

# CUSTOMER CHARTER

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We are as proud of your home as you are and we're as proud of the service that goes with it. We never hide behind small print: this charter describes the standards and service you can expect when you select, reserve, buy and move into a home from George Wimpey.

1. Friendly, professional, knowledgeable advice and updates at every stage with helpful, open communication and clear, truthful marketing and advertising.
2. Confirmation of the specification and layout of your home and details of all necessary pre-contractual information given to you so that you can make an informed purchasing decision about the home you are buying.
3. Clear descriptions of the sales process together with simple details about cancelling a reservation should you no longer wish to buy.
4. Health and safety guidance and equipment if you visit the construction area of a development.
5. Site manager meeting within 10 days of reservation to meet the person in charge of building your new home.
6. Clear and fair contract of sale terms and conditions.
7. A familiarisation visit of your home with your Site Manager and Sales Executive before you move-in giving you a room-by-room tour of your home and a demonstration of the appliances and fittings.
8. An 'At Home' information file with manufacturers' guarantees, registration details and information about our continuing customer service.
9. Courtesy visits within the first week and then again one month after you move in to make sure you have settled in and to resolve any issues.
10. Initial 2-year George Wimpey Warranty to cover everything supplied as part of your home from defects through workmanship or materials. Your new home is also covered by the industry regulated 10-year NHBC Buildmark cover.
11. 24-hour, 7-day-a-week emergency support from our Customer Assistance Line, with defined response times and a comprehensive customer care package.
12. Clear policies for minimising adverse construction impacts on surrounding communities and the natural environment.

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This charter outlines what you can expect from us at each stage of the housebuying process. We are committed to delivering quality products and services in a timely, friendly and professional manner and we believe in:

- Communicating openly
- Clear and truthful marketing and advertising
- Listening to and considering our customer's needs
- An ongoing commitment to improving our customer service

## **First contact**

Information about our developments is available online, over the phone or by visiting one of our showhomes. Copies of our Charter are available from our sales information centres and on our website.

## **Visiting a George Wimpey development**

We train our sales executives to provide a high level of customer service. If you visit the construction area of a development, we'll take you through the safety rules. During your visit, you'll be accompanied by members of our site or sales team, all of whom are trained in our health and safety regulations. We'll supply you with site safety clothing for your visit.

## **On reservation**

Once you have reserved your new home, we'll confirm all the detailed information with you including the specification for your home and the layout of the development. You will receive your 'At Hand' file on reservation. This file is an easy reference pack, which will help you through the sales process.

We will explain how to go about cancelling your reservation and what would happen to your protected deposit payment or any other agreed pre-payments. We will also seek to ensure that your interests and the legal formalities of buying a property from us are represented by a professional legal adviser and that our contract of sale terms are clear and fair.

## **Meeting the team**

Within ten days of making your reservation, we'll arrange for you to meet the site manager in charge of building your new home. Your sales executive will also be in touch regularly to give you updates on the progress of your new home and the date of legal completion.

## **Getting to know your new home**

Before you move in, we will invite you to a familiarisation visit of your new home. Your site manager and sales executive will give you a room-by-room tour to ensure you are happy with operating the systems and appliances in your new home.

## **At Home**

We will give you your 'At Home' file around the same time as you move-in. This file will contain all the information you need about your new home including details of our two-year 24-hour customer assistance line along with manufacturers guarantees and registration details.

## **Courtesy visits**

A member of our on-site team will visit you within a week of when you move in and then again one month after you have moved in, to ensure you are happy and settled in.

### **Our warranty**

We provide a 'George Wimpey Warranty' on all the homes we build. This lasts for two years from the date of legal completion and covers defects caused by faulty workmanship or materials on items supplied as part of your new home. Our warranty is over and above the industry regulated ten-year NHBC Buildmark cover, available on every new home. More information about the NHBC cover, is at [www.nhbc.co.uk](http://www.nhbc.co.uk).

### **Your feedback**

We continually aim to improve our customer service and we solicit feedback from all our customers. Our satisfaction survey is sent out to all our customers approximately two months after they have moved in. All the surveys are returned to the Managing Director of the regional office responsible for building your new home, who will reply to any comments that require a response.

### **Customer care targets**

We make our customer services targets clear and unambiguous so that our employees know what is required of them and our customers know what to expect.

### **Emergency Assistance Hotline**

We provide a 24/7 customer assistance line for emergency situations. In an emergency, we'll endeavour to respond within two hours. For all non-emergencies we'll respond as soon as possible, normally within two working days.

### **Environmental responsibilities**

We aim to minimise adverse impacts on the natural environment while taking steps to protect and enhance it for future generations. To find out more, our Corporate Social Responsibilities policies are available online at [www.georgewimpeyplc.co.uk/csr](http://www.georgewimpeyplc.co.uk/csr).

### **Complaints**

Teething problems may occur in a new home and we believe it is important to remedy them promptly. Any problems that occur should be handled by the site team responsible for your new home.

If the site team are unable to sort out any problems you may experience, you should contact your local regional office customer care department. If you still experience problems, you should contact the Managing Director of the regional office responsible for building your home. A senior member of the management team will respond to you within two working days. Our regional office contact details are available under 'About Us' at [www.georgewimpey.co.uk](http://www.georgewimpey.co.uk).

Should you remain unsatisfied, you should contact the Sales and Marketing Director at our head office and a member of the senior management team will respond to you within two working days. If a dispute arises, we will co-operate with any appropriately qualified professional advisers you appoint. Details of who to contact at our head office are available under 'About Us' at [www.georgewimpey.co.uk](http://www.georgewimpey.co.uk) or email [customerservices@georgewimpey.co.uk](mailto:customerservices@georgewimpey.co.uk).