then notify you of an exact date and ask our solicitors to serve the Notice to Complete. We will give you an information pack about your home when we hand it over to you. We will also arrange to meet you at your property (usually in the week before completion), to demonstrate how all the facilities work. You will be given the keys to your property when your solicitor has paid us and the sale has been legally completed.
7. Construction sites can be dangerous places and we are governed by strict health and safety regulations. We are prevented by law from giving you open access to your home during construction. However, we will invite you to visit the site at specific times to show you the progress of your home. Prior to any visit, we will send you information on health and safety to make your visit as safe as possible. We will also provide any protective clothing you may require. Within your Homeowners' Manual once you have moved in, will give you important details about staying safe whilst living on a working construction site.
8. All of our homes benefit from a 10-year NHBC Buildmark warranty. This is included in the purchase price of the property. We will give you information about what this covers, and about the 2 year builders defect warranty, which apply to your new home and its fittings.
9. We have guidelines in place covering our after-sales care and emergency services throughout the warranty period. These are all included in your homeowner pack and we will explain these to you clearly and make sure that you know who to contact in the event of a problem.

The Albemarle standard is:

- Emergencies - we aim to have someone attend within four hours to resolve the emergency situation.
- Standard items (labour only)- we expect to complete these within 10 working days.
- Where replacement parts are required, we expect to complete the job within 20 working days (there is a possibility this can be longer and is dependant of delivery of parts). If the parts take longer than 20 days, we will update you of an expected date within the 20 days after the issue is reported to us.
- Albemarle Homes is a Registered Developer under the New Homes Quality Code. You will be given a copy of the code, which provides information for referral of disputes to the New Homes Ombudsman.

10. Albemarle Homes is a Registered Developer with the New Homes Quality Board (www.nhqb.org.uk) and comply with the New Homes Quality Code. If you are not happy with any aspect of the purchase of your new home or our after sales service, please let us know so we can try to resolve the issue for you. If you are not satisfied that the issue has been resolved, you can make a complaint in accordance with our formal complaints process. Details of how to make a complaint can be found on our website www.albemarlehomes.co.uk

- You will receive a written acknowledgement of your complaint within 2 working days from the business day after your complaint is received. A member of the relevant team will look into your issue and we will reply directly to you within 10 days to let you know how we plan to investigate and how long we anticipate this will take to resolve. If you do not feel your complaint has been fully resolved at this stage, the issue will be escalated to management, including escalation to the Managing Director.
- If your complaint is not closed within 6 weeks, we will send you a further update on next steps and expected timescale for resolution and we will send you a confirmation email, once your complaint has been resolved. If we are still unable to resolve the issues to your satisfaction, then you may be able to refer your complaint to any dispute resolution service offered by NHBC or the New Homes Ombudsman Service. It is within the New Homes Ombudsman Service discretion to decide when or if to accept a complaint in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, you may be able to refer certain matters to NHBC under the terms of your warranty cover. Using our complaints procedure or the New Homes Ombudsman Service does not affect your normal legal rights.

It is in every parties interest to deal with any issues that arise as quickly and professionally as possible. We will inform you of procedures we use for dealing with issues, and advise you of any third parties or external services who may be able to offer help. If you choose to use professional advisors, we will co-operate fully with them. We will ask you to write and let us know who you want to represent you, giving details of their qualifications. This is to make sure you're properly represented and getting the correct advice.

This charter been produced to comply with the guidelines and standards provided by:

