



CUSTOMER CHARTER

As a local property developer in Wrexham, North Wales, with over 30 years experience, the Managing Director, Steve Griffin and staff are committed to ensure our customers receive a high level of service and information when purchasing a new home.

Our Customer Charter sets out our commitments to provide you with a service, explain procedures and give you information at appropriate stages during your purchase.

The following points sets out our commitment:

1. We will provide you with detailed information about the property you are buying and the development prior to purchase.
2. We will provide you with Health and Safety advice to minimise the risk of danger during construction and following occupation of the property.
3. Our Sales Executive will regularly update you on the construction progress of your new home.
4. We will provide you with reliable information about the 10 year NHBC Buildmark warranty and any other guarantees associated with the property from which you will benefit.
5. Our Contract of Sale terms and conditions will be clear and fair.
6. We will carry out a full demonstration of the functions and facilities of your new home.
7. Upon completion we will provide you with a Home Owner Wallet with instructions on running in and maintaining your new home.
8. We will inform you clearly of our 2-year after-sales warranty and emergency service procedures following legal completion.
9. In the unlikely event that a dispute should occur, we will co-operate with any appropriately qualified professional advisors you have appointed to resolve matters.

Our Customer Charter commitment does not affect your statutory rights.

How to contact us:

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www.sgestates.co.uk

SG ESTATES COMMITMENT TO OUR CUSTOMERS PROVIDED UNDER THE CHARTER

1. The Property Sale

- During the sales process our Sales Executive will advise you of the following;
- Details of the property location, layout, specification, site layout, communal areas or common parts
- Approximate room sizes
- Details of fixtures and fittings
- Kitchen and bathroom layouts
- Details of heating system
- Details of areas that may not be finished before you complete, such as landscaping and parking areas
- Advice of any planning conditions that may affect the property

2. Health & Safety

Construction sites can be dangerous and we are legally responsible for the welfare of our staff and visitors. Under no circumstances may you be allowed on to the development unaccompanied or without the necessary protective clothing. Whilst we understand the excitement in seeing your property being built, you must appreciate that we may, at times limit the areas to which access is permitted.

3. Construction Dates

The construction of your property takes place in natural weather conditions, which can sometimes adversely affect the build programme. Our Sales Executive will however keep you regularly updated with anticipated build completion dates. Please note that these estimates could be subject to change.

4. NHBC Buildmark

For the first two years after completion you are covered against damage caused to your property as a result of faulty workmanship or failure on our part to meet with NHBC standards. The NHBC also offers a resolution service should any disputes occur between us that cannot be reasonably settled.

The NHBC provide a 10year guarantee, direct insurance cover for any damage caused by a defect in the structure of the property.

5. Sale of Terms

Once you have appointed a solicitor to deal with the legalities of the purchase we will ensure that all queries and formalities are attended to in a clear and professional manner in order to execute a smooth contract exchange and completion.

6. Pre-occupation Inspection

Prior to legal completion and handover you will be invited to view the property at which time you will also be given a demonstration in order to familiarise yourself with functions and facilities of your new home. This will also be your opportunity to check the property prior to legal completion. You will be asked to confirm that sanitary ware, kitchen furniture, tiling and any floor coverings are in good order as we cannot be held responsible for damage caused by moving in or following occupation.

7. Home Owner Wallet & CD

Once the property is legally completed and handover takes place, you will be given an electronic document. This file will contain instruction information and manufacturers warranties for the kitchen appliances, heating system, TV, telephone and electrical items contained within the property. It is important that you read this thoroughly as it will also contain instructions on running-in and maintaining your new home for which the owner is responsible. The NHBC 'Guide to your New Home' explains the importance of this process in more detail.

8. Customer Care

We want you to enjoy your new home and hope that no defects are identified once you have moved in. However, as these do sometimes occur, we will attend to any faults, which are as a result of faulty workmanship within the first 2 years following legal completion. We will explain the process for reporting problems and also supply you with details of our emergency service providers.

9. Disputes

In the unlikely event that a dispute should arise regarding remedial works for which we cannot reasonably agree to carry out, we will co-operate with any appropriate professional that you appoint to resolve matters.