

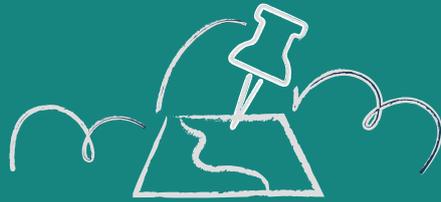


Eccleston  
HOMES

# New House Farm

Hatton

YOUR DEVELOPMENT GUIDE



Our passion is to  
create beautiful  
homes in desirable  
locations across  
the North West of  
England.



HATTON, WARRINGTON

# New House Farm

A farmhouse inspired development of 2, 3, 4 & 5-bedroom homes, designed for contemporary living.





## Natural neighbours

It's not just welcoming and comfortable for you though. We've made sure local wildlife can settle around New House Farm just as easily, with a wildlife corridor and informal open space that will encourage birds, butterflies and bees. So New House Farm is definitely a place where everyone and everything can flourish.

## Into the green

You really are spoilt for choice when it comes to local walks from Hatton, with destinations including Daresbury Firs and Bridgewater Canal both on the doorstep.

The highlight of the immediate area's green space is Moore Nature Reserve. The 200 acres of meadows, woods, lakes and ponds is open 365 days a year, and gives you a chance to spot a diverse range of animals, plants, and birds. There's a whole network of paths and bird hides to explore, with the chance to spot five species of British owl and three species of woodpecker among many others.

Hatton is just five minutes from the endlessly popular Walton Hall Gardens, with its petting zoo, playground and café for families to enjoy. A number of other playgrounds can also be found within a three-mile radius of New House Farm.





## The development

Introducing New House Farm from Eccleston Homes, a brand new selection of A-rated homes designed in a rural farmhouse style.

Situated in the heart of the peaceful village of Hatton, close to Moore Nature Reserve, New House Farm allows a range of home buyers to step into country living whilst staying in easy reach of two of the UK's biggest cities.

## A-rated homes

New House Farm has been designed with sustainability in mind. Thanks to a range of green features, inside and out, they are all \*Predicted Energy Assessments of A-Rated.

On the outside we've made building fabric enhancements, triple glazed the windows and added solar panels. Inside you'll find waste water heat recovery, zoned central heating and increased insulation, while all the appliances are rated A for energy efficiency. The end result is a home that gives you a lower carbon footprint and helps lower the cost of your energy bills.



\*Predicted Energy Assessment is based on Part L Building Regulations June 2022, and does not apply to the affordable homes.

## A real slice of history

With records dating back to 1230, the village of Hatton is brimming with character, history and greenery.

It has three Grade II listed buildings including 17th Century Hatton Hall and the heart of local community life – The Hatton Arms pub. But it doesn't end there. Daresbury up the road was the birthplace of Lewis Carroll, and the Woodland trust created the Lewis Carroll Centenary woods in 2000, where you'll find a plaque to commemorate his life.

Walton Hall and Gardens, once owned by Edward Greenhall – son of the Brewery owner Greenhalls – has a wealth of heritage, as does Daresbury Estate once owned by Lord Daresbury, which hosts all kinds of events throughout the year. If you ever want to take a deeper dive into all that history, the Lewis Carroll Visitor Centre in Daresbury's All Saints Church is the perfect place to start.



## Local life

Hatton is a leafy escape from the world, welcoming new residents and day trippers alike to enjoy its walks and wildlife, but it's supported with the essential amenities and local connections you'll rely on too. For anything you can't find at Hollies Farm Shop and café on Northwich Road, just pop along to one of the big brand supermarkets in nearby Stockton Heath.

There are lots of local events in the calendar for all appetites, from Cheshire Steam Fair to Disability Awareness Day, Hatton Show, and the famous Creamfields Festival weekend.

Young families have a choice of well-regarded nurseries, primary schools, and secondary schools too. Nearby Kids Planet Nursery in Stretton and Stepping Stones in Stockton Heath, are both rated Outstanding. Daresbury Primary School on the doorstep, Moore Primary School in Moore, and Bridgewater High in Appleton are all easy to access. Stretton Medical Centre on Hatton Lane is just three minutes from New House Farm.

## Plenty to keep you busy

Hatton and its surrounds have plenty to keep bodies active all year round. Broomfields Leisure Centre in Appleton offers a swimming pool, gym, and football pitches, with group classes and personal trainers on hand to help you achieve your fitness goals.

A little further north is Victoria Park Skate Park, which boasts floodlights to keep everyone moving even in the evenings and winter months. There are also local bowling greens and Warrington Golf Club in Appleton when you fancy a round.

Busy minds will find all sorts going on in Warrington, like shopping, leisure, and other activities. So whether you want to watch a film, cheer on some local sporting heroes, or have an adventure at Gullivers' World, there's something for everyone.

And you have all of Manchester and Liverpool to explore down (or up) the road.

## Eating & Drinking

Feeling peckish? Stockton Heath just north of Hatton is a definite destination for small eats, big get togethers, and casual drinks. With Ego Mediterranean and Rudy's Pizza both on Walton Road, Piccolino on London Road, and Bavette Steak House there are a wide range of independent and international eateries to choose from.

