

# Scholars Place

SCARISBRICK



A collection of just 22 Arts & Crafts inspired  
four and five bedroom detached homes

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HOMES



## *Contemporary living, desirable location*

Scholars Place is a delightful new development, perfectly positioned at the gateway to the north west coastline and main commuter routes, and provides a fantastic place for families and professionals to settle, with stunning modern homes in a semi-rural village setting.

Lying midway between Ormskirk and Southport, Scholars Place is within easy reach of north west towns and cities including Liverpool, Bolton, Preston and Manchester, yet also within a 15-minute drive to coastal relaxation.

The collection of just 22 four and five bedroom detached homes have their own Arts and Crafts inspired characteristics and stunning features that may include bay-fronted windows, French doors leading out to the rear garden, rooflights above the family areas and open-plan ground floor accommodation. With access to Superfast Broadband for media and TV capabilities, our homes are equipped for the aspiring modern family.



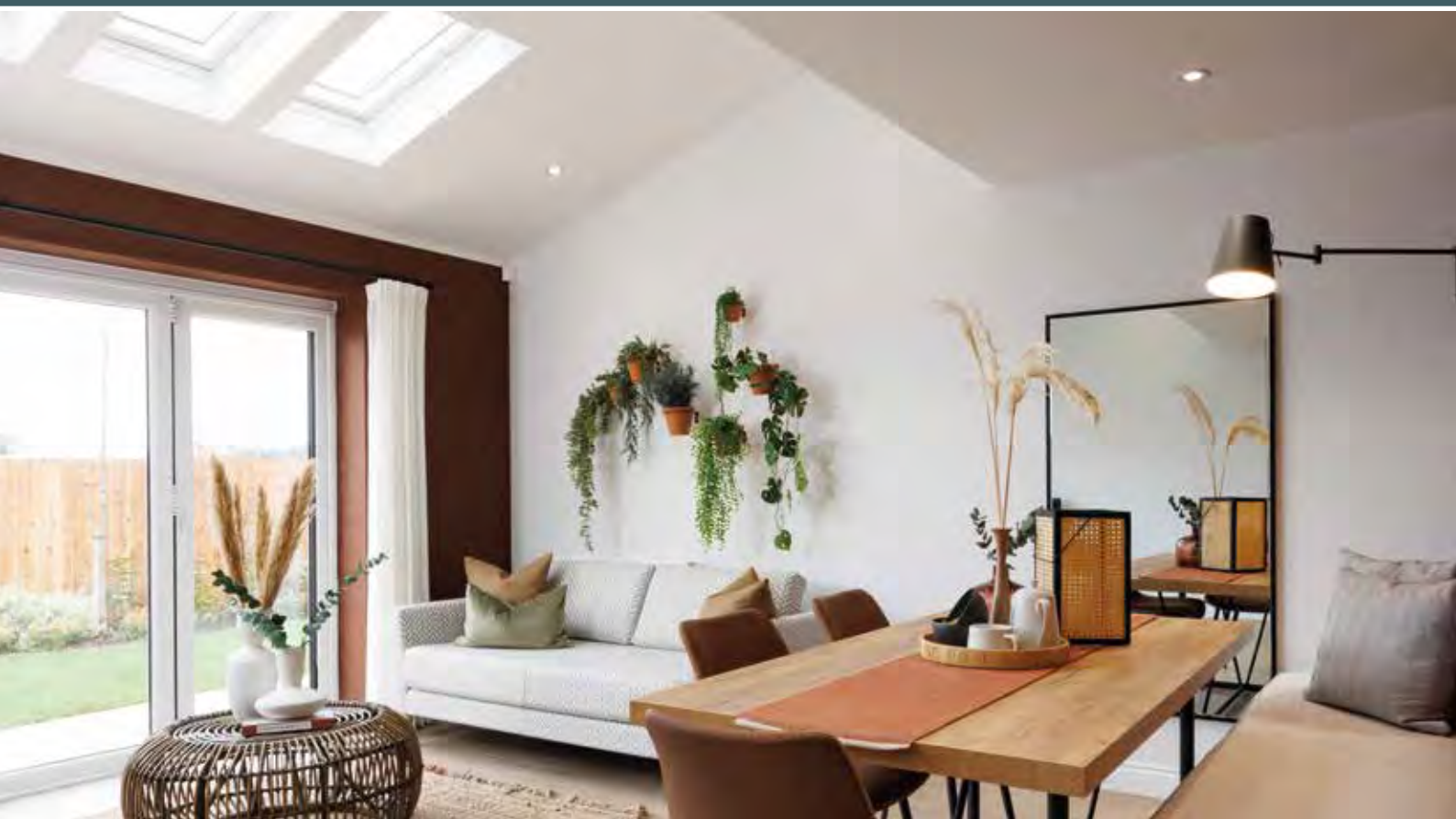


## *Out and about*

Scarisbrick provides plenty of leisure and shopping amenities, with pubs, restaurants, and farm shops nearby, plus Hurlston Hall golf & spa club. The Leeds Liverpool canal runs through Scarisbrick and can be accessed at the marina.

