

CUSTOMER CHARTER

Our promise
to you

[keepmoat.com](https://www.keepmoat.com)



► Our promise to you when you buy a Keepmoat home

At Keepmoat, customers are our first priority. We want you to have absolute confidence when buying your new home from us. That's why we've created our Customer Charter to ensure your homebuying journey with us is the best possible experience it can be.



Tim

Tim Beale

Chief Executive Officer



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Our Customer Charter details our commitment to make buying your new home a simple, clear and enjoyable experience. It covers all three stages of the homebuying journey.



Pre-contract

Everything you can expect from us when finding and buying your new home.



After exchanging contracts

What happens once we sign contracts- what you need to do and what we'll do.



After you've moved in

Our commitment to you once you've moved in.

► Pre-contract

Everything you can expect from us when finding and buying your new home.

At Keepmoat we understand that buying a new home is probably one of the biggest decisions you'll ever make. It's a major financial commitment too. That's why you need to make the right decision about who to buy from. So, to help you through every step of the process, our friendly team are always on hand.

Our experienced Sales team have a wealth of home buying knowledge and we'll make sure you have all the information you need to make informed choices. We'll be honest about what we can and can't advise on.

We also comply to the 'New Homes Quality Code'. Put simply, it is the rule book that all homebuilders follow and adhere to when selling homes. The code includes more detail about our responsibilities. We provide a copy of this as part of your reservation documents. Or you can ask us for a copy at any time.

For more information about the New Homes Quality Code visit www.nhqb.org.uk



Before you visit us

You can ask us for more information on house types, availability and prices before you visit. We'll give you details of our sales office opening times, contact details and you can book an appointment to come and see us on our website too.



At the Sales Office

We'll have all the very latest information available at our sales office, including up to date details of released properties ready for sale and their selling prices.

Our Sales Executives are on hand to explain everything you need to know about our homes and the buying process. Including:

- Information on the property, such as appearance and plot position
- The specification, options and extra choices available
- Advice on the benefits of appointing legal and financial professionals
- Details of any management service charges

Your safety is our top priority, and we have several Health and Safety guidelines in place to protect you when you are visiting our developments whilst they are under construction. For a safe and enjoyable visit please always observe the guidelines provided by your Sales Executive.

► Pre-contract

Everything you can expect from us when finding and buying your home.

Making a reservation

Once you've chosen the home for you, your Sales Executive will guide you through the reservation agreement. You'll need to pay a reservation fee - this could be as little as £250* and makes up part of your deposit. The reservation agreement includes:

- The plot number and the address (if available)
- The price of the home and any incentives agreed at the time of reservation
- The expiry date of the reservation
- Estimated timings for completion, subject to the property's construction status
- The name of Keepmoats' solicitors will be provided and the customer's solicitor's details will be recorded (if known)
- Details of any management company relating to the property will be provided

The reservation form must be signed and dated by both the customer and our company representative.



***Reservation fee is regionally or development specific and may be higher in some areas. Please speak to your Sales Executive to confirm your reservation fee. Refunds may be subject to admin fees.**



During the reservation period

We promise to keep you up to speed on progress, both from the legal and construction side.

We'll send all the required legal documentation to your appointed solicitor. We'll also advise you to discuss the legal documentation with your solicitor to make sure you understand all the terms and conditions, especially around contract termination.

We'll also invite you back to the Sales Office to make your kitchen and bathroom choices plus any optional extras you'd like.

Once we start building, changes to the property are very rare. However, if we do have to make any significant changes to the size or appearance of your home, we'll contact you to discuss and notify you in writing before contracts are exchanged*.

***Occasional build or material changes can happen after exchanging contracts but you will be informed if this happens.**

Before exchanging contracts

We'll provide your solicitor with all the details they need. Including an explanation of how roads and landscaped areas will be completed under agreement for adoption.

We'll need details for your solicitor to check that your funds have been arranged and confirmed.

When all parties are happy that all conditions of the legal contract are fulfilled, the contract will be signed and exchanged. It's at this time your deposit will be paid to us too.

► After exchanging contracts

What happens once we sign contracts. What you need to do and what we'll do.