Want to stay local? No problem. Hatton Arms on the doorstep serves food and a wide range of cask ales and other tipples to wet your whistle. And you can walk or drive to The Partridge, Ring O' Bells, or Stretton Fox which are all within three miles.



## On the move

Hatton's location south of Warrington is ideal for commuters and explorers alike. Being on the cusp of the Manchester Ship Canal and River Mersey means it has seen plenty of to and fro over the centuries, though these days it's the M56 that does the job. Hatton is extremely handy for the motorway, connecting you with Liverpool and Wales to the West and Manchester to the East. Hatton is also very conveniently located an equal distance from two major airports, with both Manchester Airport and Liverpool Airport just 16 miles away.

Getting about by public transport is nice and easy too. Regular buses will get you in and out of Warrington in around 20 minutes, while Runcorn Station and Warrington Bank Quay Station/Central Station are all handy, the latter offering a connection to London in as little as 2 hours 40 mins.



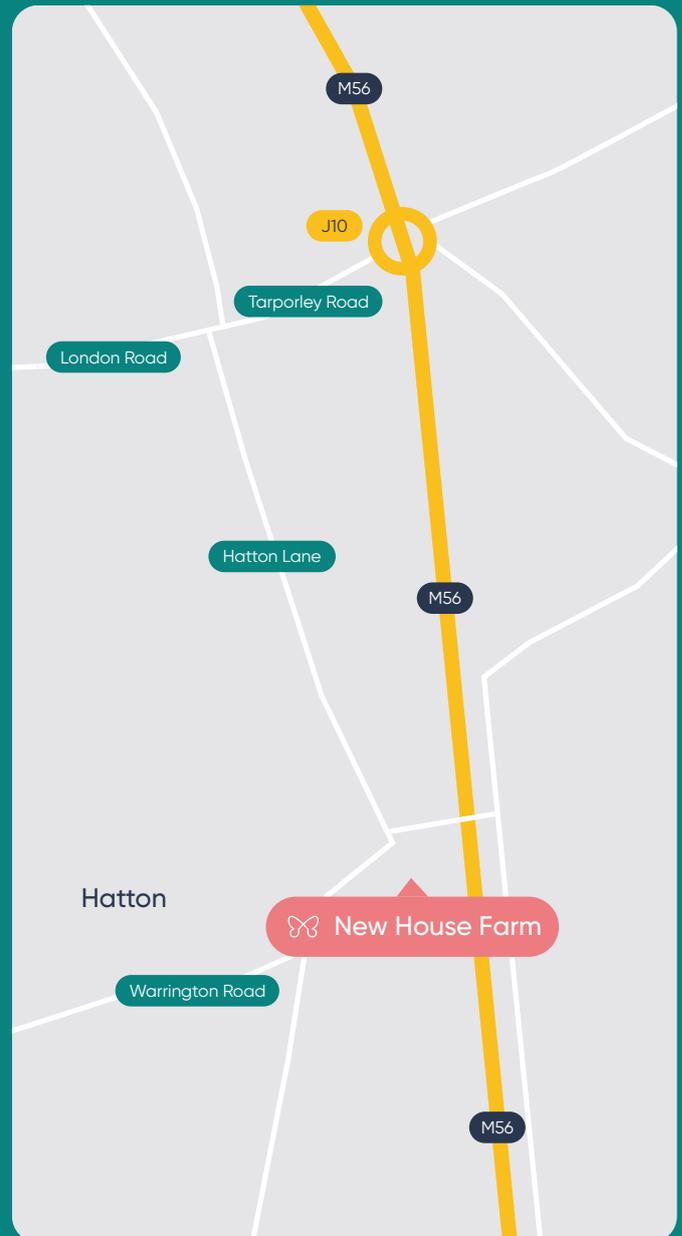
# How to find us

Hatton Lane, Hatton, Warrington, WA4 4DA

What3words:///retire.nest.flute

## From J10, M56

- At the roundabout follow the signs towards Warrington onto Tarporley Road
- Turn left onto Hatton Lane
- Proceed along Hatton Lane towards the Hatton Arms
- New House Farm is located on the left after Pill Moss Lane



Book your  
appointment now:

01925 939059  
salesnewhousefarm@ecclestonhomes.co.uk  
ecclestonhomes.co.uk

# The Plumley

## 4 BEDROOM DETACHED HOME

 4 Bed  2 Bath  1373 sq.ft.

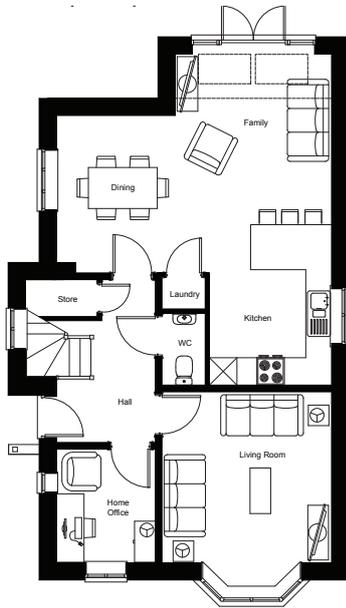
Four bedroom detached family home, open plan kitchen, dining & family room with feature skylight windows and French doors leading to a rear garden. Separate bay fronted living room and home study. Downstairs WC. Four spacious bedrooms, with ensuite to main bedroom. Large family bathroom.

