

HERITAGE

- REDROW -

WOODCOTE
PARK

HERNE BAY





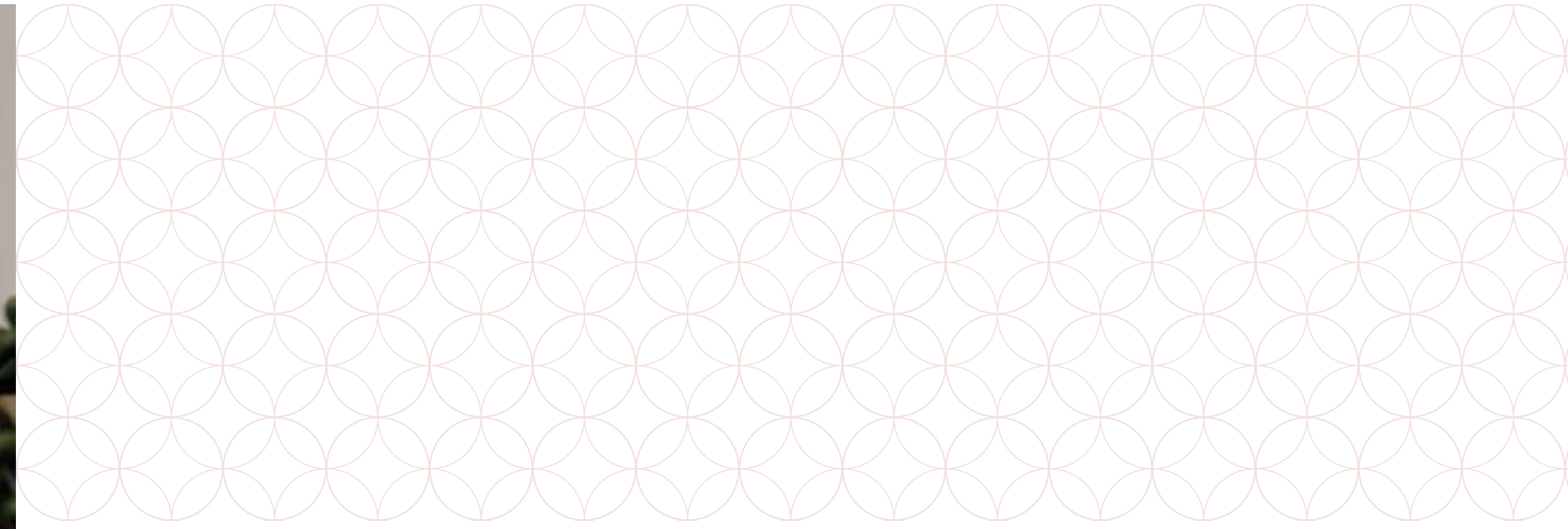
WELCOME TO WOODCOTE PARK



A COLLECTION OF 3 AND 4 BEDROOM HOMES IN THE PICTURESQUE SEASIDE TOWN OF HERNE BAY

Nestled in the pretty, charming coastal town of Herne Bay, and part of Redrow's exclusive Heritage Collection, Woodcote Park offers a high quality of life, whether you're relaxing at home or exploring the surrounding area. Based on the Arts and Crafts style of the 1930s, these elegant homes surround you with quintessential English architecture, while outside, the tranquil beaches, quaint streets and rolling countryside are always within easy reach of home. London is little more than 90 minutes away by train, while the ancient cathedral city of Canterbury is around a 15 minute drive.





AN INSPIRED **NEW HOME**

Explore what makes this
collection so unique

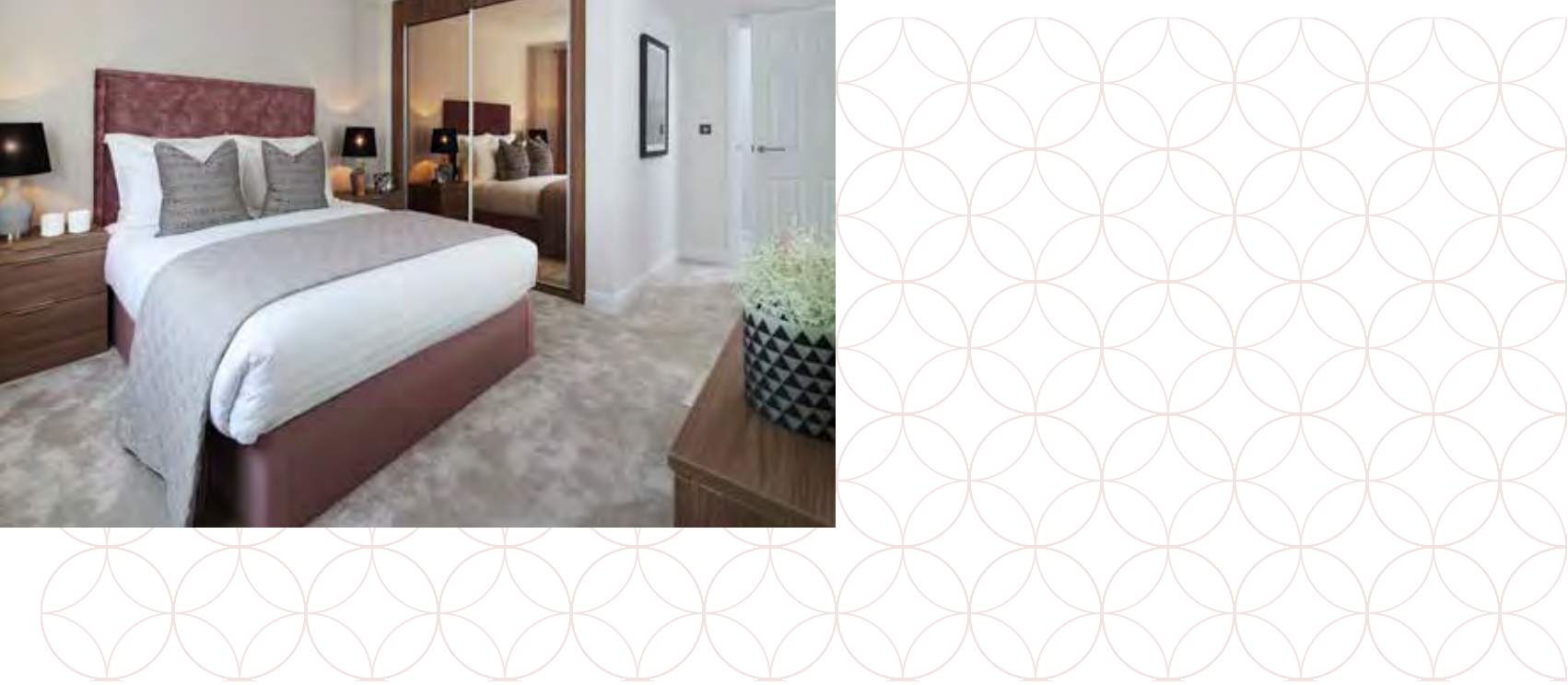
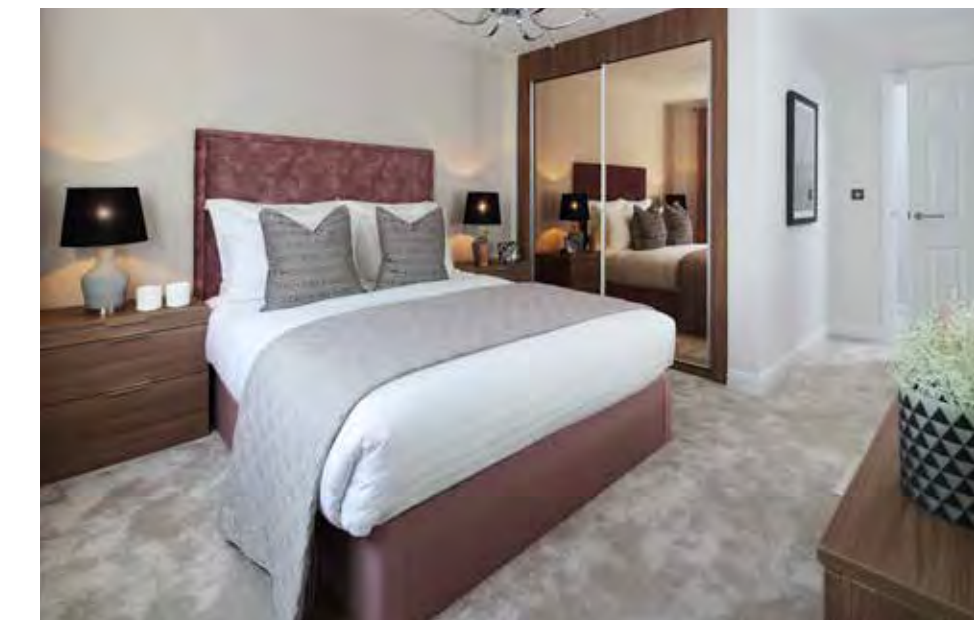
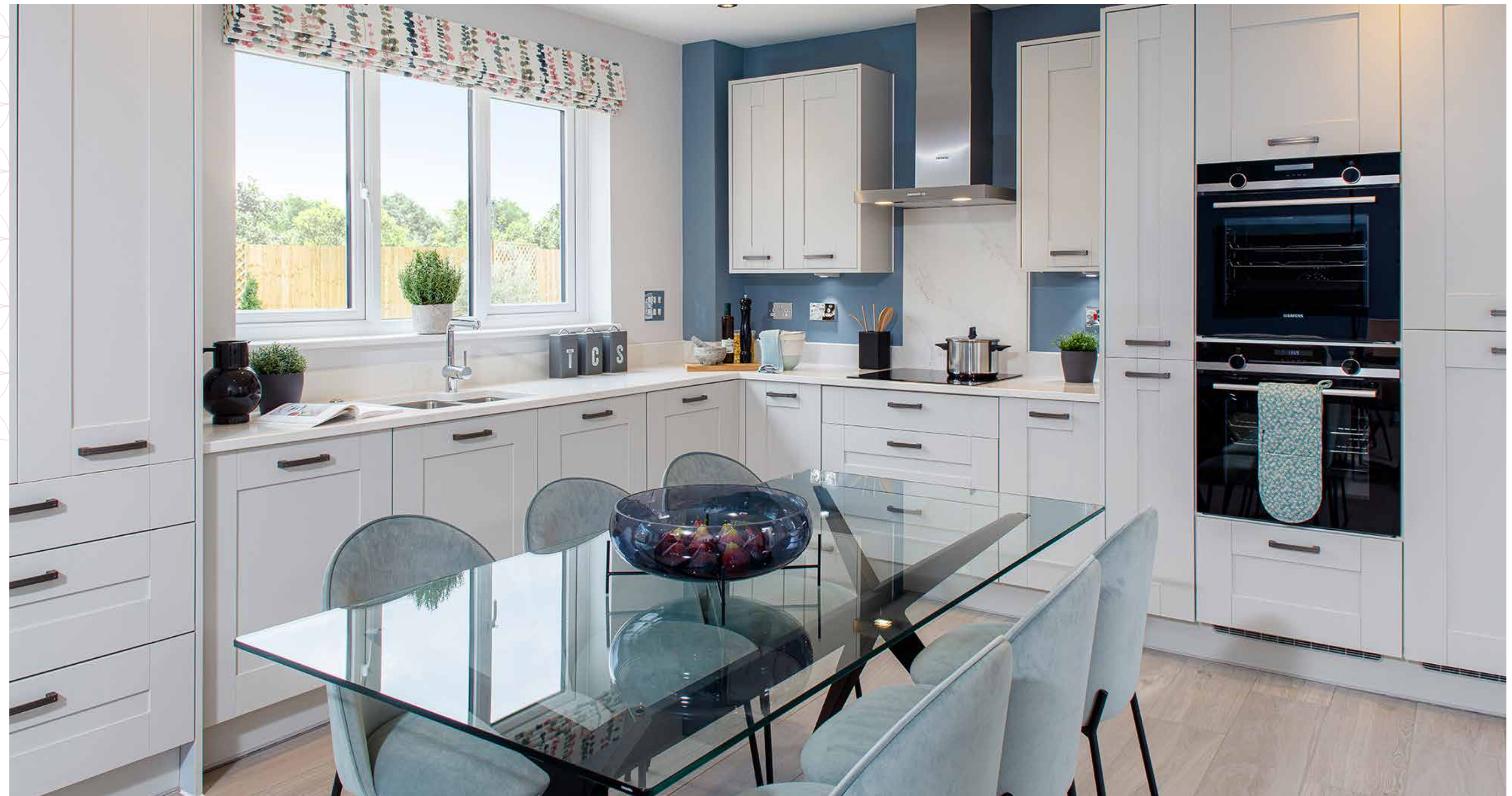
We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.



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 on, that makes this award winning collection so enviable.

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 features add grandeur and depth to the front of the home and provide an anchoring effect.





ENJOY THE AREA

Whatever your style or needs, when it comes to shopping, Woodcote Park has something for everyone. Herne Bay boasts a wide array of independent retailers offering a variety of wares and a weekly Saturday market where you can find fresh produce, arts and crafts, toys and household items. The town centre also has a number of supermarkets and convenience stores including Aldi, Morrisons, Sainsbury's and Tesco. Nearby, the historic cathedral city of Canterbury, a UNESCO world Heritage Site with its cobbled streets and medieval buildings encircled by ancient Roman walls offers its own unique shopping experience. Further afield the market town of Faversham, made famous by the Shepherd Neame brewery, and the county town of Maidstone both offer their own distinct retail scenes and Bluewater Shopping Centre is also only a 40 minute drive from home.

Herne Bay has a rich and vibrant pub and restaurant scene, and with its seaside location, seafood is a particular speciality. The Oyster and Chop House offers fresh lobster, steaks, ribs and chicken wings cooked on the in-house smoker. Delicious mezze, grilled meats and more are on the menu at A La Turka, while pizzeria A Casa Mia offers a corner of Naples in the heart of Herne Bay. Or for live music and a selection of cask ales, why not try the award-winning Four Fathoms pub.



