

HERITAGE

- REDROW -

**MEADOW
VIEW**

SILVER END





WELCOME TO MEADOW VIEW



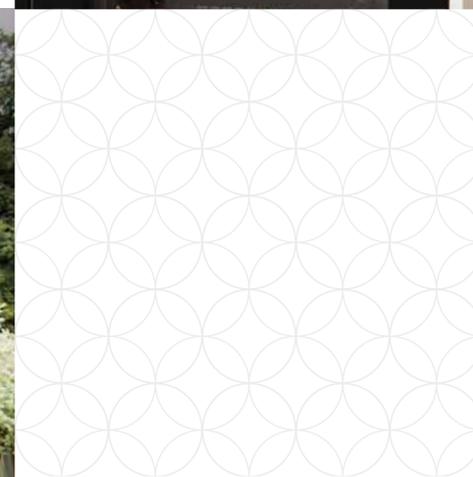
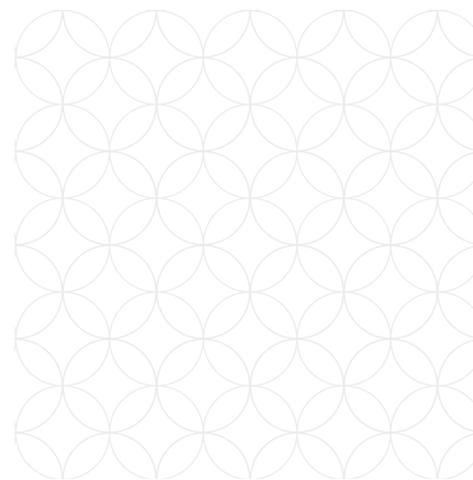
A COLLECTION OF THREE AND FOUR BEDROOM HOMES IN THE HISTORIC VILLAGE OF SILVER END.

Meadow View is a charming collection of three and four bedroom homes in the historic village of Silver End. These homes have been carefully designed to reflect the remarkable elements of art deco found throughout the village, whilst retaining the classic architectural features that define the Heritage Collection.



DISCOVER A BETTER WAY TO LIVE

Life is not just about waking up in a beautiful home. It's about everything that goes with it. From stunning open plan kitchens and entertaining spaces, to places that make the most of the outdoors through to our outstanding customer experiences. Welcome to a better way of living.



BETTER BY DESIGN

Imagine how much better life would be, with a little more thought and a lot more space. Waking up in a home full of unique character where everything feels carefully considered inside and out. A place where you can relax, think, breathe, work and play in beautifully designed spaces. With Redrow, it's the level of care we bring, that makes all the difference.

BETTER PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquility as you enjoy a new, relaxed lifestyle, away from the hustle and bustle. A place where there's a sense of community, of living life at your own pace amongst beautiful street scenes and green open spaces where neighbours and dog walkers meet. That's what sets your new neighbourhood apart.



BETTER EXPERIENCES

There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow will help you get settled.



AN INSPIRED **NEW HOME**

Explore what makes this
collection so unique

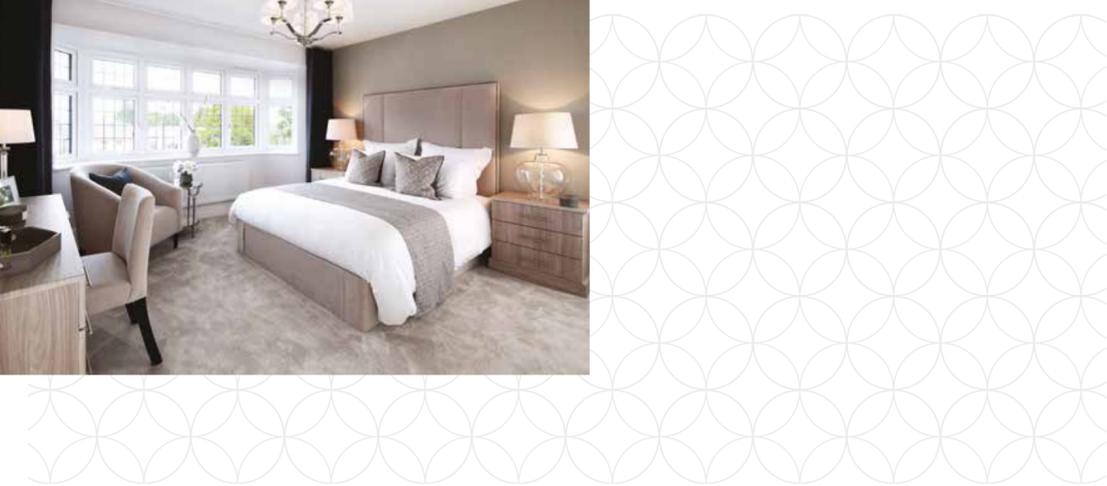
We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.



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 on, that makes this award winning collection so enviable.

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 features add grandeur and depth to the front of the home and provide an anchoring effect.





SPEND MORE TIME TOGETHER

No matter how you prefer to spend your free time, there's always something to see and do near Meadow View. As Britain's oldest recorded town, Colchester proudly celebrates its long and distinguished history, with a unique history dating back over 2000 years. Every period that has made Colchester what it is today can be discovered in person at the many landmarks that still stand in and around the town centre. Walk through the Medieval ruins of St Botolph's Priory, explore the history of Colchester Castle, the largest Norman Keep in Europe in the Castle Museum, or have a wander through the long, winding streets of the Dutch Quarter.

Braintree is perfect for a day out, with the Braintree Village shopping outlet offering an A to Z of household name stores and designer brands. You'll also have a great selection of restaurants to choose from, including TGI Fridays, Nando's and Five Guys, while the Cineworld cinema shows all the latest blockbusters. Chelmsford is close by and also has vibrant shopping and eating out scenes. Its upmarket Bond Street shopping centre is well worth a visit, with luxury retailers and an art gallery, while eateries include Turtle Bay, Côte and Byron.