For families, there is a great selection of nurseries, primary and secondary schools within easy reach of Scholars Place, the leading Scarisbrick Hall School is on the doorstep.

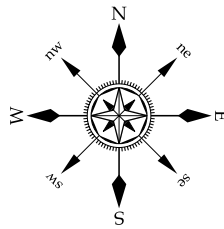
Bescar Lane Train Station is on the Northern Line and Ormskirk Train Station provides Mersey Rail and Northern Trains services.





Show Home & Sales Centre

-  **The Hartford Plus** 1312 sq. ft.  
4 bedroom detached home
-  **The Haigh** 1468 sq. ft.  
4 bedroom detached home
-  **The Bretherton** 1560 sq. ft.  
4 bedroom detached home
-  **The Formby** 1567 sq. ft.  
4 bedroom detached home
-  **The Cheadle** 1702 sq. ft.  
4 bedroom 2.5 Storey detached home
-  **The Wilmslow** 1832 sq. ft.  
4 bedroom 2.5 storey detached home
-  **The Slaidburn** 1985 sq. ft.  
5 bedroom detached home



# The Hartford Plus

4 BEDROOM  
DETACHED HOME



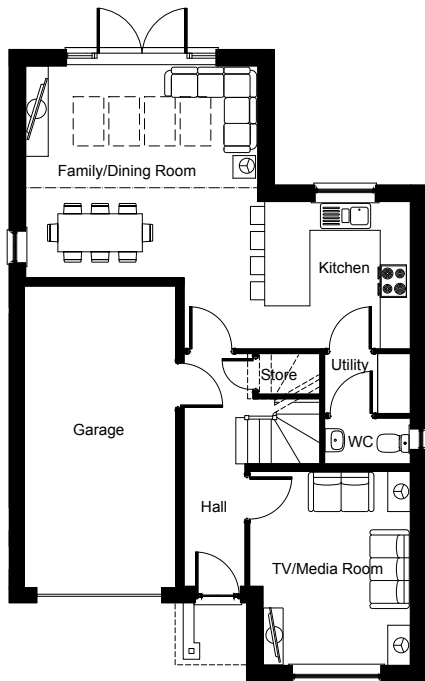
Four bedroom detached home / contemporary family/dining/kitchen area with French doors leading to the rear garden / feature roof light windows / stylish breakfast bar / separate TV/media room / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / integral garage / exterior Arts & Crafts styling

  
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\*Images are of typical Eccleston Homes show home interiors

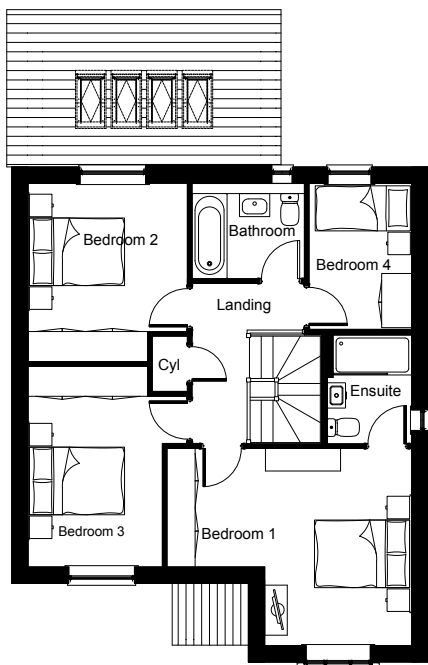
# The Hartford Plus

4 BEDROOM DETACHED HOME • 1312 sq.ft.





## Ground Floor

<b>FAMILY/DINING ROOM</b>	4.62m x 4.22m 15'1" x 13'10"
<b>TV/MEDIA ROOM</b>	3.86m x 3.19m (max) 12'7" x 10'5" (max)
<b>KITCHEN</b>	3.03m x 2.93m 9'11" x 9'7"
<b>UTILITY ROOM</b>	1.70m x 1.19m 5'6" x 3'10"
<b>WC</b>	1.70m x 0.91m 5'6" x 2'11"
<b>GARAGE</b>	6.00m x 3.01m 19'8" x 9'10"



## First Floor

<b>BEDROOM 1</b>	4.88m (max) x 3.94m (max) 16'0" (max) x 12'11" (max)
<b>ENSUITE 1</b>	2.17m x 1.68m 7'1" x 5'6"
<b>BEDROOM 2</b>	3.56m (max) x 3.17m (max) 11'8" (max) x 10'5" (max)
<b>BEDROOM 3</b>	4.00m (max) x 2.67m 13'1" (max) x 8'9"
<b>BEDROOM 4</b>	2.91m x 2.05m 9'6" x 6'9"
<b>BATHROOM</b>	2.24m x 1.90m 7'4" x 6'3"