ENJOY AN ACTIVE LIFESTYLE

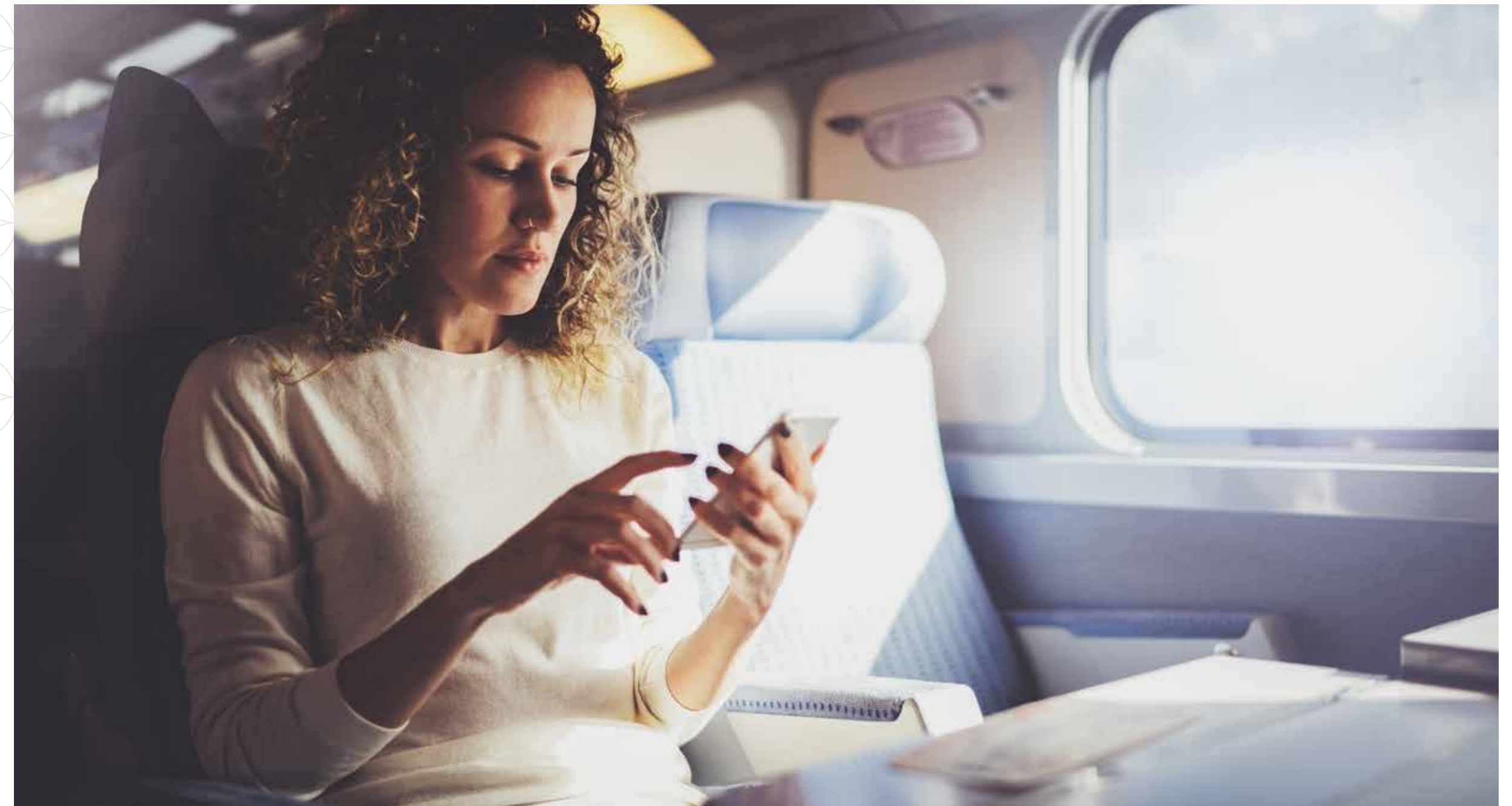
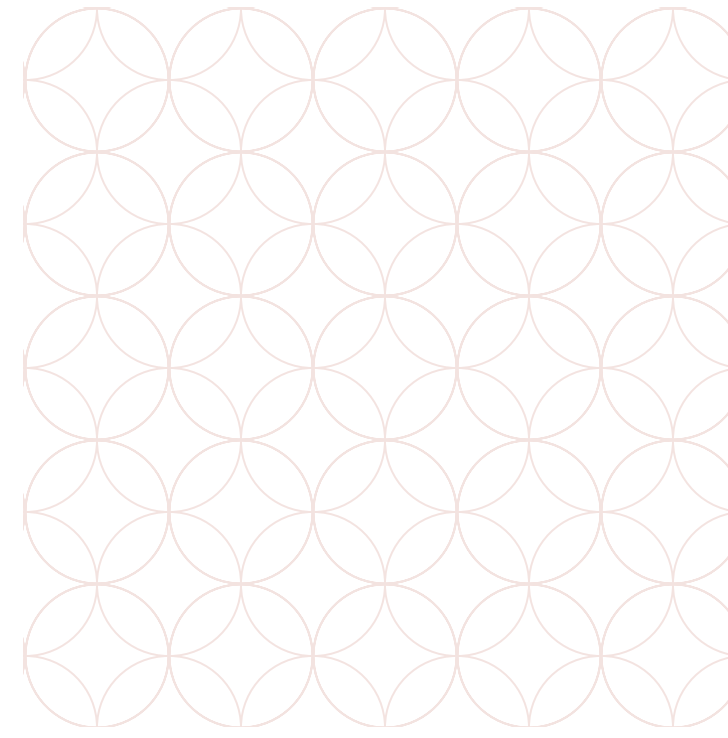
For leisure and pleasure, Herne Bay has it covered, whether you're seeking a gentle stroll or exercise of a more vigorous kind. The charming seafront, with its traditional Victorian frontage, colourful beach huts and fun-packed pier, will always be a pleasure to explore. The pier is especially interesting for a walk, and offers refreshments too. Sports and fitness fanatics, meanwhile, need look no further than the Herne Bay Sport Hub. This exciting and rapidly developing facility brings together the town's tennis, football, cricket and hockey clubs, and includes a 3G football pitch, six floodlit tennis courts and a small clubhouse. A new cricket pitch and pavilion are also expected to open soon. Herons Leisure Centre, meanwhile, has a fully-equipped gym and swimming pool. Or why not enjoy a leisurely round at Chestfield Golf Club, Whitstable, or Canterbury Golf Club and driving range.

Alternatively, you can take in a movie at the Kavanagh Cinema, showing the latest releases and some classics too, or see a show at the Herne Bay Little Theatre, with both located in the heart of the town.

OPPORTUNITIES FOR LEARNING

For parents of growing families, Herne Bay has an excellent selection of schools for education at all levels. Hampton Primary Academy and Briary Primary School, both rated 'Good' by Ofsted, are around a mile from home, while Herne Bay CofE Primary and Herne Bay Junior School are also within easy reach and are rated 'Outstanding'. For older students, Herne Bay High School is rated 'Good', with grammar options also available at Barton Court Grammar School in Canterbury and Queen Elizabeth Grammar School in Faversham.

For higher education, the University of Kent in Canterbury is around a 15 minute drive away and offers a wide variety of degree courses.



GETTING AROUND

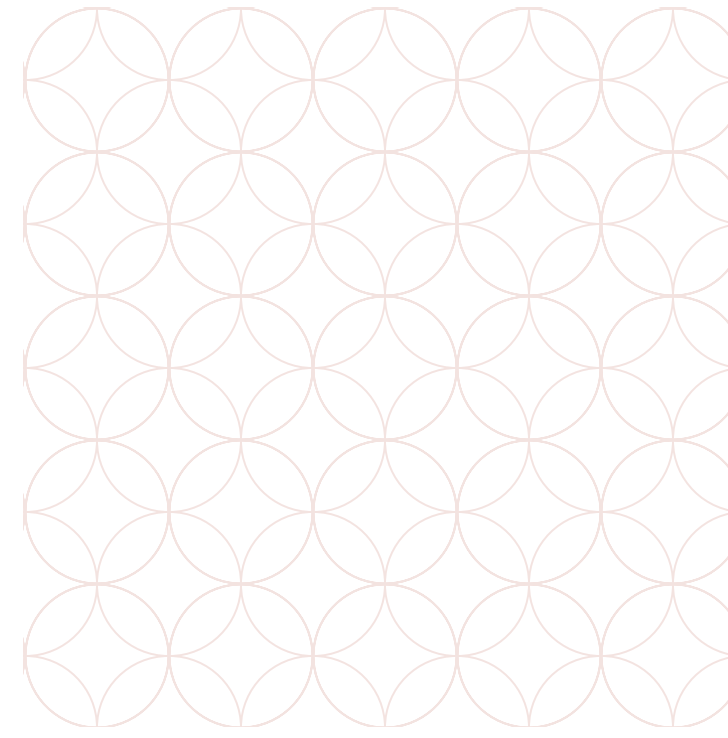
Whether you're looking to travel by road or rail, Woodcote Park is perfectly located for connections in Kent, the south-east and beyond. The A299 Thanet Way, located just minutes from home, connects to the M2 and then the A2 for onward travel to Dartford and into London, with a journey time to central London of around 90 minutes. Faversham, meanwhile, is around 18 minutes in the car and Ashford 40 minutes.

Herne Bay train station, meanwhile, is a five minute drive or around a 15 minute walk and offers services to London Victoria in around an hour-and-a-half, and local stopping services to the popular seaside towns of Margate, Broadstairs and Ramsgate in 16 minutes, 22 minutes and 29 minutes respectively.

For air travel, London Gatwick is around 1 hour and 15 minutes in the car, and Heathrow around 1 hour and 40 minutes, 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 **Woodcote Park**.





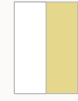






SO YOU GET MORE OUT

- Public Green Space and Children's Play Area
- Cycleways & Footpaths
- Herne Bay Sports Hub – Extensive multi use sporting facilities
- Local Equipped Areas of Play
- Allotments

EXPLORE WOODCOTE PARK



KEY

	LETCWORTH 3 BEDROOM HOME		OXFORD 4 BEDROOM HOME
	WARWICK 3 BEDROOM HOME		MARLOW 4 BEDROOM HOME
	AMBERLEY 3 BEDROOM HOME		CANTERBURY 4 BEDROOM HOME
	OXFORD Q 3 BEDROOM HOME		AFFORDABLE HOMES
	STRATFORD 4 BEDROOM HOME		

Affordable Housing:

Dart – 382-383, 441-442, 448-449, 463-466, 476-477
Tavy – 443-447, 450-451
Tweed – 461-462

Affordable Apartments:

389-397, 452-460

C/S – Cycle Store
B/S – Bin Store

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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.





