

TURNBERRY HOMES LTD: CUSTOMER CHARTER

This is our customer charter. It sets out our commitments to provide you with service, procedures and information at appropriate stages during your purchase.

1. We will give you a copy of our customer charter if you ask for one. We will automatically give you a copy if you reserve a property.
2. We will work to set procedures to meet the commitments we have stated in our customer charter.
3. We will train our staff to understand their responsibilities in our dealings with you and what the customer charter means for you.
4. We will give you detailed pre-contract information you need to make an informed decision about buying the property. We will seek to ensure that you appoint your own professional legal advisor to carry out the legal formalities of buying the property and to represent your interests.
5. We will let you know:
 - Who to contact at every stage of your purchase.
 - How we deal with your questions, and
 - Any relevant choices and options you can consider.
6. We will give you health and safety advice to reduce, as far as possible, the risk of danger on the development site during construction and in the use of your home.
7. Our marketing and advertising will be clear and truthful.
Builders Missives terms and conditions will be clear and fair.
8. We will make clear to you your cancellation rights.
9. We will give you reliable information about NHBC's Buildmark cover and any other guarantees and warranties from which you may benefit
10. We will explain how we protect your deposit and how we deal with any other pre-payments
11. We will give you reliable information about the timing of construction, date of entry and handover of property.
12. Once a completion date is set we will ensure that:
 - The transfer of ownership takes place, and
 - The functions and facilities of the property are demonstrated to you.
13. We will inform you clearly about the after-sales and emergency services that we will provide for a certain period after completion
14. 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
15. We will co-operate with appropriately qualified professional advisors you have appointed to help resolve disputes.

Our customer charter commitments do not affect your statutory rights.