-  Velux window
-  Point of ceiling height change

We operate a policy of continuous product development and individual features such as windows, garages and elevation treatments may vary between individual plots and developments. Homes may be constructed from brick or artificial stone and room sizes are approximate. Plots may be handed and any garages may be single or double. Kitchen and bathroom layouts are indicative. Images and plans are correct at the time of going to press, but may be subject to change during construction. Consequently these particulars should be treated as guidance only and cannot be relied on as accurately describing any of the Specific Matters prescribed by any Order under the Consumer Protection From Unfair Trading Regulations 2008. Nor do they constitute a contract or part of a contract. Please ensure that you check with the Sales Consultant on the development for specific plot details. Images and computer generated images are for guidance only and do not represent any particular plot.

# The Haigh

4 BEDROOM  
DETACHED HOME



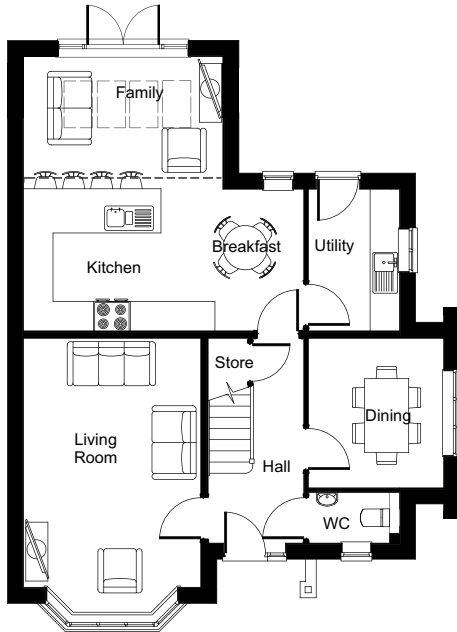
Four bedroom detached home / contemporary kitchen/family room with access to the rear garden through French doors / feature roof light windows / light and airy breakfast area / separate bay fronted living room / dining room / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / detached garage / exterior Arts & Crafts styling

\*Images are of typical Eccleston Homes show home interiors

  
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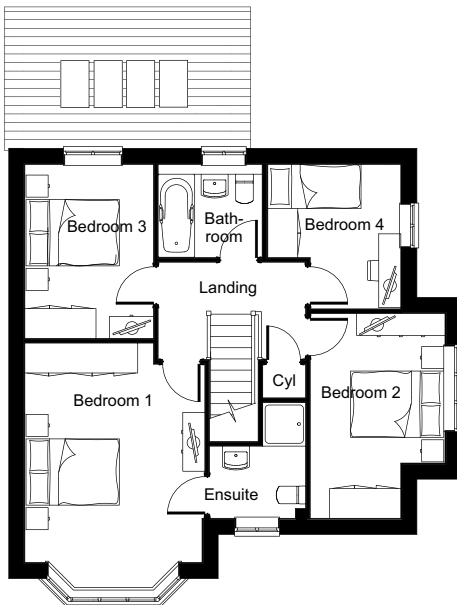
# The Haigh

4 BEDROOM DETACHED HOME • 1468 sq.ft.





## Ground Floor

<b>LIVING ROOM</b>	5.07m (plus bay) x 3.61m 16'8" (plus bay) x 11'10"
<b>DINING ROOM</b>	3.06m x 2.73m 10' x 8'11"
<b>KITCHEN/BREAKFAST/ FAMILY ROOM</b>	5.71m (max) x 5.59m (max) 18'9" (max) x 18'4" (max)
<b>UTILITY ROOM</b>	2.89m x 1.86m 9'6" x 6'1"
<b>WC</b>	1.86m x 1.03m 6'1" x 3'5"



## First Floor

<b>BEDROOM 1</b>	4.47m (plus bay) x 3.66m (max) 14'8" (plus bay) x 12'(max)
<b>ENSUITE</b>	2.36m (max) x 1.97m (max) 7'9" (max) x 6'6" (max)
<b>BEDROOM 2</b>	4.18m (max) x 2.75m (max) 13'9" (max) x 9'(max)
<b>BEDROOM 3</b>	3.55m x 2.63m 11'8" x 8'8"
<b>BEDROOM 4</b>	2.95m (max) x 2.72m (max) 9'8" (max) x 8'11" (max)
<b>BATHROOM</b>	2.13m x 1.9m 7' x 6'3"

-  Velux window
-  Point of ceiling height change

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# The Bretherton

4 BEDROOM  
DETACHED HOME



Four bedroom detached home with family/dining/kitchen area featuring French doors to the rear garden / stylish breakfast area / separate bay-fronted living room / useful utility room / downstairs WC / four spacious bedrooms / ensuite to main and bedroom two / family bathroom / driveway and detached garage