HERITAGE

- REDROW -

THE LETCHWORTH

THREE BEDROOM HOME

 **REDROW**



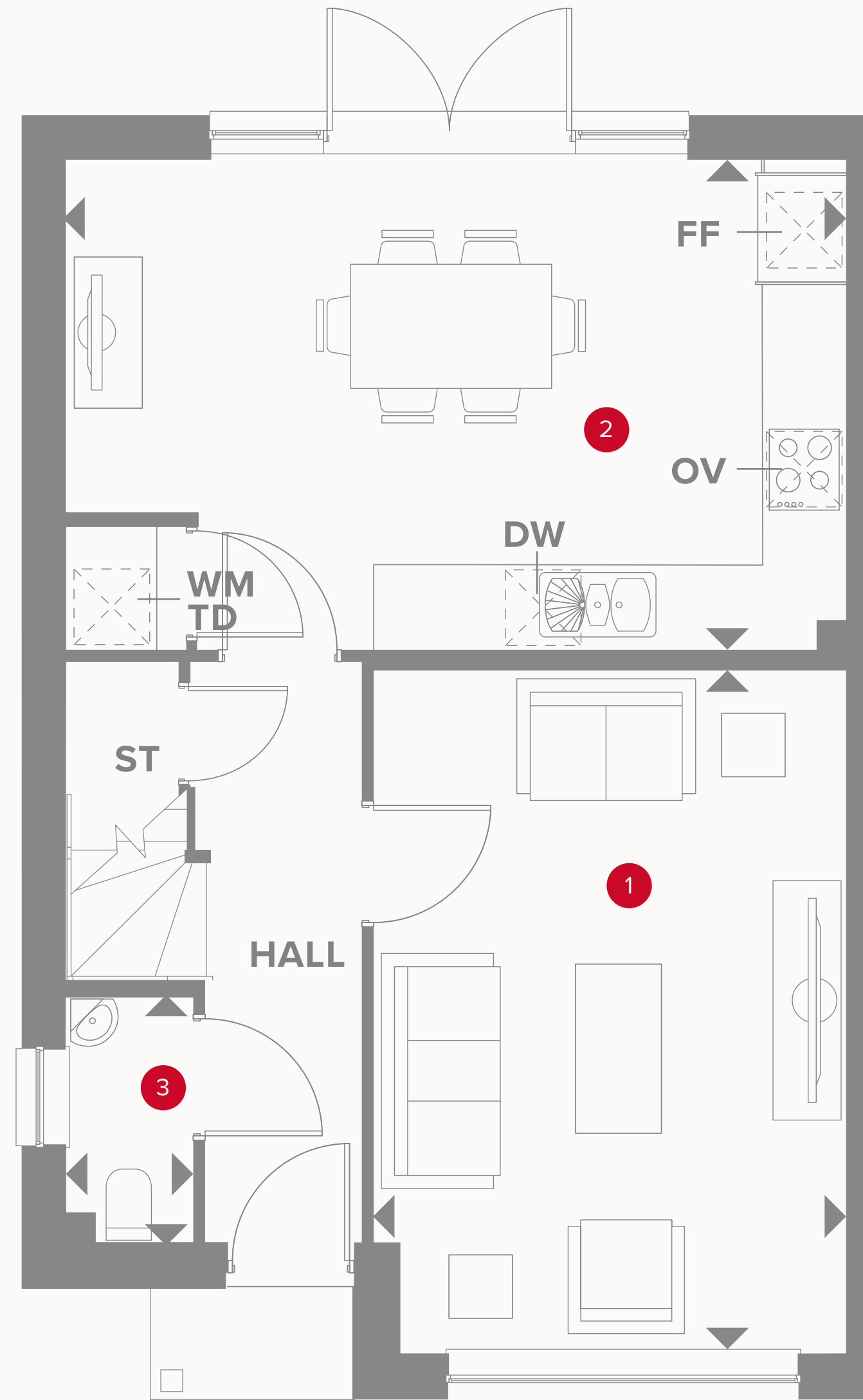
HERITAGE

- REDROW -

THE LETCHWORTH

THREE BEDROOM HOME

 **REDROW**





THE LETCHWORTH GROUND FLOOR

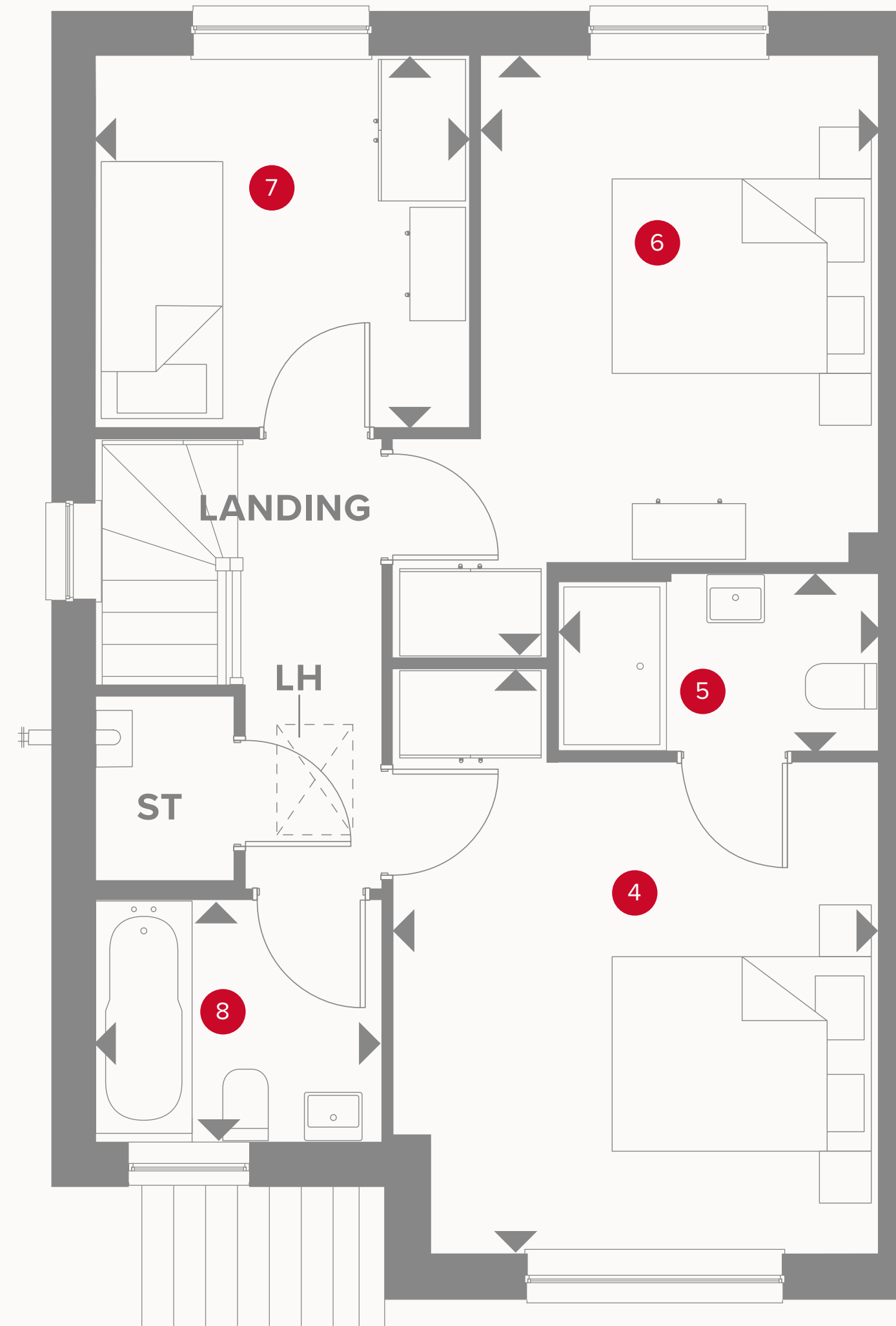
1	Lounge	15'8" x 11'0"	4.84 x 3.35 m
2	Kitchen/ Dining/	18'2" x 11'5"	5.53 x 3.47 m
3	Cloaks	5'10" x 2'11"	1.76 x 0.90 m



KEY

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

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



THE LETCHWORTH FIRST FLOOR

4	Bedroom 1	11'5" x 11'3"	3.47 x 3.42 m
5	En-suite	7'5" x 4'1"	2.26 x 1.25 m
6	Bedroom 2	11'9" x 9'3"	3.58 x 2.81 m
7	Bedroom 3	8'8" x 8'7"	2.64 x 2.62 m
8	Bathroom	6'8" x 5'7"	2.02 x 1.71 m



KEY

- ◀ Dimensions start
- ST Storage cupboard
- LH Loft hatch



Customers should note this illustration is an example of the Letchworth 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.



HERITAGE

- REDROW -

THE WARWICK

THREE BEDROOM HOME

 **REDROW**



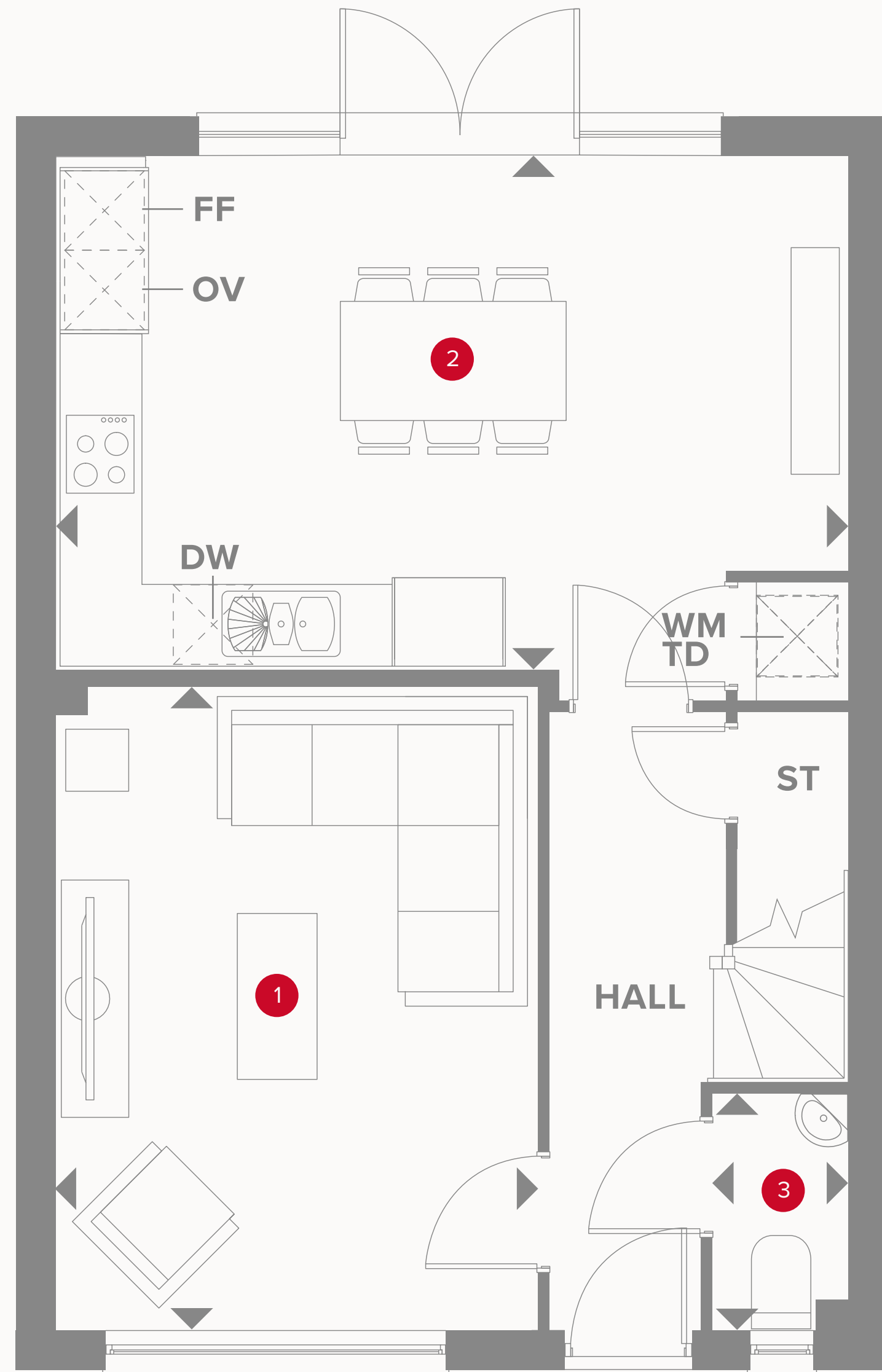
HERITAGE

- REDROW -

THE WARWICK

THREE BEDROOM HOME

 **REDROW**





THE WARWICK GROUND FLOOR

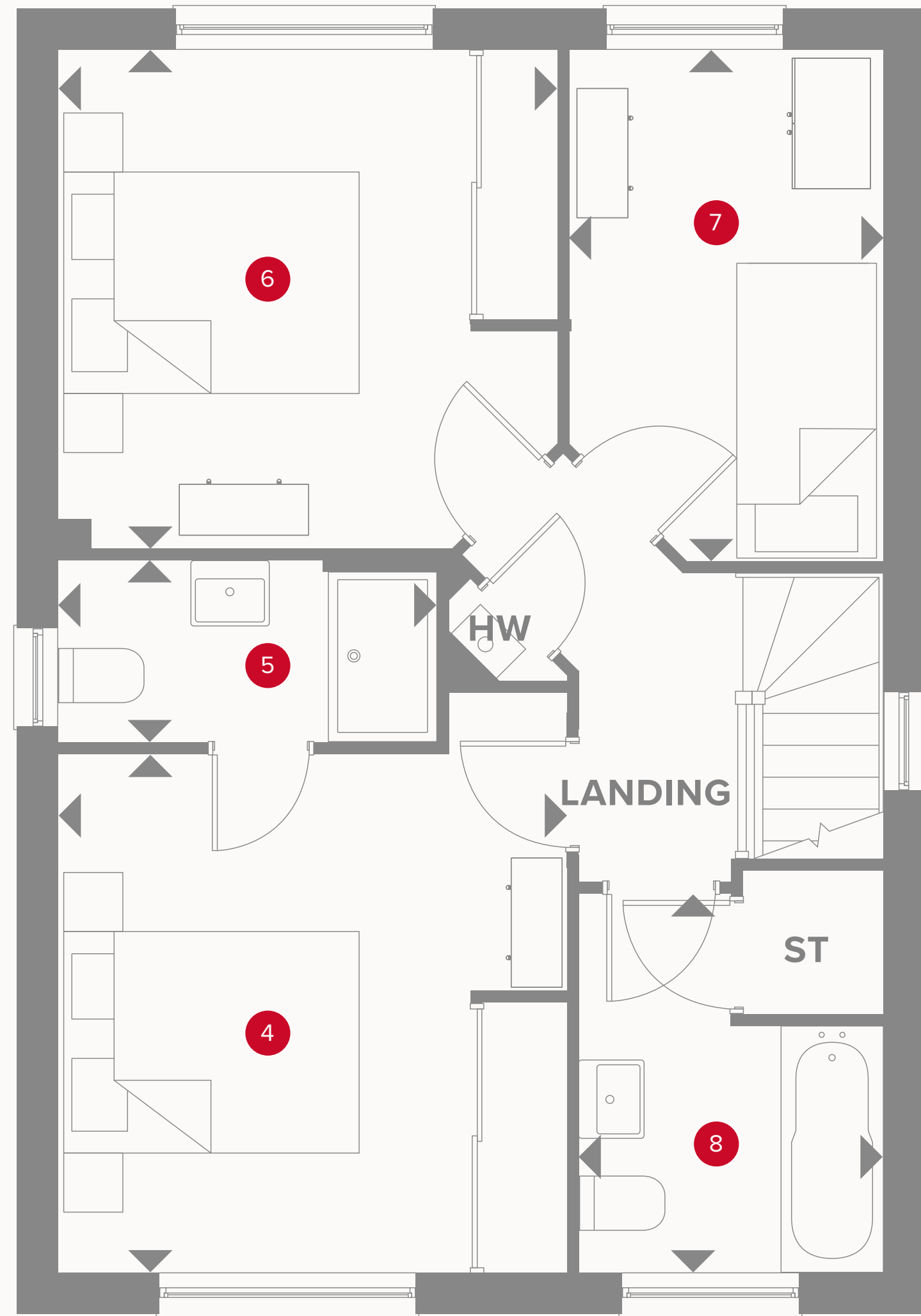
1	Lounge	15'5" x 11'7"	4.71 x 3.52 m
2	Kitchen/ Dining	18'11" x 12'3"	5.77 x 3.73 m
3	Cloaks	5'7" x 3'3"	1.71 x 0.98 m



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 WARWICK FIRST FLOOR

4	Bedroom 1	11'11" x 11'8"	3.63 x 3.55 m
5	En-suite	8'8" x 4'2"	2.64 x 1.28 m
6	Bedroom 2	11'5" x 11'5"	3.49 x 3.49 m
7	Bedroom 3	11'9" x 7'2"	3.58 x 2.19 m
8	Bathroom	8'8" x 7'0"	2.65 x 2.13 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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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.



