



MILLWOOD  
designer homes limited

Part of Places for People

# Customer Charter

At Millwood we're committed to ensuring that you receive a high quality of service and product and that you enjoy the unique experience of purchasing and living in your new Millwood home. That's why we make the following commitments to you in our Millwood Designer Homes Customer Charter.



1. Our Customer Charter is important in setting out our commitment to you and is displayed in our sales offices. When you buy a property from us, the Charter is in our Home Owner 's Guide. We will give you a copy of our Customer Charter, if you ask for one.
2. We have procedures in place to ensure that we meet our commitments to you as set out in this Customer Charter and also comply with the Consumer Code for Home Builders. We will provide you with a Home Owner Guide and will also meet you to explain the process of buying a property from us and the details of your new home. The Home Owner Guide will give you the information which will enable you to use your property fully.
3. Our Staff have been trained to understand our responsibilities to you and to ensure we fulfil the commitments made to you in this Charter and the Consumer Code for Home Builders. We will give you the names and contact details of our staff who will be responsible for helping you during the buying process. We will also explain how we deal with your questions.
4. Our marketing and advertising will be clear and helpful.
5. We will provide detailed information, in clear terms, about the property we are selling to you prior to you making a binding commitment to purchase.
6. You should choose and appoint your own solicitor or conveyance to represent your interests and deal with the legal formalities of buying your home.
7. We will explain how we protect your deposit. If we receive other pre-payments from you we will tell you how we will deal with them.
8. The terms and conditions in our contract of sales will be clear and fair.
9. We will make your cancellation rights clear to you.
10. We will give you reliable information about the timing of the construction, date of legal completion and handover of the property. Once the date of legal completion is set we will ensure that ownership of the property is transferred to you and that we adequately demonstrate the functions and facilities of your home to you.
11. We will let you know about the health and safety precautions that we and you must take before you visit a development site, and if you are living on a development site where construction work is continuing.
12. We will give you a Health and Safety file for your home under the Construction (Design and Management) Regulations 2015. We will do this after you have been given notice of your legal completion at or just before handover.
13. We will give you reliable information about the independent third party warranty provided with your home and any other guarantees and warranties from which you may benefit.
14. Our Home Owner Guide informs you about the after sales and emergency services that we provide for a certain period after completion. A 24 hour, 365 day response service for emergency calls, out of hours, will be provided. Both this and the after sales service will be available for two years after the date of your legal completion.
15. We will tell you about our procedures for dealing with customer complaints, including the availability of any services that can help resolve complaints about warranties. We will always accept responsibility for warranty service requests where we may have failed to meet the industry performance and tolerance standards. Should there be a disagreement, we will always honour the independent findings of the arbitration service provided by the warranty body.

We always aim to be helpful, efficient and professional. If you feel you have not been afforded the level of service to which we are committed please, in the first instance, contact our Customer Service Department.

