



Customer Service Charter

NU living Customer Service Charter

We understand that buying your new home is one of the biggest financial commitments you are likely to make. That is why we have committed to making the experience as positive for you as we possibly can.

The NU living Customer Service Charter sets out what you can expect from us before, during and after your home-buying process:

1.0 Health & Safety

Health & Safety during site visits:

The health & safety of our staff, you and your family is extremely important to NU living. A building site can be a dangerous place, especially for children. As such, when visiting site:

- 1.1 All site visits must be accompanied by a NU living member of staff.
- 1.2 All visitors must comply with instructions given by any member of NU living staff.
- 1.3 All visitors must wear a safety helmet and other personal protective equipment provided.
- 1.4 Always keep a safe distance from construction activity/traffic.
- 1.5 Always ensure that children are under your control and not allowed to venture onto the site unsupervised.

2.0 Before you buy

2.1 We will represent the information about our developments accurately – across our promotional materials and in person through our sales team. We will strive to ensure all marketing is clear and truthful and use clear and fair terms and conditions in our sale contract.

2.2 We will create a welcoming environment for our customers in our marketing suites.

3.0 During your home-buying process

3.1 We will give you detailed information about the home you are buying and guidance regarding the choices and options available to you.

3.2 We will keep in regular contact with you throughout the conveyance process and our Sales Team will be on hand to provide you with support and guidance throughout the buying process.

Up to Exchange of Contracts:

3.3 We will review with you the Terms of Sale including floor plans, construction details, fixtures and fittings, kitchen and bathroom layouts, and any additional fit out options.

Home tour and demonstration:

3.4 Once your new home is practically complete, we will contact you to arrange a Home Tour, to demonstrate the various features of your new home. This normally takes between 1-2 hours and will include an induction on how to use your heating system; a review of where mains switches, the consumer unit and stopcock are located; advice on how to maintain your new home and best practice; an explanation of how to complete warranty cards for appliances and our warranty; and information on how NU living's Customer Service procedure works. It is essential that you attend the Home Demonstration Tour.

Legal Completion:

3.5 Throughout the process, we will discuss with you the date for when you will take Legal Completion of your new home. Once the date is confirmed, we will issue you with our formal 10 day Notice of Completion.

4.0 Aftercare

Guide to Your New Home Folder:

4.1 We will provide you with a Guide to Managing Your NU home. Within your folder will be a Home Owner's Manual which identifies useful information about your property, the local area surrounding your property and how to run-in and maintain your new home.

Under the terms of your NHBC/LABC Buildmark policy, NU living retains responsibility to make good/repair genuine defects during the stipulated timeframes. This does not include storm damage, fair wear and tear, decoration and routine/cyclical maintenance which remain the responsibility of the purchaser.

Further details regarding the policy can be found in either the LABC or NHBC Cover document that will be included within your New Home Folder.

Customer Services after Legal Completion:

4.2 We will provide you with contact details for our Customer Care team who are available to help, following your purchase.

4.3 For any emergency requests, we provide a 24 hour, 365 day service for a full two years post Legal Completion. We aim to respond within four hours and arrange for an emergency visit where necessary.

4.4 For non-emergency requests, we will assess the issue and respond within the stated timescale – depending on the issue this will vary. 24 hours/5 days/20 days or at the end of the defects period which will be confirmed to you by a member of the customer care team.

4.5 We agree to contact you within agreed times and will call you back to check that any building work or repairs have been undertaken.

4.6 We will also ask you to check our performance at intervals after you have purchased your new living property.

Our Customer Service Charter complies with the requirements of the Consumer Code for Home Builders 2010. Further information regarding this is available at:

www.consumercodeforhomebuilders.com