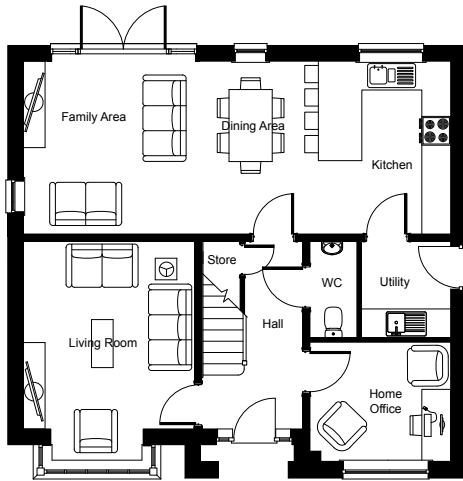
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# The Bretherton

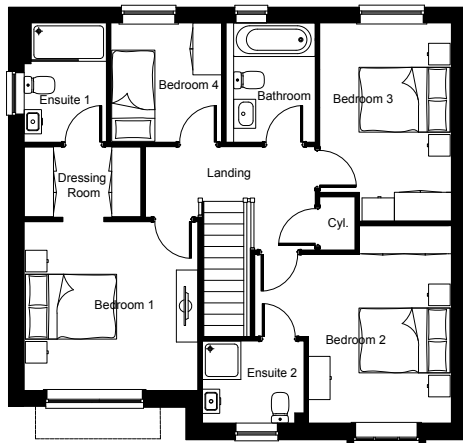
4 BEDROOM DETACHED HOME • 1560 sq.ft.

## Ground Floor



<b>LIVING ROOM</b>	3.91 x 3.56m (plus bay) 12'9" x 11'8" (plus bay)
<b>FAMILY/DINING/ KITCHEN AREA</b>	8.89m x 3.60m 29'2" x 11'9"
<b>HOME OFFICE</b>	2.93m x 2.48m 9'7" x 8'1"
<b>UTILITY ROOM</b>	2.01m x 1.86m 6'7" x 6'1"
<b>WC</b>	2.01m x 0.98m 6'7" x 3'2"

## First Floor



<b>BEDROOM 1</b>	3.62m x 3.52m 11'10" x 11'6"
<b>DRESSING ROOM</b>	2.43m x 1.46m 7'11" x 4'9"
<b>ENSUITE 1</b>	2.48m (max) x 1.71m 8'1" (max) x 5'7"
<b>BEDROOM 2</b>	4.09m (max) x 3.52m 13'5" (max) x 11'6"
<b>ENSUITE 2</b>	2.11m x 1.70m 6'11" x 5'6"
<b>BEDROOM 3</b>	3.53m x 2.74m 11'6" x 8'11"
<b>BEDROOM 4</b>	2.48m x 2.30m 8'1" x 7'6"
<b>BATHROOM</b>	2.48m x 1.85m (max) 8'1" (max) x 6'0"

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# The Formby

4 BEDROOM  
DETACHED HOME



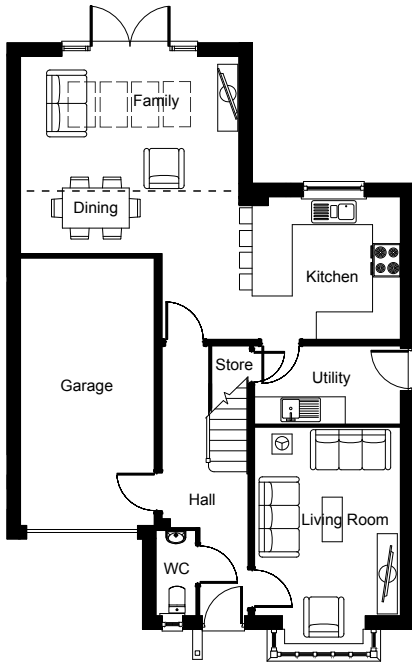
Four bedroom detached home / large contemporary kitchen/dining/family room with access to the rear garden through French doors / feature roof light windows / stylish breakfast area / separate bay fronted living room / useful utility room / downstairs WC / four spacious bedrooms / ensuites to both the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

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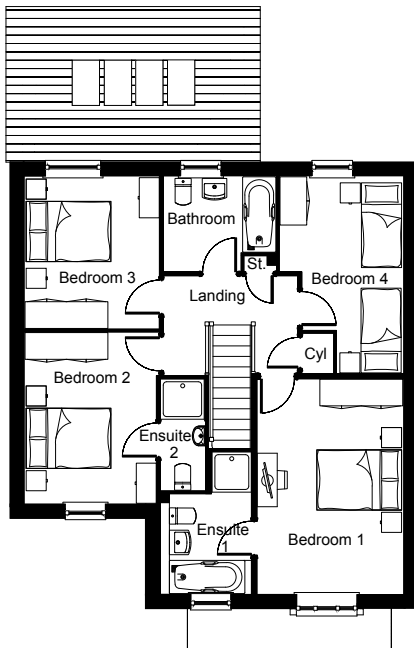
# The Formby