HERITAGE

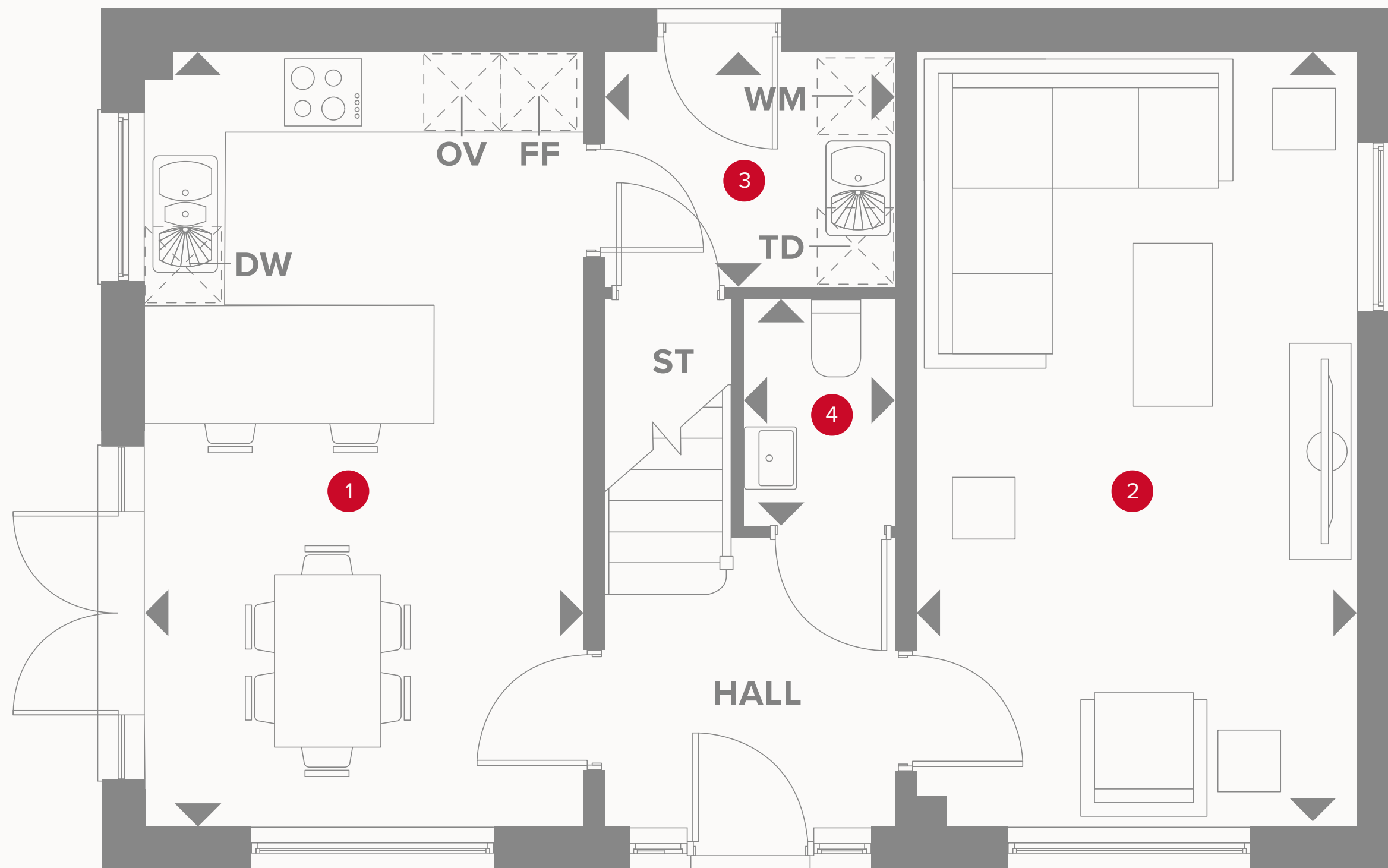
- REDROW -

THE AMBERLEY

THREE BEDROOM HOME

 **REDROW**


THE AMBERLEY GROUND FLOOR




1	Kitchen/ Dining	18'11" x 10'9"	5.77 x 3.28 m
2	Lounge	18'11" x 10'9"	5.77 x 3.27 m
3	Utility	7'2" x 5'9"	2.18 x 1.75 m
4	Cloaks	5'7" x 3'9"	1.70 x 1.14 m



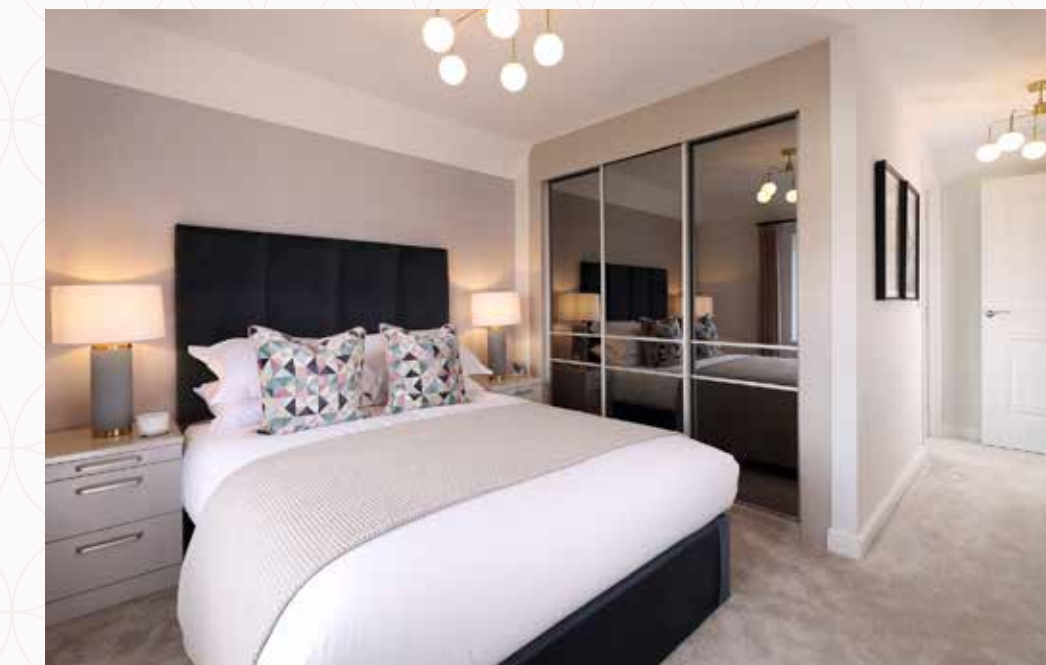
KEY

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

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

THE AMBERLEY FIRST FLOOR

5	Bedroom 1	18'11" x 10'10"	3.68 x 3.31 m
6	En-suite	7'2" x 6'7"	2.18 x 2.00 m
7	Bedroom 2	10'10" x 10'0"	3.30 x 3.05 m
8	Bedroom 3	11'0" x 8'8"	3.35 x 2.63 m
9	Bathroom	7'3" x 6'6"	2.22 x 1.98 m

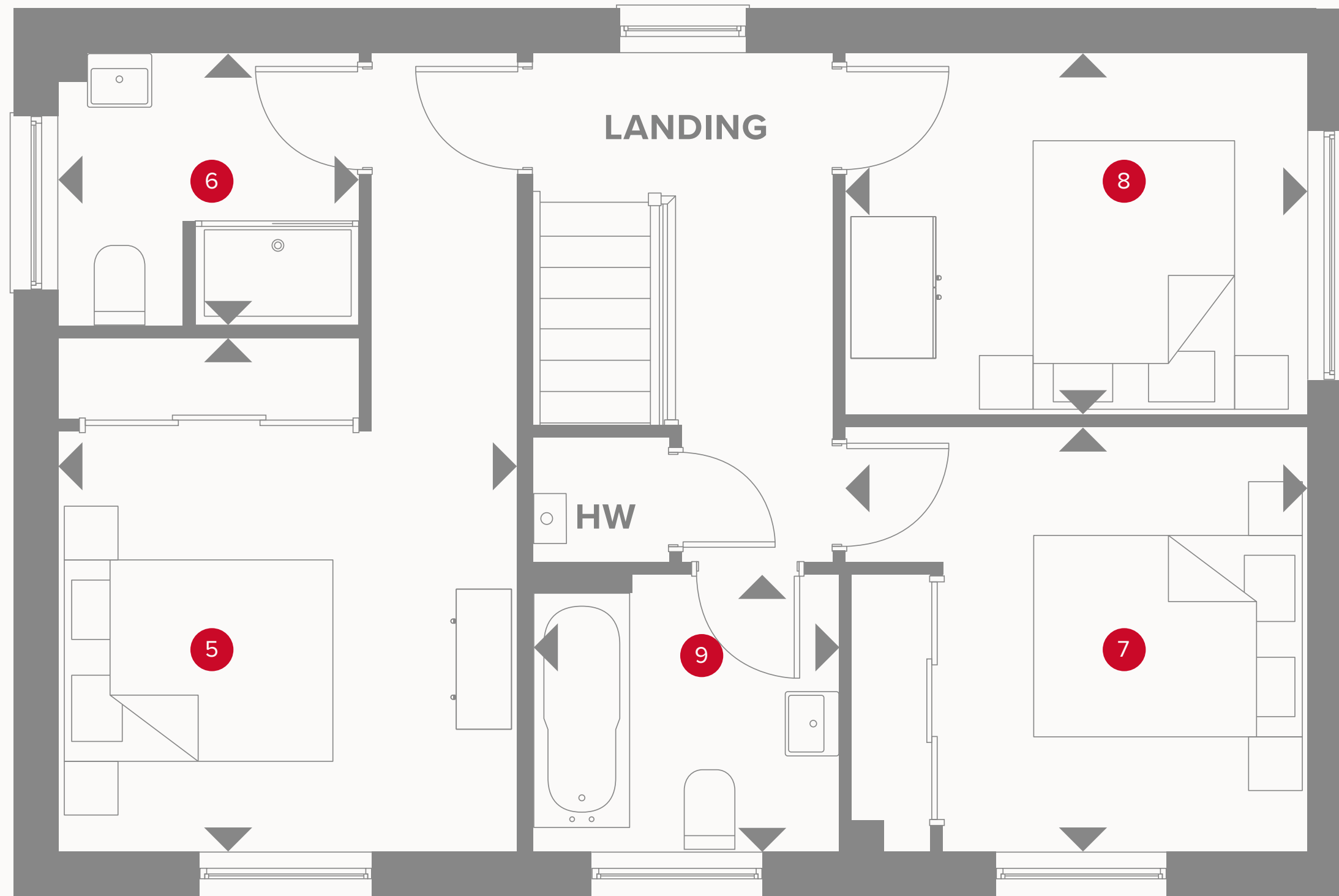


KEY

- ◀ Dimensions start
- HW Hot water storage

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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.





HERITAGE

- REDROW -

THE STRATFORD

FOUR BEDROOM HOME





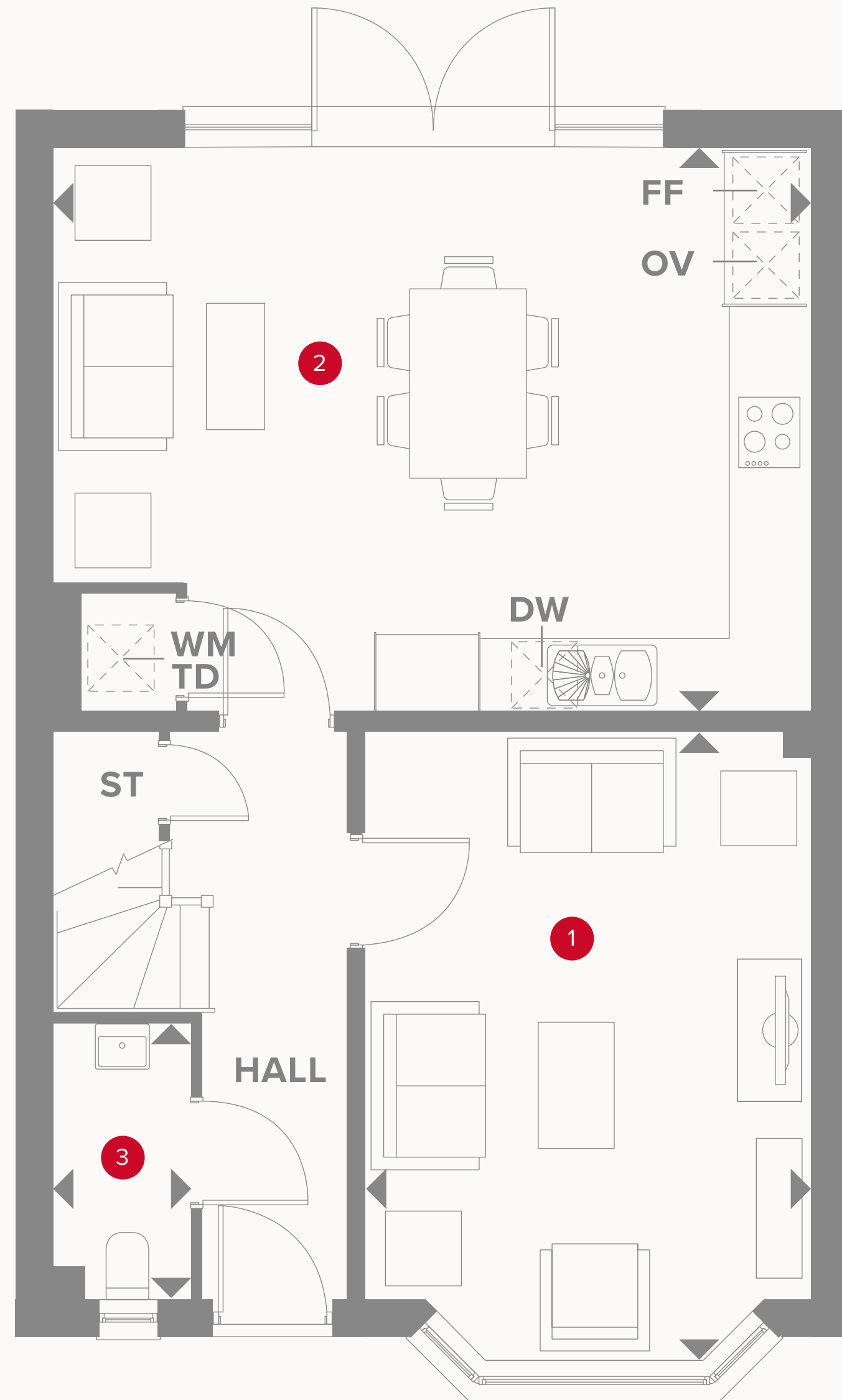
HERITAGE

- REDROW -

THE STRATFORD

FOUR BEDROOM HOME







THE STRATFORD GROUND FLOOR

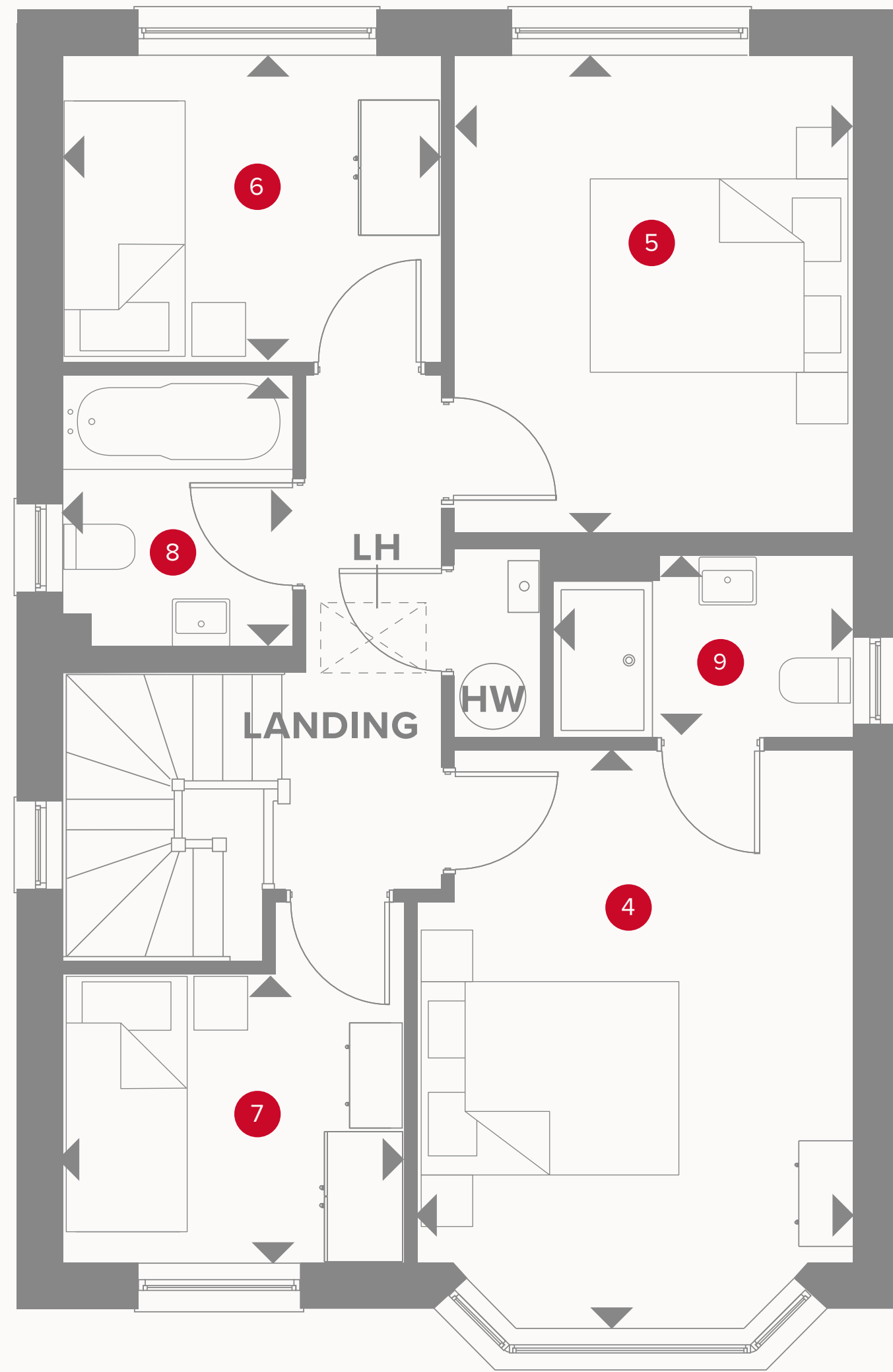
1	Lounge	16'4" x 11'6"	4.97 x 3.51 m
2	Family/ Kitchen/ Dining	19'8" x 14'9"	5.99 x 4.49 m
3	Cloaks	7'3" x 3'6"	2.20 x 1.07 m