ENJOY A HEALTHY LIFESTYLE

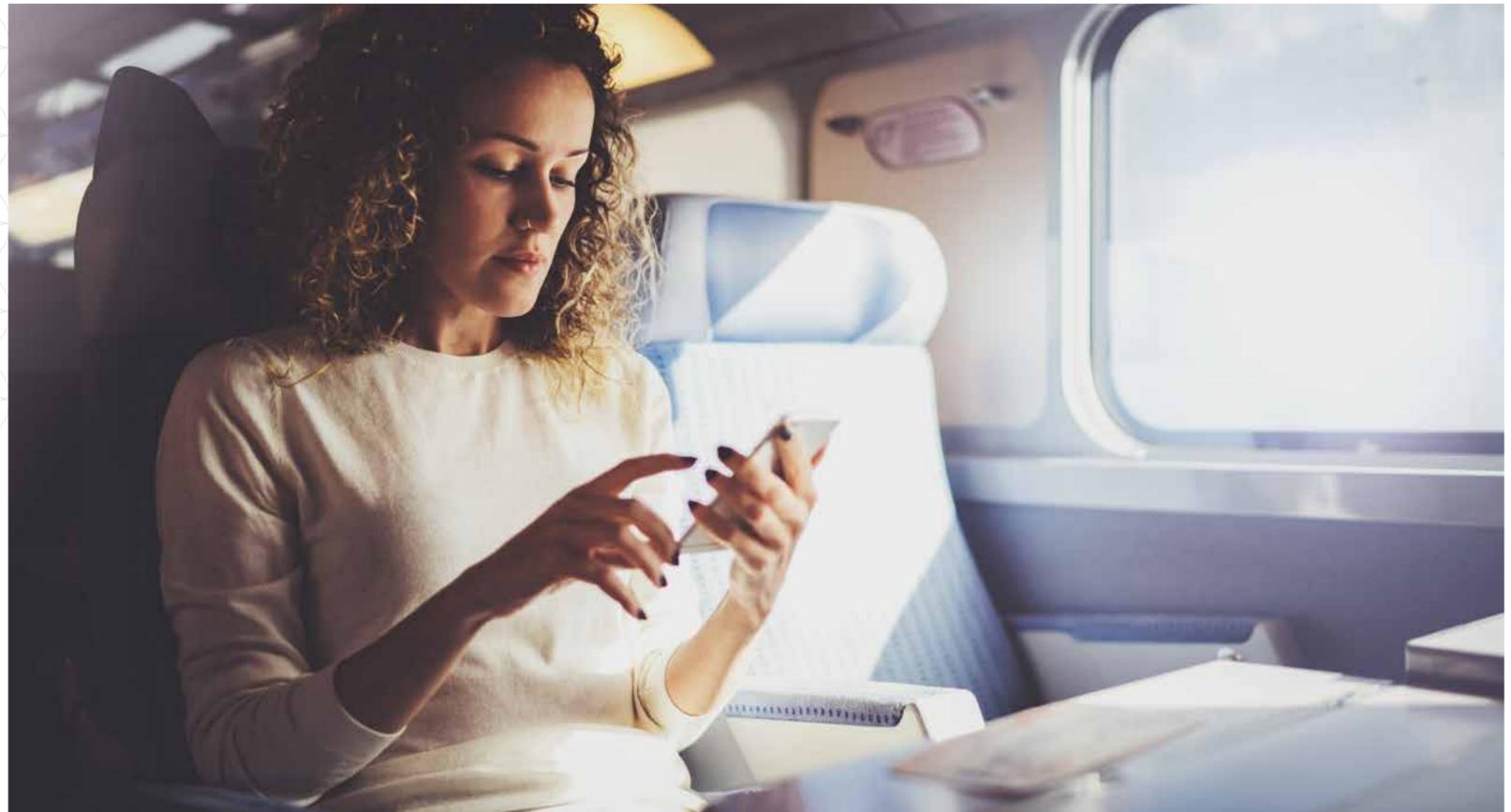
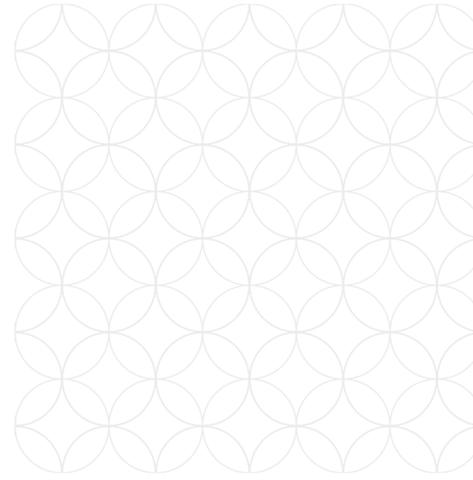
Staying active is easy at Meadow View. Braintree Swimming and Fitness Centre offers a range of ways to keep fit. Swim a few laps in the 25-metre swimming pool or work up a sweat in its gym. There is also a fitness studio that offers various group classes for when you need that extra push.

Great Notley Country Park is just a 15 minutes' drive, a 100-acre site that's suited to all ages. It's a popular spot for walking, cycling and fishing, and the Sky Ropes course and 1.2km play trail is a hit with families.

There is also a great range of golfing opportunities close to home. Rivenhall Oaks Golf Centre is just an 8 minutes' drive away, offering two courses to take on, as well as a clubhouse and restaurant to unwind in after.

MORE OPPORTUNITIES

Meadow View is served by a number of schools. Silver End Academy is just a 10 minutes' walk from home, whilst Rivenhall C of E is just a 2 minutes' drive, both of which catering to primary age pupils. Local secondary schools include Notley High School, which also has a sixth form, Tabor Academy, and Maltings Academy. All of which are under 7 miles from home.

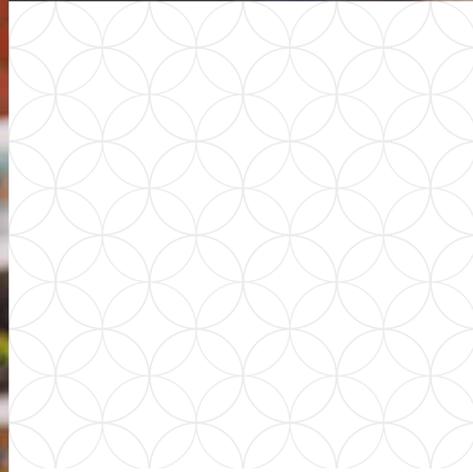


LESS TIME TRAVELLING

Meadow View is ideally positioned near a range of excellent travel links. You can be on the A12 in just 7 minutes, which provides access to Colchester in 17 minutes, Chelmsford in 20 minutes and Ipswich in 35 minutes. The A120 is just 5 minutes away, offering connections to Braintree in 13 minutes, Bishop's Stortford in 32 minutes, as well as the M11 and the coast.

