







LIPHOOK









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A REAL PROPERTY AND

A COLLECTION OF 3 AND 4 BEDROOM HOMES IN THE TRANQUIL VILLAGE OF LIPHOOK.

Surrounded by idyllic countryside, yet perfectly located for commuting to nearby towns and cities, Maple Walk offers a perfect balance for work and play. Set in the historic village of Liphook on the Hampshire, Surrey and Sussex borders, the development enjoys amenities aplenty on its doorstep. These elegant homes are also part of Redrow's Heritage Collection, featuring the finery and exquisite attention to detail seen in the Arts and Crafts movement of the 19th century, but at the same time offering contemporary, state-of-the-art living spaces.

PREDROW

WELCOME TO MAPLE WALK



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AN INSPIRED **New Home**

Explore what makes this collection so unique

We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.







WHAT MAKES THIS COLLECTION SO UNIQUE?

Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves features add grandeur and on, that makes this award

Every inch of our homes has been carefully considered, from features such as traditional porches supported by timber posts with gallows brackets to brick plinths that run the whole way round the property. These depth to the front of the home winning collection so enviable. and provide an anchoring effect.













ENJOY The Area

Liphook is a village which really does have it all, with its serene character and surroundings never compromising the quality of life on offer. Two minutes will be your driving distance to the local Sainsbury's and Co-op supermarkets, while the nearest post office and pharmacy are a similar distance, along with other local shops. Neighbouring Haslemere, meanwhile, has a Marks & Spencer Foodhall, Tesco and Waitrose, all within a 15 minute drive. Portsmouth's Gunwharf Quays designer shopping outlet has more than 90 retailers and is just 35 minutes away by car. Guildford, meanwhile, is a 25 minute drive and offers high street name stores and luxury boutiques, and a range of regular markets.







ENJOY AN ACTIVE **LIFESTYLE**

Sport and leisure options are numerous. Haslemere Leisure Centre is around 10 minutes away in the car and has a fully-equipped gym, two swimming pools, indoor cycling studio, squash courts, sauna and steam room. Liphook Golf Club is a six-minute drive and has a beautiful 18-hole course, while those looking to join a local sports club will find a wide variety, from tennis and badminton to hockey, athletics, football, rugby and cricket.

For those who prefer to set their own leisure agenda, this will be the perfect location too, with plentiful options for walking, running, cycling, or even just settling down for a picnic in the sun. Liphook recreation ground is a four minute drive and has a playpark for children. The heart of the expansive and truly picturesque South Downs National Park, meanwhile, is just 20 minutes away in the car, and features a dazzling array of wildlife.





OPPORTUNITIES For learning

Children at all stages of their educational journeys will be well catered for at Maple Walk. Liphook Infant and Junior Schools are both rated 'Good' by Ofsted and are both around a 15 minute walk from home.

Bohunt School, meanwhile, caters for students from 11 to 18, is rated 'Outstanding' and is just 10 minutes away on foot. The school has its own sixth form and offers students a broad and all-encompassing education. It is known for its excellent exam results, with 90% of students achieving Grade 4 or above in their English GCSE results.







GETTING AROUND

Maple Walk is superbly connected for transport and travel. The development is just minutes in the car from the A3 trunk road, for onward journeys to London (1 hour and 18 minutes) and Guildford (26 minutes), and for Portsmouth, via the A27 (28 minutes). The A3 and A31 will take you to Winchester (45 minutes) and in turn connect with the M3 motorway for travel to the New Forest, via the M27 (48 minutes) and to the A31 for Dorset.

For train travel, Liphook station is a four minute drive and offers services to Portsmouth (43 minutes), Guildford (29 minutes) and London Waterloo (one hour and 11 minutes).

For international travel, Heathrow Airport is 41 minutes away via the A3 and M25, and Gatwick 52 minutes on the same roads, with both offering flights around the globe.



WE PUT More in

At Redrow we work hard to contribute to the existing facilities and create new ones, to dovetail our development into the local community. Below are some of the community benefits installed at **Maple Walk**.







SO YOU GET More out

- → Public Green Space and Children's Play Area
- → Cycleways & Footpaths
- → Affordable Housing
- → Multi Use Games Area
- → Local Equipped Areas of Play

EXPLORE MAPLE WALK



Affordable Housing:

Bromsgrove – 142-145, 155-158. Dart - 7-9, 16-17, 87, 90, 159-162. Tavy – 10-11, 18, 23-25, 51-54, 88-89, 102-104, 106-107, 165, 168-170. Wye – 105. Maisonette – 12-13, 19-20, 21-22. Apartment - 124-132, 133-141, 146-154.