KEY

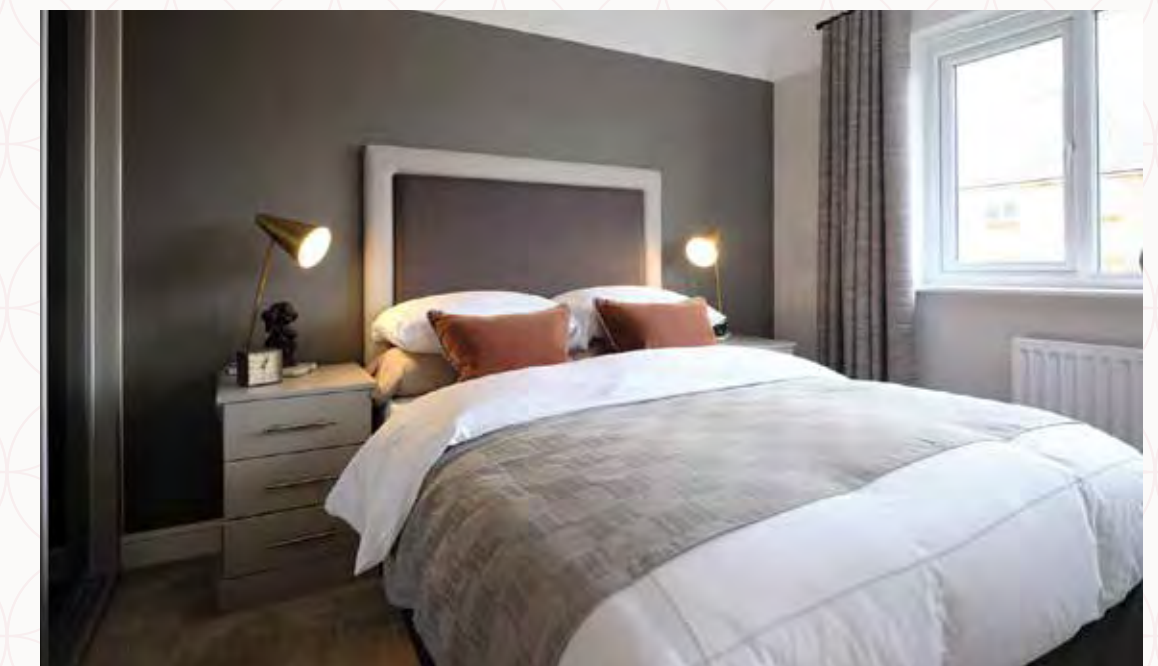
-  Hob
- OV** Oven
- FF** Fridge/freezer
- TD** Tumble dryer space

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



THE STRATFORD FIRST FLOOR

4	Bedroom 1	14'2" x 10'10"	4.33 x 3.30 m
5	Bedroom 2	11'11" x 9'11"	3.62 x 3.02 m
6	Bedroom 3	9'5" x 7'8"	2.88 x 2.34 m
7	Bedroom 4	8'6" x 7'3"	2.60 x 2.20 m
8	Bathroom	6'9" x 5'9"	2.05 x 1.76 m
9	En-suite	7'6" x 4'7"	2.28 x 1.39 m



KEY

- ◀ Dimensions start
- HW Hot water storage
- LH Loft hatch

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Customers should note this illustration is an example of the Stratford 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.



HERITAGE

- REDROW -

THE OXFORD LIFESTYLE

THREE BEDROOM HOME

 **REDROW**



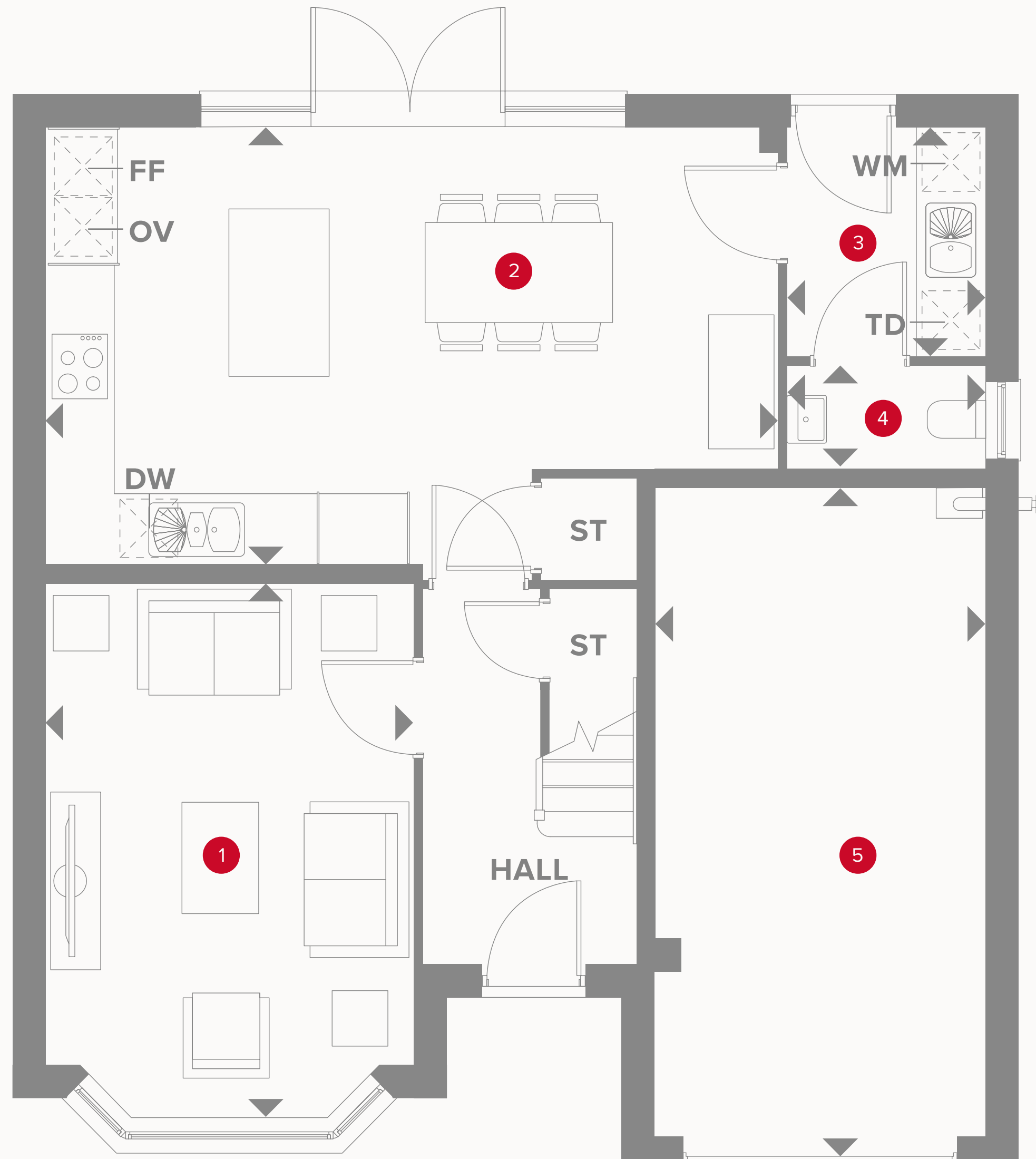
HERITAGE

- REDROW -

THE OXFORD LIFESTYLE

THREE BEDROOM HOME

 **REDROW**





THE OXFORD LIFESTYLE GROUND FLOOR

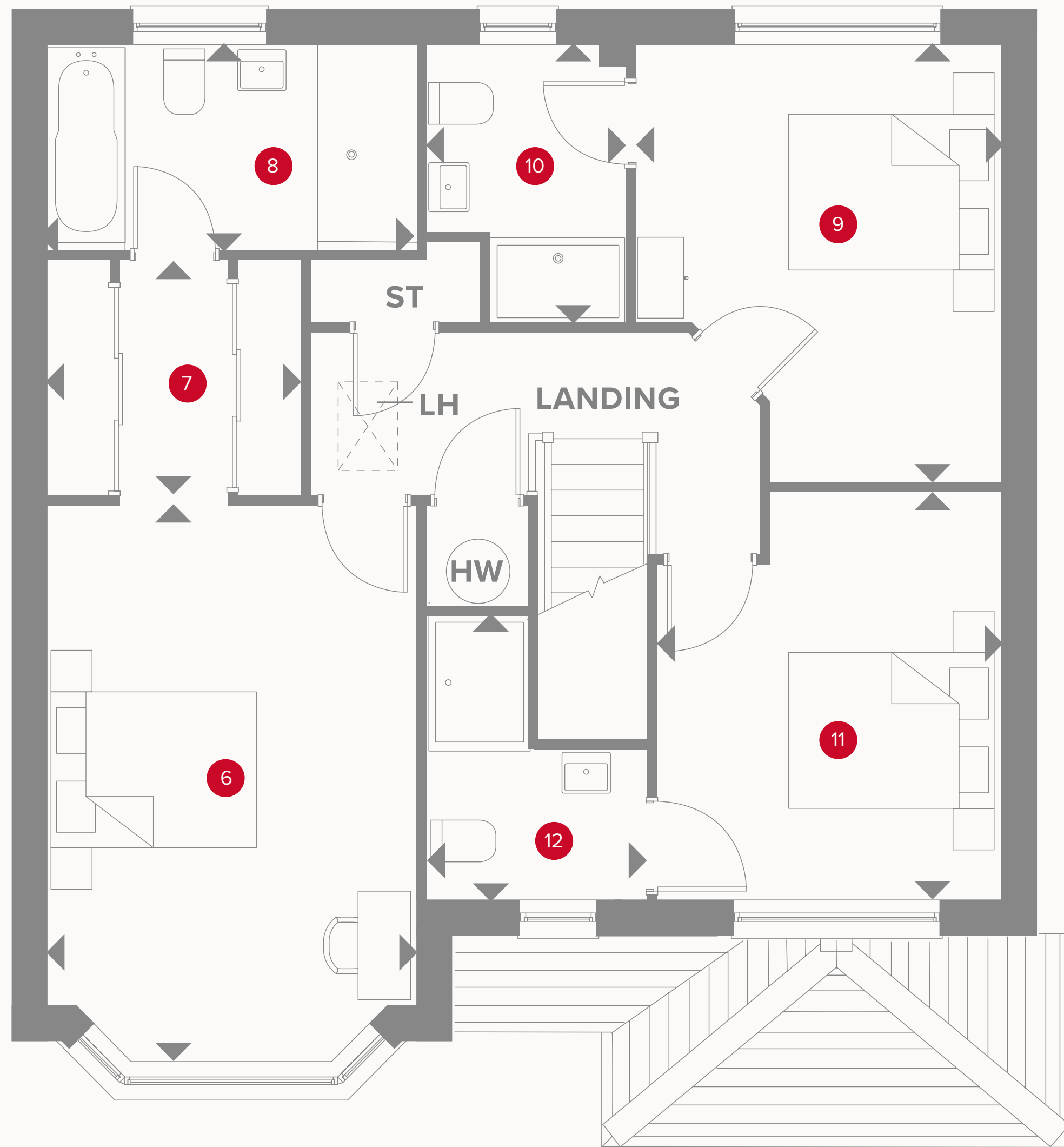
1 Lounge	15'9" x 10'10"	4.80 x 3.29 m
2 Kitchen/ Dining	21'8" x 12'9"	6.60 x 3.88 m
3 Utility	6'8" x 5'10"	2.02 x 1.78 m
4 Cloaks	5'10" x 3'1"	1.78 x 0.94 m
5 Garage	19'7" x 9'10"	5.98 x 3.00 m



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 OXFORD LIFESTYLE FIRST FLOOR

6	Bedroom 1	15'10" x 10'10"	4.82 x 3.29 m
7	Dressing	7'6" x 6'8"	2.28 x 2.03 m
8	En-suite 1	10'10" x 5'11"	3.29 x 1.80 m
9	Bedroom 2	12'7" x 10'9"	3.84 x 3.27 m
10	En-suite 2	7'11" x 5'9"	2.41 x 1.74 m
11	Bedroom 3	11'7" x 10'0"	3.52 x 3.05 m
12	En-suite 3	8'3" x 6'5"	2.51 x 1.96 m



KEY

- ◀ Dimensions start
- HW** Hot water storage
- LH** Loft hatch

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Customers should note this illustration is an example of the Oxford 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.



