

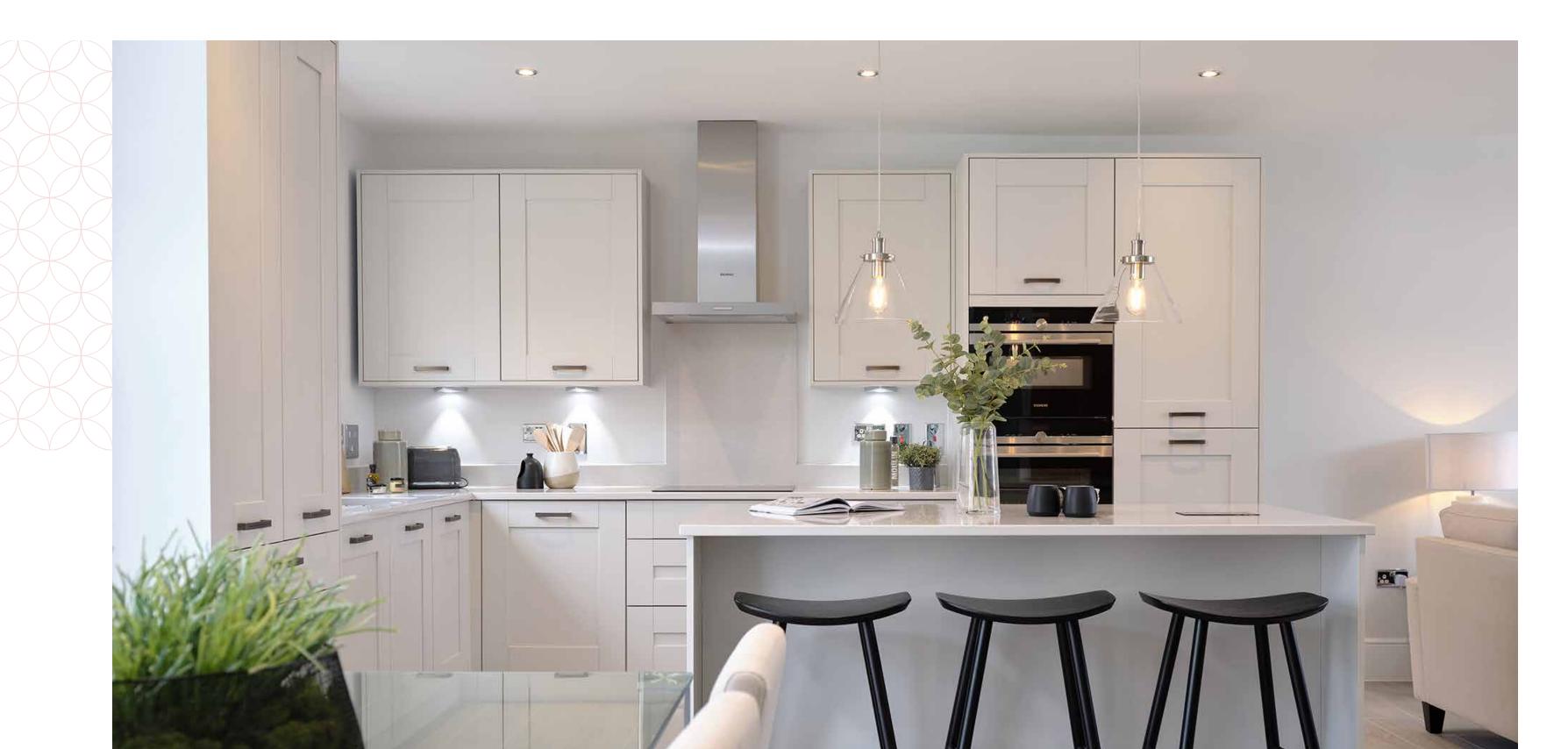




AN INSPIRED **NEW HOME**

Explore what makes this Heritage collection so unique

We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this Heritage collection offers the best of both worlds.



WHAT MAKES THIS COLLECTION SO UNIQUE?

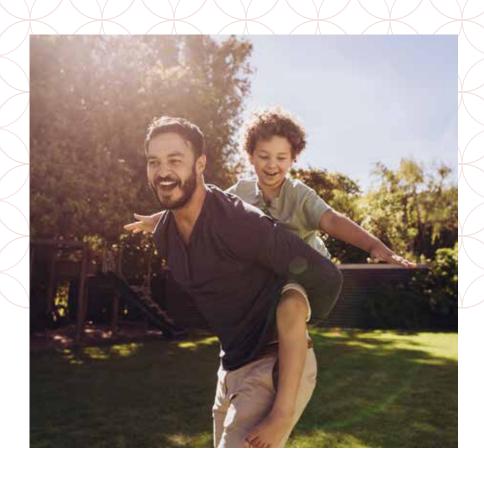
Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves features add grandeur and

Every inch of our homes has been carefully considered, from features such as traditional porches supported by timber posts with gallows brackets to brick plinths that run the whole way round the property. These winning collection so enviable. and provide an anchoring effect.







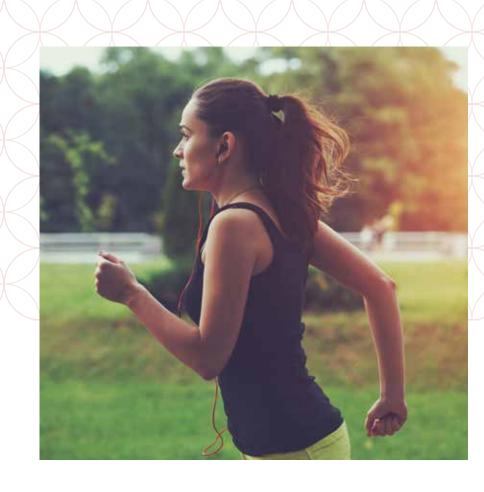


ENJOY THE AREA

While the Nook's edge-of-village setting may offer tranquil, close-knit living, you won't have to travel far to access a range of amenities. Within a 20 minute drive of home you'll find Tesco, Sainsbury's and Aldi supermarkets, with three convenience stores, including a village store on your doorstep, a Tesco Express and M&S Simply Food, all within easy reach. For more comprehensive high street shopping, thriving Derby and Burton-on-Trent are both just over 7 miles away, with each offering a bustling shopping centre with a wide range of household name stores, and Derby's Kingsway Retail Park well worth a visit too.

The choice of pubs, cafés and restaurants is similarly eclectic, from delicious Indian fare at Willington's Lotus Indian Kitchen and Egginton's Anoki to mouth-watering steaks at Burton's Miller & Carter or the sumptuous fine dining on offer at the Hoar Cross Hall Spa Hotel, at its choice of elegant restaurants. Or if a cosy lunch or evening meal at a pub is what you're looking for, the real ales and wood-fired pizzas at The Bull's Head in Repton, or the diverse array of global bites on offer at The Swan at Walton, will make an excellent alternative.





ENJOY AN ACTIVE LIFESTYLE

For those seeking fun, recreation and fitness, the local area is replete with options, with Etwall Leisure Centre just a 10 minute walk from home and offering a gym, swimming pool, exercise studio and more. Similar facilities are available at Derby's Nuffield and David Lloyd health clubs. Golfers can enjoy a round at Mickleover and Branston Golf & Country clubs, while sports fans will have much to enjoy, from nearby Etwall Cricket Club to the Barleyfields and Hargate equestrian centres and the famous Derby County and Burton Albion football clubs.

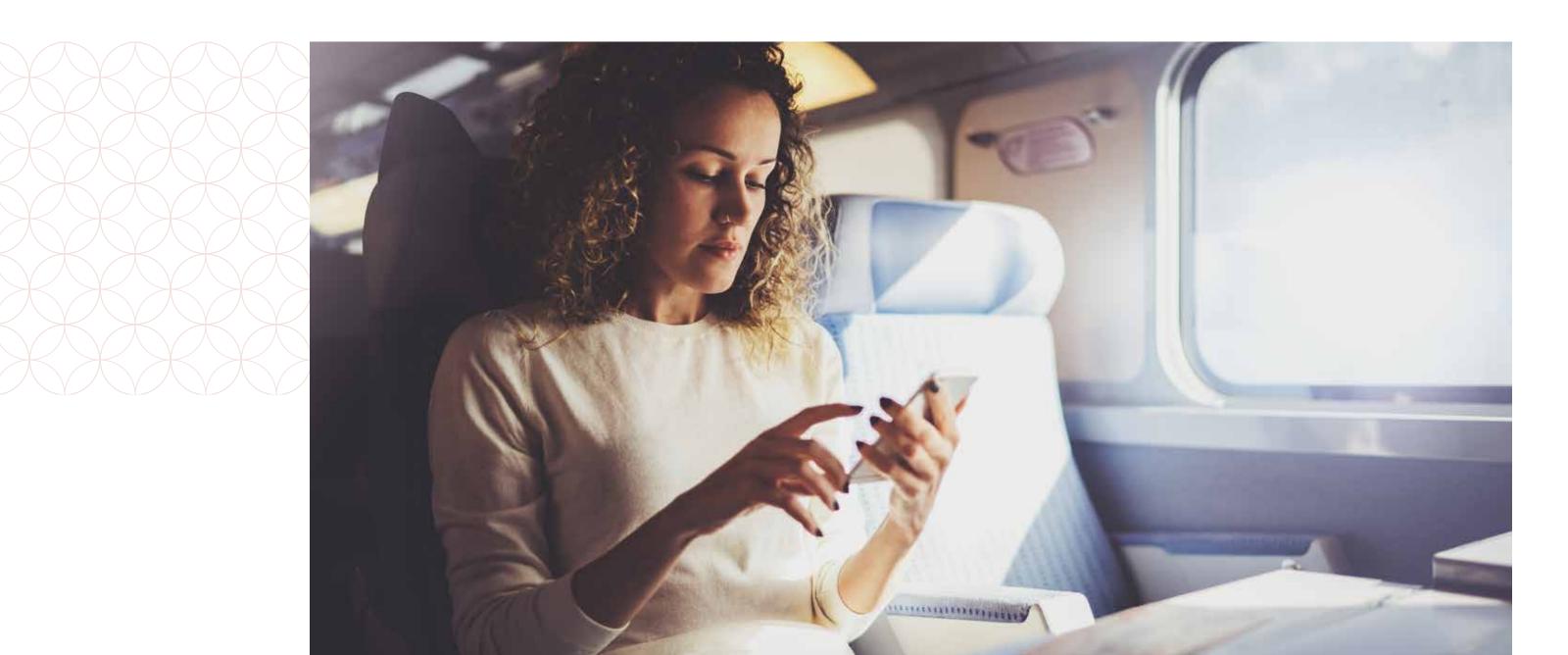
Film fans can catch all the latest blockbusters at Derby's Showcase and Burton's Cineworld cinemas, while Derby Theatre offers a varied programme of music, shows, comedy and entertainment. For family days out, the Derby Museum & Art Gallery and Museum of Making offer a fascinating insight into the city's past, from archaeology and ceramics to manufacturing and natural history. For anyone who enjoys history generally, Medieval Tutbury Castle, stately Calke Abbey and the magnificent Derby Cathedral are also well worth a visit. Youngsters, meanwhile, can enjoy indoor and outdoor activities alike at the National Forest Adventure Farm, or theme parks Alton Towers and Drayton Manor.

OPPORTUNITIES FOR LEARNING

Those with children will be pleased to find a good selection of schools catering for youngsters at different stages. Little Jack Horner's Day Nursery is a two minute drive, while Etwall Primary School, rated 'Good' by Ofsted, is a six minute walk.

For older students, John Port Spencer Academy is 15 minutes away on foot or one minute in the car, and caters for youngsters from 11 to 18.

The independent Repton School is also very highly regarded and offers day and boarding places for 13 to 18 year olds.





GETTING AROUND

For those travelling by road or rail, transport connections are excellent. Junction 24 of the M1 motorway is less than 20 minutes away for travel to Sheffield (1 hour and 12 minutes), Leeds (1 hour and 29 minutes), Leicester (43 minutes) and London (2 hours and 41 minutes), while the A50 and A453 trunk roads connect to Nottingham (37 minutes).

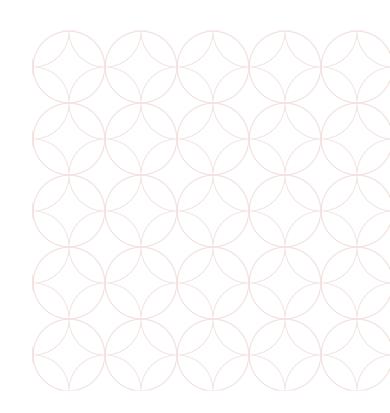
Those looking to travel by train can reach Derby railway station in around 18 minutes, for services to London St Pancras (1 hour and 29 minutes), Sheffield (31 minutes) and Nottingham (24 minutes).

For international travel, East Midlands Airport is just 24 minutes away and Birmingham Airport 44 minutes, with both offering flights around the globe.

