

Our Customer Care Charter

Hadden Homes are dedicated to providing home buyers with the highest standards of customer service. As a new Home Buyer you will have the benefit of a 10 year Structural Warranty and resolution service provided by Premier Guarantee. You will also have our commitment to abide by the requirements of the Consumer Code for Home Builders. We are dedicated to providing home buyers with the highest standards of customer service.

This customer care charter sets out our commitment to delivering an excellent customer service to you and ensuring your satisfaction during and after purchasing your new home.

We will:

1. Provide you with a copy of this customer charter upon request along with a copy of the Consumer Code for Home Builders.
2. Issue you with a copy of this customer charter and a copy of the Consumer Code for Home Builders automatically once a Reservation agreement has been signed by both parties.
3. Ensure the Consumer Code for Home Builders is always available for you to view on our website, www.hadden.co.uk, and also displayed in our site offices along with details on how to access further guidance.
4. Implement procedures to ensure that the standards and commitments set out in this charter are met consistently.
5. Provide you with all the detailed pre-contract information you need before you are expected to conclude the missives. This information will be written in plain language, jargon free, fair and reliable and will include
 - a written Reservation Agreement
 - an explanation of the Premier Guarantee Cover
 - a description of any management services and charges to which you will be committed and an estimate of their costs

You will be advised to appoint your own professional legal advisor to carry out the legal formalities of purchasing your property and to ensure your interests are best represented.

6. Ensure our staff has received training to efficiently deal with any queries you may have. This training will encompass details of the Code, the responsibilities of staff to you and also what the customer charter means to the company and its directors.
7. Ensure our sales process, advertising and marketing materials are clear, truthful and fair.

8. Advise you of:

- the name and contact details of our staff who will be responsible for helping you during the buying process
- how we will deal with your questions
- any relevant choices and options you can consider

We will provide you with full details and clear information about your new home and will provide you with a flow of information as the purchase proceeds.

If your property is still under construction, we will also provide you with:

- a brochure or plan reliably showing the layout, appearance and plot position of the property
- a list of the property's contents e.g. white goods, carpets etc
- the standards to which the property is being built

9. Provide you with health and safety advice to minimise the risk of danger when visiting a development site during construction or living on a site where building work is ongoing.
10. Provide you with a Reservation Agreement which clearly sets out the terms of Reservation as stipulated in the Consumer Code for Home Builders.
11. Explain how your contract deposits are protected and how any other pre-payments are dealt with.
12. Clearly make you aware of your cancellation rights.
13. Provide reliable information about the progress of construction, the date of entry and handover of the property.
14. Ensure that the functions and facilities of your home are demonstrated to you prior to moving in.
15. Provide you with reliable information about the Warranty provider's cover and any other guarantees and warranties from which you may benefit.
16. Inform you clearly about the after-sale and emergency services that we will provide for a certain period after completion.
17. Inform you in writing of our complaints handling procedure and provide information of the dispute resolution arrangements operated as part of the Consumer Code for Home Builders.
18. Co-operate with appropriately qualified personal advisors you have appointed to help resolve disputes.