

Customer Charter

At Ashwood Homes we put the same high standards of care and attention into looking after our customers as we do into building our homes. We really want you to enjoy the process of purchasing your new home, so we aim to make this as stress free as possible.

1. We commit to providing you with detailed information about your new home and our Customer Care
2. We will give you regular updates about the progress of construction, legal completion and occupation dates
3. You will receive a demonstration of your new home's many features, on the day of legal completion
4. This "Home User Guide" will take you step by step through how best to run and maintain your new home
5. We will give you advice on the LABC's 10 year Buildmark warranty and manufacturer's warranties to ensure you have all the information you will need
6. We will provide a helpful and efficient after-sales service, including emergency out of hours cover
7. We will provide you with health and safety advice to minimise the risk of danger after you have moved in
8. You will receive a satisfaction survey so we can continue to improve our service, we are committed to listening to your views and we want your experience with Ashwood Homes to be as smooth as possible.
9. Your Home -Our Vision is at the core of our business we aim to ensure we provide a quality workmanship to handover a home we are proud of each and every time.

Consumer Code for Home Builders

The consumer Code for Home Builders gives protection and rights to purchasers of new homes, ensuring that all new home buyers are treated fairly and are fully informed about their purchase before and after they sign the contract.

Visit www.consumercodeforbuilders.com to view this online today.