WE PUT MORE IN

At Redrow we work hard to contribute to the existing facilities and create new ones, to dovetail our development into the local community. Below are some of the community benefits installed at **The Nook.**

- → Contribution to Primary, Secondary & Post 16 education
- → Contribution to healthcare
- → Contribution to sports facilities
- → Contribution to affordable housing in the area (none on site)







SO YOU GET MORE OUT

- → Public open space
- → Footpaths
- → Local Equipped Area of Play
- → Large gardens

EXPLORE THE NOOK



KEY



LEAMINGTON LIFESTYLE 3 BEDROOM DETACHED HOME



CAMBRIDGE 4 BEDROOM DETACHED HOME







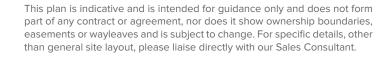


HIGHGROVE 5 BEDROOM DETACHED HOME

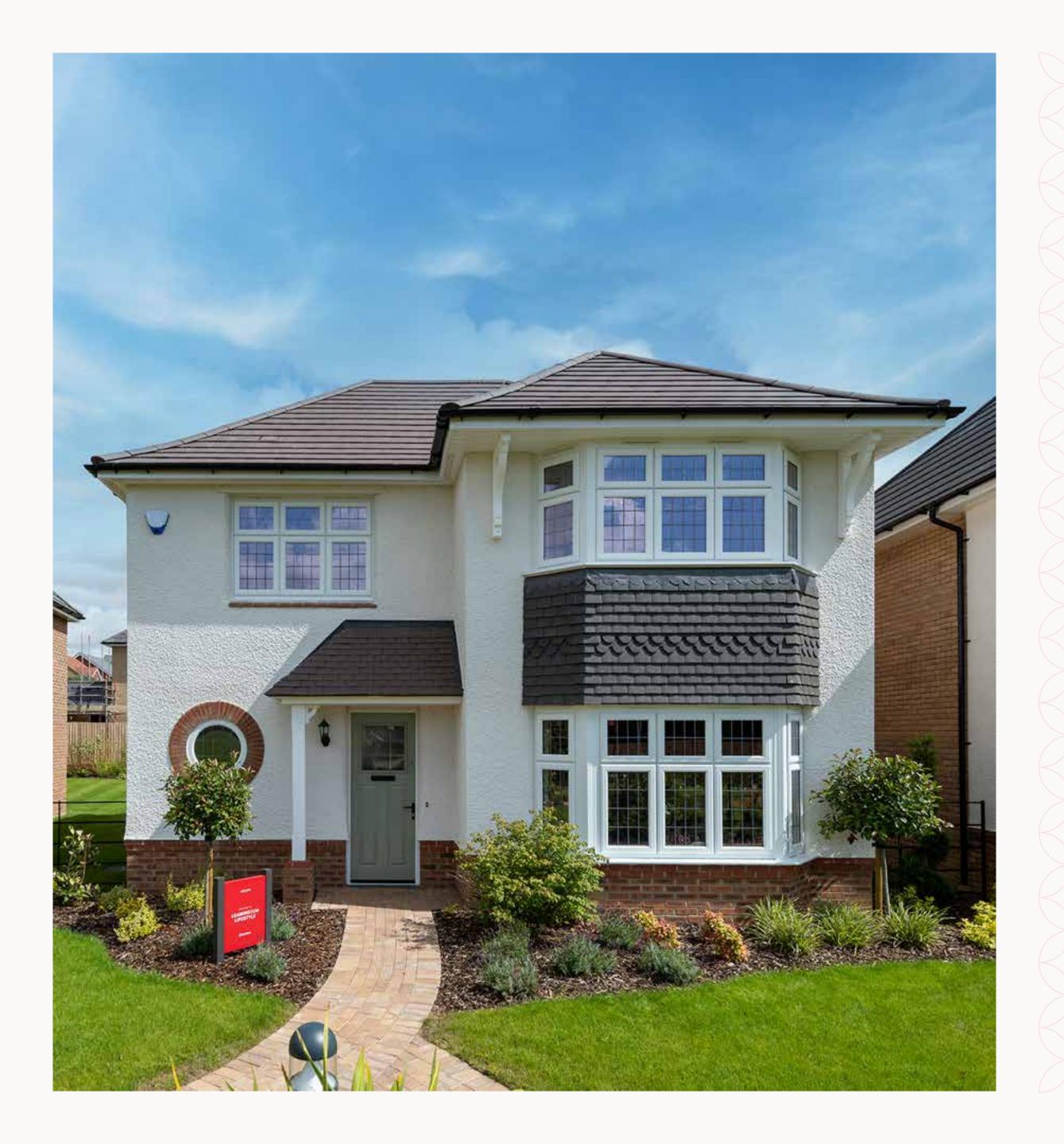
S/S - Sub Station

BCP - Bin Collection Point







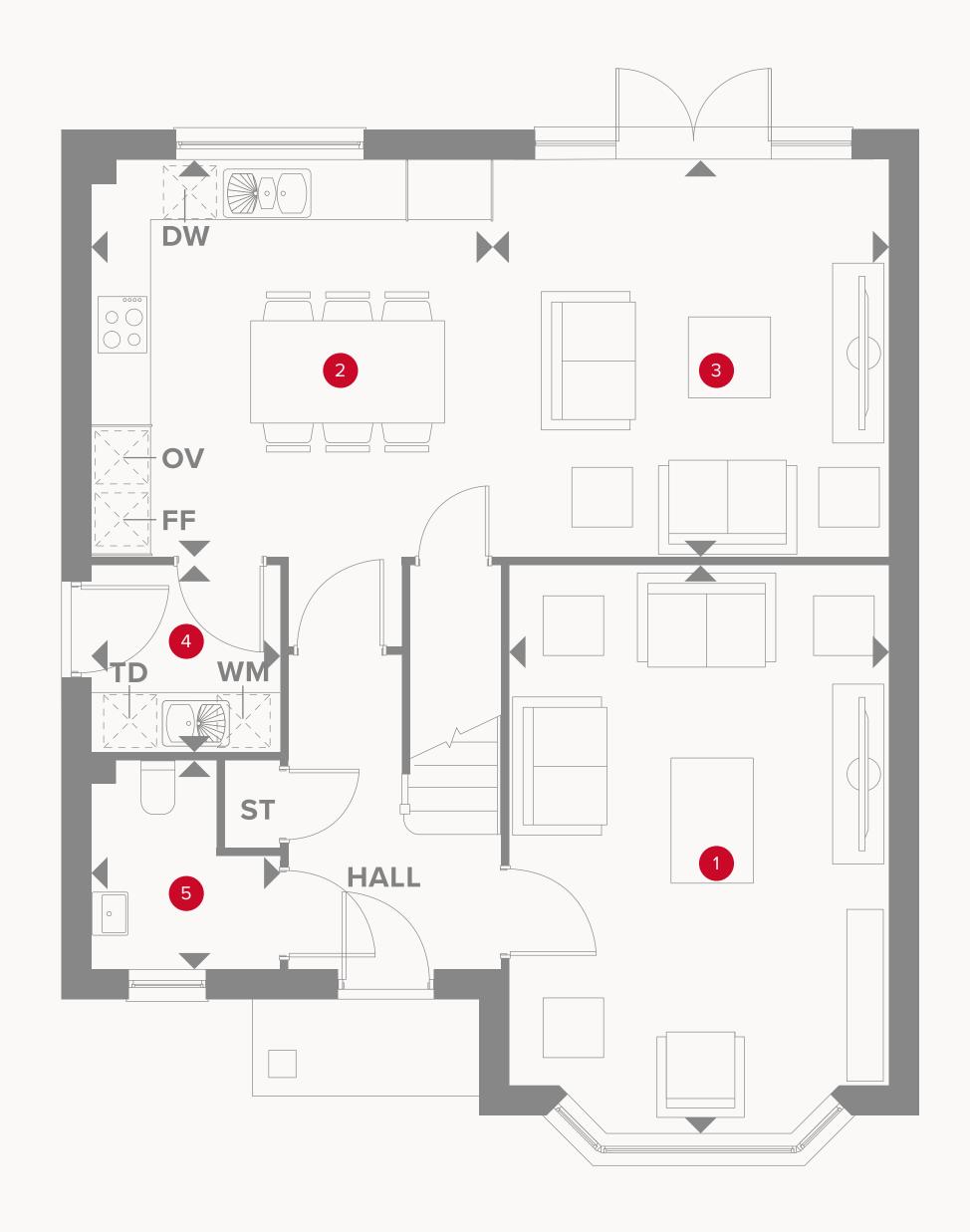




LEAMINGTON LIFESTYLE

THREE BEDROOM DETACHED HOME





THE LEAMINGTON LIFESTYLE GROUND FLOOR

1 Lounge 17'9" x 11'11" 5.42 x 3.63 m

2 Kitchen/Dining 12'8" x 12'6" 3.87 x 3.82 m

3 Family 12'6" x 12'6" 3.82 x 3.81 m

4 Utility 5'11" \ 1.81 \times 1.80 m

5 Cloaks 6'6" x 5'11" 1.99 x 1.80 m





KEY

₩ Hob

OV Oven

FF Fridge/freezer

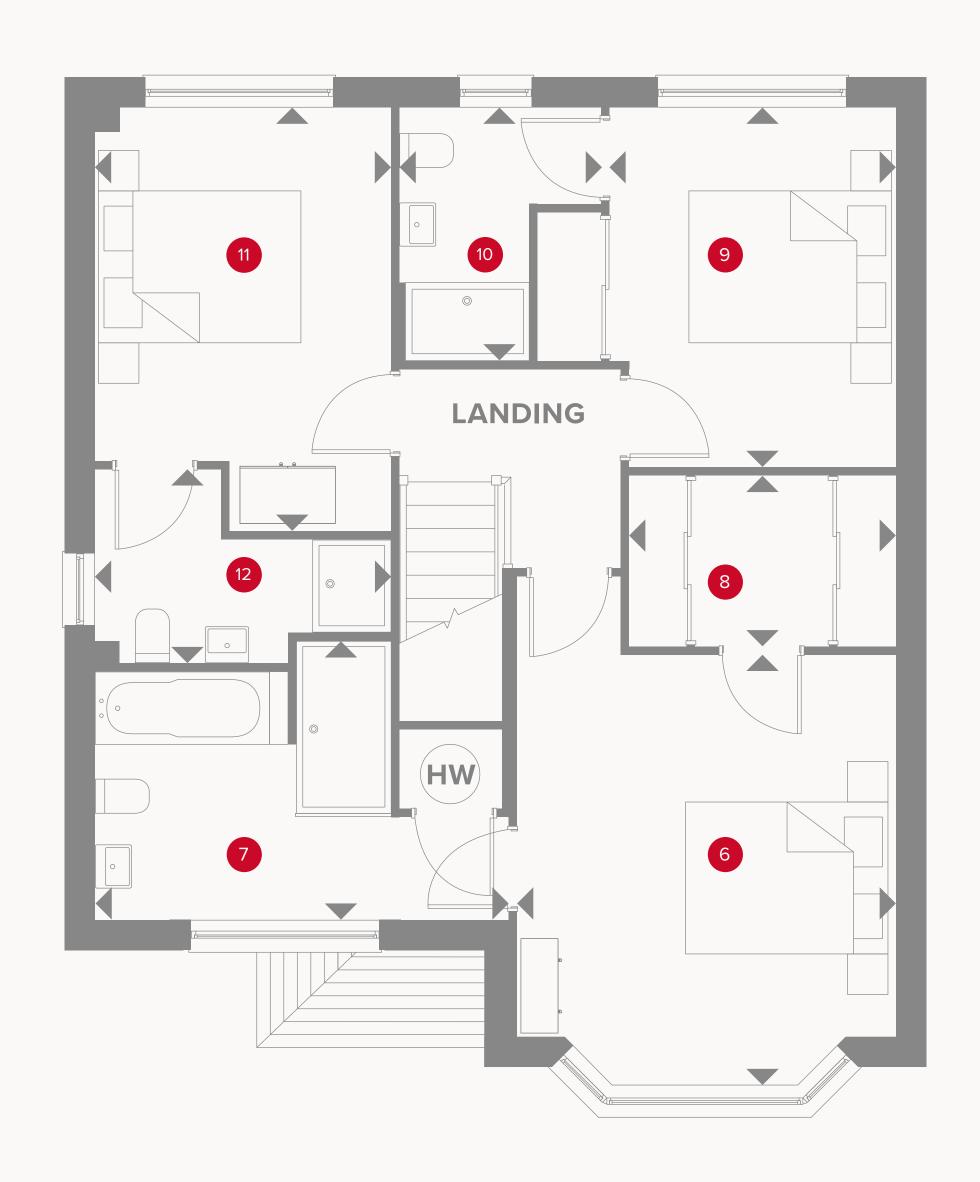
TD Tumble dryer space

■ Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dish washer space



THE LEAMINGTON LIFESTYLE FIRST FLOOR

6 Bedroom 1	13'6" × 11'11"	4.12 x 3.63 m
7 En-suite 1	9'2" x 7'9"	2.79 x 2.37 m
8 Wardrobe	8'4" x 5'5"	2.54 x 1.65 m
9 Bedroom 2	11'3" × 11'2"	3.44 x 3.41 m
10 En-suite 2	7'11" x 6'2"	2.41 x 1.93 m
11 Bedroom 3	13'5" x 9'3"	4.08 x 2.83 m
En-suite 3	9'3" × 6'0"	2.83 x 1.83 m







Customers should note this illustration is an example of the Leamington Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suites during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start