Images show typical Eccleston Homes show home interiors and do not claim to represent any particular house type.



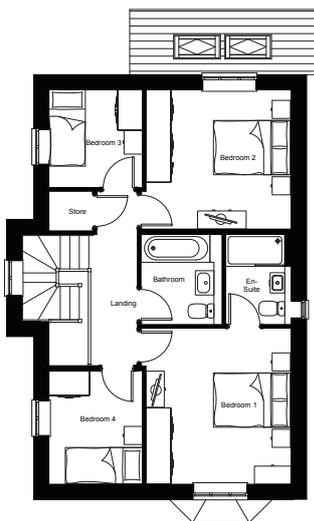
# The Plumley

4 BEDROOM DETACHED HOME | 1373 SQ.FT.



## GROUND FLOOR

Living Room	3.74m x 3.67m (plus bay) 12'3" x 12'0" (plus bay)
Dining Room	3.5m x 2.58m 11'5" x 8'5"
Family	3.74m x 3.4m 12'3" x 11'1"
Kitchen	2.64m x 2.45m 8'7" x 8'0"
Home Office	2.5m x 2.1m 8'2" x 6'10"
WC	1.58m x 0.94m 5'2" x 3'0"



## FIRST FLOOR

Bedroom 1	3.86m x 3.57m 12'7" x 11'8"
Ensuite 1	2.25m (max) x 1.6m (max) 7'4" (max) x 5'3" (max)
Bedroom 2	3.57m x 3.46m 11'8" x 11'4"
Bedroom 3	2.4m x 2.3m 7'10" x 7'6"
Bedroom 4	2.8m x 2.3m 9'2" x 7'6"
Bathroom	2.25m x 1.99m (max) 7'4" x 6'5" (max)

-  Skylight windows
-  Point of ceiling height change

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# The Whitegate

## 4 BEDROOM DETACHED HOME

 4 Bed  2 Bath  1399 sq.ft.

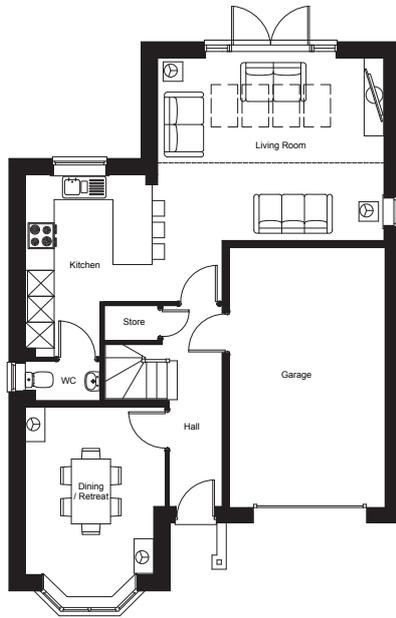
Four bedroom detached home, contemporary living, kitchen area with French doors leading to the rear garden, feature roof light windows, stylish breakfast bar, separate dining room/retreat. Four spacious bedrooms, ensuite to main bedroom, family bathroom, downstairs WC, integral garage.

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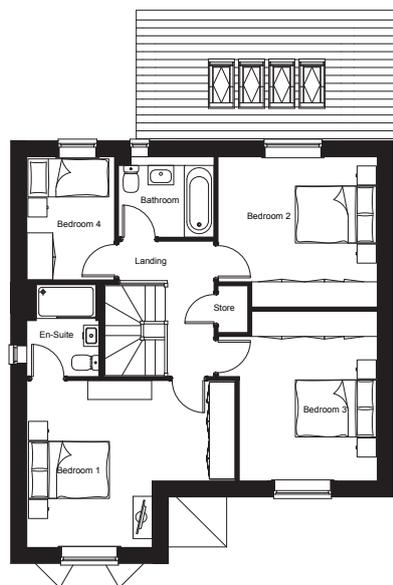
# The Whitegate

4 BEDROOM DETACHED HOME | 1399 SQ.FT.



## GROUND FLOOR

Living Room	5.2m x 4.2m 17'0" x 13'8"
Dining Room/Retreat	3.9m (plus bay) x 3.2m (max) 12'8" (plus bay) x 10'5" (max)
Kitchen	4.2m (max) x 3.1m 13'7" (max) x 10'2"
WC	1.7m x 0.91m 5'6" x 2'10"
Garage	6.01m x 3.6m 19'7" x 11'8"



## FIRST FLOOR

Bedroom 1	4.9m (max) x 3.9m (max) 16'0" (max) x 12'8" (max)
Ensuite 1	2.1m x 1.7m 6'9" x 5'6"
Bedroom 2	3.74m (max) x 3.5m (max) 12'3" (max) x 11'5" (max)
Bedroom 3	4.0m (max) x 3.2m (max) 13'1" (max) x 10'6" (max)
Bedroom 4	2.9m x 2.1m 9'6" x 6'10"
Bathroom	2.2m x 1.9m 7'2" x 6'2"

-  Skylight windows
-  Point of ceiling height change

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# The Bretherton

## 4 BEDROOM DETACHED HOME

 4 Bed  3 Bath  1560 sq.ft.

Four bedroom detached home with contemporary family, kitchen and dining area with a stylish breakfast area and feature French doors to the rear garden. Separate living room with bay window, useful utility room and downstairs WC. Four spacious bedrooms with ensuite to main bedroom and bedroom two and large family bathroom. Spacious driveway and detached garage.