4 BEDROOM DETACHED HOME • 1567 sq.ft.





## Ground Floor

<b>LIVING ROOM</b>	4.19m (plus bay) x 3.24m 13'8" (plus bay) x 10'7"
<b>FAMILY/ DINING ROOM</b>	4.85m (max) x 4.32m (max) 15'10" x 14'2"
<b>KITCHEN</b>	5.31m x 3.17m 17'5" x 10'4"
<b>UTILITY ROOM</b>	3.24m x 1.74m 10'7" x 5'8"
<b>WC</b>	1.87m x 0.88m 6'1" x 2'10"
<b>GARAGE</b>	6.00m x 3.00m 19'8" x 9'10"



## First Floor

<b>BEDROOM 1</b>	4.79m x 3.25m 15'8" x 10'7"
<b>ENSUITE 1</b>	2.22m x 2.04m (max) 7'3" x 6'8"
<b>BEDROOM 2</b>	3.83m x 2.95m 12'6" x 9'8"
<b>ENSUITE 2</b>	2.49m x 1.00m 8'2" x 3'3"
<b>BEDROOM 3</b>	3.40m x 3.03m 11'1" x 9'11"
<b>BEDROOM 4</b>	4.40m (max) x 2.77m (max) 14'5" (max) x 9'1" (max)
<b>BATHROOM</b>	2.52m x 2.13m 8'3" x 6'11"

-  Velux window
-  Point of ceiling height change

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# The Cheadle

4 BEDROOM  
2.5 STOREY  
DETACHED HOME



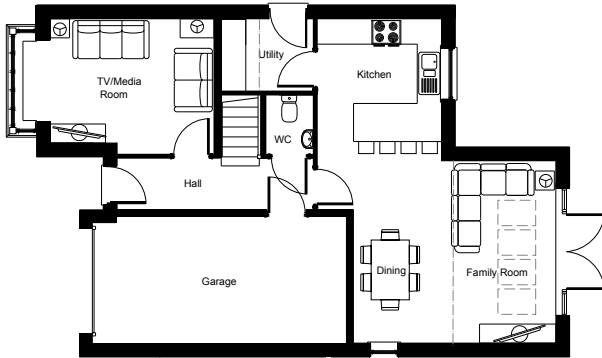
Four bedroom 2.5 storey detached home / large contemporary kitchen/dining/family room with access to the rear garden through French doors / feature roof light windows / stylish breakfast area / separate TV/media room / useful utility room / downstairs WC / four spacious bedrooms / ensuites to both the main and second bedroom / family bathroom / ample storage / integral garage / exterior Arts & Crafts styling

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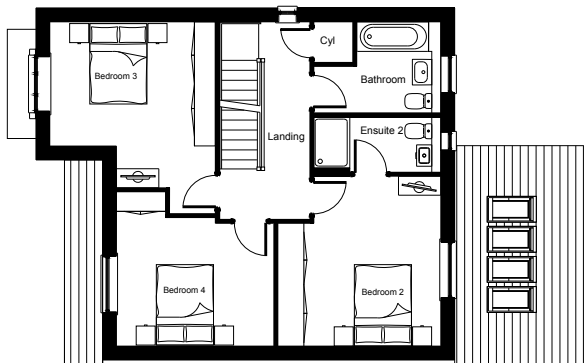
# The Cheadle

4 BEDROOM 2.5 STOREY DETACHED HOME • 1702 sq.ft.



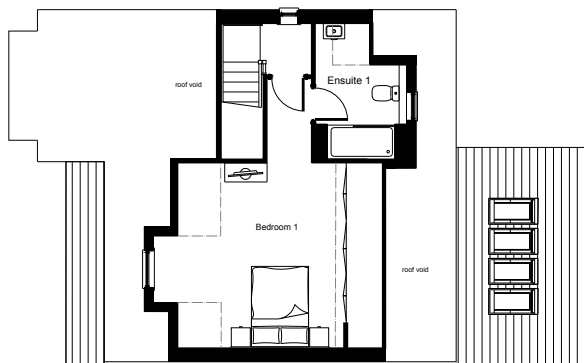
## Ground Floor

<b>TV/MEDIA ROOM</b>	3.86m (plus bay) x 3.19m (max) 12'8" (plus bay) x 10'5" (max)
<b>FAMILY/DINING ROOM</b>	4.78m x 4.31m 15'8" x 14'2"
<b>KITCHEN</b>	3.35m x 2.93m 11'0" x 9'7"
<b>UTILITY ROOM</b>	2.19m (max) x 1.70m (max) 7'2" (max) x 5'7" (max)
<b>WC</b>	1.40m x 1.12m 4'7" x 3'8"
<b>GARAGE</b>	6.00m x 3.01m 19'8" x 9'10"