HW Hot water cylinder





CAMBRIDGE

FOUR BEDROOM DETACHED HOME



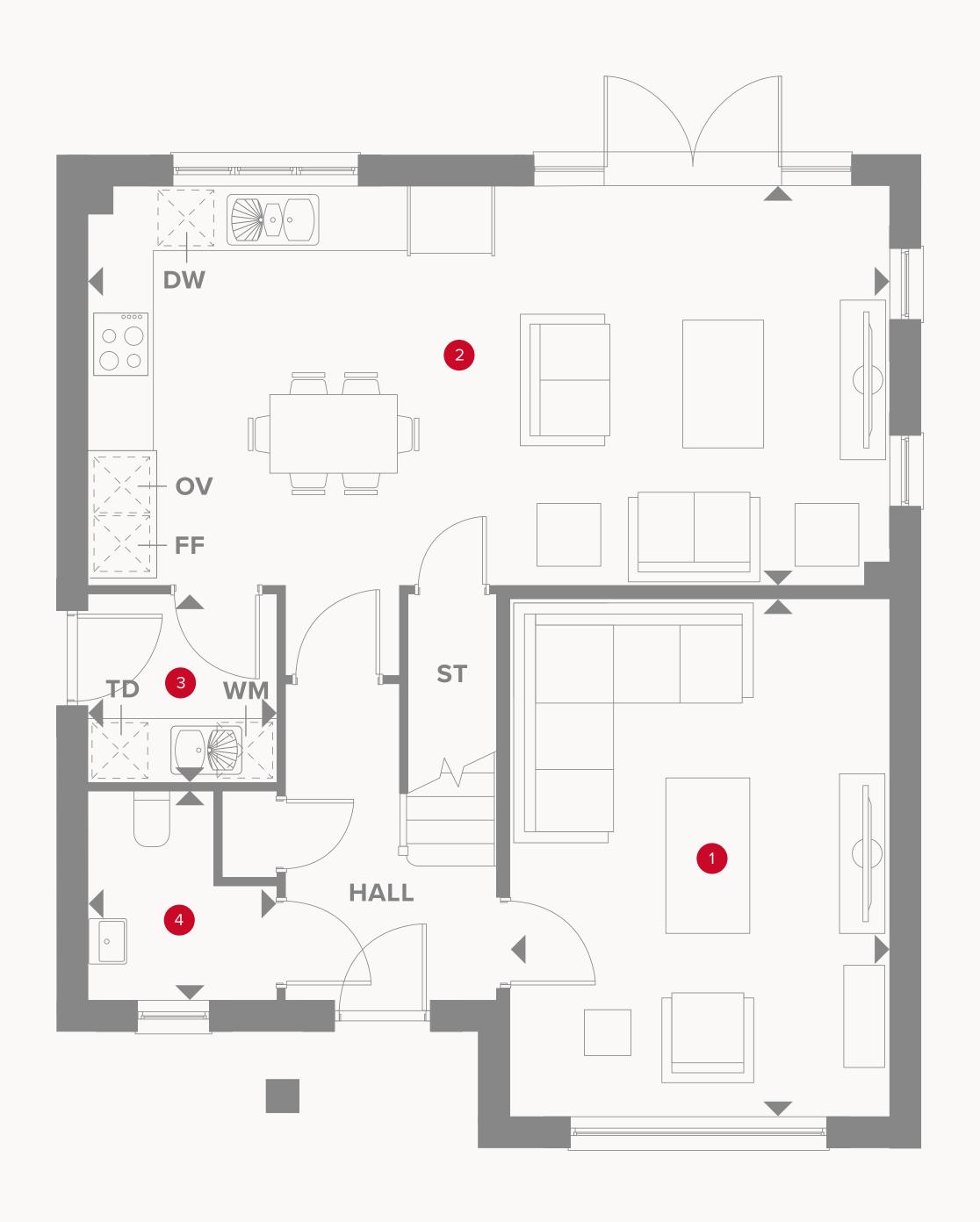




CAMBRIDGE

FOUR BEDROOM DETACHED HOME





THE CAMBRIDGE GROUND FLOOR

1 Lounge

16'3" x 12'0"

4.99 x 3.68 m

2 Kitchen/Dining/Family

25'3" x 12'7"

7.73 x 3.87 m

3 Utility

6'0" x 5'9"

1.83 x 1.80 m

4 Cloaks

6'6" × 5'9"

2.02 x 1.80 m





KEY

₩ Hob

OV Oven

FF Fridge/freezer

TD Tumble dryer space

■ Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dish washer space



THE CAMBRIDGE FIRST FLOOR

6	En-suite	8'5"	× 4'3"	2.59	x 1.33	n

7 Bedroom 2 13'8" x 9'3" 4.21 x 2.86 m

8 Bedroom 3 11'7" x 8'5" 3.57 x 2.59 m

9 Bedroom 4 11'7" x 8'9"

10 Bathroom 8'2" x 7'2" 2.52 x 2.21 m







Customers should note this illustration is an example of the Cambridge house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suites during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start **HW** Hot water cylinder

3.57 x 2.73 m





HARROGATE

FOUR BEDROOM DETACHED HOME



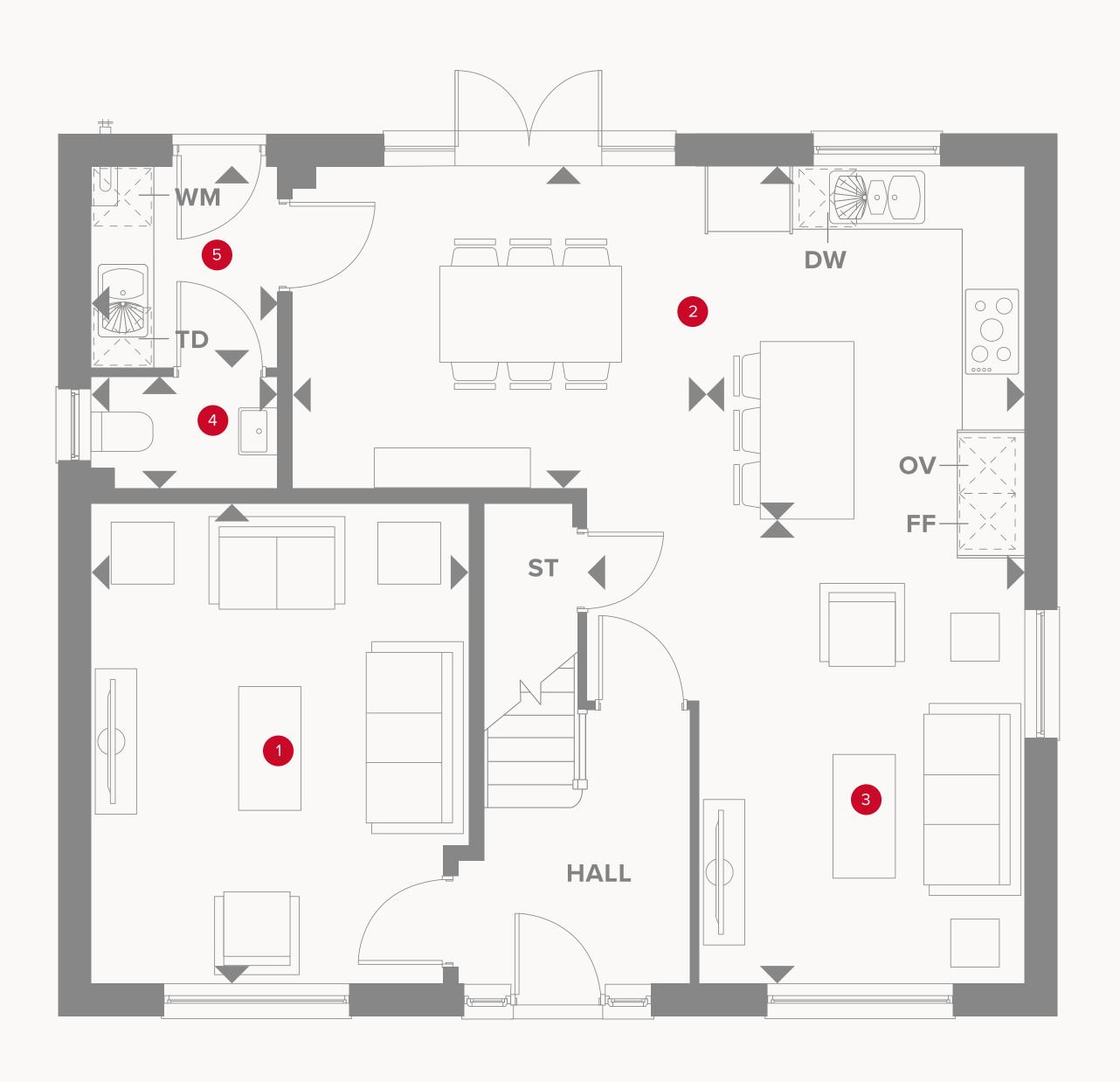




HARROGATE

FOUR BEDROOM DETACHED HOME





THE HARROGATE GROUND FLOOR

1 Lounge 15'3" x 12'1" 4.68 x 3.70 m

2 Kitchen/Dining 23'4" x 10'7" 7.14 x 3.28 m

3 Family 15'6" x 10'4" 4.77 x 3.18 m

4 Cloaks 6'0" x 3'7" 1.85 x 1.13 m

6'5" x 6'0" 1.99 x 1.85 m





KEY

₩ Hob

OV Oven

FF Fridge/freezer

5 Utility

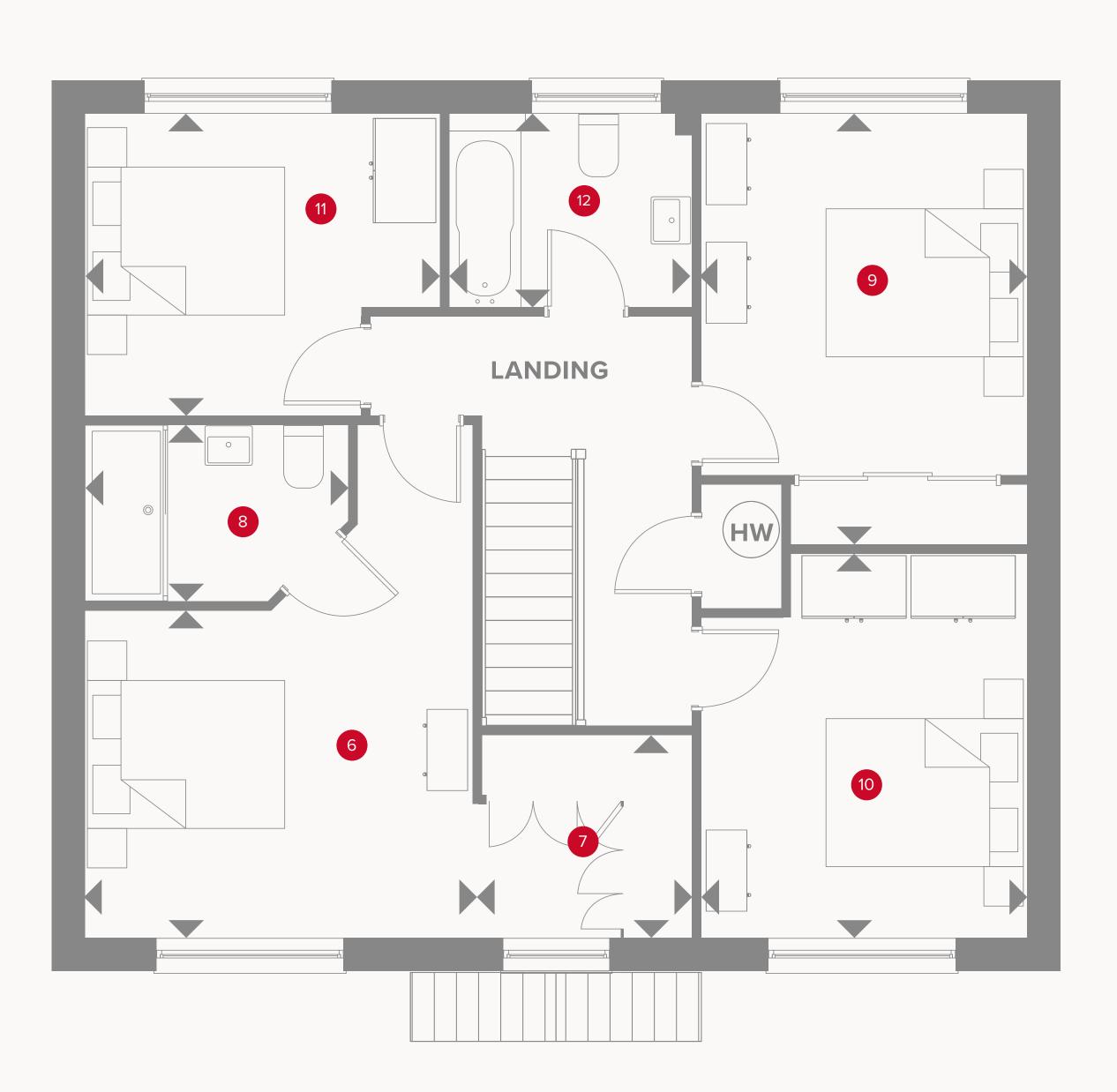
TD Tumble dryer space

Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dish washer space



THE HARROGATE FIRST FLOOR

6 Bedroom 1	12'3" x 10'4"	3.75 x 3.19 m
7 Wardrobe	6'8" x 6'5"	2.09 x 1.99 m
8 En-suite	8'4" x 5'6"	2.57 x 1.71 m
9 Bedroom 2	13'6" x 10'3"	4.17 x 3.16 m
10 Bedroom 3	12'2" × 10'3"	3.73 x 3.14 m
11 Bedroom 4	11'2" x 9'6"	3.44 x 2.93 m