S/S – Sub Station **BCP** – Bin Collection Point **B/S** – Bin Store C/S – Cycle Store **V –** Visitor Parking

This plan is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change. For specific details, other than general site layout, please liaise directly with our Sales Consultant.













THREE BEDROOM HOME







THE AMBERLEY GROUND FLOOR



18'11" × 10'9"
18'11" x 10'9"
7'2" x 5'9"
5'7" x 3'9"

5.77 x 3.28 m

5.77 x 3.27 m

2.18 x 1.75 m

1.70 x 1.14 m



KEY

Hob

OV Oven

FF Fridge/freezer

TD Tumble dryer space

Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space





THE AMBERLEY FIRST FLOOR



3.68 x 3.31 m 2.18 x 2.00 m 3.30 x 3.05 m 3.35 x 2.63 m 2.22 x 1.98 m



KEY

Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Amberley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.







THE CANBRIDGE FOUR BEDROOM HOME







THE CAMBRIDGE GROUND FLOOR





KEY

- ©⊙ Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space





THE CAMBRIDGE **FIRST FLOOR**



13'9" x 12'8"
8'4" x 3'9"
13'8"×11'2"
11'7" × 8'4"
11'7"×9'2"
8'2" × 7'2"

4.25 x 3.92 m 2.59 x 1.33 m 4.21 x 3.41 m 3.57 x 2.59 m 3.56 x 2.80 m 2.52 x 2.21 m





KEY

 Dimensions start **HW** Hot water storage



Customers should note this illustration is an example of the Cambridge house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.







THE GRANTHAM FOUR BEDROOM HOME







THE GRANTHAM GROUND FLOOR



16'8" x 11'3" 15'6" x 9'7" 6'2" x 3'2" 3'1" x 2'9"

5.09 x 3.43 m 4.73 x 2.93 m

1.87 x 0.96 m

0.94 x 0.83 m



KEY

HobOVOvenFFFridge/freezer

DW Dishwasher space

Dimensions start

- **ST** Storage cupboard
- **WM** Washing machine space
- **TD** Tumble dryer space





THE GRANTHAM FIRST FLOOR



15'6" x 8'10" 11'3" x 9'0" 9'8" x 7'5" 7'5" x 6'2" 4.73 x 2.70 m 3.43 x 2.75 m 3.00 x 2.30 m 2.26 x 1.87 m



KEY

Dimensions startHW Hot water storage







THE HARROGATE FOUR BEDROOM HOME







⁺Elevation variation to plots 64, 65, 71 and 75 only.

THE HARROGATE GROUND FLOOR

1 Lounge	15'2" x 12'0"	4.63 x 3.65 m
2 Kitchen	12'0" x 9'11"	3.67 x 3.03 m
3 Dining	12'6" x 10'3"	3.80 x 3.13 m
4 Family	13'11" × 10'4"	4.24 x 3.15 m
5 Cloaks	6'8" x 3'7"	2.04 x 1.09 m
6 Utility	6'8" x 6'5"	2.04 x 1.95 m



KEY

- So Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

Dimensions start

- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space





⁺Elevation variation to plots 64, 65, 71 and 75 only.

THE HARROGATE **FIRST FLOOR**







KEY

Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Harrogate house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.







THE LEAMINGTON LIFESTYLE

THREE BEDROOM HOME







THE LEAMINGTON LIFESTYLE GROUND FLOOR



17'9" × 11'11"
12'8" x 12'6"
12'6" × 12'6"
5'11" × 5'11"
6'6" x 5'11"

5.42 x 3.63 m 3.87 x 3.82 m

3.82 x 3.82 m

1.80 x 1.80 m

1.99 x 1.80 m





KEY

- Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space





THE LEAMINGTON LIFESTYLE **FIRST FLOOR**

6	Bedroom 1
7	En-suite 1
8	Wardrobe
9	Bedroom 2
10	En-suite 2
11	Bedroom 3
12	En-suite 3

13'4" x 11'11"
9'3" × 7'9"
8'4" x 5'5"
11'3" x 11'2"
7'11" x 6'2"
13'4" x 9'3"
9'3" x 6'1"

4.08 x 3.63 m 2.83 x 2.37 m 2.54 x 1.65 m 3.44 x 3.41 m 2.41 x 1.93 m 4.06 x 2.83 m 2.83 x 1.85 m





KEY

 Dimensions start HW Hot water storage



Customers should note this illustration is an example of the Leamington Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.