HERITAGE

- REDROW -

THE OXFORD

FOUR BEDROOM HOME

 **REDROW**



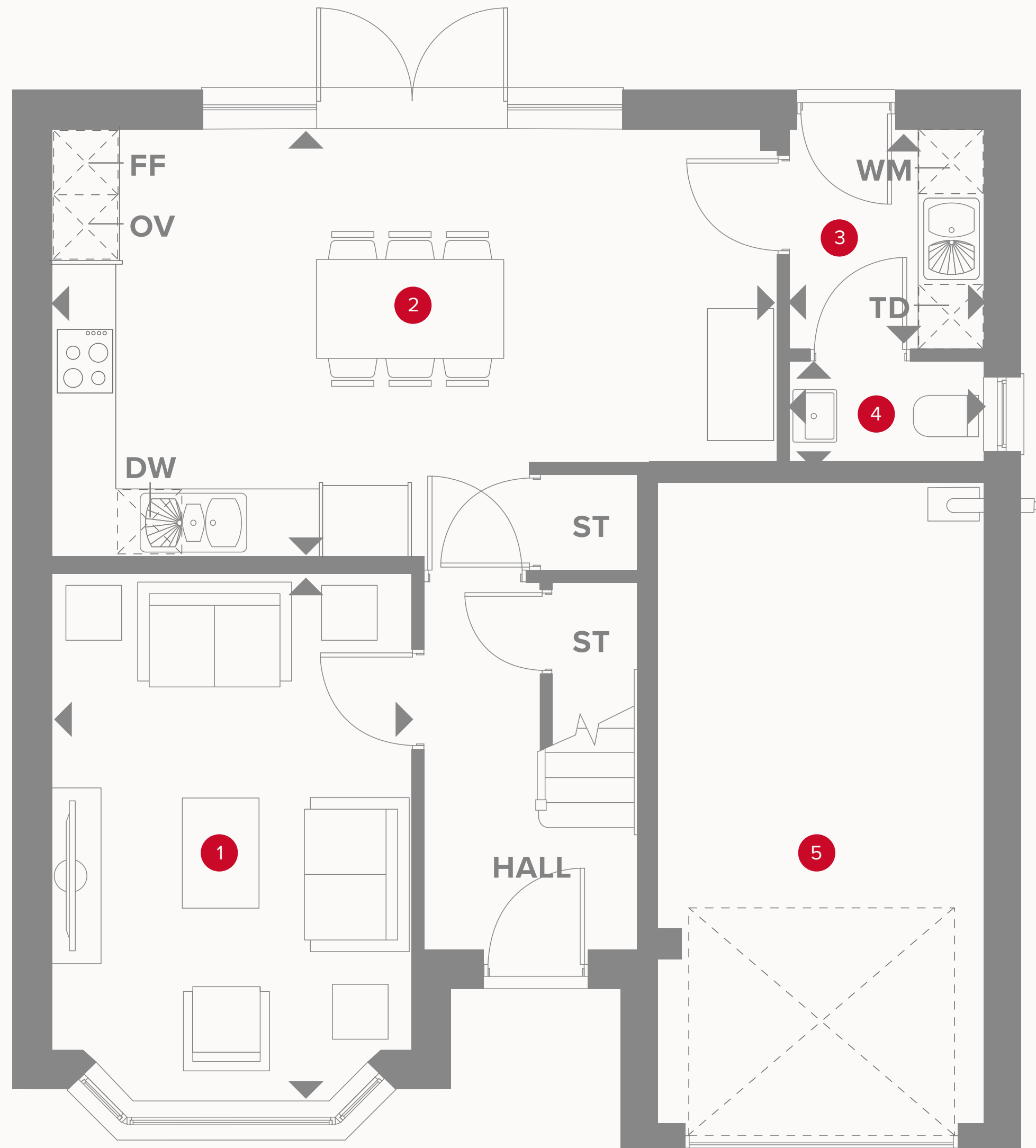
HERITAGE

- REDROW -

THE OXFORD

FOUR BEDROOM HOME

 **REDROW**





THE OXFORD GROUND FLOOR

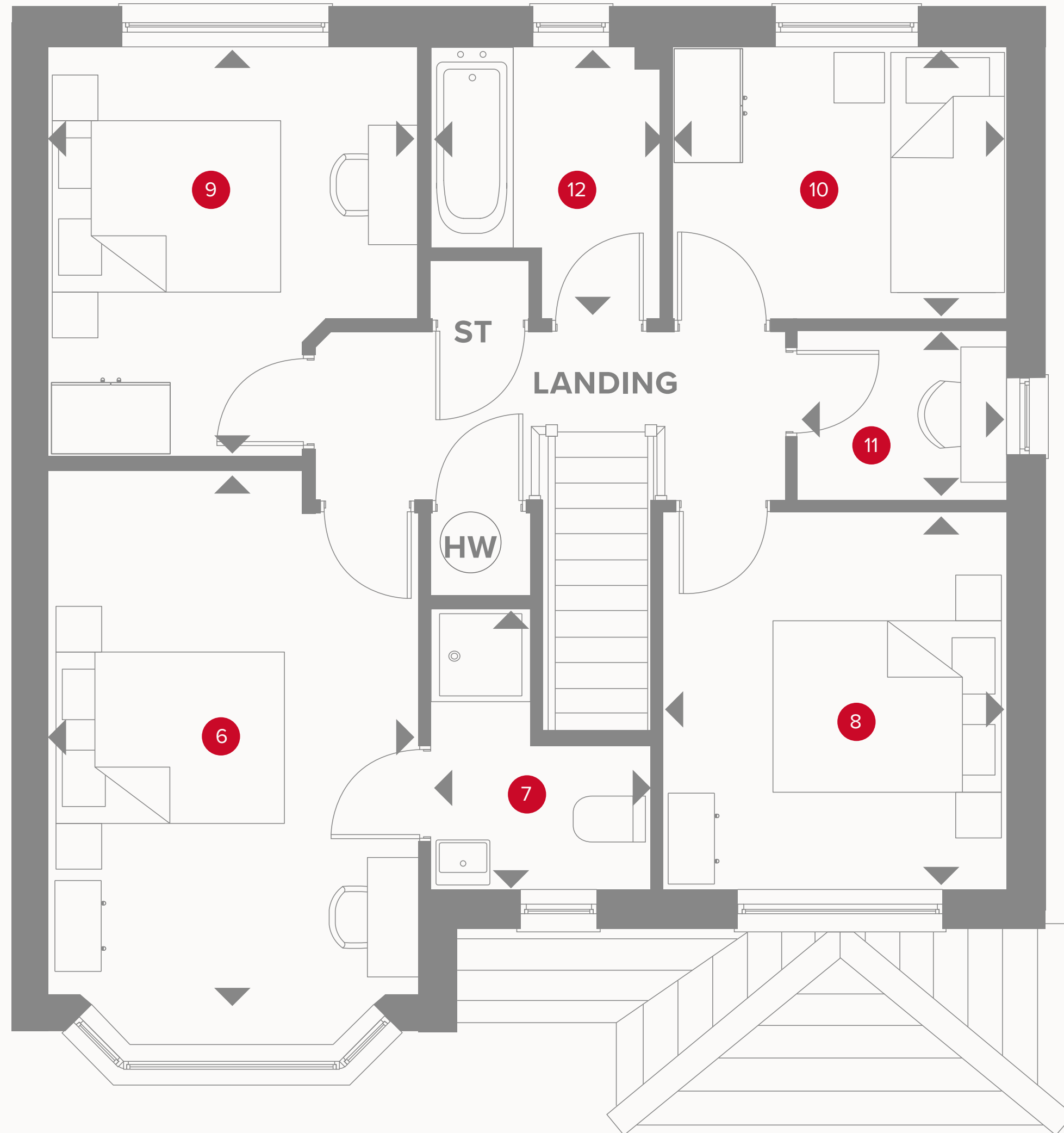
1	Lounge	15'9" x 10'10"	4.80 x 3.29 m
2	Kitchen/ Dining	21'8" x 12'9"	6.60 x 3.88 m
3	Utility	6'8" x 5'10"	2.02 x 1.78 m
4	Cloaks	5'10" x 3'4"	1.78 x 0.94 m
5	Garage	19'8" x 9'10"	6.00 x 3.00 m



KEY

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



THE OXFORD FIRST FLOOR

6	Bedroom 1	16'6" x 10'8"	5.08 x 3.29 m
7	En-suite	8'3" x 6'5"	2.54 x 1.98 m
8	Bedroom 2	13'4" x 10'0"	4.10 x 3.05 m
9	Bedroom 3	12'0" x 10'9"	3.67 x 3.32 m
10	Bedroom 4	9'8" x 8'0"	3.00 x 2.45 m]
11	Study	6'2" x 5'0"	1.89 x 1.53 m
12	Bathroom	7'9" x 6'7"	2.42 x 2.04 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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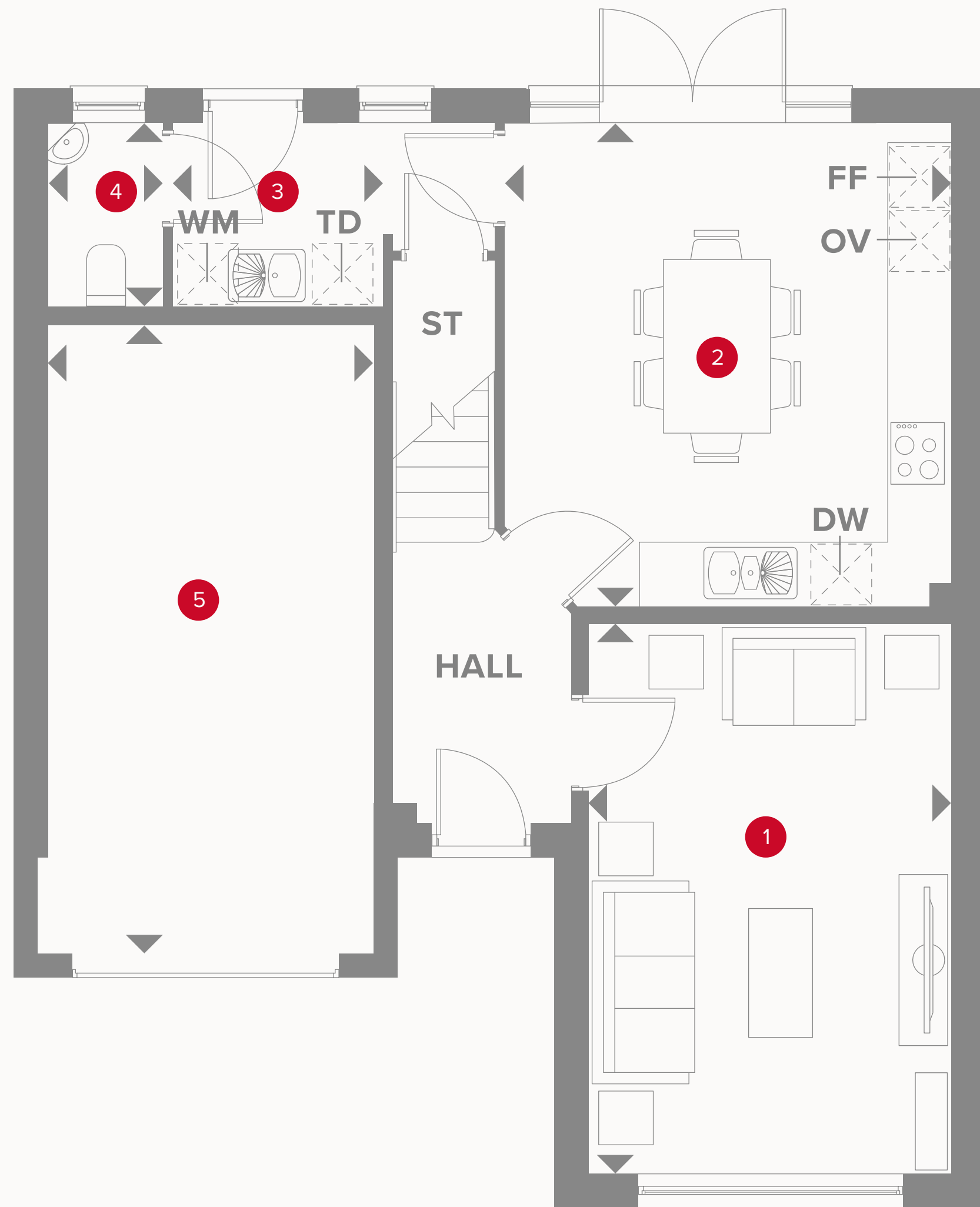
HERITAGE

- REDROW -

THE MARLOW

FOUR BEDROOM HOME





THE MARLOW GROUND FLOOR

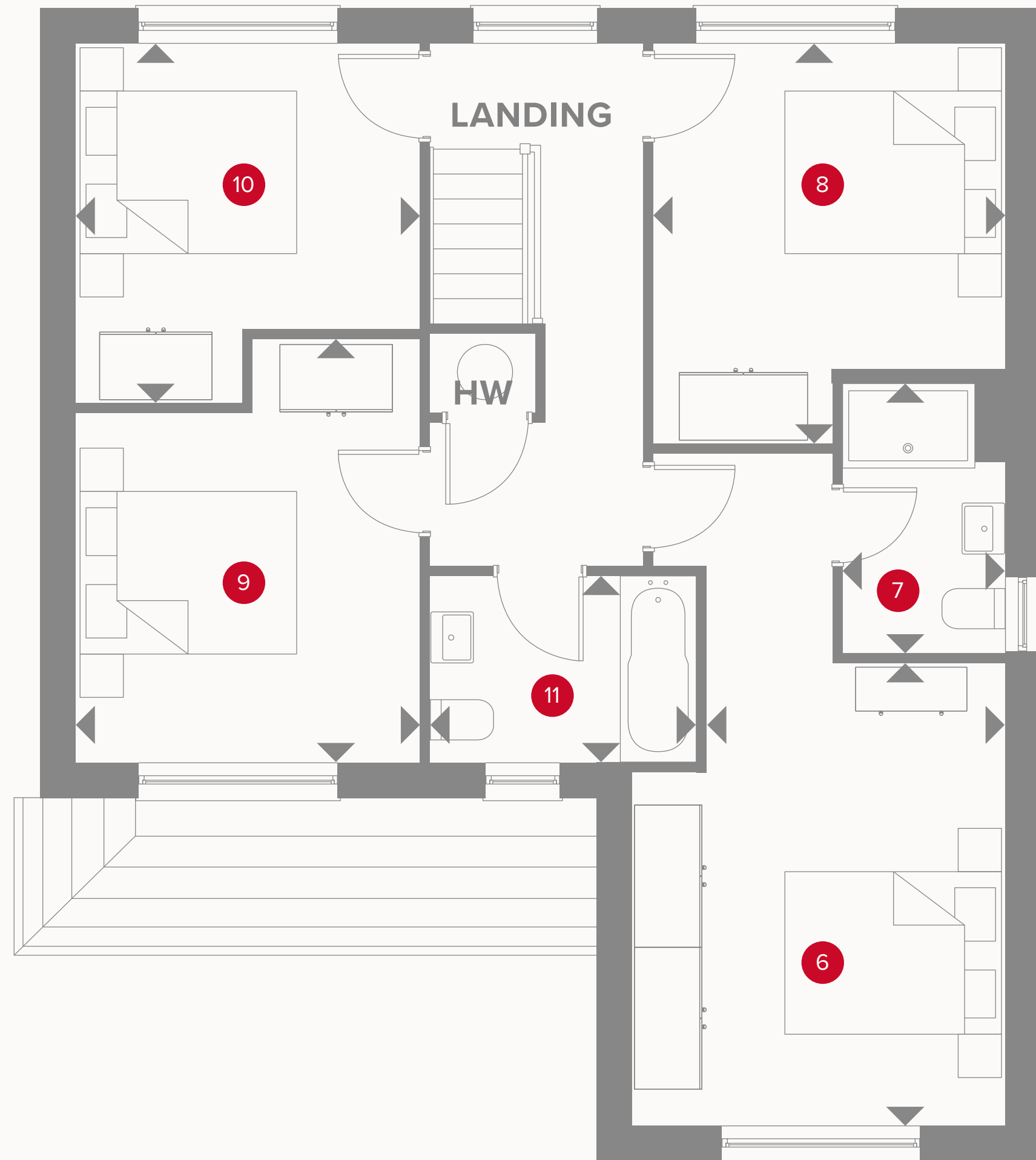
1	Lounge	16'10" x 11'1"	5.14 x 3.41 m
2	Kitchen/ Dining	14'8" x 13'7"	4.53 x 4.19 m
3	Utility	9'10" x 5'6"	3.00 x 1.72 m
4	Cloaks	5'6" x 3'6"	1.72 x 1.10 m
5	Garage	19'11" x 10'1"	6.06 x 3.08 m