7'7" × 6'2"







12 Bathroom

Customers should note this illustration is an example of the Harrogate house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suites during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start

HW Hot water cylinder

2.35 x 1.89 m

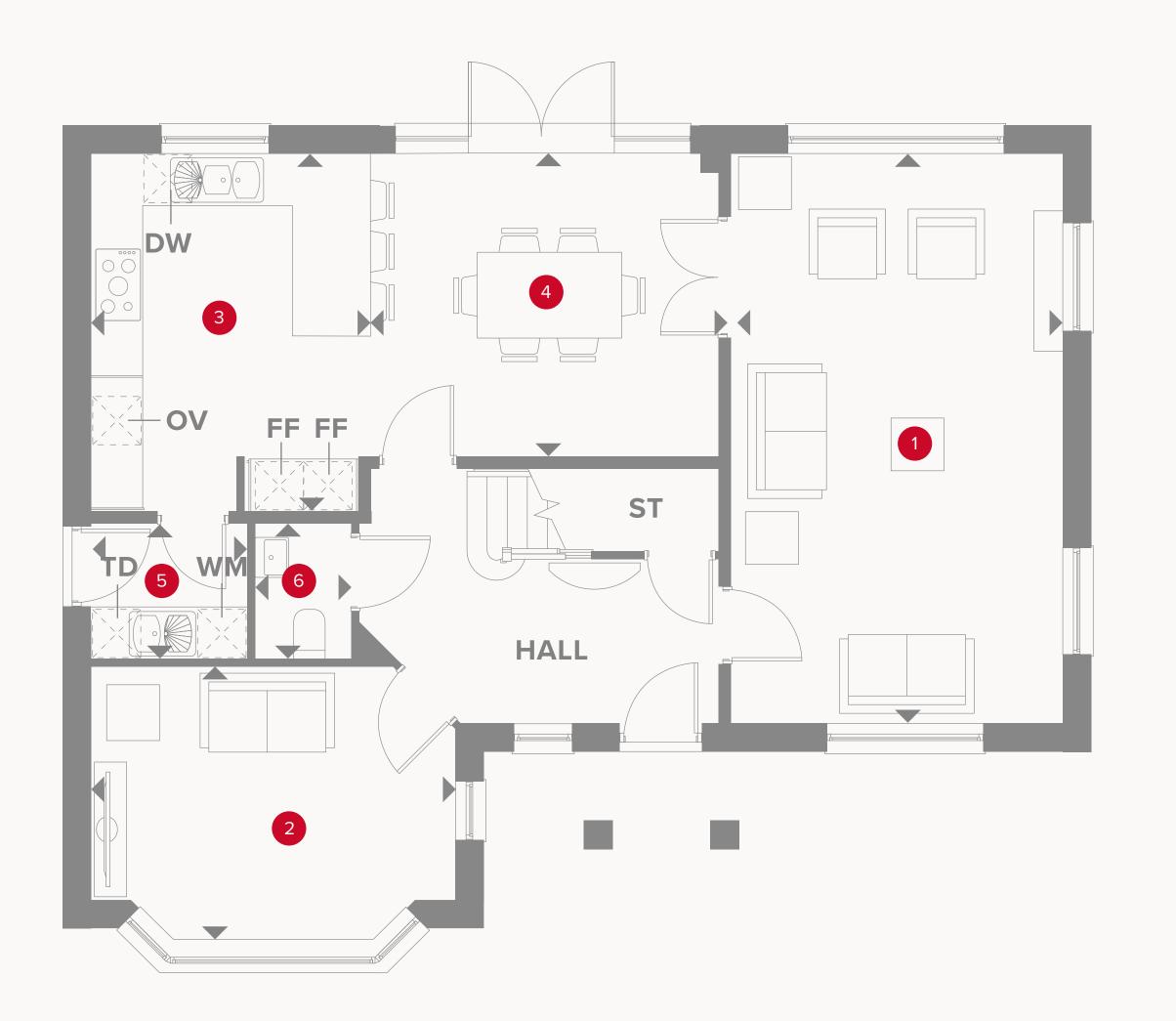




BALMORAL

FOUR BEDROOM DETACHED HOME





THE BALMORAL GROUND FLOOR

1	Lounge		21'6" x 12'6"	6.56 x 3.81 m
	/ / \ ~/ / \			

2 Family room 13'9" x 10'4" 4.19 x 3.16 m

3 Kitchen 13'6" x 10'5" 4.11 x 3.18 m

4 Dining 13'3" x 11'5" 4.03 x 3.48 m

5 Utility 5'11" x 5'1" 1.80 x 1.54 m

6 Cloaks 5'4" x 5'1" 1.63 x 1.54 m





KEY

₩ Hob

OV Oven

FF Fridge/freezer

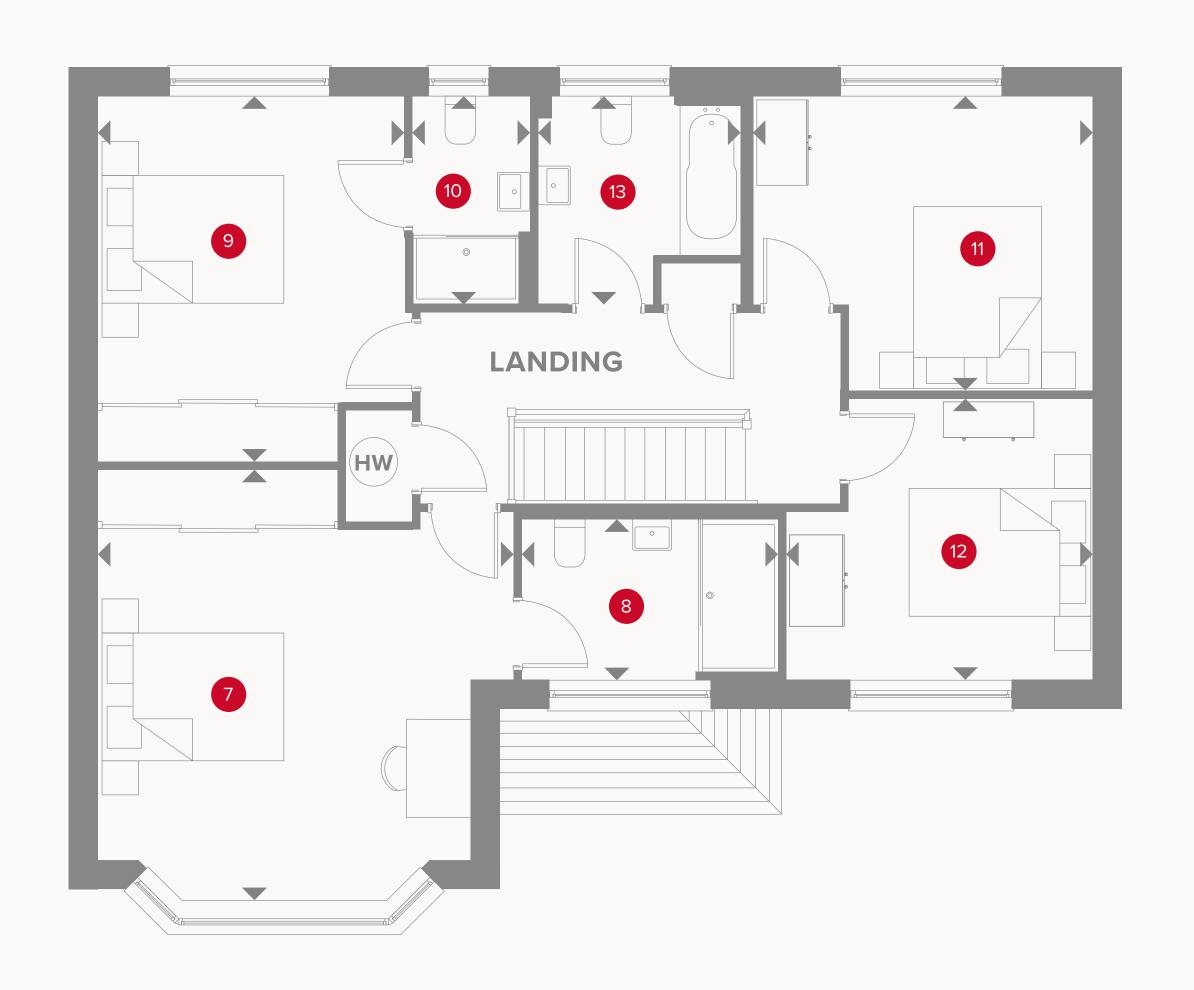
TD Tumble dryer space

Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dish washer space



THE BALMORAL FIRST FLOOR

7	Bedroom 1	15'11" × 15'4"	4.86 x 4.67 m
8	En-suite 1	9'5" x 5'11"	2.88 x 1.81 m
9	Bedroom 2	13'5" x 11'4"	4.10 x 3.45 m
10	En-suite 2	7'8" × 4'4"	2.33 x 1.31 m
11	Bedroom 3	12'6" x 10'4"	3.81 x 3.15 m
12	Bedroom 4	11'3" x 10'11"	3.44 x 3.32 m
13	Bathroom	7'8" × 7'5"	2.33 x 2.27 m







Customers should note this illustration is an example of the Balmoral house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suites during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start **HW** Hot water cylinder

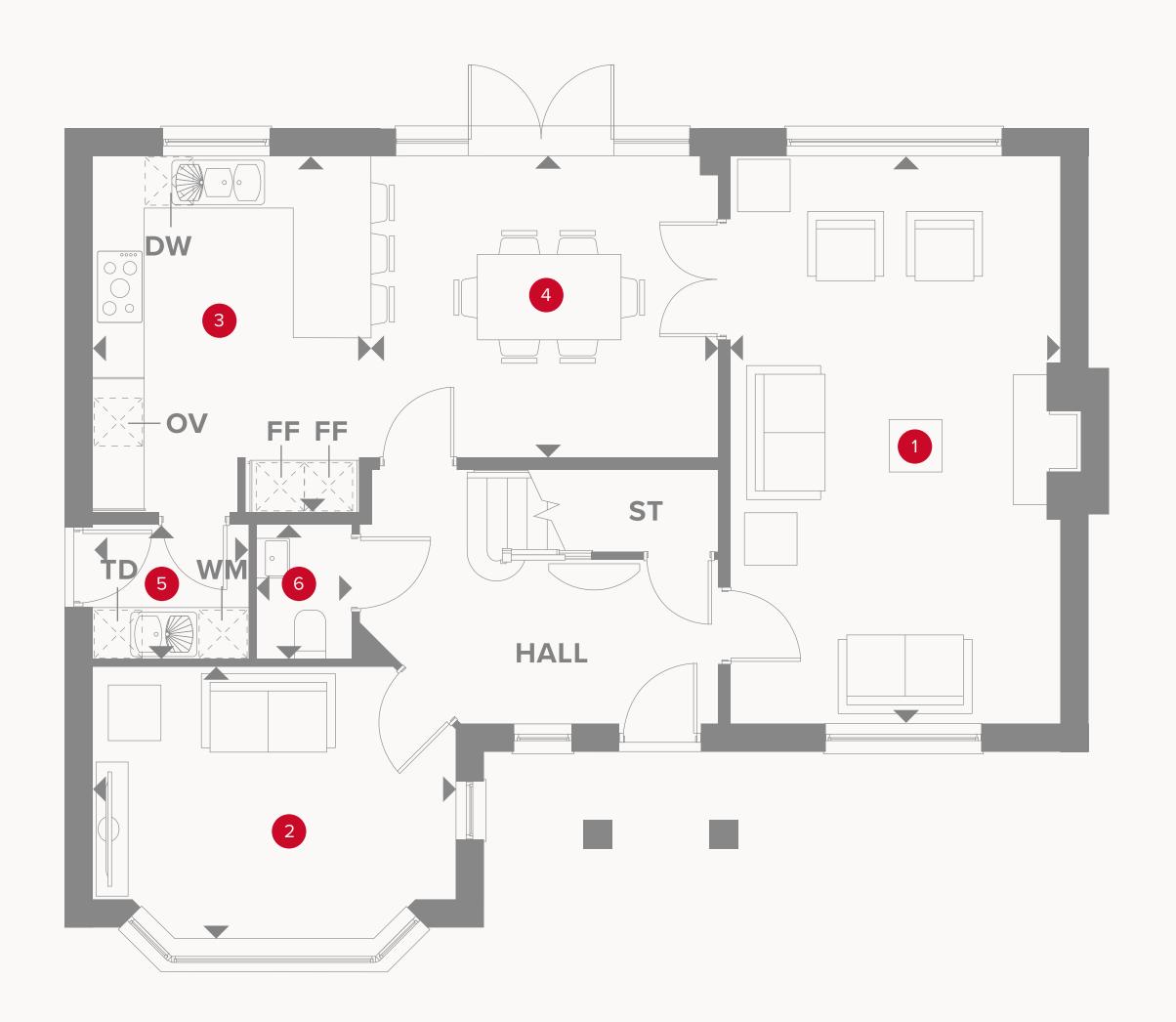




BALMORAL GABLE

FOUR BEDROOM DETACHED HOME





THE BALMORAL GABLE GROUND FLOOR

	1	Lounge			21'6" × 12'6"		6.56 x 3.81	n
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2 Family room 13'9" x 10'4" 4.19 x 3.16 m

