

RunnymedeHomes

Fine quality homes in exceptional locations

Client Charter

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August 2010

“Runnymede Homes applies the same care and attention to looking after our clients as we do into designing and building our homes”

Our Client Charter outlines our commitment to you as a buyer of one of our properties.

From the moment you reserve your new Runnymede Home, we aim to make the experience enjoyable and informative each step of the way. Our goal is to take care of you, not just when you are buying but also after you have moved into your new home.

All of our staff are trained and motivated to provide a high level of customer service to our clients.

RESERVATION AGREEMENT

At pre-reservation stage you will be shown details of the appearance and location of your chosen home together with all relevant surrounding information.

The reservation agreement will set out the key terms of your home purchase, including the reservation period, purchase price and other very important information, including:

- Details of your new home including garden or plot, communal areas, location and site layout.
- Floorplans with approximate room sizes marked
- Summary details of the type of the construction
- Fixtures and fittings to be included
- Type of heating system
- Kitchen and bathroom layouts
- Advice in the event there are items we anticipate may not be fully finished before you complete your purchase, such as footpaths and landscaping

RESERVATION PROCEDURE

1. You must be in a position to exchange contracts within 28 days of receipt of papers by your solicitor. Our solicitor will confirm in writing the deadline date.
2. A deposit of £1,000 is payable on reservation. We will agree with you the reservation period (when and how it comes to an end), how long the price will remain valid and alert you to any management fees anticipated to be payable.
3. Instructions of the proposed sale should be sent to yours and our solicitors, who are:-

Meadows Fraser LLP
56 Church Street
Weybridge
Surrey
KT13 8DP

Tel: 01932 852057 | Fax: 01932 857177 | E-mail: info@meadowsfraser.com

4. Notice to Complete will be served 10 days prior to the house being physically complete in order for legal formalities to be completed at the end of the notice period.

EXAMPLE RECEIPT

Received from _____ of _____
on _____ the sum of £ _____
(_____ thousand pounds) by cheque being a preliminary deposit in respect of
their proposed purchase of _____ in the sum of £ _____
(_____ pounds).

Runnymede Homes confirm that they will retain this money as part and parcel of the purchaser price and that they their solicitors have been informed that they are in receipt of these funds. Should the purchaser not exchange within the set period of 28 days from the date their solicitors receive draft papers or withdraw from the purchaser the deposit monies will be retained by Runnymede Homes to cover costs and expenses.

For and on behalf of Runnymede Homes

Dated:

Purchaser

Dated:

APPENDUM TO RESERVATION FORM

As of 1st April 2010

1. A copy of the Consumer Code for Home Builders is attached. If you require this in another format then please let us know.
2. Upon completion, the NHBC will provide you with an insurance –backed Home Warranty. Your home is built to NHBC standards. A copy of the NHBC publication “Why Buy This Home?” is available at www.runnymedehomes.co.uk
3. The property includes: Garage Y/N Parking: Y/N
Comments.....
4. Refer to separate details for any management services and charges that relate to this property.
5. The price agreed will remain valid until the exchange deadline.
6. Reservation fees are retained in full for administration and other costs incurred in processing and holding the reservation.
7. When visiting site please note that you are personally responsible for following health and safety procedures and signage when on site.
8. We recommend that you choose and appoint an independent professional legal advisor when you reserve a home, to look after your interest in all aspects of the transaction.
9. Please ensure that any spoken statements you may rely upon when entering into a contract are stated and confirmed in writing through your legal representative prior to exchange of contracts.

10. Your contacts:

Site Sales Representative

Name:

Tel:

Customer Care Representative

Name:

Tel:

Home Warranty Provider

Name: NHBC

Tel:

Signed Purchaser:

Signed Representative/Agent:

Copies to: Runnymede Homes

 Purchaser

 Solicitor

 Selling Agent

ASSISTANCE WITH CHOICES AND OPTIONS AVAILABLE TO YOU

A Runnymede Home is comprehensively equipped with high quality fixtures and fittings, however there may be the opportunity to personalise your new home depending on the stage of construction of the property.

PROGRESS OF CONSTRUCTION, LEGAL COMPLETION AND OCCUPATION DATES (OUR BEST ESTIMATE)

We will provide you with a point of contact to keep you informed of progress on your new home. At the time of reservation we will give you our best estimate of when your new home will be ready. Approximately one month before you move in, we will write to you confirming when we anticipate your home will be ready. You will then be able to plan your moving. The exact date will be fixed when we give you our formal 10 Day Notice to Complete.

HANDOVER OF YOUR NEW HOME

On the day of Completion we will hand over keys, confirm meter readings and talk you through the key features of your new home. However, completion day is often hectic with removals and general excitement, which distracts from some of the key information we need to tell you. Therefore, we are happy to arrange to visit shortly after you have moved in to answer any questions you may have and to ensure that you know where everything is and how it works.