## First Floor

<b>BEDROOM 2</b>	4.01m (max) x 3.84m (max) 13'2" (max) x 12'7" (max)
<b>ENSUITE 2</b>	2.99m x 1.29m 9'10" x 4'3"
<b>BEDROOM 3</b>	4.53m (max) x 3.91m (max) 14'10" (max) x 12'10" (max)
<b>BEDROOM 4</b>	3.71m (max) x 3.03m 12'2" (max) x 9'11"
<b>BATHROOM</b>	2.15m x 1.98m 7'1" x 6'6"



## Second Floor

<b>BEDROOM 1</b>	4.36m x 4.26m 14'4" x 14'0"
<b>ENSUITE 1</b>	3.19m (max) x 2.16m (max) 10'5" (max) x 7'1" (max)

-  Velux window
-  Point of ceiling height change

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# The Wilmslow

4 BEDROOM  
2.5 STOREY  
DETACHED HOME



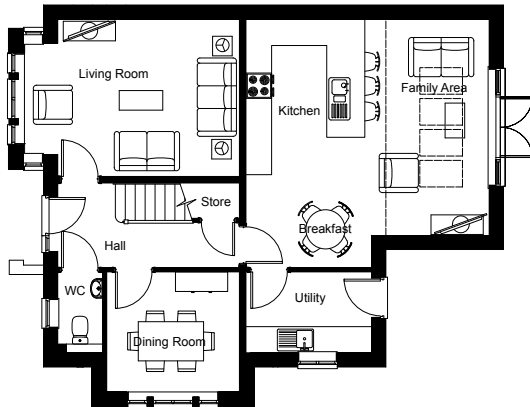
Four bedroom 2.5 storey detached home / kitchen/breakfast/family area featuring French doors leading out to the rear garden / feature roof light windows / stylish breakfast bar / separate bay-fronted living room / separate dining room / utility room / downstairs WC and store / four luxurious bedrooms / ensuite and dressing room to bedroom one and two / family bathroom / driveway and detached garage

\*Images are of typical Eccleston Homes show home interiors

  
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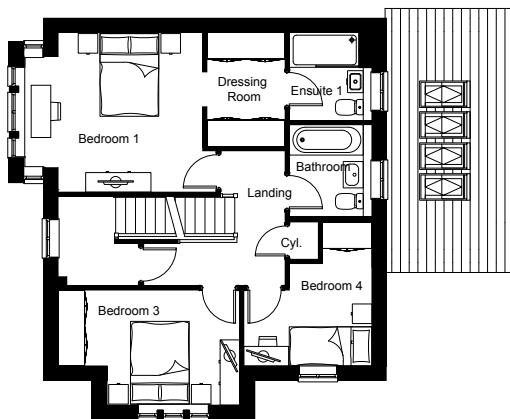
# The Wilmslow

4 BEDROOM 2.5 STOREY DETACHED HOME • 1832 sq.ft.



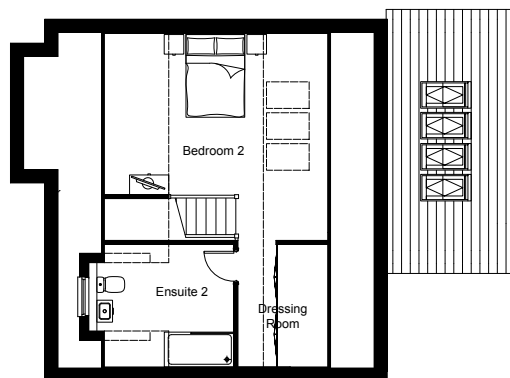
## Ground Floor

<b>LIVING ROOM</b>	4.17m (plus bay) x 3.61m 13'8" (plus bay) x 11'10"
<b>DINING ROOM</b>	3.06m x 2.73m 10' x 8'11"
<b>KITCHEN/BREAKFAST/ FAMILY ROOM</b>	5.71m (max) x 5.59m (max) 18'9" (max) x 18'4" (max)
<b>UTILITY ROOM</b>	2.89m x 1.86m 9'6" x 6'1"
<b>WC</b>	1.86m x 1.03m 6'1" x 3'5"





## First Floor

<b>BEDROOM 1</b>	3.66m x 3.32m (plus bay) 12'0" x 10'10" (plus bay)
<b>DRESSING ROOM</b>	2.62m x 1.80m 8'7" x 5'10"
<b>ENSUITE 1</b>	2.02m (max) x 1.90m (max) 6'7" (max) x 6'2" (max)
<b>BEDROOM 3</b>	4.18m (max) x 2.64m (max) 13'9" (max) x 8'7" (max)
<b>BEDROOM 4</b>	3.31m (max) x 2.95m (max) 10'10" (max) x 9'8" (max)
<b>BATHROOM</b>	2.11m x 1.90m (max) 6'11" x 6'2" (max)