3 Kitchen 13'6" x 10'5" 4.11 x 3.18 m

4 Dining 13'3" x 11'5" 4.03 x 3.48 m

5 Utility 5'11" x 5'1" 1.80 x 1.54 m

6 Cloaks 5'4" x 5'1" 1.63 x 1.54 m

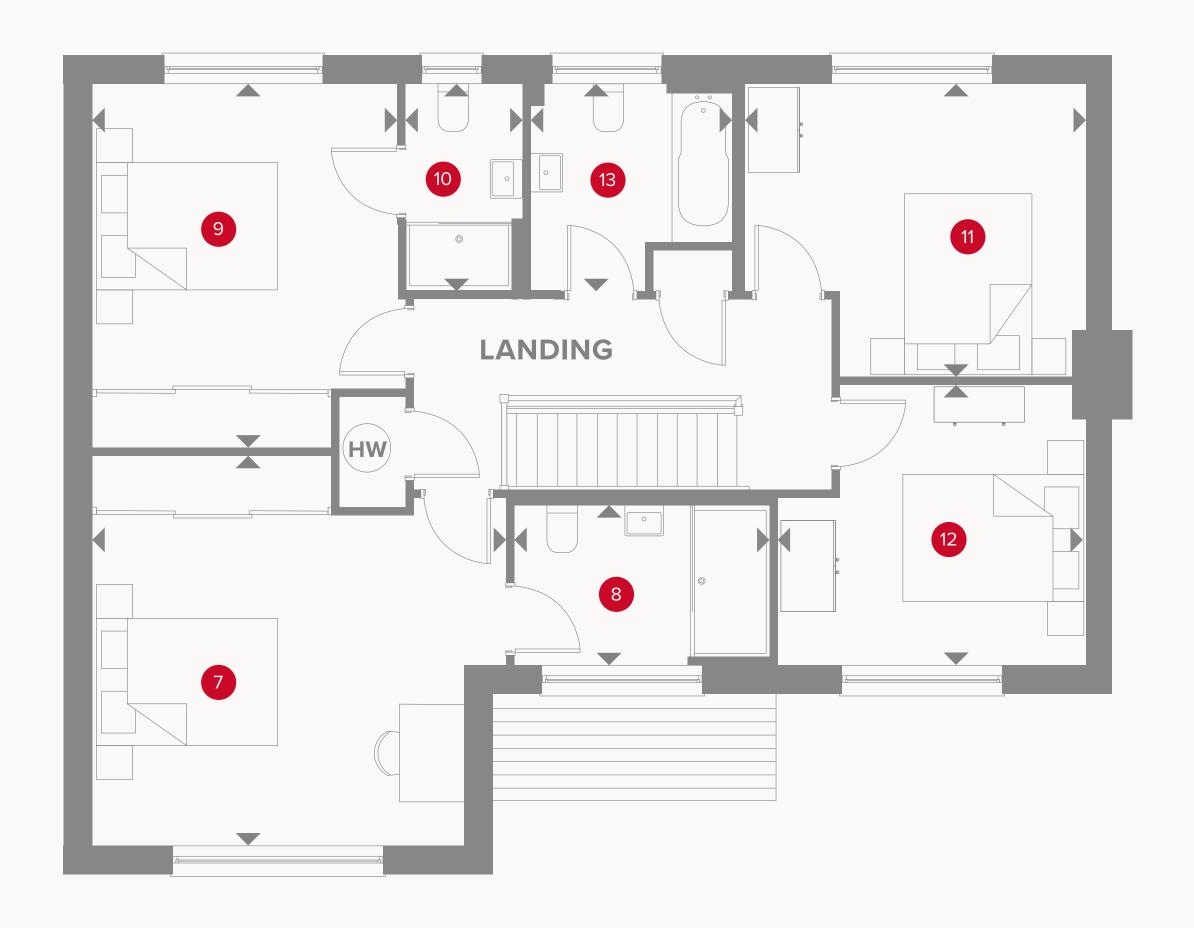




KEY

- ₩ Hob
- **OV** Oven
- **FF** Fridge/freezer
- TD Tumble dryer space

- Dimensions start
- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space



THE BALMORAL GABLE FIRST FLOOR

7 Bedroom 1	15'11" x 15'4"	4.86 x 4.67 m
8 En-suite 1	9'5" x 5'11"	2.88 x 1.81 m
9 Bedroom 2	13'5" x 11'4"	4.10 x 3.45 m
10 En-suite 2	7'8" × 4'4"	2.33 x 1.31 m
11 Bedroom 3	12'6" × 10'4"	3.81 x 3.15 m
12 Bedroom 4	11'3" x 10'11"	3.44 x 3.32 m
13 Bathroom	7'8" × 7'5"	2.33 x 2.27 m







Customers should note this illustration is an example of the Balmoral Gable house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start

HW Hot water cylinder

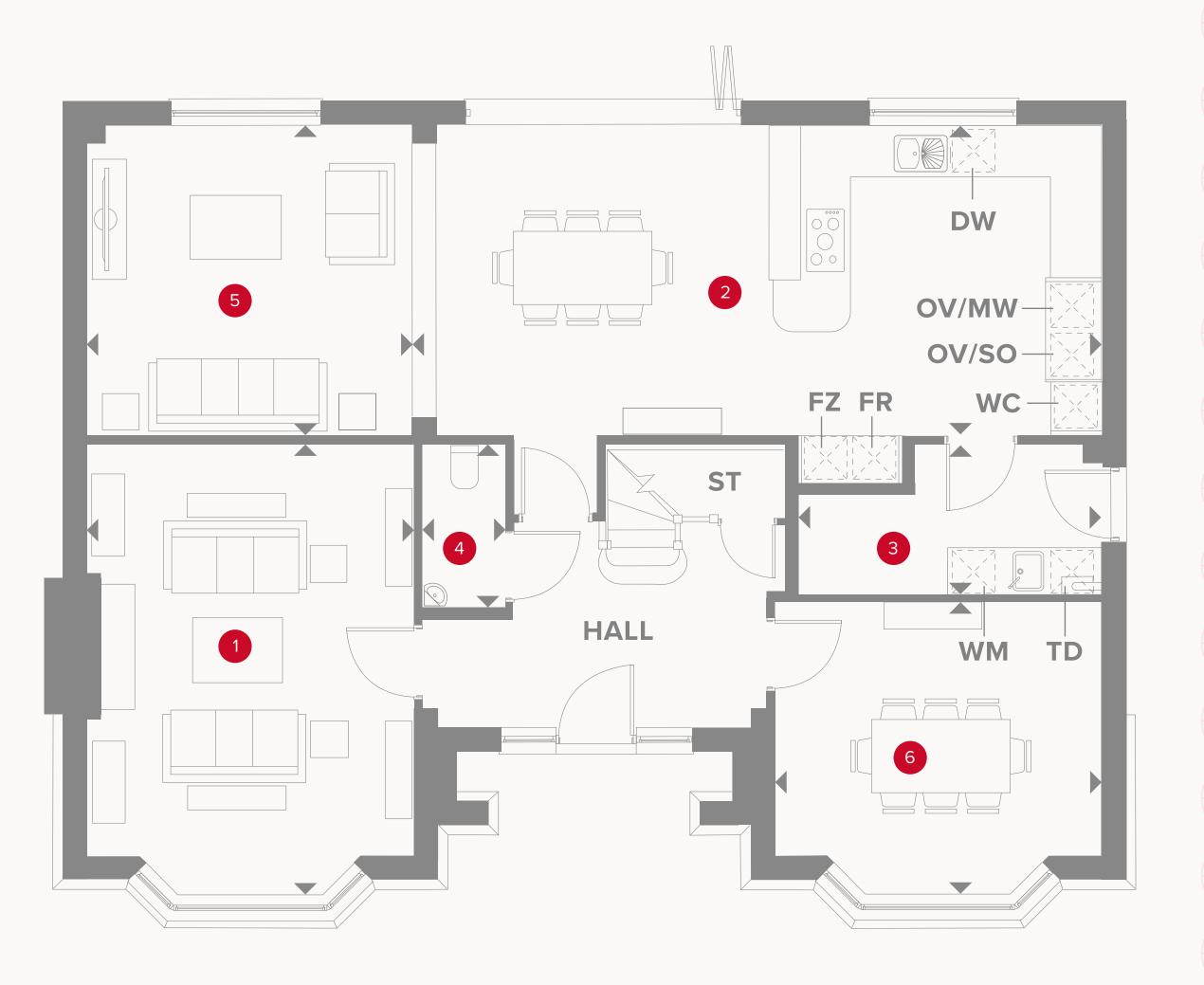




BLENHEIM

FIVE BEDROOM DETACHED HOME





THE BLENHEIM GROUND FLOOR

1 Lounge	17'11" x 13'0"	5.47 x 3.97 m
2 Kitchen/Breakfast	27'8" x 12'4"	8.44 x 3.76 m
3 Utility/Boot Room	12'2" x 6'0"	3.70 x 1.83 m
4 Cloaks	6'6" x 3'3"	1.98 x 1.00 m
5 Family	13'0" x 12'4"	3.97 x 3.76 m
6 Dining/Study	13'0" x 11'8"	3.97 x 3.56 m





KEY

Hob

OV Oven

MW Microwave

SO Steam oven

WC Wine cooler

FF Fridge/freezer

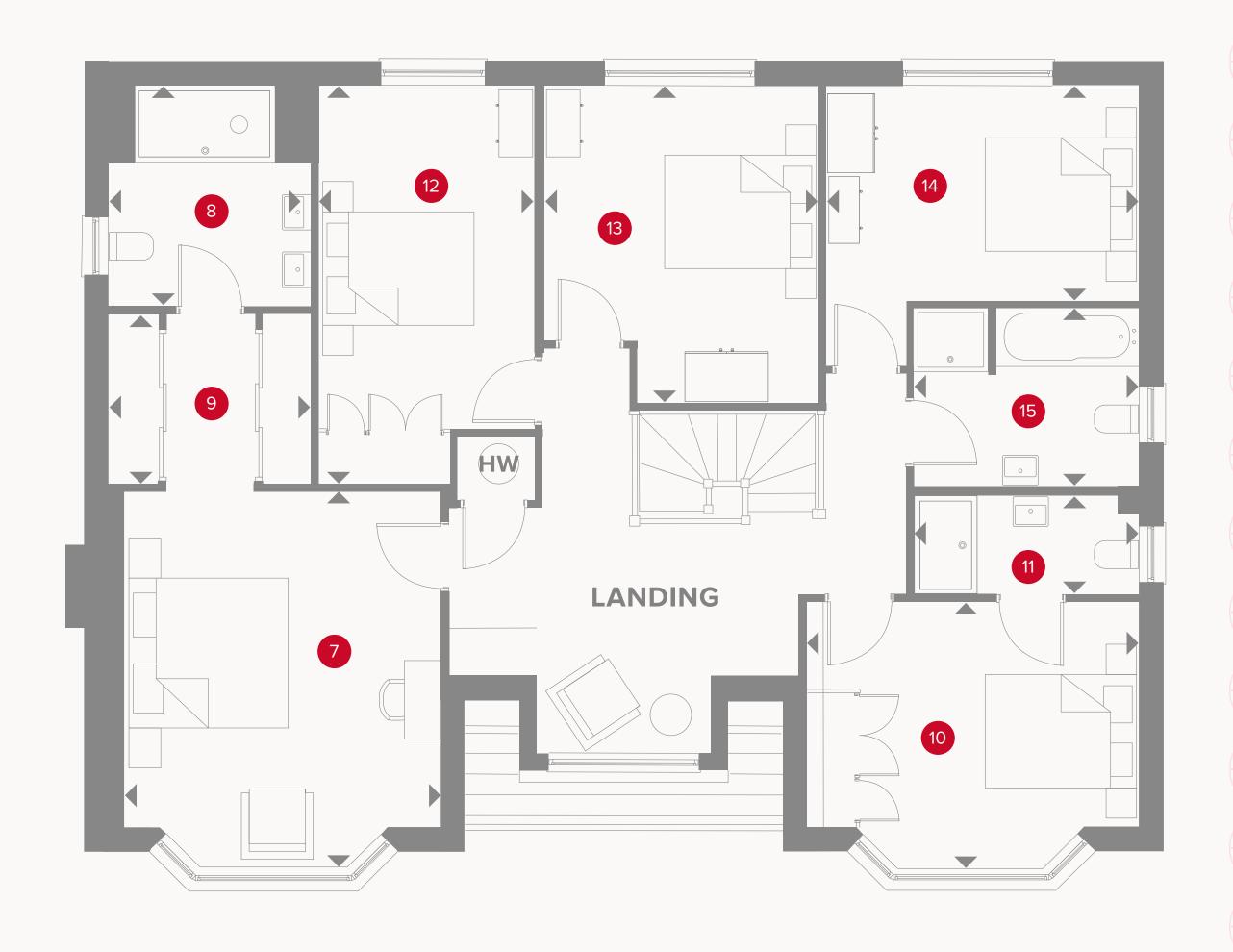
◆ Dimensions start

TD Tumble dryer space

ST Storage cupboard

WM Washing machine space

DW Dish washer space



THE BLENHEIM FIRST FLOOR

7 Bedroom 1	14'10" x 13'0"	4.51 x 3.97 m
8 En-suite	8'3" x 7'6"	2.51 x 2.29 m
9 Dressing	8'0" x 6'9"	2.43 x 2.06 m
10 Bedroom 2	13'0" × 10'5"	3.97 x 3.17 m
11 En-suite 2	8'10" x 3'11"	2.70 x 1.19 m
12 Bedroom 3	15'9" x 8'9"	4.79 × 2.67 m
13 Bedroom 4	12'7" × 10'8"	3.83 x 3.26 m