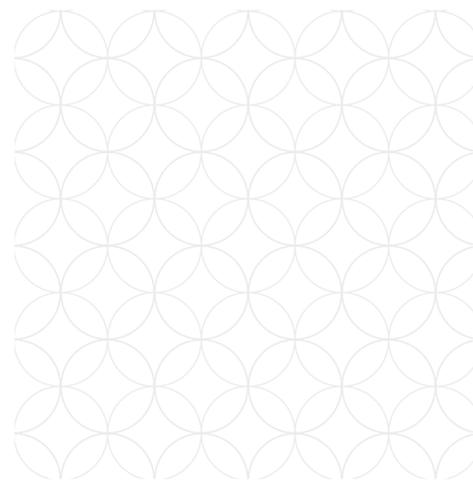
It also has a convenient route to Stansted Airport which can be reached in 25 minutes for international travel to exciting destinations such as Barcelona, Venice, Prague, Rome and many more. The favoured route option for the proposed A120 bypass between Kelvedon and Braintree will soon make it quicker to join the A120, with plans for it to run through the outskirts of Silver End.

For rail travel, White Notley's railway station is just a 5 minute drive from home, which offers services to Chelmsford in 17 minutes, Braintree in only 9 minutes and a 53-minute service to London Liverpool Street.



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 **Meadow View**.



SO YOU GET MORE OUT

- Areas of public open space
- Local equipped areas of play
- Cycleways & footpaths
- Early years & childcare centre
- Affordable housing

EXPLORE MEADOW VIEW PHASE 2



KEY

	AMBERLEY 3 BEDROOM HOME		SHAFTESBURY 4 BEDROOM HOME
	LUDLOW 3 BEDROOM HOME		STRATFORD 4 BEDROOM HOME
	OXFORD Q 3 BEDROOM HOME		WELWYN 4 BEDROOM HOME
	WARWICK 3 BEDROOM HOME		AFFORDABLE HOUSING
	CAMBRIDGE 4 BEDROOM HOME		



This plan is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change. For specific details, other than general site layout, please liaise directly with our Sales Consultant.



HERITAGE

- REDROW -

THE LUDLOW

THREE BEDROOM HOME

 **REDROW**

THE LUDLOW GROUND FLOOR

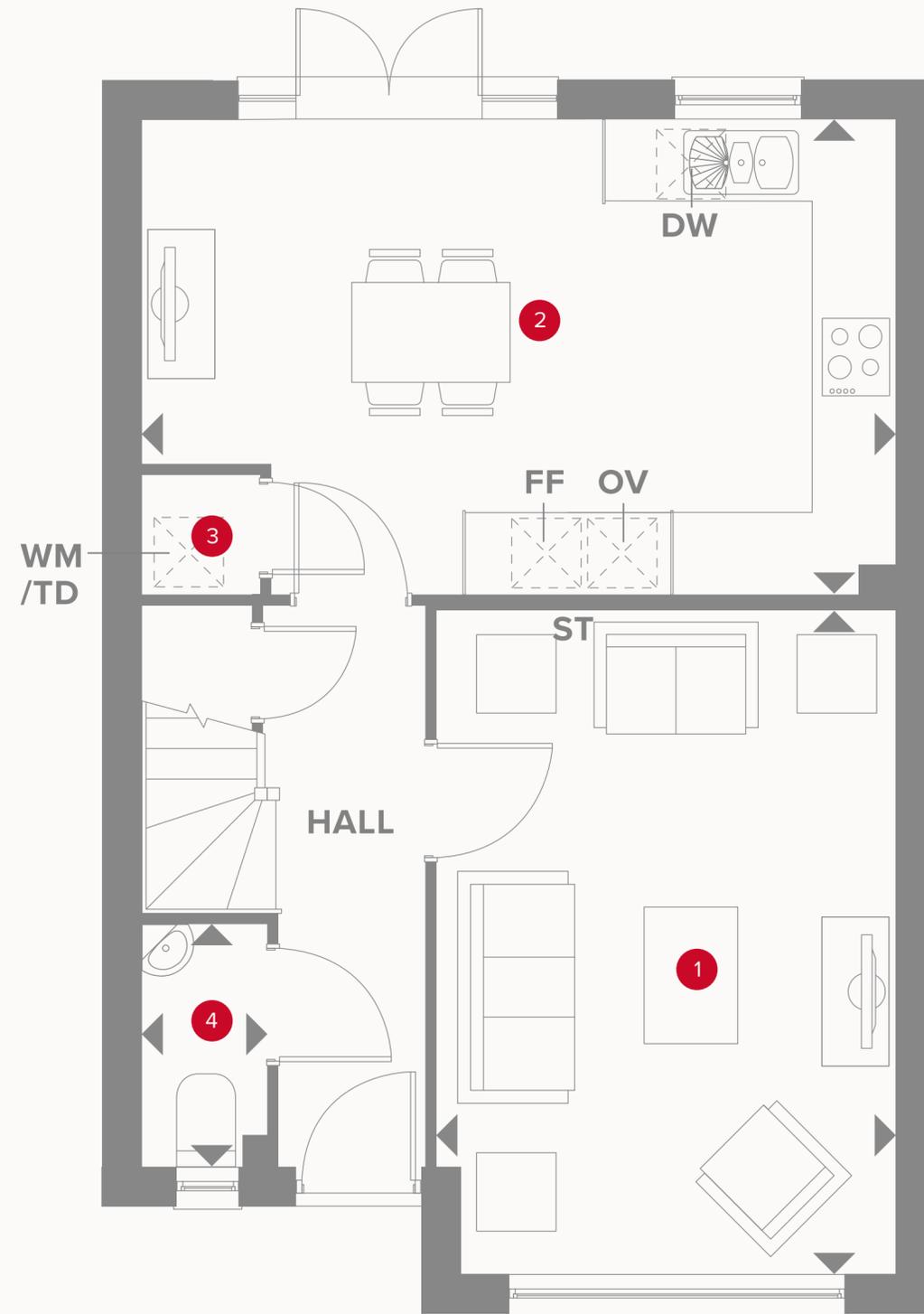
1	Lounge	15'11" x 10'10"	4.84 x 3.35 m
2	Kitchen/ Dining	18'2" x 11'5"	5.53 x 3.48 m
3	Laundry	2'10" x 2'9"	0.87 x 0.85 m
4	Cloaks	5'9" x 2'11"	1.76 x 0.90 m