KEY

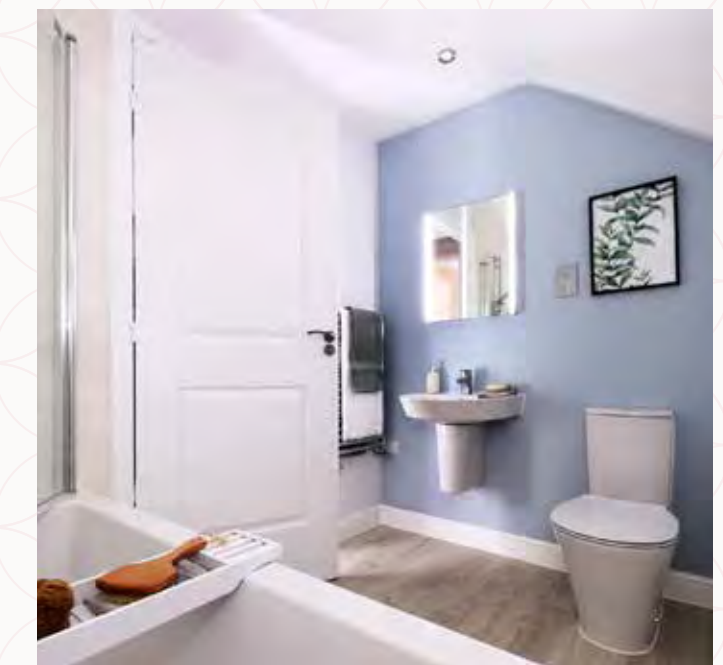
-  Hob
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- DW** Dish washer space



THE MARLOW FIRST FLOOR

6	Bedroom 1	13'8" x 11'2"	4.17 x 3.41 m
7	En-suite	8'1" x 4'11"	2.46 x 1.50 m
8	Bedroom 2	12'0" x 10'6"	3.66 x 3.21 m
9	Bedroom 3	12'6" x 10'2"	3.86 x 3.13 m
10	Bedroom 4	10'9" x 10'2"	3.27 x 3.13 m
11	Bathroom	7'9" x 5'7"	2.22 x 1.71 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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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.



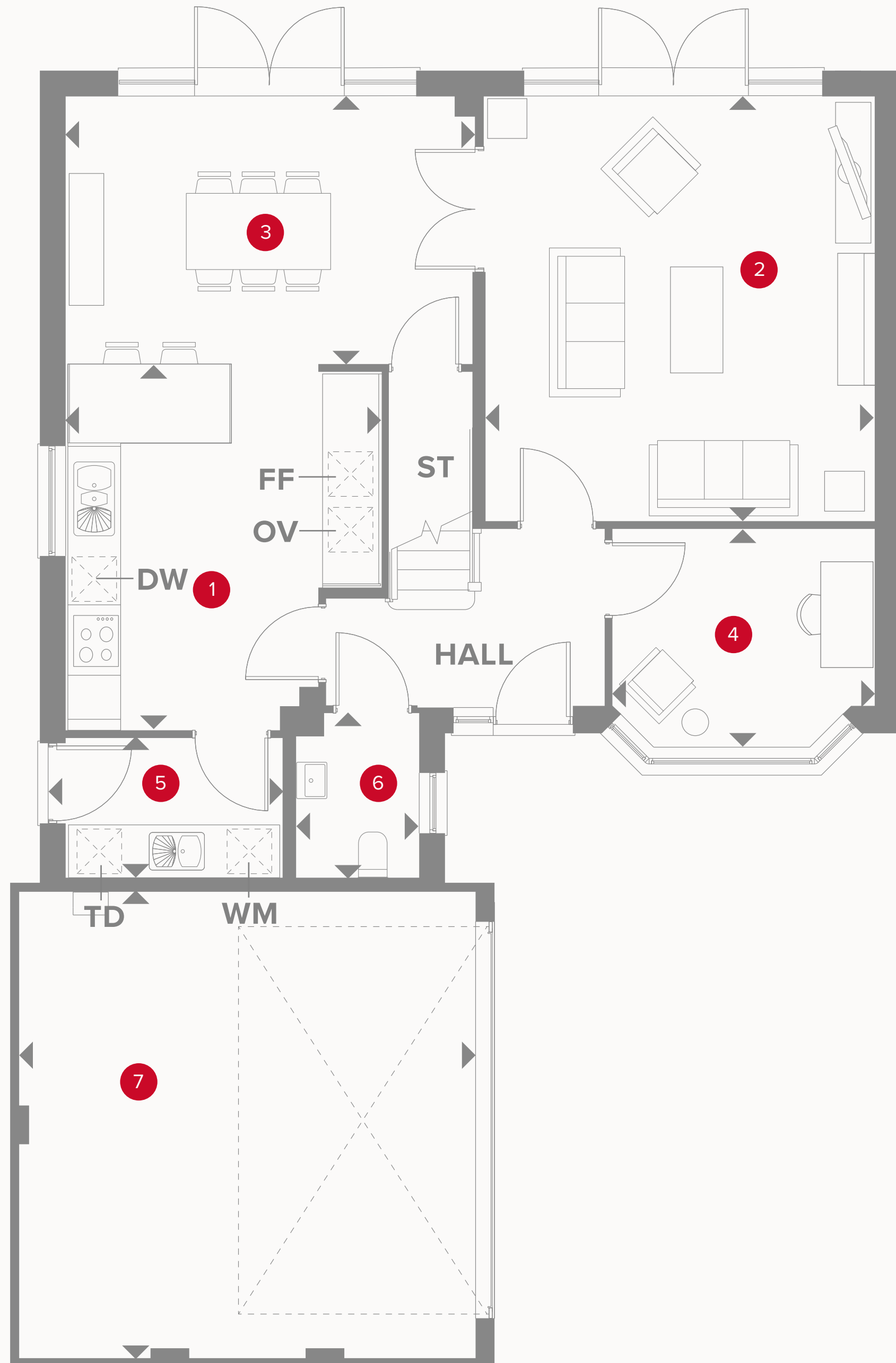
HERITAGE

- REDROW -

THE CANTERBURY

FOUR BEDROOM HOME

 **REDROW**





THE CANTERBURY GROUND FLOOR

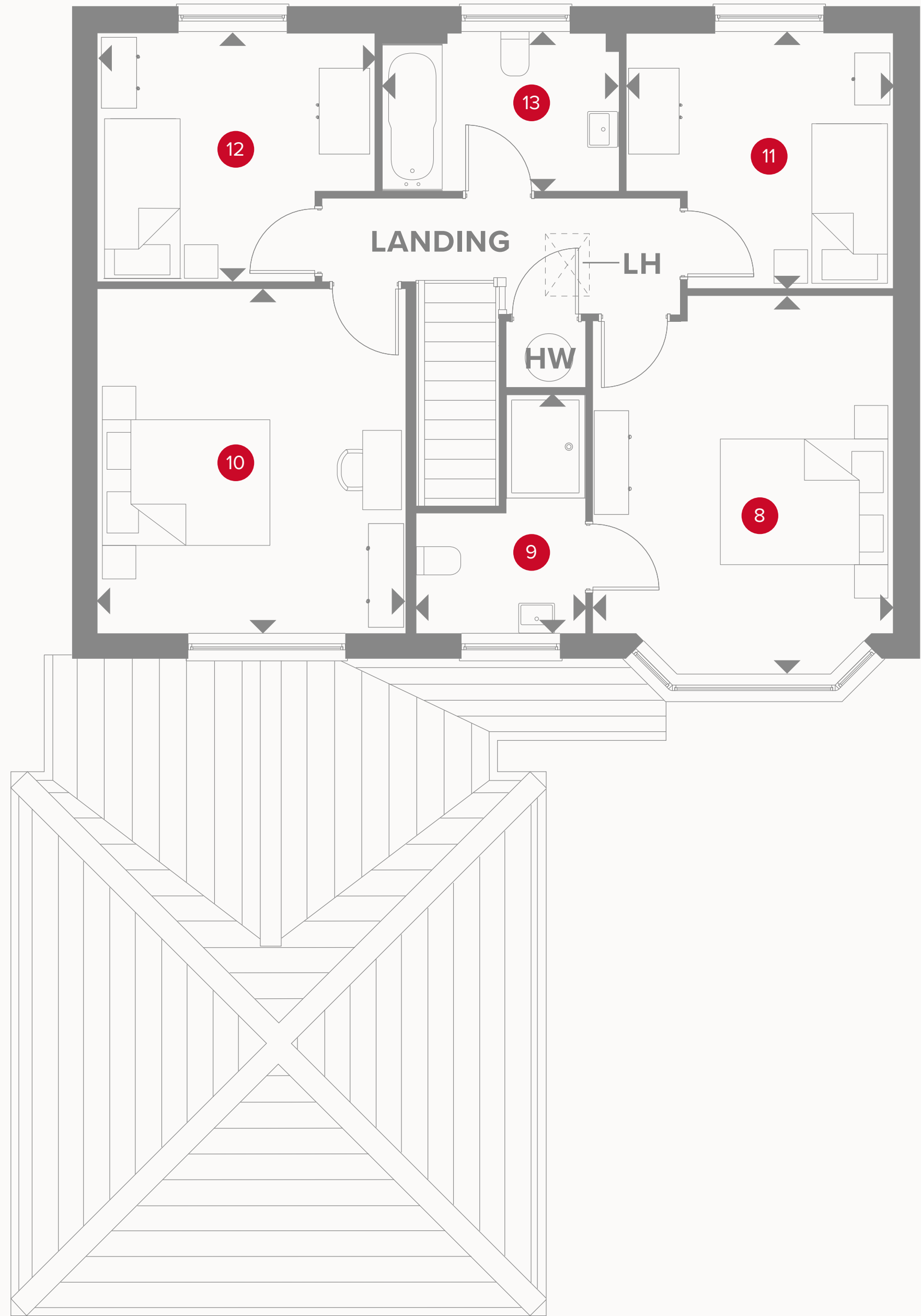
1	Kitchen	13'4" x 11'8"	4.07 x 3.56 m
2	Lounge	15'9" x 14'5"	4.80 x 4.40 m
3	Dining	15'1" x 9'11"	4.60 x 3.01 m
4	Study	9'8" x 8'1"	2.95 x 2.47 m
5	Utility	7'11" x 5'2"	2.41 x 1.58 m
6	Cloaks	6'2" x 4'7"	1.87 x 1.40 m
7	Garage	17'7" x 17'5"	5.30 x 5.19 m



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 CANTERBURY FIRST FLOOR

8	Bedroom 1	14'2" x 11'4"	4.31 x 3.45 m
9	En-suite	8'11" x 6'5"	2.73 x 1.95 m
10	Bedroom 2	13'0" x 11'7"	3.95 x 3.54 m
11	Bedroom 3	10'1" x 9'8"	3.07 x 2.94 m
12	Bedroom 4	10'4" x 9'5"	3.14 x 2.86 m
13	Bathroom	8'11" x 5'11"	2.73 x 1.81 m



KEY

- ◀ Dimensions start
- HW Hot water storage
- LH Loft hatch

**CONSUMER
CODE FOR
HOME BUILDERS**

www.consumercode.co.uk

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.

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.



PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Symphony Kitchen Styles

Exclusive kitchen designs. Please see latest kitchen styles offered on My Redrow or Sales Consultant for details. Subject to build stage.

Upstand

To match above worktops with stainless steel splashback behind hob.