12'4" x 8'6"

8'10" x 7'1"







14 Bedroom 5

15 Bathroom

Customers should note this illustration is an example of the Blenheim house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suites during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start **HW** Hot water cylinder

3.76 x 2.59 m

2.70 x 2.15 m

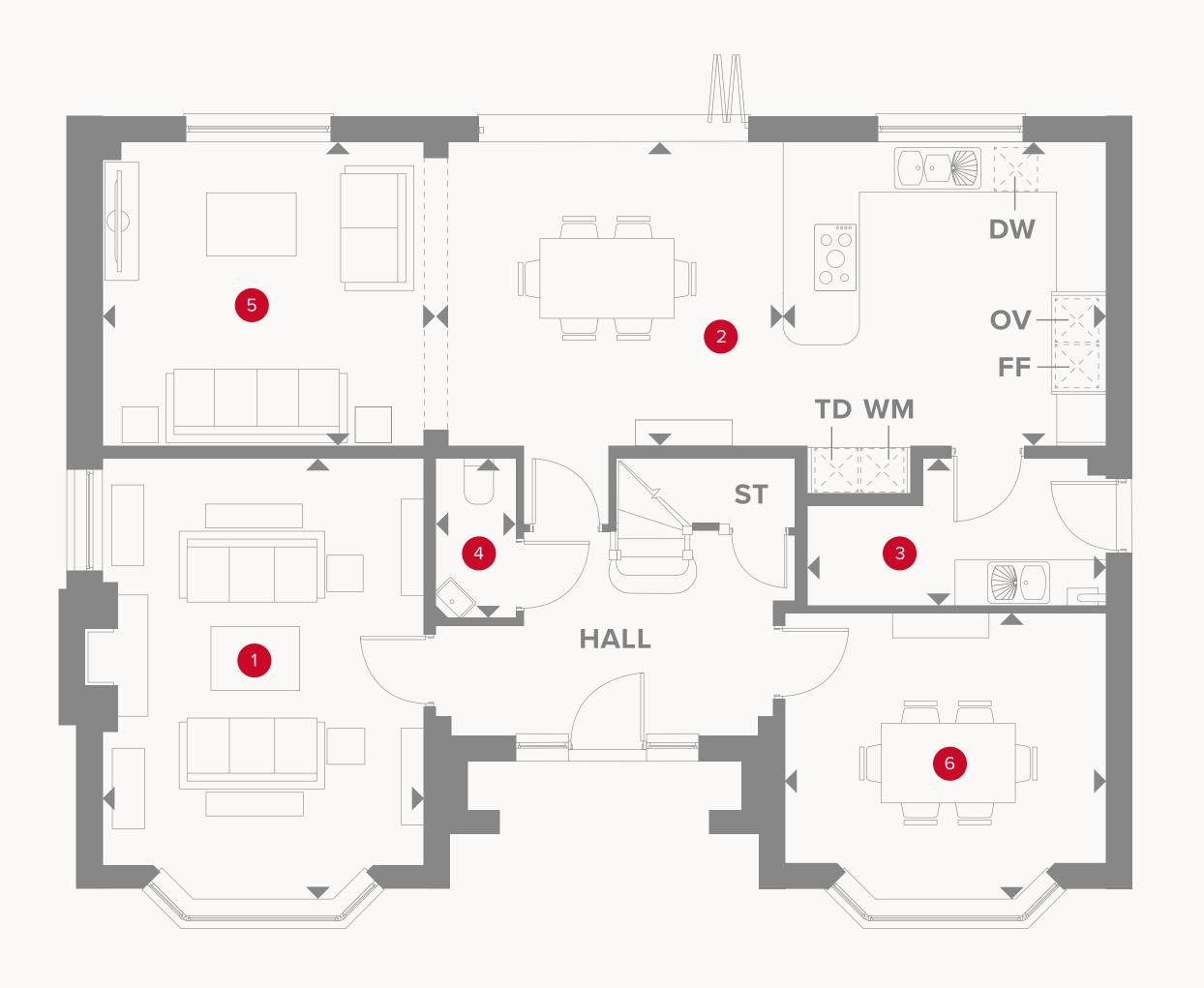




BLENHEIM BABLE

FIVE BEDROOM DETACHED HOME





THE BLENHEIM GABLE GROUND FLOOR

1 Lounge		216"	$\times 126^{\circ}$		6.56	x 3.81 m
		42202	10242		1.10	246

² Family room 4.19 x 3.16 m

3 Kitchen 4.11 x 3.18 m 13'6" x 10'5"

4 Dining 4.03 x 3.48 m 13'3" × 11'5" 5 Utility

6 Cloaks 1.63 x 1.54 m 5'4" × 5'1"

5'11" × 5'1"



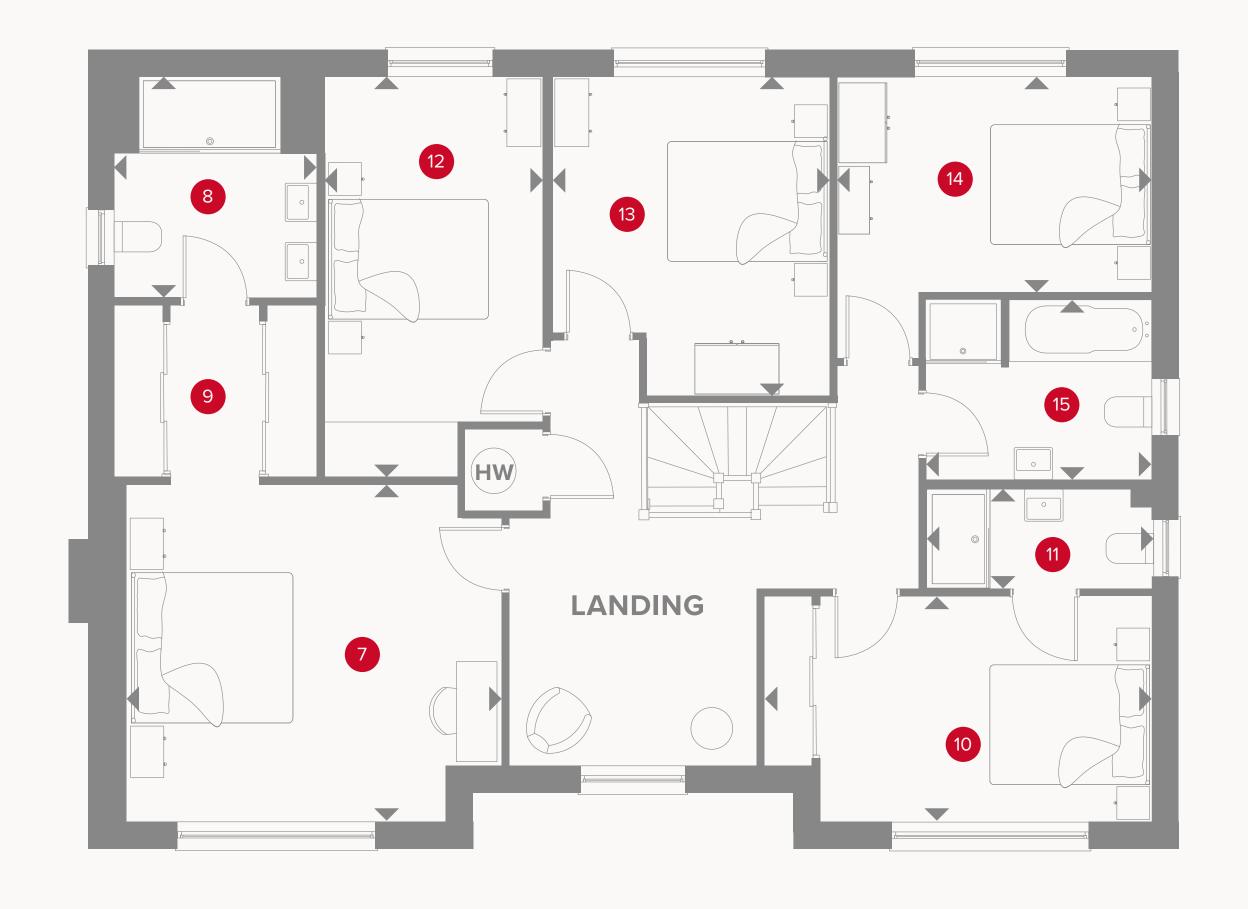


1.80 x 1.54 m

KEY

- ₩ Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space



THE BLENHEIM GABLE FIRST FLOOR

7 Bedroom 1	15'11" x 15'4"	4.86 x 4.67 m
8 En-suite 1	9'5" x 5'11"	2.88 x 1.81 m
9 Bedroom 2	13'5" x 11'4"	4.10 x 3.45 m
10 En-suite 2	7'8" × 4'4"	2.33 x 1.31 m
11 Bedroom 3	12'6" x 10'4"	3.81 x 3.15 m
12 Bedroom 4	11'3" x 10'11"	3.44 x 3.32 m
13 Bathroom	7'8" × 7'5"	2.33 x 2.27 m







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KE

Dimensions start

HW Hot water cylinder

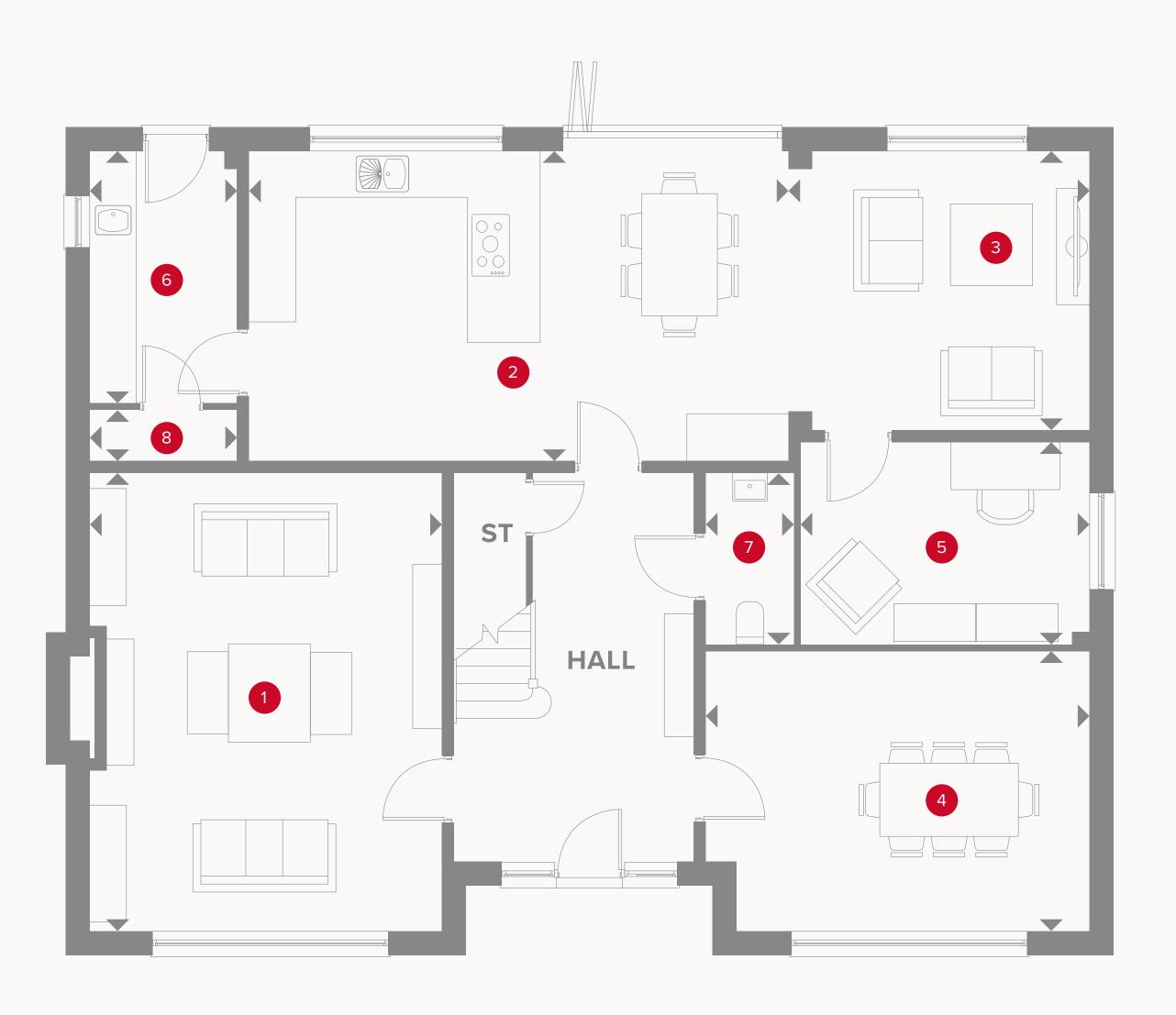




HIGHGROVE

FIVE BEDROOM DETACHED HOME





THE HIGHGROVE GROUND FLOOR

1	Lounge	1/11 × 13·0	5.4/ x 3.9/ m
2	Kitchen/Breakfast	27'8" x 12'4"	8.44 x 3.76 m
3	Family	11'10" x 12'7"	3.60 x 3.84 m
4	Dining	16'2" × 11'10"	4.94 x 3.60 m
5	Study	12'2" x 8'6"	3.72 x 2.60 m
6	Utility	10'8" x 6'3"	3.25 x 1.90 m