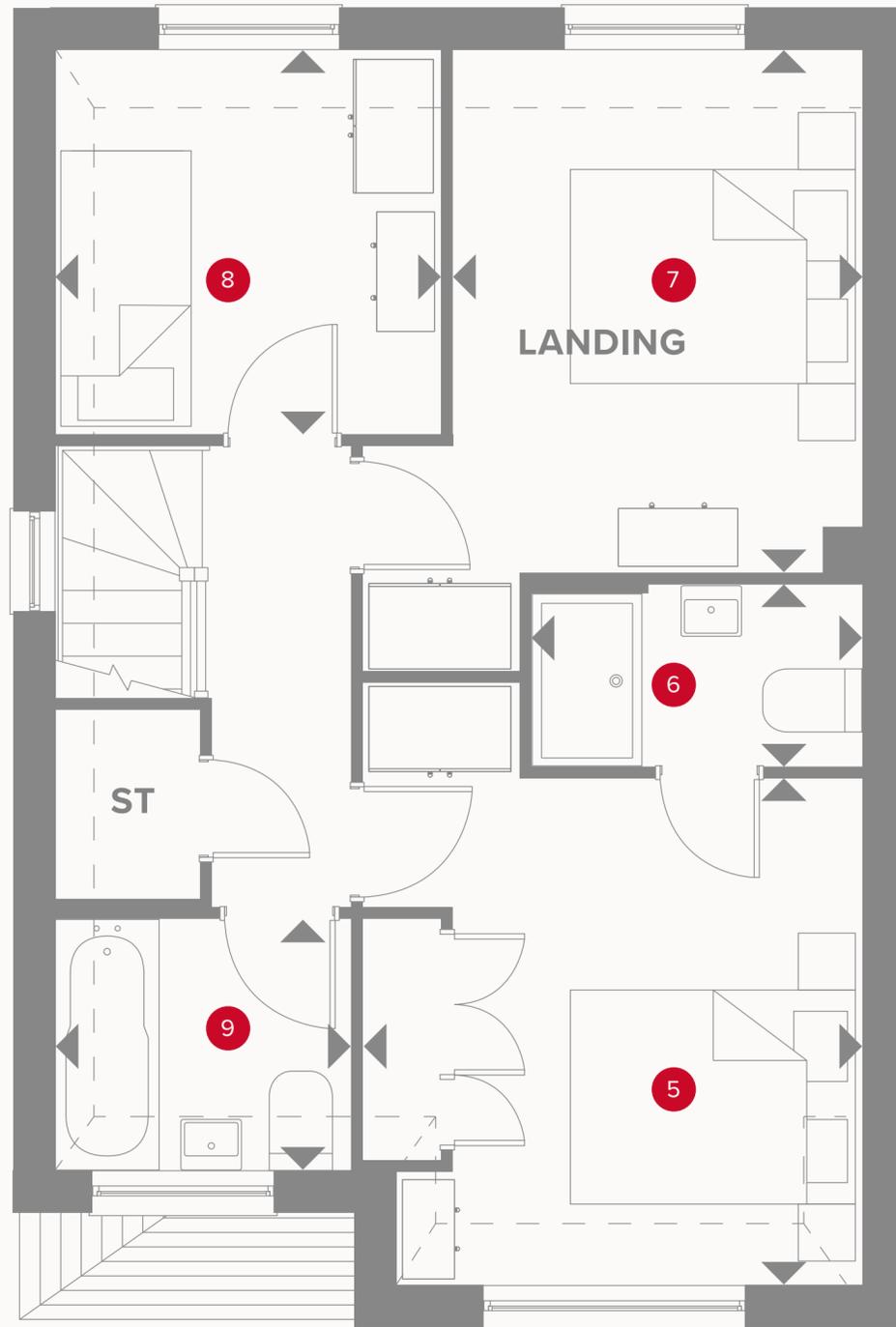
KEY

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

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

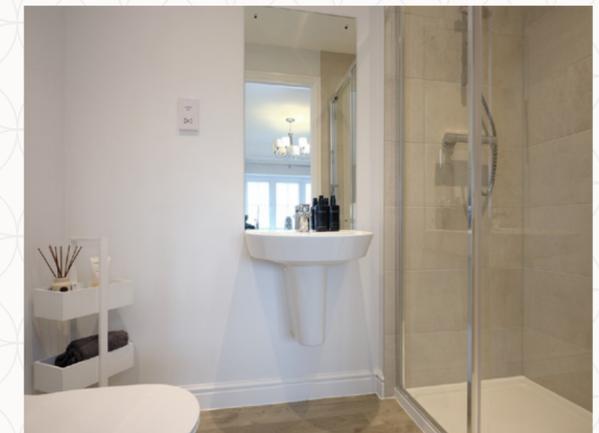


Plots 276, 325, 327 & 331 are handed



THE LUDLOW FIRST FLOOR

5	Bedroom 1	11'5" x 11'3"	3.47 x 3.42 m
6	En-suite	7'5" x 4'1"	2.26 x 1.25
7	Bedroom 2	11'9" x 9'3"	3.58 x 2.81 m
8	Bedroom 3	8'8" x 8'7"	2.64 x 2.62 m
9	Bathroom	6'8" x 5'7"	2.02 x 1.71 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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Customers should note this illustration is an example of the Ludlow 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.