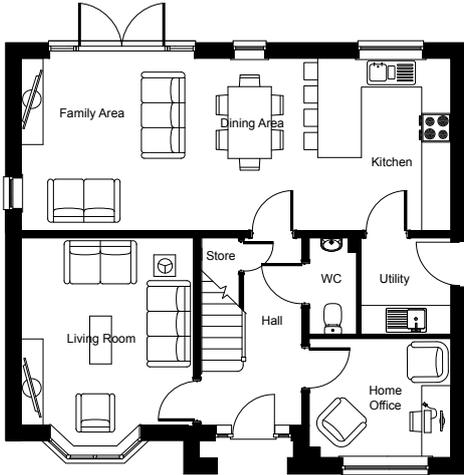
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# The Bretherton

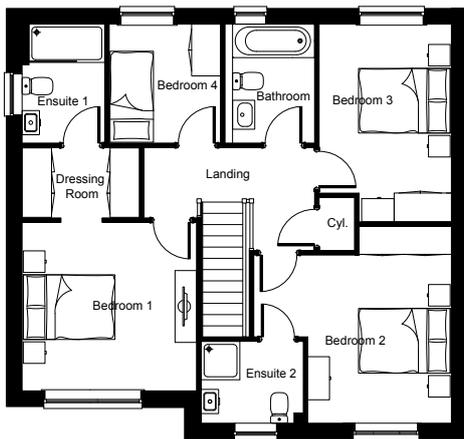
4 BEDROOM DETACHED HOME | 1560 SQ.FT.

## GROUND FLOOR



Living Room	3.91m (plus bay) x 3.56m 12'8" (plus bay) x 11'7"
Family/ Dining / Kitchen Area	8.91m x 3.61m 29'2" x 11'10"
Home Office	2.94m x 2.48m 9'6" x 8'1"
Utility Room	2.01m x 1.87m 6'7" x 6'1"
WC	1.98m x 0.98m 6'5" x 3'2"

## FIRST FLOOR



Bedroom 1	3.6m (max) x 3.5m 11'8" (max) x 11'5"
Dressing Room	2.43m x 1.47m 7'9" x 4'8"
Ensuite 1	2.50m x 1.7m 8'2" x 5'6"
Bedroom 2	4.1m (max) x 4.1m (max) 13'5" (max) x 13'5" (max)
Ensuite 2	2.1m x 1.7m 6'9" x 5'6"
Bedroom 3	4.14m (max) x 2.75m 13'6" (max) x 9'0"
Bedroom 4	2.50m x 2.3m 8'2" x 7'5"
Bathroom	2.50m x 1.9m 8'2" x 6'2"

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# The Crosby

## 4 BEDROOM DETACHED HOME

 4 Bed  3 Bath  1633 sq.ft.

Four bedroom detached home, large contemporary kitchen, dining, family room with access to the rear garden through French doors, feature roof light windows, stylish breakfast area, separate bay fronted living room, useful utility room, downstairs WC. Four spacious bedrooms, ensuites to both the main and second bedroom, family bathroom, ample storage, integral garage.

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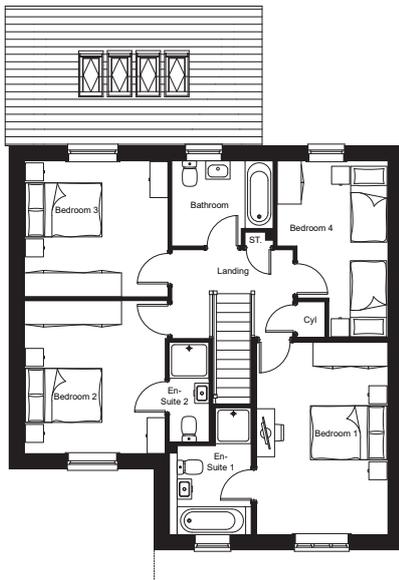
# The Crosby

4 BEDROOM DETACHED HOME | 1633 SQ.FT.



## GROUND FLOOR

Living Room	4.19m (plus bay) x 3.24m 13'9" (plus bay) x 10'7"
Dining Room / Family	5.4m x 4.3m 17'7" x 14'1"
Kitchen	3.3m x 3.2m 10'8" x 10'5"
Utility Room	3.2m x 1.74m 10'5" x 5'7"
WC	1.9m x 0.87m 6'2" x 2'10"
Garage	6.0m x 3.55m 19'8" x 11'6"



## FIRST FLOOR

Bedroom 1	4.8m x 3.2m 15'7" x 10'5"
Ensuite 1	3.17m (max) x 2.03m (max) 10'4" (max) x 6'6" (max)
Bedroom 2	3.8m x 3.49m 12'5" x 11'5"
Bedroom 3	3.5m x 3.4m 11'5" x 11'1"
Bedroom 4	4.4m (max) x 2.75m (max) 14'4" (max) x 9'0" (max)
Bathroom	2.5m (max) x 2.13m (max) 8'2" (max) x 6'9" (max)

- Skylight windows
- Point of ceiling height change

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# The Prestbury

## 4 BEDROOM DETACHED HOME

 4 Bed  3 Bath  1930 sq.ft.

Four bedroom detached family home, open plan kitchen, dining & family room with feature skylight windows and French doors from both the dining room and family room which lead to the rear garden. Downstairs WC and integral garage. Four spacious bedrooms, with ensuite to main bedroom and bedroom two and large family bathroom.

