



TNQ Customer Service Charter

1. Detailed information about your home and our customer service.

Prior to exchange of contracts we will review with you:

- Terms of sale including price
- Details of your new home including garden or plot and communal areas, location and site layout
- Floor plans with approximate room sizes marked
- Type of heating system
- Kitchen and bathroom layouts
- Advice on items we anticipate may not be fully finished before you complete your purchase, such as footpaths and landscaping

2. Regular updates about the progress of construction, legal completion and occupation dates (our best estimate).

We will keep in contact and advise you of progress on your new home. When you first reserve we will give you an estimate of when your new home will be ready. Approximately one month before you move in, we will contact you confirming when we anticipate your home will be ready, which will enable you to make arrangements for your move. Once the exact date is fixed, we give you our formal 14 Working Day Notice to Complete.

3. A Home Demonstration before you move in to your new home

Once your home is ready we will invite you to attend your Home Demonstration. We will walk you through the home ensuring you know how to use all systems. This will include where all the main switches are, how to run in your new home, about the estate management, warranties and our customer service procedure.

4. Your welcome pack with information on your new home and the development.

When you move in, you will be provided with a paper copy of your welcome pack and TNQ in general. We are also providing a dedicated estate website where you will find an electronic copy of your welcome pack and information about the estate and surrounding area so you will always have everything you need at your fingertips.

5. Information on the manufacturers' warranties from which you will benefit, plus details of our 2 year warranty.

There will be full details given to you on our 2 year warranty in your own home booklet along with information about your warranties, when moving in.

6. Information on the NHBC's 10 Year Buildmark Warranty

There will be information provided on your NHBC 10 year Buildmark Warranty, when moving in.

7. An after Sales Service within defined response times, including our two-year out of hours emergency care cover.

There will be full details given of this service in your welcome pack with clear definitions of what an emergency is so you can rest assured, help is at hand in an emergency, with industry standard response times for all other defects.

8. Health & Safety

Health and safety information will be provided whilst the development is still under construction.

9. Consumer Code

From the 1st April 2010, customer service requirements became mandatory for all Home builders as part of a new Consumer Code to ensure buyers are guaranteed a certain level of service.

You can find out more information about the Code at www.consumercodeforhomebuilders.com.