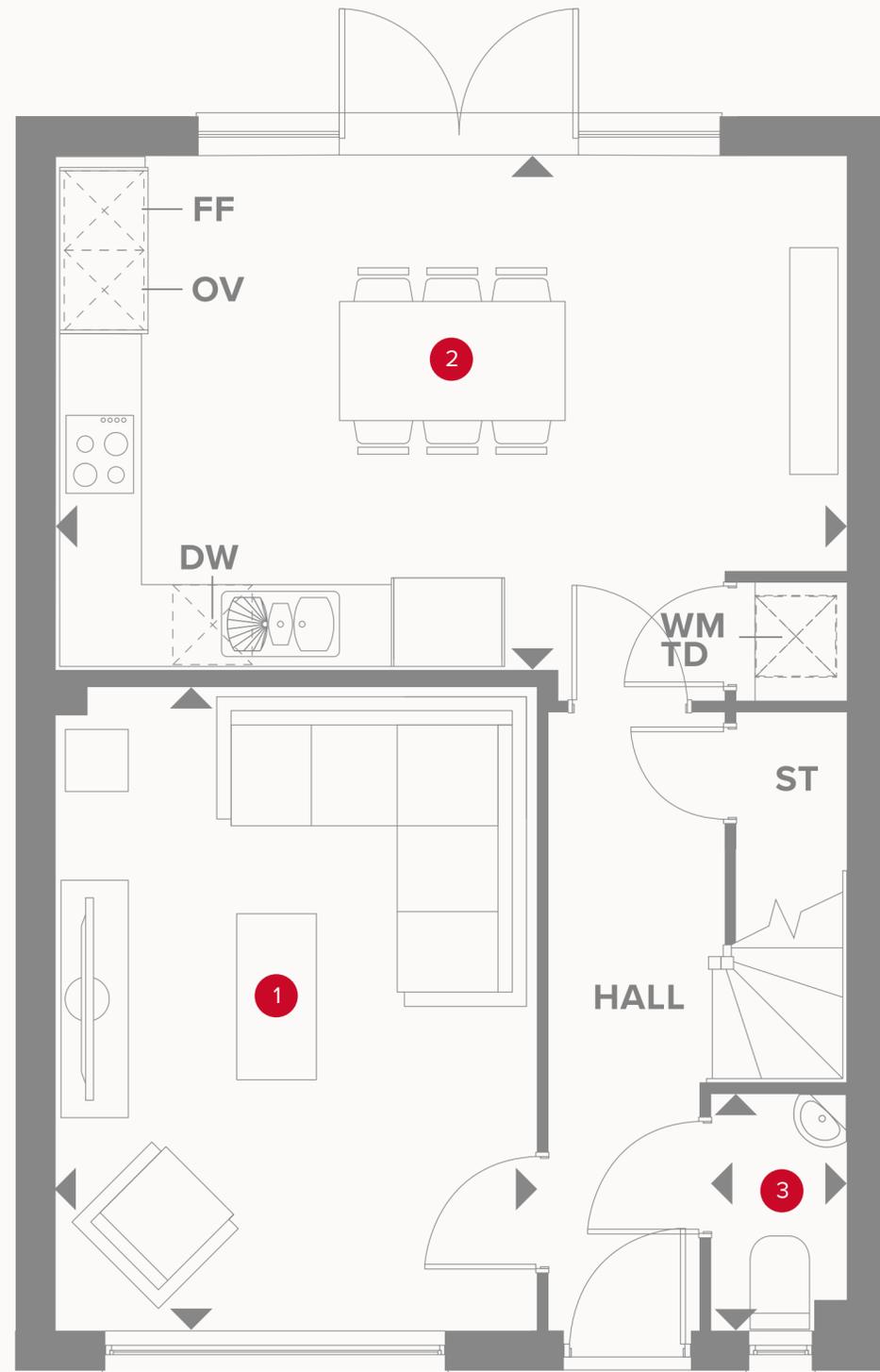
HERITAGE

- REDROW -

THE WARWICK

THREE BEDROOM HOME

 **REDROW**



Plot 278 is handed

THE WARWICK GROUND FLOOR

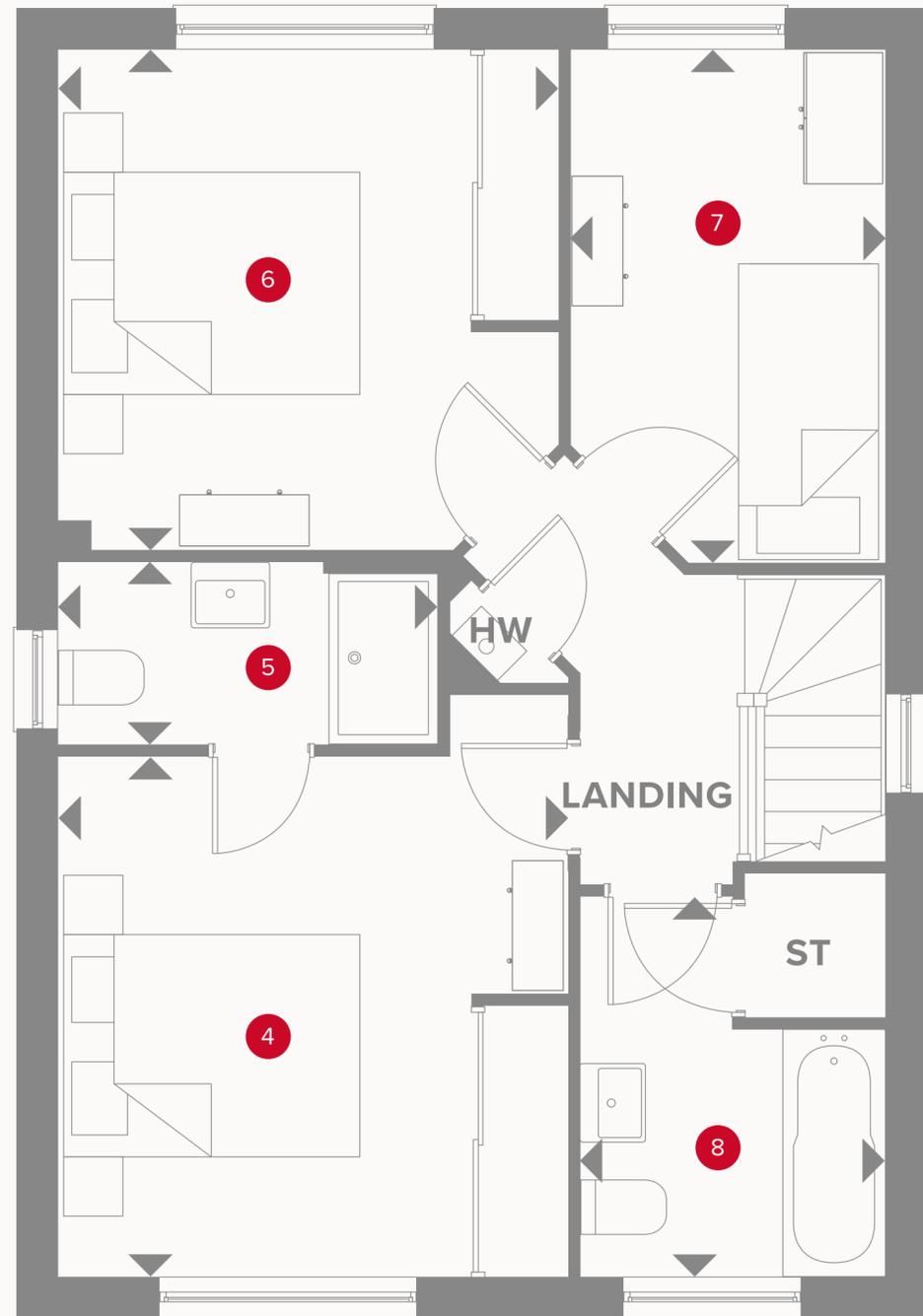
1	Lounge	15'5" x 11'7"	4.71 x 3.52 m
2	Kitchen/ Dining	18'11" x 12'3"	5.77 x 3.73 m
3	Cloaks	5'7" x 3'3"	1.71 x 0.98 m



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 WARWICK FIRST FLOOR

4	Bedroom 1	11'11" x 11'8"	3.63 x 3.55 m
5	En-suite	8'8" x 4'2"	2.64 x 1.28 m
6	Bedroom 2	11'5" x 11'5"	3.49 x 3.49 m
7	Room 3	11'9" x 7'2"	3.58 x 2.19 m
8	Bathroom	8'8" x 7'0"	2.65 x 2.13 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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Customers should note this illustration is an example of the Warwick 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.