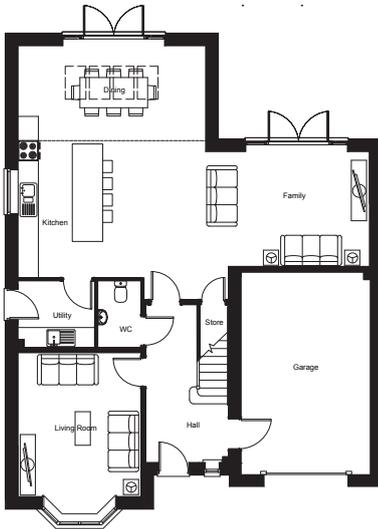
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# The Prestbury

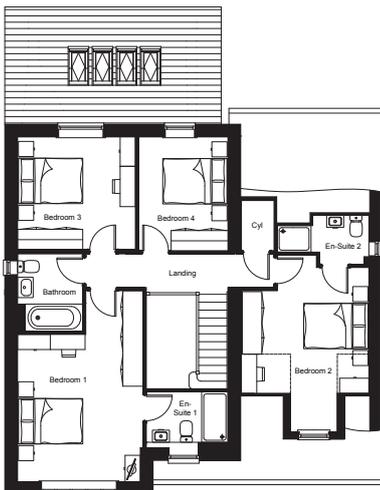
4 BEDROOM DETACHED HOME | 1930 SQ.FT.

## GROUND FLOOR



Living Room	4.28m (plus bay) x 3.6m 14'0" (plus bay) x 11'10"
Dining Room	5.5m x 3.1m 18'0" x 10'1"
Family	4.8m x 3.4m 15'7" x 11'1"
Kitchen	5.5m x 3.8m 18'0" x 12'5"
Utility Room	2.3m x 1.99m 7'5" x 6'5"
WC	1.99m x 1.27m 6'5" x 4'1"
Garage	6.0m x 3.8m 19'6" x 12'5"

## FIRST FLOOR



Bedroom 1	5.7m (max) x 3.7m (max) 18'7" (max) x 12'1" (max)
Ensuite 1	2.4m (max) x 1.6m (max) 7'10" (max) x 5'3" (max)
Bedroom 2	5.26m (max) x 3.8m (max) 17'2" (max) x 12'5" (max)
Ensuite 2	2.71m (max) x 1.46m (max) 8'10" (max) x 4'9" (max)
Bedroom 3	3.5m x 3.4m 11'5" x 11'1"
Bedroom 4	3.4m x 2.6m 11'1" x 8'5"
Bathroom	2.3m x 1.9m 7'5" x 6'2"

-  Skylight windows
-  Point of ceiling height change

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# The Slaidburn

## 5 BEDROOM DETACHED HOME



5 Bed



3 Bath



1988 sq.ft.

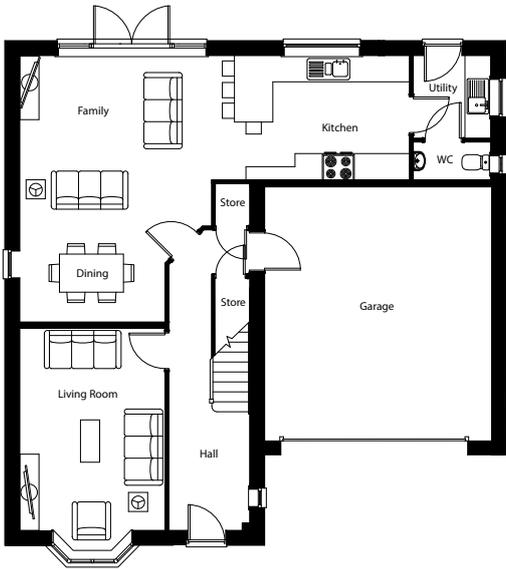
Five bedroom detached home with a large family, kitchen and dining area with feature French doors to the rear garden. Separate living room with bay window, useful utility room and downstairs WC. Five spacious bedrooms, main bedroom with ensuite and dressing room, ensuite to bedroom two and large family bathroom. Integral garage.