We will explain:-

- How to operate the central heating, hot water and any other systems.
- Where the main switches, consumer unit and stopcock are located.
- How to 'run in' in your new home.
- How to maintain your new home.
- How the warranties and guarantee work.
- How our Customer Care procedures work.

HANDBOOK TO GUIDE YOU TO RUNNING IN YOUR NEW HOME AND MAINTAINING IT

Our customer service representatives are available to give you support and advice throughout the buying process and we'll give you practical guides to explain the different stages of home-buying and contain useful checklists and details of our Customer Care procedures.

THE NHBC'S 10-YEAR BUILDMARK WARRANTY AND MANUFACTURERS WARRANTIES

Your new Runnymede Home is an investment - and is protected by the 10-year Buildmark cover from NHBC. Buildmark is an insurance policy protecting you, the homeowner against specific risks for a full 10 years. The insurance cover is split into two stages. You are protected for the full 10 years against serious defects occurring: for example foundations, roof and other structural areas.

In addition, for the first two years, Runnymede Homes, together with the NHBC, cover you against physical damage to your home should this be caused by a defect which results from a failure to meet NHBC standards. Like all insurance policies there are limitations to the cover and these are fully explained in the Buildmark Cover document, which you will receive from your Solicitor. A specimen Buildmark Cover document is available from the NHBC by calling 0870 241 4302.

A HELPFUL AND EFFICIENT AFTER-SALES SERVICE

Although we hope there will be no problems after you have moved into your new home, our commitment to you continues for two years after the sale has been

completed. We will give you details of who to contact about any emergency service requests.

For non emergencies this starts with you directly contacting your Customer Care department. We aim to respond within one working day to assess the work required and thereafter agree a timetable with you for the work to be undertaken.

While we repair defects in your home under the terms of the Buildmark Cover, you are responsible for wear and tear, decorating and routine maintenance. We are not responsible for problems caused by these items.

PROVISION OF HEALTH & SAFETY ADVICE TO MINIMISE THE RISK OF DANGER DURING CONSTRUCTION

The safety and wellbeing of you and your family is of paramount importance to us. A building site can be a dangerous place, especially for children who may see it as an adventure playground.

With this in mind, please follow this guidance when on site:

- Unaccompanied visits to construction areas are not allowed under health & safety regulations for any reason, access can only be arranged through our site agent
- Fully comply with advice given by the site agent or sales consultant
- Always wear the safety helmet and any other protective equipment provided
- Keep a safe distance from construction activity
- Ensure that children are under your control and are not allowed access to the site

In the unlikely event that you are dissatisfied with any aspect of the service you have received from us under our charter, please see our Complaints Procedure below.

COMPLAINTS PROCEDURE

OUR COMMITMENT TO YOU

We care as much about our clients' satisfaction as we do about building our homes. However, sometimes things can go wrong and we take complaints very seriously. If you do have a complaint we want you to let us know so that we may have the opportunity to resolve the issue for you and avoid it in the future.

We also adhere to the Consumer Code for Home Builders, details of which can be found at www.newhomesconsumercode.com.

Neither this complaints procedure nor the Code's dispute resolution procedure affect your normal legal rights.

SERVICE REQUESTS

Although we hope there will be no problems after you have moved in to your new home, our commitment to you continues for 2 years after the sale has been completed. If you want to tell us about a problem with your home of which we are not yet aware please contact our customer service department.

If they do not resolve it to your satisfaction please refer back to this Complaints Procedure.

DEALING WITH YOUR COMPLAINT

If you have a complaint that we have:

- Failed to do something we should have done, or
- Done it badly, or
- Have treated you unfairly or discourteously

then please raise it with us and allow us the opportunity to put it right.

To enable us to respond within the timescales shown below, please follow our service procedures, outlined in our [Customer Charter](#).

For non-emergencies, this starts with you directly contacting your customer service department.

INFORMAL COMPLAINTS

If you are able to resolve any issue informally, in person or by telephone with customer service department and are happy with the outcome then you need not use our formal complaints procedures.

If however you are not satisfied that the problem has been resolved or handled to your satisfaction you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

FORMAL COMPLAINTS PROCEDURE

We aim to resolve your problem as quickly as possible and we have introduced a two-step process to ensure that your complaint is first investigated at a local level by a Customer Service representative.

We are a small, private company and the Directors are involved in every aspect of the day-to-day running of the business, including any complaints.

Step 1

Please address your complaint to the Customer Service Department, at Runnymede Homes Ltd 182 Brooklands Road Weybridge Surrey KT13 0RJ.

We will acknowledge all complaints within 3 working days and either reply fully, within 15 working days of receipt or reply within 15 working days to advise you of the steps we are taking and to give a date by which we will be able to reply fully.

Step 2

We would hope that all complaints would be resolved at Step 1. However, if you remain unhappy your complaint should then be referred to the Managing Director, Mark Knight.

The Managing Director will acknowledge all complaints within 3 working days and either reply fully within 15 working days of receipt or reply within 15 working days to advise you of the steps we are taking and giving a date by which he will be able to reply fully.



RunnymedeHomes

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