

MUSE

# Customer Charter

Our aim is to get it right first time and to deliver a high standard of service, if you feel we have fallen short we hope that you will let us know.

We are registered with the New Homes Quality Board and adopt the principles and good practice set out by the New Homes Quality Board and the New Homes Ombudsman.



# The Charter

## 1. We will always treat you fairly

We aim to treat you fairly while you are buying your new home and during your 2-year warranty for defects in materials and workmanship.

At reservation we will provide you with an electronic homebuyers information booklet containing: -

- Information about buying
- Information on how to access your 2-year warranty for defects in materials and workmanship

While we will strive to get things right, we will, on occasion get things wrong, when this happens, we will always listen and aim to treat you fairly.

## 2. Your safety is paramount

We will construct your new home in accordance with the current safety regulations and provide certification demonstrating this at the time you legally complete the purchase of your home and during your key handover meeting.

Due to the complex nature of our developments a visit to your home may not always be possible.

Should you visit your new home during its construction, we will send you a safety leaflet before your visit and, on the day of your visit undertake a Health and Safety induction / briefing prior to you entering the live site.

## 3. Quality is at the heart of everything we do

We will complete your new home to a high standard in line with building standards and regulations.

At the time you complete the purchase of your new home, it will have been through

a number of inspections to ensure the right quality has been achieved.

## 4. Service during the buying process

We will not influence any purchase decision you make by employing high pressure sales techniques.

## 5. We will be responsive

We will always respond to your questions and requests.

Once you have completed the purchase of your new home, you will be looked after by our New Homes Team, as part of this you will have a dedicated New Homes Manager for your development.

## 6. We will be transparent

We will provide clear and accurate information on the costs of buying your new home, this will include a breakdown of the estimated service charge costs relevant to the tenure of your home.

We will also provide estimates of the future running costs of your home.

## 7. We will tell you about the need for independent advice during your purchase

We will always advise that you: -

- Appoint independent Legal and Financial Advisors to assist with your purchase
- Can ask for an independent pre-completion inspection prior to legal completion taking place.

## 8. We will be inclusive

We are committed to treating all customers fairly and providing a service which is equally accessible to everyone.

## 9. Your money is safe

We have adequate measures in place in order to protect any Deposit, Reservation Fee and other fees you may pay to us. Where you pay a Reservation Fee to us at the point of reservation, we will hold these monies as stakeholder (which means they are held in a separate account and cannot be used by us) until such time as we exchange a Contract for Sale. At the point of exchange the Reservation Fee will then form part of the Deposit.

If, at the point of exchange of a Contract for Sale, there is a New Homes Warranty in place, your Deposit will be held by us as agent and protected under the terms of the relevant Warranty scheme. Where there is not yet a New Homes Warranty in place, the full amount of the Deposit will be held by us as stakeholder in a separate account until such time as the monies are protected under the New Homes Warranty.

## 10. We will comply with the New Homes Quality Board

We will always strive to meet the requirements of the New Homes Quality Board and the New Homes Ombudsman, should we fall short, we will look to put it right.