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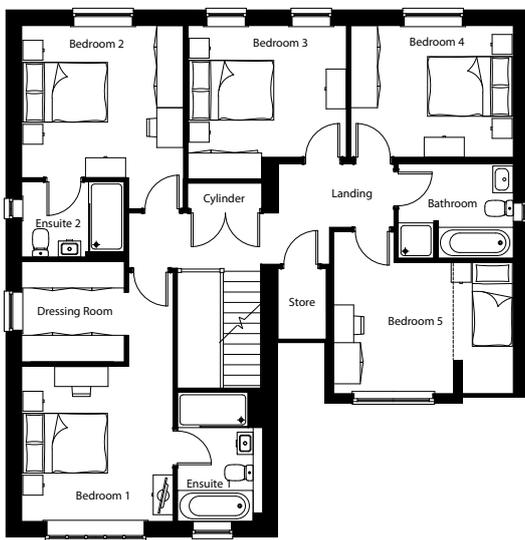
# The Slaidburn

5 BEDROOM DETACHED HOME | 1988 SQ.FT.



## GROUND FLOOR

Living Room	4.79m (plus bay) x 3.42m 15'8" (plus bay) x 11'2"
Dining/ Family Room	6.31m (max) x 4.5m 20'6" (max) x 14'7"
Kitchen	4.0m x 3.0m 13'1" x 9'8"
Utility Room	1.95m x 1.8m 6'4" x 5'9"
WC	1.8m x 0.9m 5'9" x 2'9"
Garage	5.27m x 6.0m (max) 17'2" x 19'6" (max)



## FIRST FLOOR

Bedroom 1	3.55m x 3.41m 11'7" x 11'2"
Dressing Room	2.3m x 2.25m 7'5" x 7'4"
Ensuite 1	2.95m (max) x 1.91m (max) 9'8" (max) x 6'3" (max)
Bedroom 2	3.64m x 3.42m 11'9" x 11'2"
Ensuite 2	2.3m x 1.70m 7' 5" x 5' 6"
Bedroom 3	3.55m x 3.0m 11'6" x 9'8"
Bedroom 4	3.65m x 3.0m 11'9" x 9'8"
Bedroom 5	4.0m x 2.95m 13'1" x 9'7"
Bathroom	2.59m x 2.14m 8'5" x 7'0"

## Cool places, open spaces

Introducing New House Farm from Eccleston Homes, a brand new selection of A-rated homes designed in a farmhouse style.



## A-Rated energy efficiency has never looked cooler

We've worked hard to increase energy efficiency through improvements to both the fabric and specification items in the property. Our homes also have improved thermal performance and a \*Predicted Energy Assessment of A-Rated (PEA). They're better for the world and better for you too. Think warmer houses but lower bills.



### Our homes include



Lower Bills



Reduced Carbon Footprint



Triple Glazed Windows



Solar Panels



Increased Insulation



Energy Efficient appliances



Waste water heat recovery



Two zone central heating system



Cavity Wall Insulation

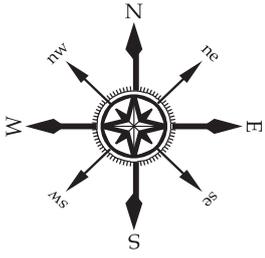


Hive Smart Heating Thermostats

\*Predicted Energy Assessment (PEA) is based on Part L Building Regulations June 2022. Please see Sales Consultant for plot specific details of solar panels. Specification does not apply to the affordable homes.

# Development Layout

NEW HOUSE FARM, HATTON



-  **Plumley** 1373 sq.ft.  
4 bedroom detached home
-  **Whitegate** 1399 sq.ft.  
4 bedroom detached home
-  **Bretherton** 1560 sq.ft.  
4 bedroom detached home
-  **Crosby** 1633 sq.ft.  
4 bedroom detached home
-  **Prestbury** 1930 sq.ft.  
4 bedroom detached home
-  **Slaidburn** 1988 sq.ft.  
5 bedroom detached home
-  **Affordable Homes**



## KITCHENS

- A choice of kitchen units and worktops (choice subject to build stage)
- Bosch stainless steel single multifunctional electric oven
- Bosch stainless steel 4-ring gas hob
- Stainless steel chimney-style recirculating hood
- Stainless steel splashback to hob
- Bosch integrated fridge / freezer
- Co-ordinating worktop upstand (choice subject to build stage)
- Blanco one and half bowl sink and top lever tap to kitchen (choice subject to build stage)
- Stainless steel single bowl sink and tap to utility room (where applicable)
- Plumbing for washing machine
- Plumbing for dishwasher
- Cutlery tray
- Soft closers to all units and drawers

## BATHROOMS AND ENSUITES

- White contemporary sanitaryware
- Towel radiators to bathrooms and ensuites
- Chrome taps by Vado
- Electric shaver point to bathrooms and ensuites
- Choice of vanity units to bathrooms and ensuites (choice subject to build stage)
- Choice of ceramic wall tiles by 'Johnson Tiles' (choice subject to build stage)
- Extent of tiling to be: splash-backs above hand-basins in WCs, half-height ceramic tiling to walls receiving sanitaryware, and full-height ceramic tiling to shower enclosures (where applicable). Choice of two co-ordinating 'Johnson Tiles' wall tiles in main bathrooms and ensuites to create feature walls. The feature wall is indicated on wall tile drawings
- Vado thermostatic shower to ensuite
- Vado shower over the bath to main bathroom with shower screen
- Soft close toilet seats

## GENERAL

- 10-year warranty (NHBC)
- Hive Active Heating Smart Compatible Thermostat (requires HiveHub, broadband and WiFi)
- Gas central heating two zone system throughout
- Gas combination boilers to: Plumley & Whitegate
- Thermostatically controlled radiators to all rooms except where roomstat fitted
- UPVC triple-glazed windows
- UPVC French patio doors
- Acoustic trickle vents to windows
- Black rainwater pipes and gutters
- \*Solar panels
- Waste water heat recovery

\*Please see Sales Consultant for plot specific details of solar panels.