THREE BEDROOM HOME

PREDROW





THE LETCHWORTH GROUND FLOOR



15'11" × 11'0" 18'2" × 11'5"

5'10" x 2'11"

4.84 x 3.35 m 5.53 x 3.47 m

1.76 x 0.90 m



KEY

- Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space





THE LETCHWORTH **FIRST FLOOR**



11'5"	x 11'3"
11'9"	x 9'3"
8'8"	x 8'7"
7'5"	x 4'1"
6'8"	x 5'7"

3.47 x 3.42 m 3.58 x 2.81 m 2.64 x 2.62 m 2.26 x 1.25 m 2.02 x 1.71 m





KEY

- Dimensions start
- **ST** Storage cupboard



Customers should note this illustration is an example of the Stratford Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semidetached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.









FOUR BEDROOM HOME







THE LINCOLN GROUND FLOOR



15'0" × 10'7" 17'10" × 10'11" 5'11" × 3'3"

2'10" x 2'6"

4.58 x 3.23 m 5.43 x 3.32 m

1.79 x 0.98 m

0.87 x 0.77 m



KEY

HobOVOvenFFFridge/freezerDWDishwasher space

Dimensions start

- **ST** Storage cupboard
- **WM** Washing machine space
- **TD** Tumble dryer space





THE LINCOLN FIRST FLOOR



15'3" x 10'10" 9'8" x 6'9" 10'9" x 9'9" 7'10" x 5'7" 4.66 x 3.29 m 2.94 x 2.05 m 3.27 x 2.97 m 2.38 x 1.71 m



KEY

Dimensions startHW Hot water storage





THE LINCOLN **SECOND FLOOR**



14'3" × 10'0"

10'3" x 10'0"

7'1" x 6'8"

4.35 x 3.06 m

3.13 x 3.04 m

2.15 x 2.02 m



KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Leamington Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.







THE MARLOW

FOUR BEDROOM HOME







THE MARLOW Ground Floor

1	Lounge	16'10" × 11'2"	5.15 x 3.41 m
2	Kitchen/ Dining	14'8" x 13'9"	4.52 x 4.19 m
3	Utility	6'4" x 5'7"	1.95 x 1.72 m
4	Cloaks	5'7" x 3'6"	1.72 x 1.09 m
5	Garage	19'11" x 10'1"	6.06 x 3.08 m





KEY

- So Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space





THE MARLOW FIRST FLOOR

6 Bedroom 1	13'8" x 11'2"	4.17 x 3.41 m
7 En-suite	8'1" × 4'11"	2.46 x 1.50 m
8 Bedroom 2	12'0" x 10'6"	3.65 x 3.21 m
9 Bedroom 3	12'7" × 10'3"	3.86 x 3.13 m
10 Bedroom 4	10'8" x 10'3"	3.29 x 3.13 m
11 Bathroom	7'11" x 5'7"	2.42 x 1.73 m





Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Marlow house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.







THE SHAFTESBURY

FOUR BEDROOM HOME







THE SHAFTESBURY GROUND FLOOR

1 Lounge	21'2" x 11'8"	6.44 x 3.56 m
2 Kitchen/ Dining/ Family	25'7" x 11'7"	7.79 x 3.52 m
³ Cloaks	6'6" x 5'9"	1.99 x 1.75 m
4 Utility	6'6" x 3'4"	1.99 x 1.01 m



KEY

- Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space




THE SHAFTESBURY FIRST FLOOR

5 Bedroom 1	12'5" × 11'8"	3.80 x 3.62 m
6 En-suite	8'5" x 4'5"	2.58 x 1.38 m
7 Bedroom 2	11'5" x 10'05"	3.52 x 3.19 m
8 Bedroom 3	11'11" × 8'3"	3.62 x 2.55 m
Bedroom 4	10'8" x 8'5"	3.30 x 2.61 m
10 Bathroom	7'3" x 6'6"	2.22 x 2.01 m





Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Shaftesbury house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.







