



*come home
to a
Walker home*

www.walkergroup.co.uk

Customer Charter



01 We are committed to providing our customers with honest and factual marketing material that is not misleading and which complies with the relevant laws and codes of practice.

02 We will provide our customers with a principal point of contact to assist them throughout the buying process and answer any questions as promptly as possible.

03 We will provide a development specific hand out for our purchasers including frequently asked questions (FAQ) relating to the sales process that will also provide purchasers with any expected management charges for the communal areas.

04 We will also provide our customers with the information that is reasonably necessary to make an informed decision about the property prior to reservation. This will include:

- A development layout illustrating the location of all plots, and associated demarcation and boundary information and any communal areas.
- An internal layout with approximate room sizes of the home.
- A layout of the kitchen and bathrooms in the home.
- A list of the standard specification of the house type being purchased as well as a list of options that may be available to purchase on the selected house type (which may be dependant on the build program).
- The location of all sockets, TV and BT points in the home.
- An elevational drawing that shows the finishes of the home.
- An explanation of the property's heating system.
- Our purchasers will be advised prior to making a reservation of applicable cancellation rights and how any deposit made is protected (will be provided in all FAQ sheets).

05 We will seek to ensure that our customers are represented professionally and independently by an appointed Solicitor.

06 When a reservation is taken, we will provide an approximate completion date. The information we provide after that will be based on the following stages:

- Prior to work commencing on the above floor level structure of the home, we will provide a 3 month window period in which the home is likely to be ready.
- When the internal walls have been constructed and all services have been made available for connection on site we will indicate the month in which the home is likely to be ready.
- When the home is fully decorated and all services have been connected we will indicate the week in which the home is likely to be ready.
- When the home has been signed off by the Building Control inspector and by the NHBC we will confirm the date of entry. This will normally be 14 days later. This information is a guide and, due to weather and other matters out with our control, dates can be difficult to predict but we will always work towards achieving the dates we provide our customers.

- 07 We will adhere to health and safety regulations to protect visitors to the developments. While these regulations prevent us allowing access to the home while under construction we will invite customers to undertake an inspection of the property prior to their date of entry with our Site Agent.
- 08 We aim to have the property completed prior to our customer taking entry. However, there may be external works, such as road surfaces, footpaths, street lighting and landscaping that are not complete depending on what stage the development is at. We will discuss the timescales for these works being completed at handover.
- 09 We will inform our customers of any delays that affect their date of entry. However, if we are unable to complete the home or there is an unreasonable delay in doing so, our customer will have the right to terminate the contract and have any monies paid refunded in full. Unreasonable delay is taken as 2 months (4 months for flatted units) after the latest date of completion in the missives for properties that are substantially complete at the date of conclusion of missives and 6 months (12 months for flatted units) in all other cases.
- 10 On the date of entry, we will provide a detailed handover of the home. We will take initial meter readings and provide a demonstration of the facilities. Our customers will be invited to confirm any outstanding snagging items at the handover.
- 11 All of our developments have a dedicated after sales co-ordinator and we will advise our customers who that contact will be. We will at that time provide our customers with a copy our after sales procedures and expected response times.
- 12 Our homes come with a 10 year warranty, underwritten by the NHBC. Our FAQ sheet provides a summary of the cover. The Buildmark policy itself will be provided to our purchaser's solicitor.
- 13 In the unlikely event that our customers are not satisfied with the level of service they expect, we ask that they write to our Sales & Marketing Director at the company head office who will do their best to resolve the complaint. Only if the complaint remains unresolved will it be taken up the Group Deputy Managing Director who will investigate and respond within a reasonable time thereafter.

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