\*\*Sales specification does not apply to the affordable homes.

## ELECTRICAL

- Access to Superfast Broadband (Infrastructure by Openreach. Subscription to Broadband services required)
- Sky+HD TV aerial point contained within media plate to lounge and family rooms with wiring to loft space (system to be completed by contacting Sky direct)
- Digital TV aerial point contained within media plate to lounge and family room wired to aerial in loft space
- Digital TV aerial point to main bedroom wired to aerial in loft space
- BT socket to lounge contained within media plate
- BT socket to main bedroom
- Downlights to kitchen
- Downlights to bathrooms and ensuites
- Double socket and light to garage
- EV chargers
- USB sockets to living room, kitchen and bedroom one (where applicable)

## SAFETY AND SECURITY

- Alarm system
- Mains-powered smoke detectors and mains-powered heat detectors
- Window locks to all windows (except upper floor escape windows)
- Multi-point locking systems to front and rear doors

## DECORATION

- Smooth-finish ceiling painted white
- All internal woodwork painted gloss white
- All internal walls painted white
- Semi-solid internal doors painted gloss white
- Satin chrome-effect internal ironmongery

## EXTERNAL

- Front porch light
- Front garden turfed
- Landscaping to front gardens to approved scheme
- Grey concrete paving to form pathways and patios as shown on external works layout
- Black tarmac drives with grey concrete edgings
- 1.8m screen fencing to rear gardens, including pedestrian timber gate. See external works layout for exact details and locations
- Steel up-and-over garage doors

## OPTIONS

- A wide range of optional extras are available. Please see Sales Consultant for prices and full range (all subject to build stage)

We supply products by:

JOHNSON • TILES  
MADE IN THE UK SINCE 1901

VADO



BOSCH



HIVE

 **Eccleston**  
HOMES



## Reserving your Eccleston home

You've found your dream Eccleston home! So what happens next? We sell our new homes in order of the route that we build them and plots are released for sale at various times to follow this route and ahead of them being built.

Homes are sold on a first come, first served basis and purchasers are required to exchange contracts within 6 weeks (42 days) with the appropriate 10% deposit. This usually means that you will need to be either a first time buyer, have your current property sold subject to contract, be a none dependant purchaser, or a cash purchaser.

### 1. Mortgage in Principle

In order to reserve your new home, you'll need a Mortgage in Principle, or Decision in Principle (DIP) from your mortgage provider. Based on basic info such as your income and outgoings, your lender will provide you with a certificate or statement that confirms 'in principle' the amount of money they will lend you.

If you need help sorting a Mortgage in Principle we have access to independent new homes mortgage specialists who are able to provide you with free advice on the range of new homes mortgages available. Please ask your Sales Consultant for further details.

### 2. Proof of identity

As you're undertaking a financial transaction with us, we'll need to see a copy of your passport (for non-UK citizens also a copy of a valid visa) plus proof of your address – this could be from a recent utility bill or driving license. Your Sales Consultant can provide you with a list of all acceptable forms of proof of address.

### 3. Reservation fee

We ask for a £1000 reservation fee to secure your new home. The reservation fee forms part of the overall price of the property and is credited upon Legal Completion.

### 4. Reservation meeting

To secure your new Eccleston home, we will set up a reservation meeting. It gives us the opportunity to take you through your reservation paperwork, share the technical drawings and run through the finer details about your new home and the buying process. And of course, the most exciting bit, you can sign your formal reservation confirmation documents meaning your dream Eccleston home is off the market! Please allow at least an hour for this meeting, this gives you time to ask any questions you may have too.

**Talk to your Sales Consultant for more info.**

## Home of happy

From our development-based sales and construction colleagues, to our small head office team, we love what we do and hope this comes across in our quality homes and personal, helpful customer service.

From your very first visit, to receiving your keys and beyond, we are committed to delivering a friendly, simple and informative journey, and your new home built to our highest standards.

If you enjoyed your customer journey with us today, we'd love your feedback. Your review makes a huge impact on our independent business.



## Testimonials



"We have had a brilliant experience and we are really happy with our house!"

- Scott



"From start to finish our buying experience with Eccleston Homes was trouble free."

- Christine



"Had top class service from Eccleston."

