



# Customer Care Charter

BUYING A HOME IS ONE OF THE MOST IMPORTANT  
FINANCIAL DECISIONS YOU ARE EVER LIKELY TO MAKE  
AND HERE AT ASCENT HOMES, WE AIM TO MAKE  
THE PROCESS AS STRESS FREE AS POSSIBLE.



**Ascent Homes**

[WWW.ASCENT-HOMES.CO.UK](http://WWW.ASCENT-HOMES.CO.UK)



Our team is committed to working to the Customer Care Charter to ensure that you receive the very best service from the moment of your reservation to the day you receive your keys and beyond. We aim to provide you with a quality new home as well as making the entire process as easy as possible by following these guidelines:

- We will ensure suitable systems and procedures are in place so we can reliably and accurately meet the commitments we set out in this customer service charter
- We will ensure our entire team is trained to understand their responsibilities to you, the customer and know exactly what this charter means to you and us
- Our Sales team will be on hand to answer any queries you may have along the way
- We strive to ensure all our marketing and advertising is clear, truthful and accurate
- Make you fully aware of choices and options available to you to assist you to make an informed decision regarding the purchase of the property
- Provide a copy of the written reservation agreement, details of the Home Warranty Cover, description of any management companies and organisations to which you will be committed and a clear estimate of the expected costs
- Your new home has a ten year warranty as standard
- Use clear and fair terms and conditions in our sale contract. We will fully explain the cancellation policy
- Provide effective health and safety advice to minimise the risk of danger when visiting the development whilst still under construction and also once you have moved into your new home
- Provide you with regular updates on the progress of your new home and provide realistic estimates of time scales of construction, legal completion and handover of your new home
- Provide you with a plan reliably displaying the layout, appearance and plot position of your new home as well as the standards to which the home is being built and the home contents
- Provide you with your own files showing you all the steps involved in buying a new home, moving in, maintaining your new home, details of warranties and guarantees and our after sales service
- Invite you to meet the Site Manager who is responsible for building your home, so you can ask any questions you may have
- Your exchange deposit is protected and we will explain how
- We recommend that you appoint a professional legal advisor to carry out the legal formalities of buying the property and represent your interests
- Invite you to visit your new home before you move in so we can show you how everything works
- Arrange for your Sales Executive and your Site Manager to visit you after you have moved in to make sure you have settled in, and answer any questions you may have
- Provide an after sales service including a formal complaints process if you feel you haven't received the service you should have

Our Customer Service Charter complies with the requirements of the 2017 Consumer Code (further details are available at [www.consumercodeforhomebuilders.com](http://www.consumercodeforhomebuilders.com)).

A printed copy is available on request.



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