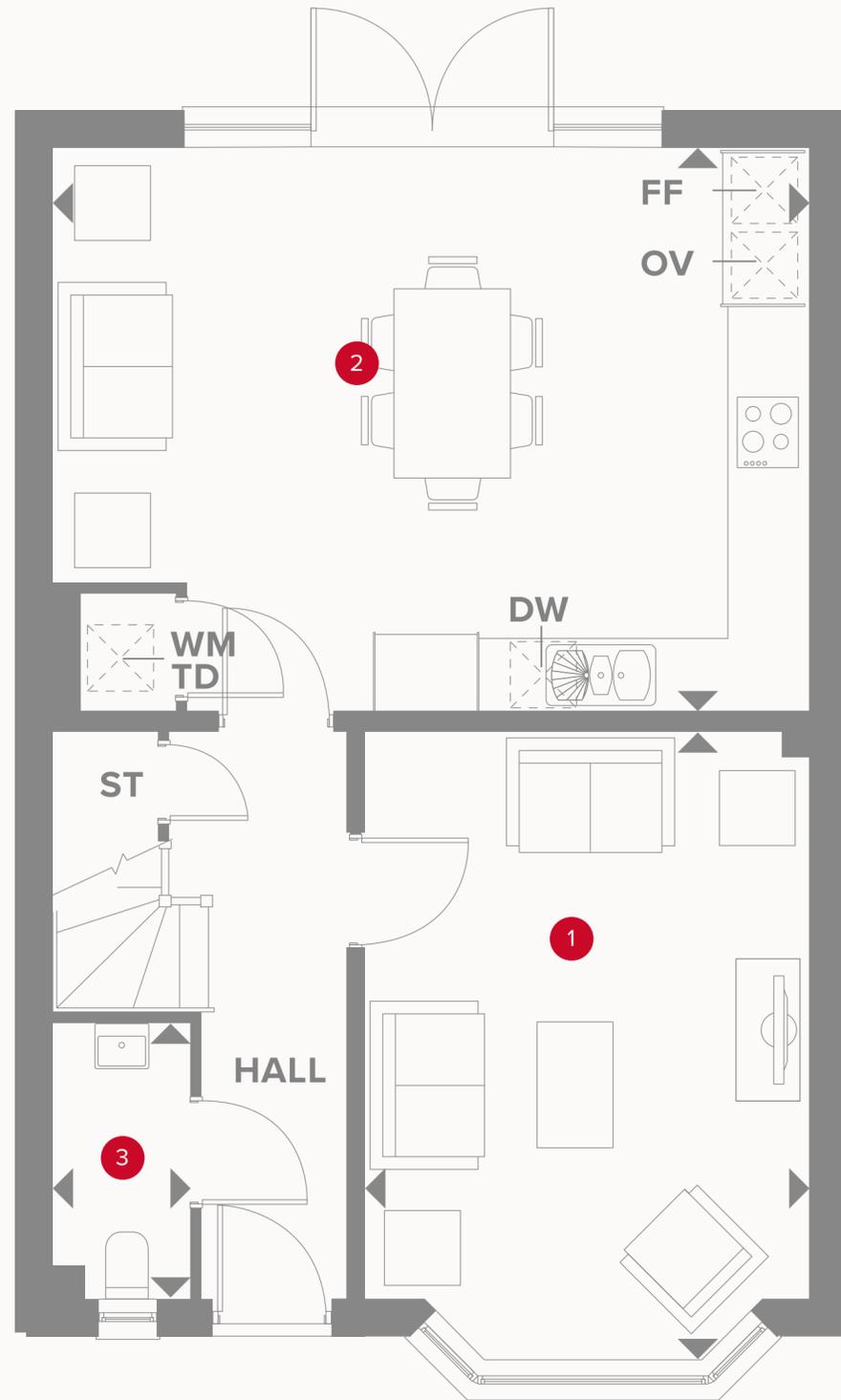
HERITAGE

- REDROW -

THE STRATFORD

FOUR BEDROOM HOME

 **REDROW**



Plots 333 & 338 are handed

THE STRATFORD GROUND FLOOR

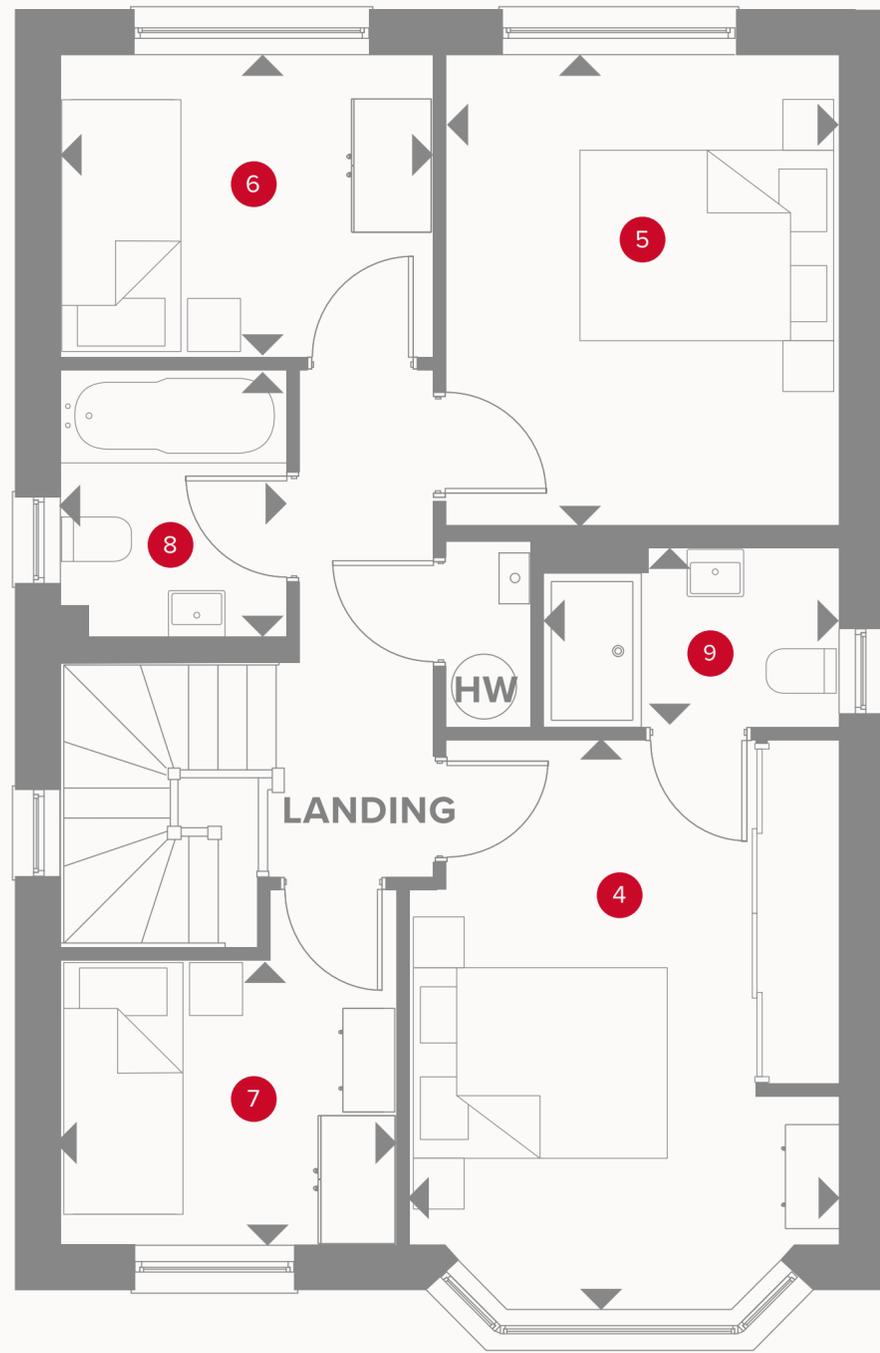
1	Lounge	16'4" x 11'6"	4.97 x 3.51 m
2	Family/ Kitchen/ Dining	19'8" x 14'9"	5.99 x 4.49 m
3	Cloaks	7'3" x 3'6"	2.20 x 1.07 m



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 STRATFORD FIRST FLOOR

4	Bedroom 1	14'2" x 10'10"	4.33 x 3.30 m
5	Bedroom 2	11'11" x 9'11"	3.62 x 3.02 m
6	Bedroom 3	9'5" x 7'8"	2.88 x 2.34 m