## Second Floor

<b>BEDROOM 2</b>	4.40m x 3.70m 14'5" x 12'1"
<b>ENSUITE 2</b>	3.16m x 2.81m 10'4" x 9'2"

-  Velux window
-  Point of ceiling height change

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# The Slaidburn

5 BEDROOM  
DETACHED HOME



Five bedroom detached home with a large family/dining/kitchen area with French doors to the rear garden / useful utility room / separate bay-fronted living room / downstairs WC / five spacious bedrooms / main bedroom with ensuite and dressing room / ensuite to bedroom two / family bathroom / integral garage

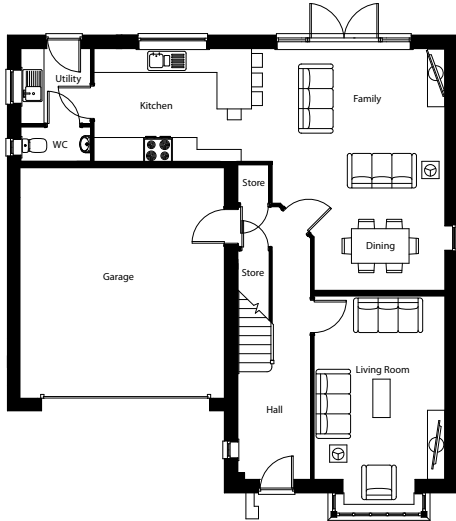
  
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# The Slaidburn

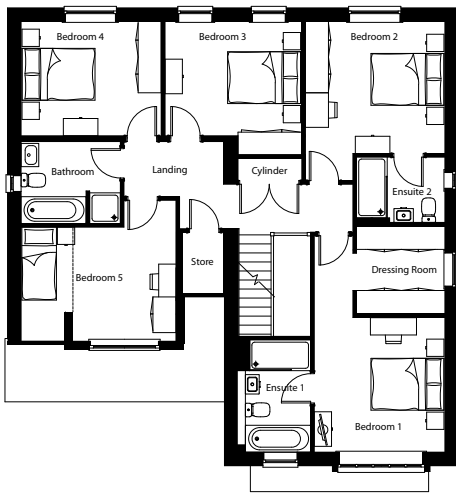
5 BEDROOM DETACHED HOME • 1985 sq.ft.

## Ground Floor



<b>LIVING ROOM</b>	4.79m (plus bay) x 3.42m 15' 8" (plus bay) x 11' 2"
<b>DINING/ FAMILY ROOM</b>	6.31m (max) x 4.51m 20' 8" (max) x 14' 9"
<b>KITCHEN</b>	4.61m x 2.95m 15' 1" x 9' 8"
<b>UTILITY ROOM</b>	1.97m x 1.83m 6' 5" x 6' 0"
<b>WC</b>	1.83m x 0.89m 6' 0" x 2' 11"
<b>GARAGE</b>	6.02m x 5.34m 19' 9" x 17' 6"

## First Floor



<b>BEDROOM 1</b>	3.53m x 3.42m 11' 6" x 11' 2"
<b>DRESSING ROOM</b>	2.32m x 2.25m 7' 7" x 7' 4"
<b>ENSUITE 1</b>	2.95m (max) x 1.91m (max) 9' 8" (max) x 6' 3" (max)
<b>BEDROOM 2</b>	3.65m x 3.46m 11' 11" x 11' 4"
<b>ENSUITE 2</b>	2.32m (max) x 1.70m 7' 7" (max) x 5' 6"
<b>BEDROOM 3</b>	3.55m x 3.0m 11' 7" x 9' 10"
<b>BEDROOM 4</b>	3.61m x 3.02m 11' 10" x 9' 11"
<b>BEDROOM 5</b>	2.97m x 2.68m 9' 8" x 8' 9"
<b>BATHROOM</b>	2.61m x 2.14m (max) 8' 7" x 7' 0" (max)