Before legal completion

Once your new home has been through our internal 'Hallmark' quality inspection process, a NHBC or Local Authority Building Inspector will be invited to undertake a final inspection of your new home.

Once the inspector confirms your new homes meets the required standards they will provide a Certificate of Completeness and Compliance (CML). This will then be issued to your appointed solicitor and mortgage provider who need this before releasing the funds.

Following the CML, we'll be able to confirm your expected legal completion*, this is usually two weeks later. Now's the time to confirm your home removal arrangements and set up any post redirections.

If you've informed us that it is your intention to have your home inspected by an independent RICS certified surveyor, this inspection must be done following the CML and no later than five days after.

After your CML date and prior to legal completion you will be invited to attend your new home demonstration with both the Site Manager and Sales Executive. During this meeting you will be shown around your new home and be given a demonstration on how to use the appliances such as the boiler. This is also a great opportunity to ask questions that you may have about your new home.



*This is estimated and may be subject to change.



On legal completion

All the monies are transferred by your solicitor and you get the keys to your brand new Keepmoat home. To make sure you have everything you need for your new home, we'll also give you a Welcome Pack which contains all the information you need, including:

- Your NHBC 'warranty and insurance' booklet
- The Keepmoat Home Homeowner's Manual
- Keepmoat two-year warranty information
- Warranties and manuals for your appliances and boiler
- Gas and electric safety certificates
- Contact details of your Customer Care team
- Emergency call-out telephone numbers
- A 'moving day essentials' gift

► After you've moved in

Our commitment to you once you've moved in.

After-sales service

At Keepmoat we believe that customer service shouldn't come to an end just because you've completed your purchase. We provide an excellent aftercare service with our dedicated in-house Customer Care team on hand to answer any questions or issues you may have.

We'll contact you within the first seven days of your moving in date to check everything is ok. After this, if you have any issues, please contact your Customer Care team (the contact numbers for your region care team can be found in your Homeowners Manual and on our website).

Calls*, emails and letters to our Customer Care department will be acknowledged within 24 working hours, and appointments will be arranged within 72 working hours where possible (sooner in the case of emergencies).



*Telephone calls may be recorded for our records and training purposes.

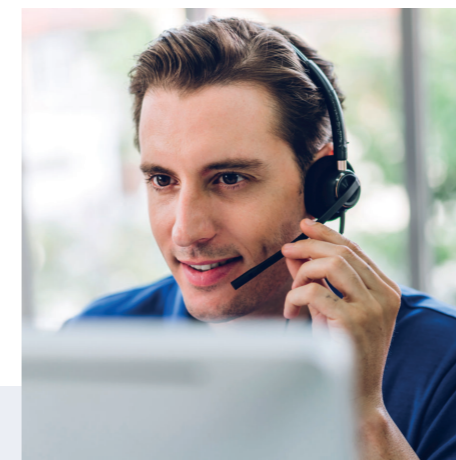


Appointments arranged through our Customer Care department will be attended to within a maximum of 30 days (subject to availability of manufactured goods and the severity of the issue).

Emergency issues will be dealt with within 24 hours.

If Keepmoat are unable to meet our 'Service Standards' (as some issues may require further investigation), you will be informed of the progress.

Before you contact us, please refer to your Homeowner Manual for details of what to expect when your home is drying out and settling.



► After you've moved in

Our commitment to you once you've moved in.

Your opinion matters

Our processes and procedures have been developed so that we react in a speedy and efficient manner. We are committed to delivering a high-quality home and an excellent customer experience to all our customers.

Within the first few months of you moving in, the NHBC would like you to tell them about your homebuying experience with us. They issue two surveys, one at eight weeks and another at 9 months.

Please look out for these surveys. They have been kept short so that they should take a matter of minutes to complete. The findings of the surveys help to continually improve housebuilding standards for homeowners and the industry.

Complaints procedure

In the first instance, should you have any concerns you can contact your Customer Care Team, who will be happy to help you. You can find the contact details in your Homeowner Manual and on our website.

In the unlikely event that we are unable to resolve your initial concerns through this informal stage, you do have the option to make a formal complaint.

We have a step-by-step complaints process which ensures that our customers are dealt with by the right people at the most appropriate time. You should have received a copy of this when you moved in but you can request it again from your Customer Care team.





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