7	Bedroom 4	8'6" x 7'3"	2.60 x 2.20 m
8	Bathroom	6'9" x 5'9"	2.05 x 1.76 m
9	En-suite	7'6" x 4'7"	2.28 x 1.39 m



KEY

- ◀ Dimensions start
- HW Hot water storage
- LH Loft hatch

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Customers should note this illustration is an example of the Stratford 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. All wardrobes are subject to site specification. Please see Sales Consultant for further details.



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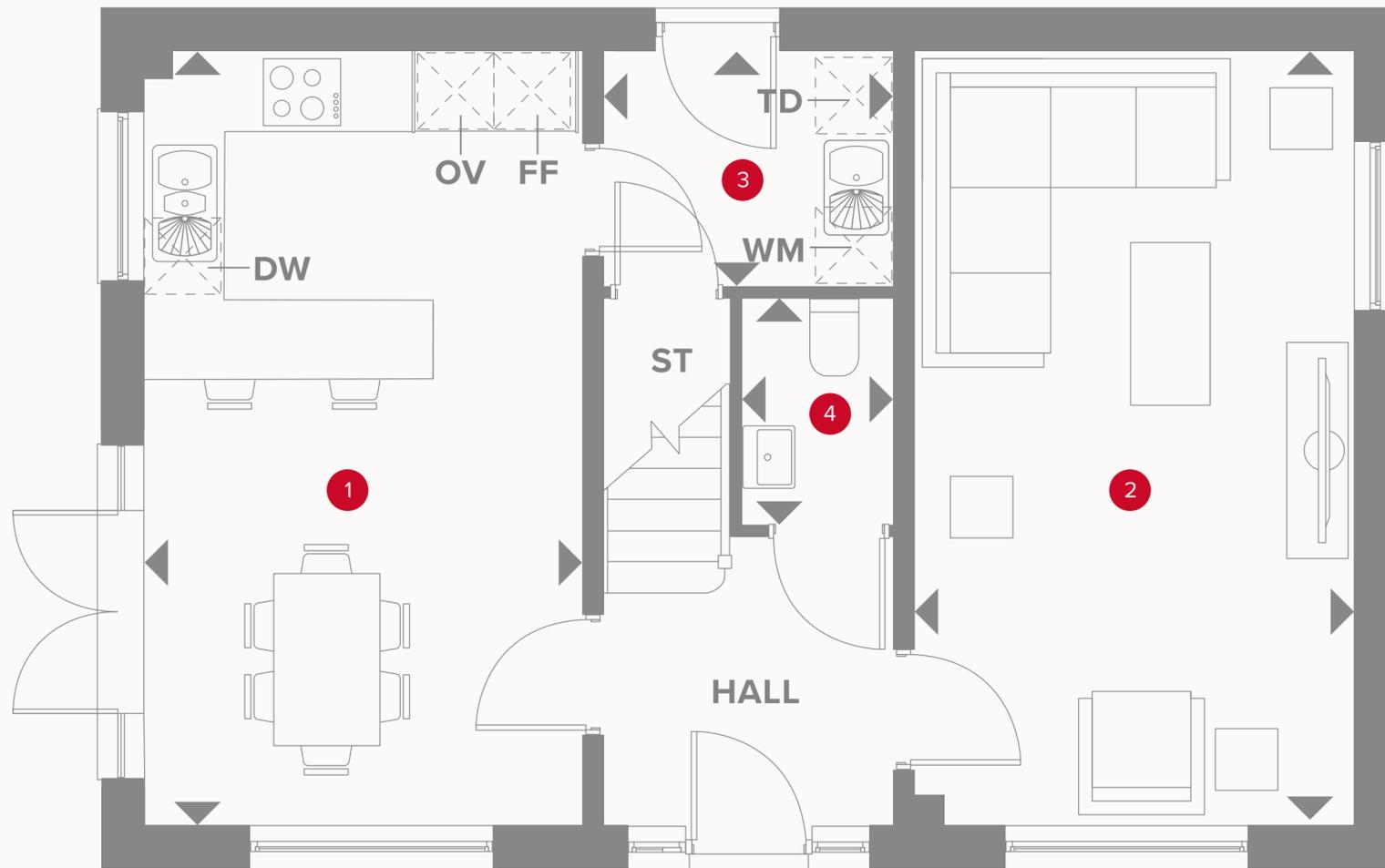
- REDROW -