- Karen

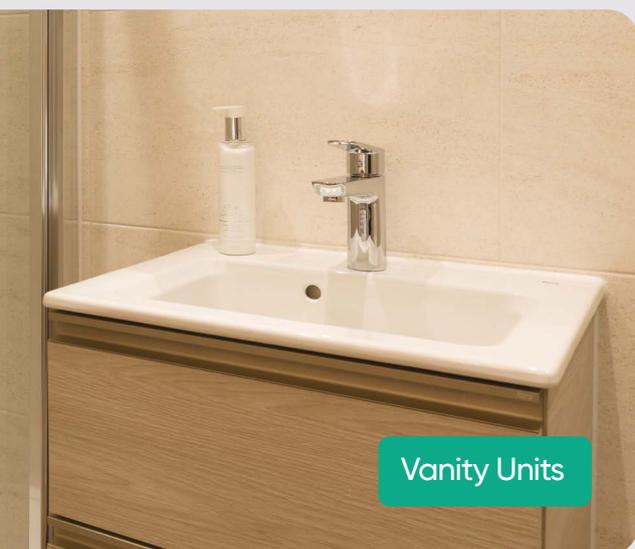


Search for us at [uk.trustpilot.com](https://uk.trustpilot.com)



We all like having Choices. And the more, the better.

At Eccleston Homes we understand that your vision for your new home is unique. That's why we've created Choices.



Everything you need to make your new home yours.

Choices gives you that bit more flex in putting your personal stamp on the place. From kitchen spec to tiling, whatever you select will be fully included in the price – simply choose the options that best suit your style and the way you like to live.

\*Choices & Options are development specific. Selections are available subject to construction stage. Please ask your sales consultant for details and a price list. Terms & Conditions apply.

Take personalisation to the next level with our Eccleston Options range, bringing you the latest design inspiration. From fabulous flooring and lighting to on-trend worktops and high-tech appliance upgrades. Simply choose what inspires you, and we'll have it all fitted and ready for when you move in.



Bi-Fold Doors



Vertical Radiators



Flooring



Upgrade Units & Work Surfaces



Curtains & Blinds



Bedroom Furniture

## Ensuring happy customers

To make sure every part of your move goes smoothly, our Customer Care Plan outlines our continued commitment to you, before, during and after the purchase of your new home.

We are dedicated to providing an excellent customer experience and all our policies and procedures are designed to ensure we meet all of the commitments outlined below.

### We will...

- ✓ Provide you with information on the Consumer Code for home builders.
- ✓ Provide you with information on the NHBC warranty.
- ✓ Make sure you know who to contact at each stage of the purchase.
- ✓ Deal effectively with all your questions.
- ✓ Provide you with all the relevant choices and options that may affect your decision.
- ✓ Provide you with health and safety advice to reduce the risk of danger to you and your family on site while your property is being built and when in your new home.
- ✓ Ensure all our marketing and advertising is clear and accurate.
- ✓ Ensure our contract-of-sale terms and conditions are clear and fair.
- ✓ Inform you of your cancellation rights.
- ✓ Give you reliable information about our warranty provider's cover and any other guarantees from which you may benefit.



- ✓ Explain how your deposit is protected.
- ✓ Give you reliable information about the timing of construction, legal completion and handover of your new home.

### Once a completion date is set we will:

- ✓ Ensure that the transfer of ownership takes place as scheduled.
- ✓ Demonstrate the functions and features of your new home at a pre-arranged time.
- ✓ For a two-year period from the purchase of your new home, provide after-sales care, customer services and emergency services. We will also ensure you are aware of all the support we can offer you.
- ✓ Our customer commitments do not affect your statutory rights.

## How to care for your home

We understand that buying a new home is one of the biggest purchase decisions you'll ever make, which is why all Eccleston Homes come with a full 10 year NHBC (National House Builders Council) structural warranty.

Protected by the 10 year New Home Warranty, your new home is completely covered for any necessary structural repairs from the date of completion, with an independent surveyor team making the final checks on the new home before issuing what is called a 'Build Mark Cover Note' once they are happy that the property is ready to move into. So, while it is unlikely that you will ever have any problems, you can be assured that help is at hand.

### Policy details

The policy is valid for 10 years and includes two key periods; the first two years of the policy called the '2 year Builder Warranty Period', and next 8 years known as the 'Structural Insurance Period'.

### Builder Warranty Period

During this first 2 year period Eccleston Homes are responsible for rectifying any defects, you should report any faults to us directly, and in writing, so that we can try to resolve any issues as quickly as possible.

### NHBC 8 Year Structural Insurance Period

For the balance of the warranty, should you need to make a claim on your policy during this period, you will need to contact the claims team at the NHBC, they will assess your claim and where necessary help you in organising any repair work.



### Customer Care Commitment

When you buy your Eccleston Home you can be confident that your new home has benefited from a wealth of building knowledge and experience. And, as members of the NHBC, the UK's leading home warranty and insurance provider, you'll benefit from their expertise too.

### Consumer Code

The Consumer Code for Home Builders is an industry led scheme which gives protection and rights to purchasers of new homes. As members you can be assured that you're going to be treated fairly and be fully informed about your purchase at every stage of the home-buying process – whether it's pre-contract, at exchange of contract or during occupation.

### Buildmark

When you purchase an Eccleston home you are covered by our two-year warranty, so should you find that your home has any defects that aren't due to general wear and tear or maintenance issues in this time, we promise to get it sorted for you. After the first two years you're covered by Buildmark, the NHBC's insurance scheme, for a maximum of 10 years after you move into your new home.