7'3" × 3'8"

6'3" x 2'2"





2.20 x 1.13 m

1.90 x 0.66 m

KEY

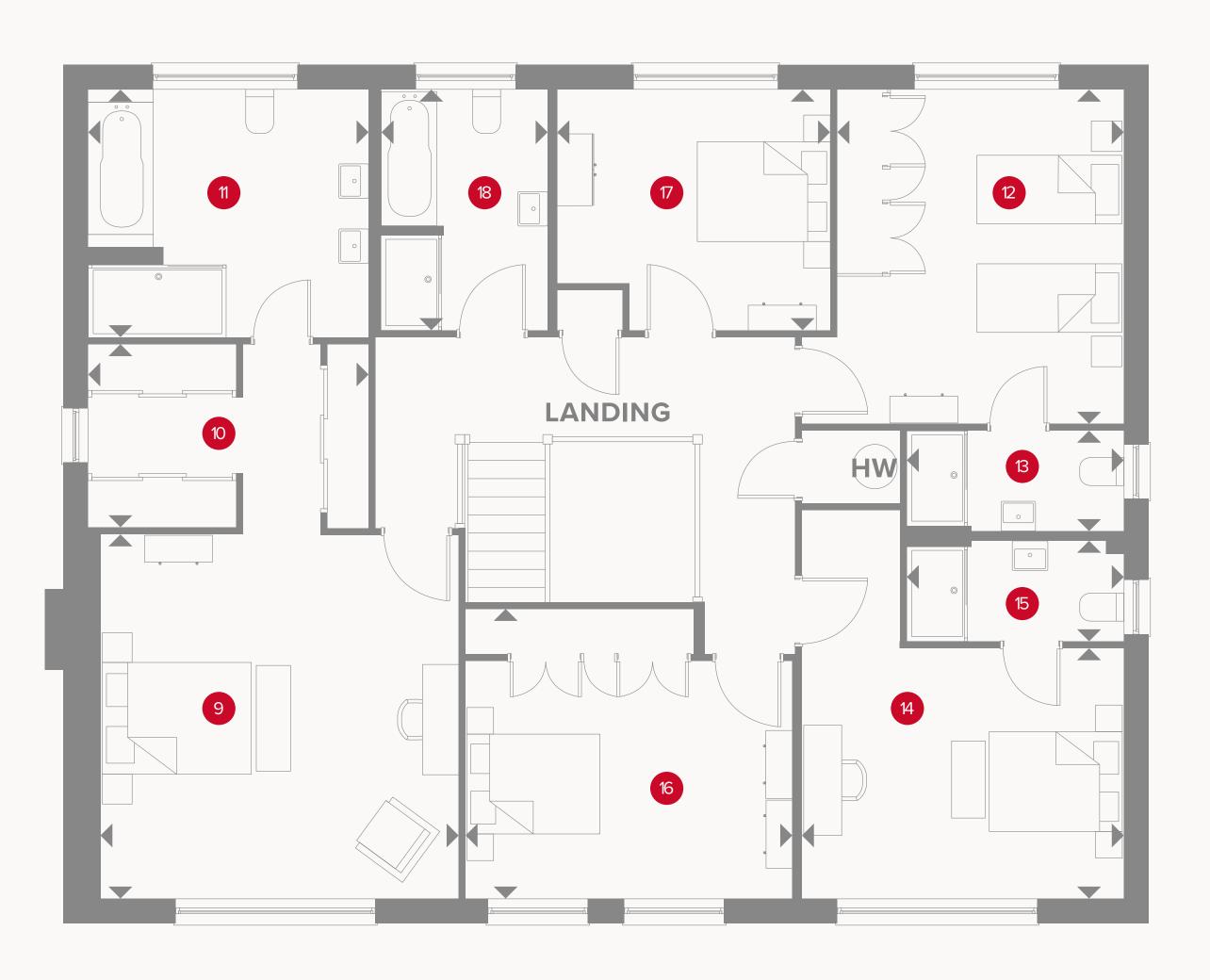
- Hob
- **OV** Oven
- **FF** Fridge/freezer

7 Cloaks

8 Larder

TD Tumble dryer space

- ◆ Dimensions start
- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space



THE HIGHGROVE FIRST FLOOR

9 Bedroom 1	15'1" x 14'10"	4.59 x 4.51 m
10 Dressing	11'7" × 7'5"	3.54 x 2.26 m
11 En-Suite 1	11'2" x 10'1"	3.41 x 3.07 m
Bedroom 2	13'7" x 11'8"	4.15 x 3.55 m
13 En-Suite 2	13'1" x 10'2"	3.99 x 3.10 m
14 Bedroom 3	15'1" × 14'10"	4.59 x 4.51 m
15 En-Suite 3	11'7" × 7'5"	3.54 x 2.26 m
16 Bedroom 4	11'2" × 10'1"	3.41 x 3.07 m
17 Bedroom 5	13'7" × 11'8"	4.15 x 3.55 m
18 Bathroom	13'1" × 10'2"	3.99 x 3.10 m







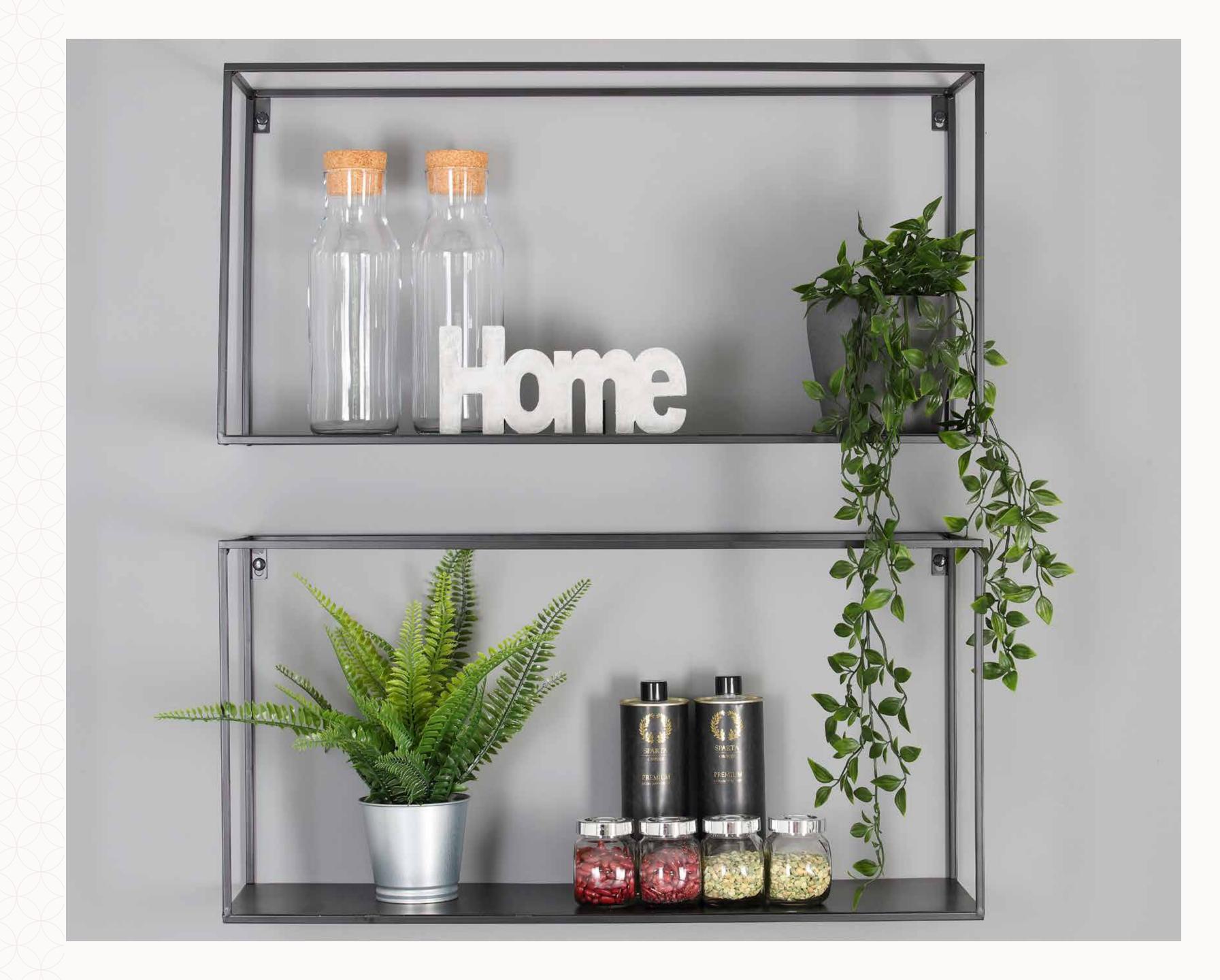
Customers should note this illustration is an example of the Highgrove house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suites during working hours and customers must check their individual specifications prior to making a reservation. Computer generated images are for indicative purposes only.

KEY

Dimensions start **HW** Hot water cylinder

SKILFUL **EXECUTION**

Quality is never an accident, it is always the result of high intention to detail It represents the wise choice of many alternatives







KITCHEN & UTILITY

Kitchen Styles

Symphony Kitchens. A range of quality kitchen styles available (with lighting to the underside of wall units). Please see My Redrow or Sales Consultant for further details.

Breakfast Bar Island

In selected house-types only.

Work Surfaces

Range of quality work surfaces available.
Please see My Redrow or Sales
Consultant for further details.
Splashback to hob in Stainless Steel.

Kitchen & Dining Lighting

Pendant lights.
Please see Sales Consultant for further details.

Switches & Sockets Switches & sockets.

Please see Sales Consultant for further details.

Appliances

Integrated Fridge Freezer.
Double Oven.

60cm Ceramic Hob.

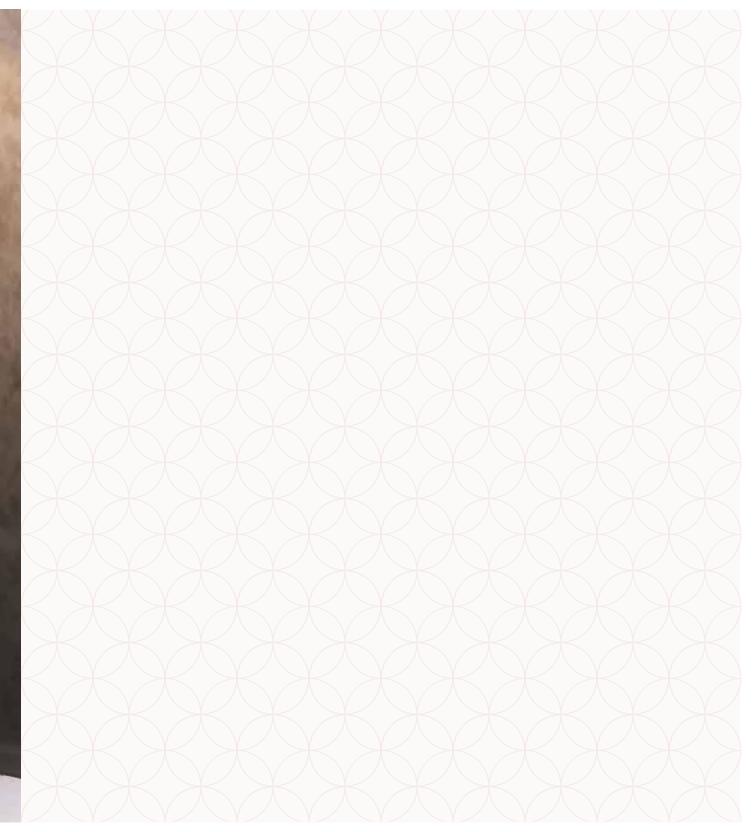
90cm Ceramic Hob.

60cm Cooker Hood.

90cm Cooker Hood.

See Sales Consultant for combinations.





INTERIOR

Consumer Unit

Internal Doors

Cambridge door.

Internal Door Furniture

Tortosa or Vilanova lever. To all house-types.

Skirting to Ground

"Torus" profile MDF, 194 x 14.5mm, with satin white paint finish to all housetypes.

Skirting to Upper Floors

'Torus' profile MDF 119 \times 14.5mm, with white satin paint finish in house-types up to 1400 sqft. 'Torus' profile MDF 194 \times 14.5mm, with white satin paint finish in house-types over 1400 sqft.

Architrave to Ground

69mm x 14.5mm, satin white paint finish to house-types up to 1400 sqft.

Architrave to Upper Floors

58mm x 14.5mm section size, satin white paint finish to all housetypes up to 1400 sqft.
69mm x 14.5mm section size to house-types 1400 sqft and above.

Ceilings

Flat skim finish with Crown white emulsion paint decoration.

Walls

Crown pale Cashew emulsion paint finish.

