



## Customer Charter

Buying a home is one of the most important financial decisions you are ever likely to make.

We understand and aim to provide you with a quality new home as well as making the buying process as simple as possible for you – backed up by a good customer service.

Our Customer Charter sets out the help we will provide to you throughout your moving process as well as after you have moved in. We will:

1. Strive to ensure all our marketing literature and advertising is clear and truthful and you have all the information you need to enable you to make an informed decision about which property to choose.
2. Give you detailed information about the home you are buying and guidance regarding the choices and options available to you.
3. Provide you with a copy of the Consumer Code for Home Builders at the time of reservation and will adhere to the requirements it places upon us.
4. Provide you with regular updates on the construction progress of your home and when it will be ready.
5. Provide you with health and safety advice to minimise the risk of danger when you visit the site during construction and after you have moved in.
6. Invite you to visit your new home before you move in so we can demonstrate how everything works and what is covered under Cannon Kirk's 2 year warranty.
7. Provide you with information regarding the NHBC 10 Year Buildmark Warranty.
8. Provide you with a helpful and efficient after-sales service, including details of our emergency out of hours cover and formal complaints process.