Under wall unit

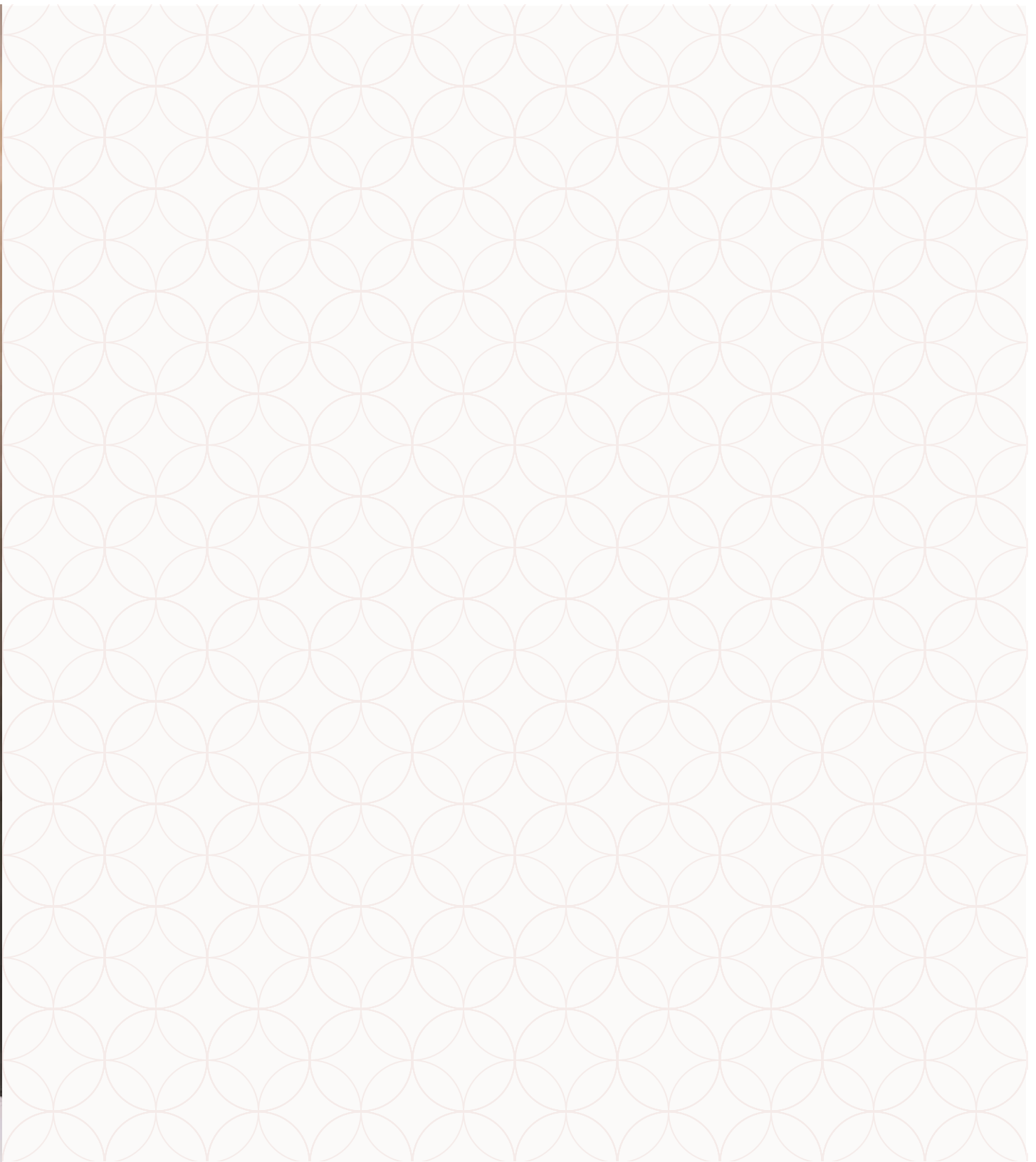
LED downlights provided (where shown on kitchen layout). See drawings for details.

Sink

Kitchen stainless steel bowl and a half sink with mixer tap. Single bowl sink to utility room. Please refer to drawing for details.

Appliances AEG / Electrolux / Zanussi:

- 60cm Ceramic Electric Hob
- Double oven
- 60cm chimney extract
- Integrated 50/50 fridge/freezer



INTERIOR

Walls

Crown White Emulsion paint finish.

Ceilings

Crown White emulsion paint finish.

Internal Doors

“Cambridge” 2 panel internal moulded door.

Internal Door Furniture

Polished chrome effect door furniture.

TV Point

Located as follows: one in lounge and one in bedroom. See layout for details.

Phone Point

1 point in the lounge. Fittings to match electrical accessories as indicated on the drawings. Refer to Sales Consultant for details.

Central Heating

Full gas central heating with energy efficient wall mounted boiler/combi boiler. Housetype specific. See Sales Consultant for details.

Radiators

Myson radiators – Decorative radiator to the kitchen of the Stratford and Letchworth house types only.

Electrical Sockets / Switch plates

Low profile white electrical switch and socket plates together with pendant and batten lighting points. See electrical layout drawings for details.

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



BATHROOM & CLOAKROOM

Bathroom, En-suite & Cloakroom Styles

Ideal Standard in white finish.

Bathroom/En-suite & Cloakroom Basin

Ideal Standard or corner basin with chrome trap.
Please refer to drawings to confirm basin design.

WC

Ideal Standard close coupled back-to-wall pan with Arc dual flush cistern.

Bath

Tempo Arc bath with White Meridian bath panel.

Brassware

Ideal Standard single lever tap.

Johnsons Wall Tiles

Choice of wall tiles to bathroom, en-suite and cloakroom.
See My Redrow for details. Subject to build stage.

Towel Warmer

Towel warmer in chrome effect finish to bathroom and en-suite.

Shower over Bath

Shower valve and screen to be provided above bath where there is no separate shower enclosure in the bathroom.

Shower Valve

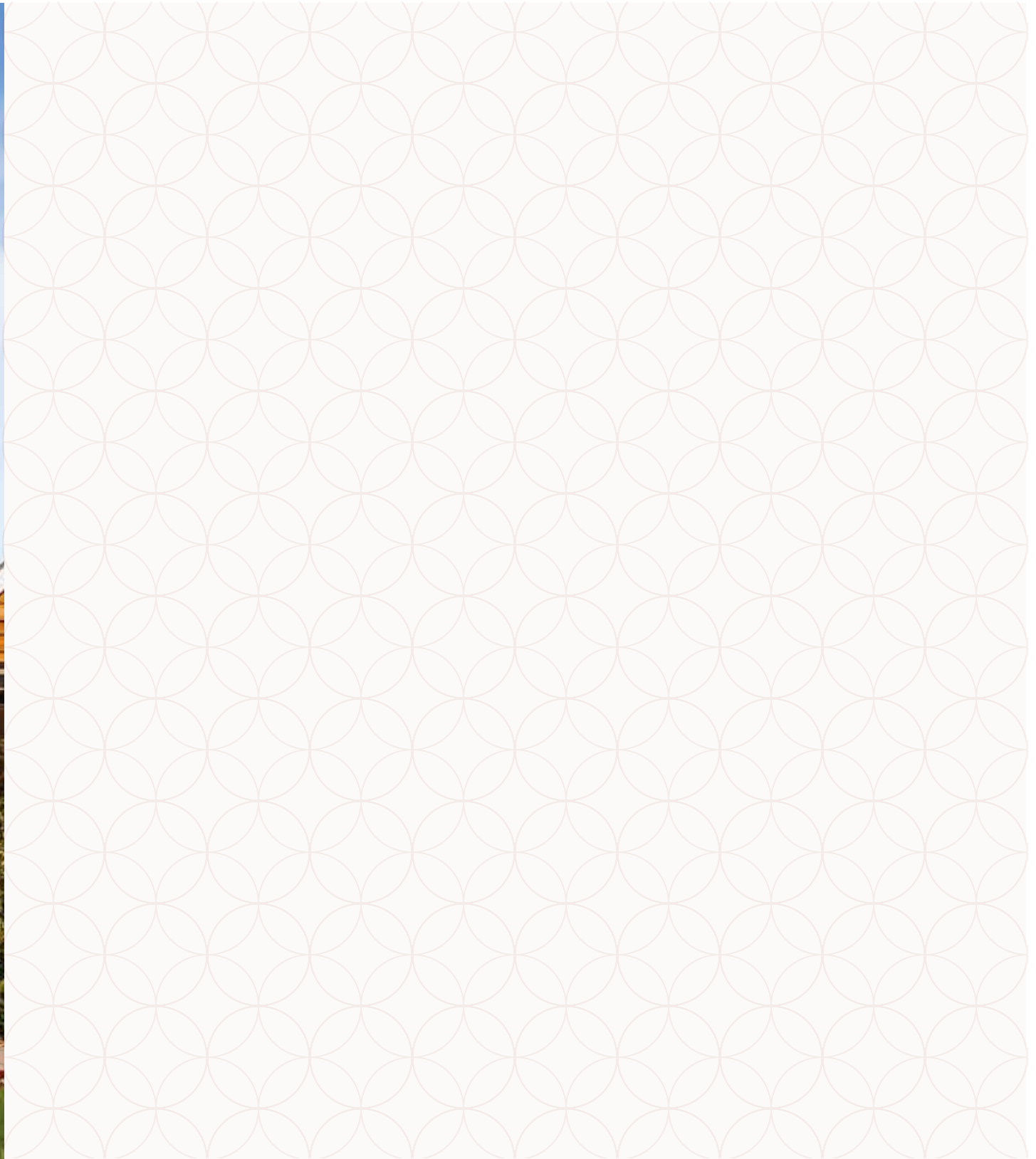
Ideal standard shower valve.

Shaver Sockets

In bathroom and en-suite where applicable.

Mirrors

To be fitted above bathroom and en-suite wash basins where applicable. See Sales Consultant for details.



EXTERIOR

Front Doors

GRP door with patterned glass. Style of door to be as indicated on house plan, frame to be uPVC.

Rear Doors

GRP door with patterned obscured glass, finished internally and externally in white.

Security

Multi point locking system to front and rear doors of house.

External Front Lights

Coach down lantern.
Downlight where entrance is recessed.

Garage

To specific plots, see Sales Consultant for more information.

Garage Doors

Hörmann "Ilkley" style steel up & over to front. Door finish to be painted to match front door colour.

Power to Garage

Double power point and lighting pendant (to properties with an integral garage and where garage lies within the curtilage of the property).

External Fencing

Refer to layouts.

Sides/Rear

Vertical boarding 1.8m high.

Paving

Buff riven faced flags as indicated on drawing.

Gate

1.8m timber gate.

Turfing

Turf to front gardens. Refer to layout or Sales Consultant for landscaping details.

Top soil

To rear gardens.

Outside tap

Refer to drawings for locations.



A THRIVING PARTNERSHIP

Our 'Nature for people' biodiversity strategy was developed alongside our long-standing partners, The Wildlife Trusts. The strategy focuses on three key themes – Nature Gains, Rewilding Lives and Flourishing Legacy with a view to improving people's well-being through nature.

Find out more at [redrowplc.co.uk/sustainability](https://www.redrowplc.co.uk/sustainability)

Working in close partnership with





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 service are covered within our Home Buyer Guide, a copy of which will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the Consumer Code for Home Builders ("Consumer Code"). 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'll provide you with full details and clear information about your chosen home.
- We'll provide trained and knowledgeable staff to assist you in the home buying process.
- We'll be available to answer any questions you may have and will provide you with any relevant contact details.
- We'll assist you during the selection of Standard Choices and Optional Extras for your new home.
- We'll 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'll provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We'll keep you fully informed about the completion and occupation of your new home.
- We'll ensure that the functions and facilities of your home are demonstrated to you prior to moving in.
- We'll inform you about the after-sales service we provide, as set out in the Home Buyer Guide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- We'll provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.



OUR REQUIREMENTS AS HOME-BUILDERS

Consumer code



1. ADOPTING THE CODE

1.1 Adopting the Code

Home Builders must comply with the Requirements of the Consumer Code and have regard to good practice guidance.

1.2 Making the Code available

The Consumer Code for Home Builders' Scheme logo must be prominently displayed in Home Builders' sales offices, those of appointed selling agents, and in sales brochures.

All Home Buyers who reserve a Home should be provided with a copy of the Code Scheme with the Reservation agreement.

1.3 Customer Service: before legal completion

The Home Builder must have suitable systems and procedures to ensure it can reliably and accurately meet the commitments on service, procedures and information in the Code.

1.4 Appropriately trained customer service staff

The Home Builder must provide suitable training to all staff who deal with Home Buyers about their responsibilities to them and what the Code means for the company and its directors.

1.5 Sales and advertising

Sales and advertising material and activity must be clear and truthful.

2. INFORMATION – PRE-CONTRACT

2.1 Pre-purchase information

Home Buyers must be given enough pre-purchase information to help them make suitably informed purchasing decisions.

In all cases this information must include:

- a written Reservation agreement;
- an explanation of the Home Warranty cover;
- a description of any management services and organisations to which the Home Buyer will be committed and an estimate of their cost;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

Also, if a Home is not yet completed, the information must include:

- a brochure or plan illustrating the general layout, appearance and plot position of the Home;
- a list of the Home's contents;
- the standards to which the Home is being built.

2.2 Contact information

Home Buyers must be told how their questions will be dealt with and who to contact during the sale, purchase and completion of the Home.

2.3 Warranty cover

Home Buyers must be given accurate and reliable information about the insurance-backed warranty provided on the Home.

1.1 Health and safety for visitors to developments under construction

Home Buyers must be informed about the health and safety precautions they should take when visiting a development under construction.

1.2 Pre-contract information

Home Builders must advise Home Buyers to appoint a professional legal adviser to carry out the legal formalities of buying the Home and to represent their interests.

1.3 Reservation

Home Buyers must be given a Reservation agreement that sets out clearly the Reservation's terms, including, but not limited to:

- the amount of the Reservation fee;
- what is being sold;
- the purchase price;
- how and when the Reservation agreement will end;
- how long the price remains valid;
- the nature and estimated cost and of any management services the Home Buyer must pay for;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

The Reservation fee must be reimbursed if the Reservation agreement is cancelled. The Home Buyer must be told of any deductions that may be made. While the Reservation agreement is in force, the Home Builder must not enter into a new Reservation agreement or sale agreement with another customer on the same Home.

1. INFORMATION – EXCHANGE OF CONTRACT

1.1 The contract

Contract of sale terms and conditions must:

- be clear and fair;
- comply with all relevant legislation;
- clearly state the contract termination rights.

1.2 Timing of construction, completion and handover

The Home Buyer must be given reliable and realistic information about when construction of the Home may be finished, the date of Legal Completion, and the date for handover of the Home.

1.3 Contract termination rights

The Home Buyer must be told about their right to terminate the contract.

1.4 Contract deposits and pre-payments

The Home Builder must clearly explain how Home Buyers' contract deposits are protected and how any other pre-payments are dealt with.

2. INFORMATION – DURING OCCUPATION

2.1 After-sales service

The Home Builder must provide the Home Buyer with an accessible after-sales service, and explain what the service includes, who to contact, and what guarantees and warranties apply to the Home.

2.2 Health and safety for Home Buyers on developments under construction

Home Buyers must be told about the health and safety precautions they should take when living on a development where building work continues.

3. COMPLAINTS AND DISPUTES

3.1 Complaints handling

The Home Builder must have a system and procedures for receiving, handling, and resolving Home Buyers' service calls and complaints.

The Home Builder must let the Home Buyer know of this, and of the dispute resolution arrangements operated as part of this Code, in writing.

3.2 Co-operation with professional advisers

The Home Builder must co-operate with appropriately qualified professional advisers appointed by the Home Buyer to resolve disputes.



WOODCOTE PARK



Thanet Way, Herne Bay, Kent CT6 7PG

Discover a better way to live
[redrow.co.uk](https://www.redrow.co.uk)