Staircase

White painted with ash handrail.

Radiators

Myson Round top radiators.

Decorative Radiator

Myson Vertical Style in white. Selected house-types only, refer to drawing.

Central Heating

System via a combination of boiler, thermostatic radiator valves and room thermostats.

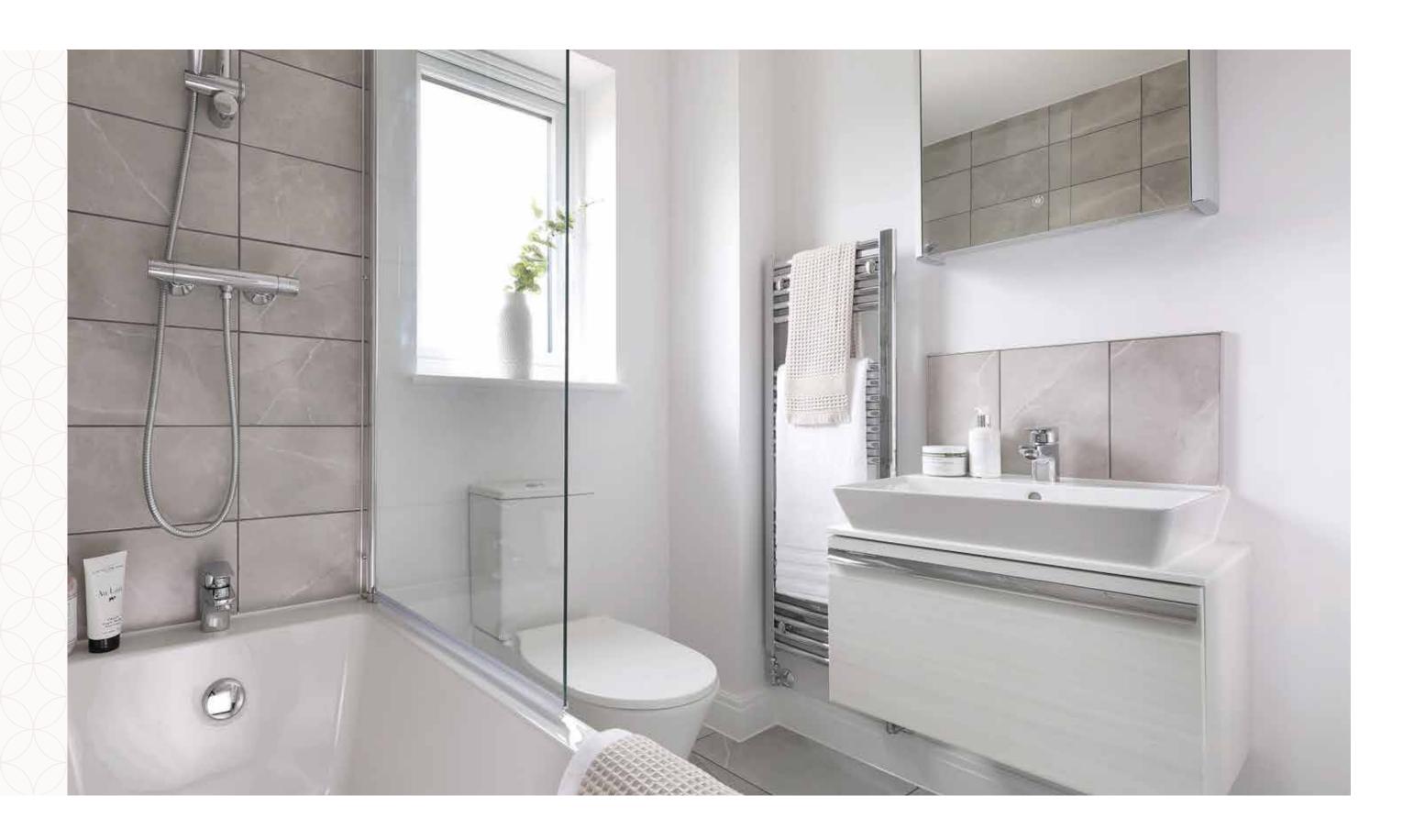
Mains Pressure Cylinder

Therma Q.

Lighting

Pendant lights.

OUR LUXURY
SPECIFICATIONS
ARE CAREFULLY
CONSIDERED
AND BEAUTIFULLY
DESIGNED TO MAKE
THE MOST OF YOUR
NEW HOME



BATHROOM & CLOAKROOM

Sanitaryware

Ideal Standard Arc by Sottini.

Bathroom

Tempo Bath

Tempo Arc 170cm x 70cm, water saver. Bath in white.

Bath Panel

Unilux white panel.

Wall Tiles

To bathroom, cloakroom and en-suite.

Tiling by Porcelanosa.

Please see Sales Consultant for further details.

Shower over Bath

Shower valve together with bath screen fitted above bath when no shower enclosure.

Shower Valve

To bathroom and en-suite.

Aqualisa Alto Bar Valve to all housetypes.

Shower Screen

Shower Tray

Low profile shower tray in white. Large shower try for walk-in showers

/lirror

To be fitted above the bathroom and en-suite washbasins where possible.

Towel Warmer

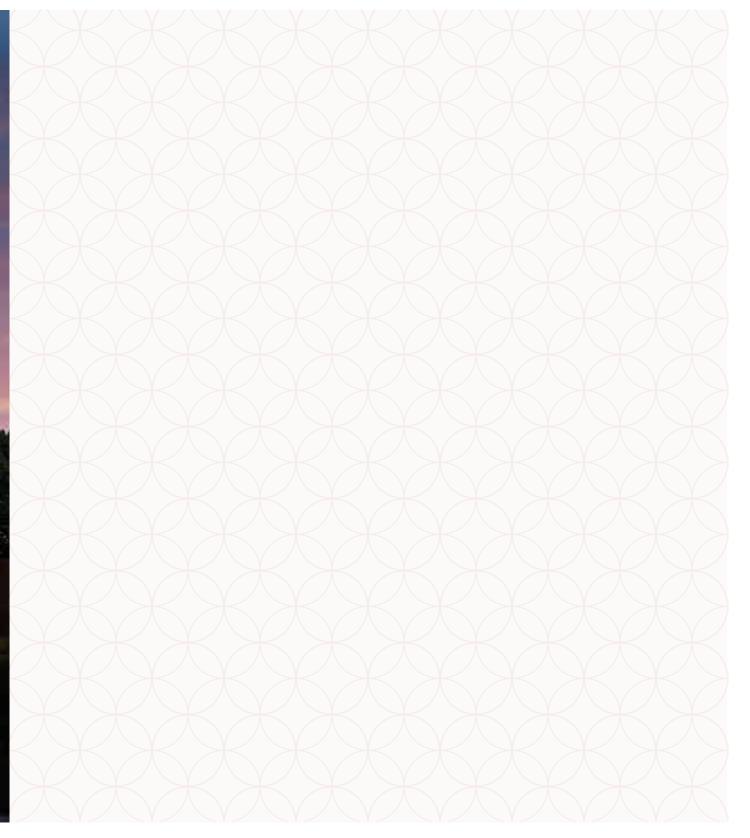
Curved finish.

Bar towel warmers in polished chrome finish complete with chrome TRV valves.

Shaver Socket

White finish.





EXTERIOR

Numeral Plaque

House number to Front of property on numeral plaque to match the colour of the front door except when white, then numeral to be black.

Fascia & Soffit

uPVC fascia and vented soffit board in white profile.

Rainwater System

The rainwater gutters and downpipes finish to be black for brick and render elevations.

Waney Lapped Boarding

Treated waney larch lapped boarding to be fixed all as indicated on house type elevation drawings.

Windows

Sealed double glazed uPVC windows, in white finish.

Door Bell

Push with transformer.

Light to Front

Vertical Tile Hanging

Vertical tile hanging to be in a plain tile where indicated on the house type elevation.

Garage

Steel Hörmann door.

Please refer to the External Finishing Schedule to confirm the external finish selected for each property. Please see Sales Consultant for further details.

Power

Light & double socket to all integral garages.

Front Garden

Turf to front garden. Refer to layout for landscaping details.

Paving

Buff Riven slabs indicated on drawing.

External Fencing/Gates

Side and rear – 1.8 High Fencing.

Gate – 1.8 High timber gate.

Driveway – Tarmac drive.

Outside Tap — Outside tap, refer to drawing for location.

ॐ REDROW

OUR COMMITMENT TO HOME-BUYERS

Customer charter

At Redrow, we're committed to delivering a quality service throughout the whole home-buying process and beyond. This Customer Charter sets out our commitment to you, our customer.

Full details of our service are covered within our Home Buyer Guide, a copy of which will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the Consumer Code for Home Builders ("Consumer Code"). A copy of the code is also on our website at www.redrow.co.uk

- Please ask a Sales Consultant if you require a printed hard copy.
- We'll provide you with full details and clear information about your chosen home.
- We'll provide trained and knowledgeable staff to assist you in the home buying process.
- We'll be available to answer any questions you may have and will provide you with any relevant contact details.
- We'll assist you during the selection of Standard Choices and Optional Extras for your new home.
- We'll provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in.

- We'll provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We'll keep you fully informed about the completion and occupation of your new home.
- We'll ensure that the functions and facilities of your home are demonstrated to you prior to moving in.
- We'll inform you about the after-sales service we provide, as set out in the Home Buyer Guide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- •We'll provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.





OUR REQUIREMENTS AS HOME-BUILDERS

Consumer code

1. ADOPTING THE CODE

1.1 Adopting the Code

Home Builders must comply with the Requirements of the Consumer Code and have regard to good practice guidance.

1.2 Making the Code available

The Consumer Code for Home Builders' Scheme logo must be prominently displayed in Home Builders' sales offices, those of appointed selling agents, and in sales brochures.

All Home Buyers who reserve a Home should be provided with a copy of the Code Scheme with the Reservation agreement.

1.3 Customer Service: before legal completion

The Home Builder must have suitable systems and procedures to ensure it can reliably and accurately meet the commitments on service, procedures and information in the Code.

1.4 Appropriately trained customer service staff

The Home Builder must provide suitable training to all staff who deal with Home Buyers about their responsibilities to them and what the Code means for the company and its directors.

1.5 Sales and advertising

Sales and advertising material and activity must be clear and truthful.

2. INFORMATION - PRE-CONTRACT

2.1 Pre-purchase information

Home Buyers must be given enough pre-purchase information to help them make suitably informed purchasing decisions.

In all cases this information must include:

- a written Reservation agreement;
- an explanation of the Home Warranty cover;
- a description of any management services and organisations to which the Home Buyer will be committed and an estimate of their cost;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

Also, if a Home is not yet completed, the information must include:

- a brochure or plan illustrating the general layout, appearance and plot position of the Home;
- a list of the Home's contents;
- the standards to which the Home is being built.

2.2 Contact information

Home Buyers must be told how their questions will be dealt with and who to contact during the sale, purchase and completion of the Home.

2.3 Warranty cover

Home Buyers must be given accurate and reliable information about the insurance-backed warranty provided on the Home.





1.1 Health and safety for visitors to

developments under construction

Home Buyers must be informed about the health
and safety precautions they should take when

1.2 Pre-contract information

Home Builders must advise Home Buyers to appoint a professional legal adviser to carry out the legal formalities of buying the Home and to represent their interests.

visiting a development under construction.

1.3 Reservation

Home Buyers must be given a Reservation agreement that sets out clearly the

Reservation's terms, including, but not limited to:

- the amount of the Reservation fee;
- what is being sold;
- the purchase price;
- how and when the Reservation agreement will end;
- how long the price remains valid;
- the nature and estimated cost and of any management services the Home Buyer must pay for;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

The Reservation fee must be reimbursed if the Reservation agreement is cancelled. The Home Buyer must be told of any deductions that may be made. While the Reservation agreement is in force, the Home Builder must not enter into a new Reservation agreement or sale agreement with another customer on the same Home.

1. INFORMATION – EXCHANGE OF CONTRACT

1.1 The contract

Contract of sale terms and conditions must:

- be clear and fair;
- comply with all relevant legislation;
- clearly state the contract termination rights.

1.2 Timing of construction, completion and handover

The Home Buyer must be given reliable and realistic information about when construction of the Home may be finished, the date of Legal Completion, and the date for handover of the Home.

1.3 Contract termination rights

The Home Buyer must be told about their right to terminate the contract.

1.4 Contract deposits and pre-payments

The Home Builder must clearly explain how Home Buyers' contract deposits are protected and how any other pre-payments are dealt with.

2. INFORMATION - DURING OCCUPATION

2.1 After-sales service

The Home Builder must provide the Home Buyer with an accessible after-sales service, and explain what the service includes, who to contact, and what guarantees and warranties apply to the Home.

2.2 Health and safety for Home Buyers on developments under construction

Home Buyers must be told about the health and safety precautions they should take when living on a development where building work continues.

3. COMPLAINTS AND DISPUTES

3.1 Complaints handling

The Home Builder must have a system and procedures for receiving, handling, and resolving Home Buyers' service calls and complaints.

The Home Builder must let the Home Buyer know of this, and of the dispute resolution arrangements operated as part of this Code, in writing.

3.2 Co-operation with professional advisers

The Home Builder must co-operate with appropriately qualified professional advisers appointed by the Home Buyer to resolve disputes.





THENOOK

Egginton Road, Etwall, Derbyshire DE65 6NP

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