THE STRATEORD FOUR BEDROOM HOME







THE STRATFORD GROUND FLOOR



16'4" x 11'6"

19'8" x 14'9"

4.97 x 3.51 m 5.99 x 4.49 m

7'3" x 3'6"

2.20 x 1.07 m



KEY

- Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space





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THE STRATFORD **FIRST FLOOR**



14'2" × 10'10"
11'11" × 9'11"
9'5" x 7'8"
8'6" x 7'3"
6'9" x 5'9"
7'6" x 4'7"

4.33 x 3.30 m 3.62 x 3.02 m 2.88 x 2.34 m 2.60 x 2.20 m 2.05 x 1.76 m 2.28 x 1.39 m





KEY

 Dimensions start HW Hot water storage



Customers should note this illustration is an example of the Stratford Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semidetached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.







THREE BEDROOM HOME







THE WARWICK GROUND FLOOR



15'5" x 11'7"	
18'11" x 12'3"	

5'7" x 3'3"

4.71 x 3.52 m 5.77 x 3.73 m

1.71 x 0.98 m



KEY

00	Hob	
ον	Oven	
FF	Fridge/freezer	
TD	Tumble dryer space	

Dimensions start

- ST Storage cupboard
- **WM** Washing machine space

DW Dishwasher space





THE WARWICK FIRST FLOOR





KEY

Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Warwick house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



SKILFUL EXECUTION

Quality is never an accident, it is always the result of high intention to detail It represents the wise choice of many alternatives













KITCHEN & UTILITY

Kitchen Styles

A range of quality kitchen styles from Moores. Please see Sales Consultant for further details.

Work Surfaces

Square Edged worktops. Refer to agreed group specifications – My Redrow for choices.

Upstand

Matching above worktops, with stainless steel splash-back behind Hob.

Bowl & Tap

Stainless steel 1 Bowl with mixer tap to units (in housetypes under 1600sqft). Double Bowl sink with Regent chrome mixer tap to units (in housetypes over 1600sqft).

Appliances AEG

- AEG 60cm Gas Hob (in housetypes upto 1600sqft)
- AEG 90cm Gas Hob
- (in housetypes over 1600sqft) • AEG Double Oven - Double Oven
- Electrolux 60cm Chimney extract



INTERIOR

Walls

Tape & Jointed finish with Dulux Offwhite emulsion paint finish (Almond White).

Internal Doors

Cambridge internal moulded door (manufactured by Jeld Wen).

Internal Door Furniture

Internal Door Furniture to be polished chrome effect door furniture from Carlisle Brass, in ZIN112PC style.

Architrave

Torus profile mdf, 69 x 14.5mm section size with satin white paint finish.

Skirting boards

Torus profile mdf, 194 x 14.5mm section size with satin white paint finish.

Staircase

41mm Square plain spindles with 90mm square newels in satin white paint finish complete with light ash hardwood, or similar, handrail 59 x 65mm and newel caps finished in clear varnish/lacquer.

Ceilings

Tape & Jointed finish with Dulux.

Central Heating

Full gas central heating with energy efficient wall mounted boiler. Please see sales consultant for details.

Radiators

Myson Premier round top radiators fitted as standard. Feature radiators fitted in selected house types – for more information, please speak to our Sales Consultant.

Wardrobes

Wardrobes to all bedrooms are available as an optional upgrade – refer to My Redrow.

Phone Point

Phone Point finishes to match electrical accessories in rooms.

TV Point

TV Point finishes to match electrical accessories in room.

Electrical Sockets / Switch Plates GET

Ultimate low profile white electrical switch and socket plates together with GET pendant and batten lighting points. All lights to be pendant or batten holder lamps. Please refer to house drawings for all location details.



OUR LUXURY SPECIFICATIONS ARE CAREFULLY CONSIDERED AND BEAUTIFULLY **DESIGNED TO MAKE** THE MOST OF YOUR NEW HOME

BATHROOM & CLOAKROOM



Bathroom, En-suite & Cloakroom

Sanitaryware Ideal Standard in White finish.

Bathroom & En-suite

Basin Sottini Arc 55cm with 1 tap hole, semi pedestal fitted with Sottini Tesino basin mixer including 5 litres/ minute flow restrictor. Slotted basin waste click plug.

Cloakroom Basin

Sottini Arc 40cm basin with 1 tap hole, semi pedestal or Mavone 45cm 1 tap hole corner basin (please refer to drawing to confirm basin design). Fitted with Sottini Tesino Mini Mixer including 5 litres/minute flow restrictor. Slotted basin waste click plug.

Towel Rail 'Curved style' wet-feed towel warmers in Chrome finish to be installed in Bathrooms and all En-suites.

