

Saunderton Estates Limited

Customer Charter

We are committed to delivering a quality service to all of our customers during the purchase of your new home and after you have moved in, and in this Customer Charter we set out our commitment to you.

1. We comply with the requirements of the Consumer Code for Home Builders a copy of which is displayed in our sales offices and on our website. You will also be provided with a copy when you reserve a property.
2. We will provide trained and knowledgeable staff to assist you in the buying process, and ensure you receive full details and clear information about your chosen home to help you make an informed choice.
3. When you reserve a Dandara property we will provide you with a copy of the Consumer Code for Home Builders and will adhere to the requirements it places upon us.
4. We will endeavour to use clear and fair terms and conditions in our reservation documents and sales contract.
5. As your purchase proceeds we will keep you informed, answer any questions you may have, explain the details of your new property, and provide you with your Home Information Pack.
6. We will provide you with regular updates about the construction of your home, when it is likely to be ready and the legal completion and occupation dates.
7. At every stage of your purchase, we will let you know who to contact, how we will deal with your questions, and provide information and guidance on any relevant choices or optional extras which may be available for your new home
8. We will ensure you receive health and safety advice if you are visiting a development which is under construction or moving into a development where construction may be ongoing.
9. We will provide you with reliable information about any warranties and guarantees you may benefit from.
10. We will invite you to visit your new home before you move in so we can show you how everything works.
11. We will inform you about the after-sales service we provide, as set out in our Homebuyer Guide, including any emergency out of hours cover.
12. We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our commitments under this Charter.

Our customer charter commitments do not affect your statutory rights.