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# Specification

SCHOLARS PLACE, SCARISBRICK



## Kitchens

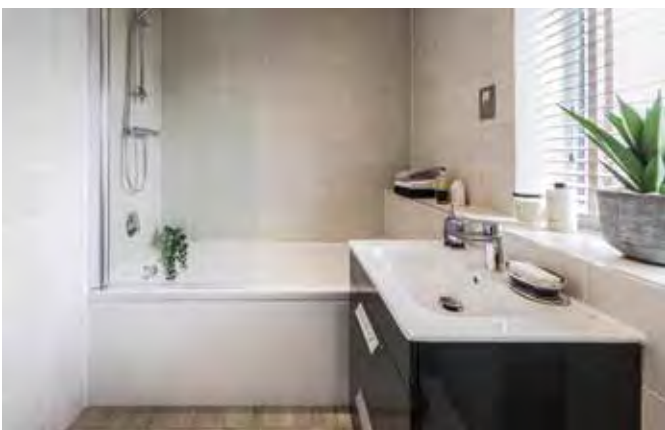
- A choice of kitchen units and worktops (choice subject to build stage)
- Bosch stainless steel single multifunctional electric oven
- Bosch stainless steel 4-ring gas hob
- Stainless steel chimney-style recirculating hood
- Stainless steel splashback to hob
- Bosch integrated fridge / freezer
- 80mm 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 by Roca
- Chrome towel radiators to bathrooms and ensuites
- Chrome brassware 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 'Porcelanosa' (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 'Porcelanosa' 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 boiler to Hartford Plus and Haigh housetypes
- Thermostatically controlled radiators to all rooms except where roomstat fitted
- UPVC double-glazed windows
- UPVC French patio doors
- Black rainwater pipes and gutters





## 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

## 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:



# Our Mission



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.



About to move into my dream home  
**Mrs Hallam**





Lovely people, and made buying my home a breeze!  
**Customer**



We couldn't be more pleased with the unbelievable customer service  
**George & Jodie**



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

Find us on:  



# Reservation Process

AT SCHOLARS PLACE

## Reserving your new 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.

They 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 £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.

Availability and terms and conditions apply.

If you have any questions about the reservation process please talk to your Sales Consultant.

Talk to your Sales Consultant for more info.



# Eccleston Choices

SCHOLARS PLACE, SCARISBRICK

Everyone likes to have Choices. Everyone loves to have Options.

At Eccleston Homes, we offer you both.

At Eccleston Homes we understand that everyone sees their new home differently.



Tiling



Kitchen units



Kitchen surfaces



Sinks

It has to be right. It has to be beautiful. But above all, it has to be you.

That's why our Choices help you put your own personal stamp on it.

Whatever you select is included in the price, you simply personalise your new home to suit your style and the way you like to live.

# Eccleston Options

SCHOLARS PLACE, SCARISBRICK

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.



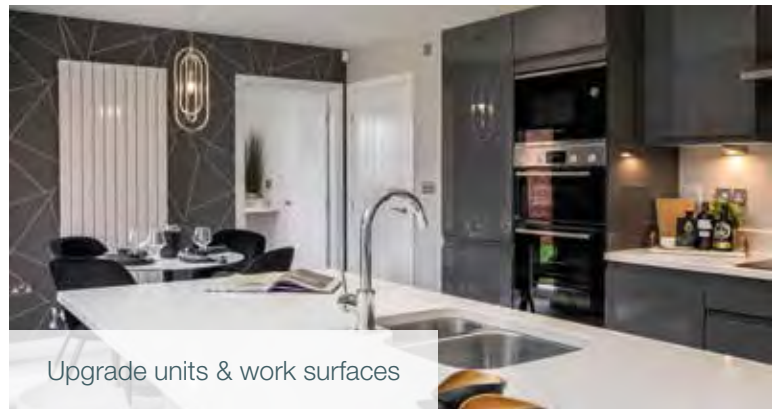
Bi-fold doors



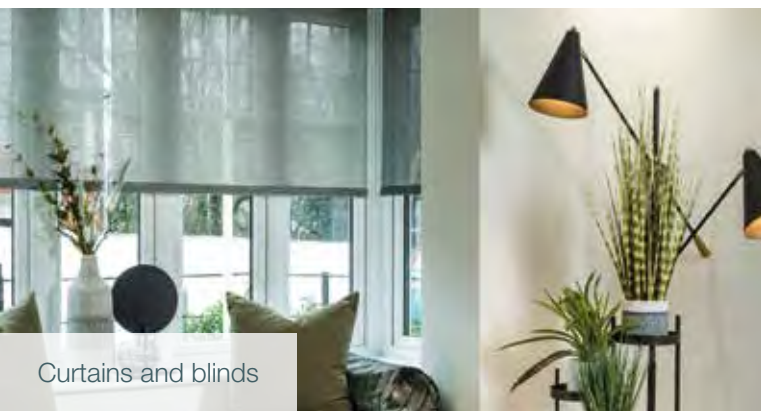
Vertical Radiators



Flooring



Upgrade units & work surfaces



Curtains and blinds



Bedroom furniture

Choices and Options are development specific.  
Please check with your Sales Consultant for details.  
Terms and Conditions apply.

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eccleston  
HOMES





## Builder Warranty Period

During this first 2 year period Eccleston Homes are responsible for rectifying any defects and 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, who will assess your claim and help you in organising any necessary 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.



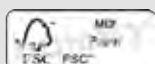
# Protecting your home

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 have the peace of mind of knowing 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'.



# Customer Care

## 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 both 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.