Shower over Bath

Sottini Tesino 1TH bath filler. Blender valve to be fitted on supply. slotted bath waste click plug Shower Shower valve & screen to be provided above the bath except when there is a separate shower enclosure within the bathroom. Thermostatic shower valve (as development specification) above the bath including bath screen -Twyford Geo6.

Low Profile Tray Acrylic capped low profile shower tray with concealed waste and upstands to all four sides. Tray to be Twyford "Twylite". Shower Screen Polished Chrome effect finish shower door manufactured by "Twyford Geo6".

Please refer to drawings to confirm whether Pivot or Bifold style door is to be fitted.

Wall Tiles Bathroom – full-height tiling around bath, if bath does not have a shower then halfheight tiling only. Cloakroom – one tile high splash-back to basin.





EXTERIOR

Fascia & Soffit

15mm Swish Vanquish uPVC fascia and vented soffit board, in white profile.

Rainwater System

Rainwater half-round gutters and downpipes to be finish in black for brick and render elevations as per group deals.

Windows

Sealed double-glazing uPVC windows in white finish with stainless steel easy-clean hinges. Obscure glazing to be provided for all WC and Bathroom windows. Dummy casements to be provided to the front elevation all as indicated on the plot type drawings. White handles to match windows & doors.

External Doors

GRP primed door with patterned glass. Style of door to be all as indicated on house plan, finished in solid colour applicable, refer to landscaping layout for details. Rear externally and white finish internally. Frame to be uPVC.

House Numeral

To front of property on numeral plaque from Bennetts to match the colour of the front door except when white when numeral to be black.

Rear Door

Steel door with patterned glass manufactured by IG. Style of door to be NG06 pattern, finished internally and externally in white. Frame to be uPVC.

External Lights

Front lamp provided as standard position as indicated on plot specific drawings. Rear Lights are available to houses as an optional upgrade – refer to My Redrow.

Garden

Front Quality turf to front garden with planting where Gardens topsoil in accord with NHBC requirements.

Garage

Detached garages to receive double socket point and lighting pendant if access from plot is not through a communal courtyard. Integral garages to receive double socket point and lighting pendant as standard. Garage doors to be Novofern Berwick style or similar steel up & over with window panels to top. Door & frame finish to be painted to match front door colour.

Door Bell

Black bell push with transformer.

Fencing

All plots to receive 1800mm high close board fencing where screen walls are not indicated. All plots to receive 1800mm high close board framed, ledged and braced gate.



OUR COMMITMENT To home-buyers

Customer charter

At Redrow, we're committed to delivering a quality service throughout the whole home-buying process and beyond. This Customer Charter sets out our commitment to you, our customer.

Full details of our services will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the New Homes Quality Code, which is displayed in our Customer Experience Suites and Sales Centres. A copy of the Code is also on our website at www.redrow.co.uk

- Please ask a Sales Consultant if you require a printed hard copy.
- We will provide you with full details and clear information about your chosen home.
- We will provide trained and knowledgeable staff to assist you in the home buying process.
- We will be available to answer any questions you may have and will provide you with any relevant contact details.
- We will ensure our services are accessible, meeting differing customer needs to ensure transparency and equality throughout every contact with us.
- We will assist you during the selection of Standard Choices and Optional Extras for your new home.
- We will provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in.
- We will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.

- We will keep you fully informed about the completion and occupation of your new home and offer you the ability to visit and view your new home with an accredited person before you move in.
- We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in and that you have access to information to continue to assist with this once you move in.
- •We will inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- •We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.
- We will always treat our customers with respect and civility and ask that you show our colleagues and working partners the same courtesy. Where necessary to protect our colleagues, we are within our rights to take action which may include limiting or ceasing communication.



OUR REQUIREMENTS AS HOME-BUILDERS

The New Homes Quality Code: Statement of Principles

This **Statement of Principles** (the core principles) sets out the main principles which registered developers agree to follow to benefit their customers.

1. FAIRNESS

Treat customers fairly throughout the buying and after-sales process.

2. SAFETY

Carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.

3. QUALITY

Complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).

4. SERVICE

Have in place systems, processes and staff training to meet the customer service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.

5. **RESPONSIVENESS**

Have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.

6. TRANSPARENCY

Provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.

7. INDEPENDENCE

Make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.

8. INCLUSIVITY

Take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including in appropriate formats and languages.

9. SECURITY

Make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.

10. COMPLIANCE

Meet the requirements of the code and the New Homes Ombudsman Service.







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