

## YOU'RE NOT JUST A HOUSE NUMBER

We endeavour to provide a first class service in every respect; this includes the procedures and information you'll need to know at every step of your purchasing journey.







Procedures are in place that will meet every commitment we have made to you



We will make sure that our cancellation policy is made clear to you



Our expert team understands their responsibilities to you, the customer, and will adhere to the charter at all times



A New Home Warranty provision is a 10-year warranty which includes a two-year builder (Avant Homes) warranty from legal completion and a further eight years of structural defects insurance cover. Speak to your Sales Advisor for details on the provider that is relevant to your development. For information please visit [www.avanthomes.co.uk/warranty](http://www.avanthomes.co.uk/warranty)



You'll be provided with the impartial and in-depth information you need to make an informed decision about buying the property



If you have any questions our Sales Team will be on hand 7 days a week to answer them



Your exchange deposit is protected and we'll explain how. We recommend that you appoint a professional legal advisor to carry out the formalities of buying the property and to represent your interests



We will make sure you are aware of any choices and options available to you when you buy



Information about the timing, (our best estimate) of construction, legal completion and handover of the property will be provided. When the completion date is confirmed we will invite you to a pre completion inspection and demonstration of your new home



Health & Safety advice will be provided if you visit the development during construction and also about living in your new home



We are on the New Homes Quality Board's register of Registered Developers



Our after-sales and customer service procedures will be explained to you in detail. If there is any cause for complaint regarding any part of the purchasing process we have procedures in place to deal with them. These include warranties and we will cooperate fully with appropriately qualified professional advisors



We ensure that our contract-of-sale terms and conditions are fair and clearly set out