THE AMBERLEY

THREE BEDROOM HOME



THE AMBERLEY GROUND FLOOR



1	Kitchen/ Dining	18'11" x 10'9"	5.77 x 3.28 m
2	Lounge	18'11" x 10'9"	5.77 x 3.27 m
3	Utility	7'2" x 5'9"	2.18 x 1.75 m
4	Cloaks	5'7" x 3'9"	1.70 x 1.14 m



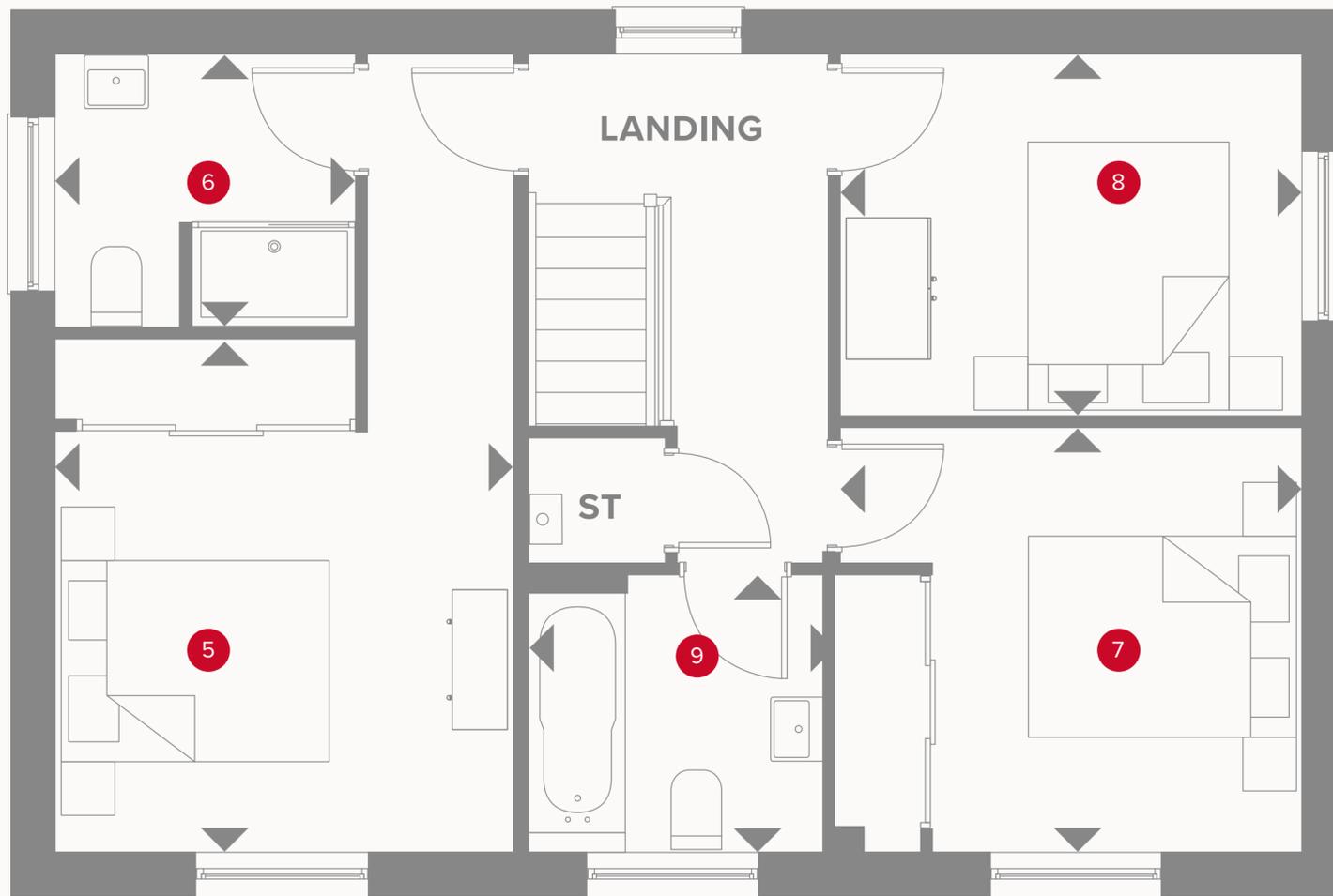
Plot 302 is handed

KEY

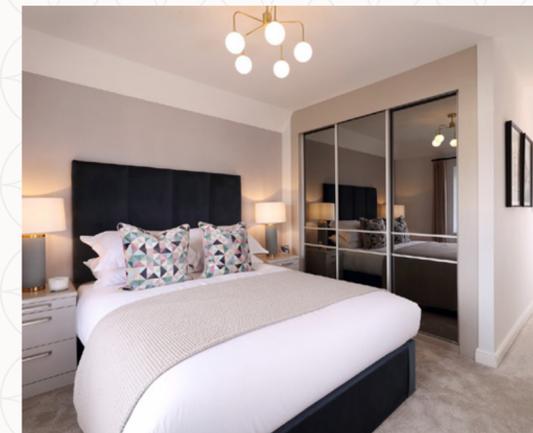
-  Hob
- OV** Oven
- FF** Fridge/freezer
- TD** Tumble dryer space

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

THE AMBERLEY FIRST FLOOR



5	Bedroom 1	12'0" x 10'10"	3.68 x 3.31 m
6	En-suite	7'2" x 6'7"	2.18 x 2.00 m
7	Bedroom 2	10'10" x 10'0"	3.30 x 3.05 m
8	Bedroom 3	11'0" x 8'8"	3.35 x 2.63 m
9	Bathroom	7'1" x 6'6"	2.16 x 1.98 m



KEY

- ◀ Dimensions start
- ST Storage cupboard

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Customers should note this illustration is an example of the Amberley 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.



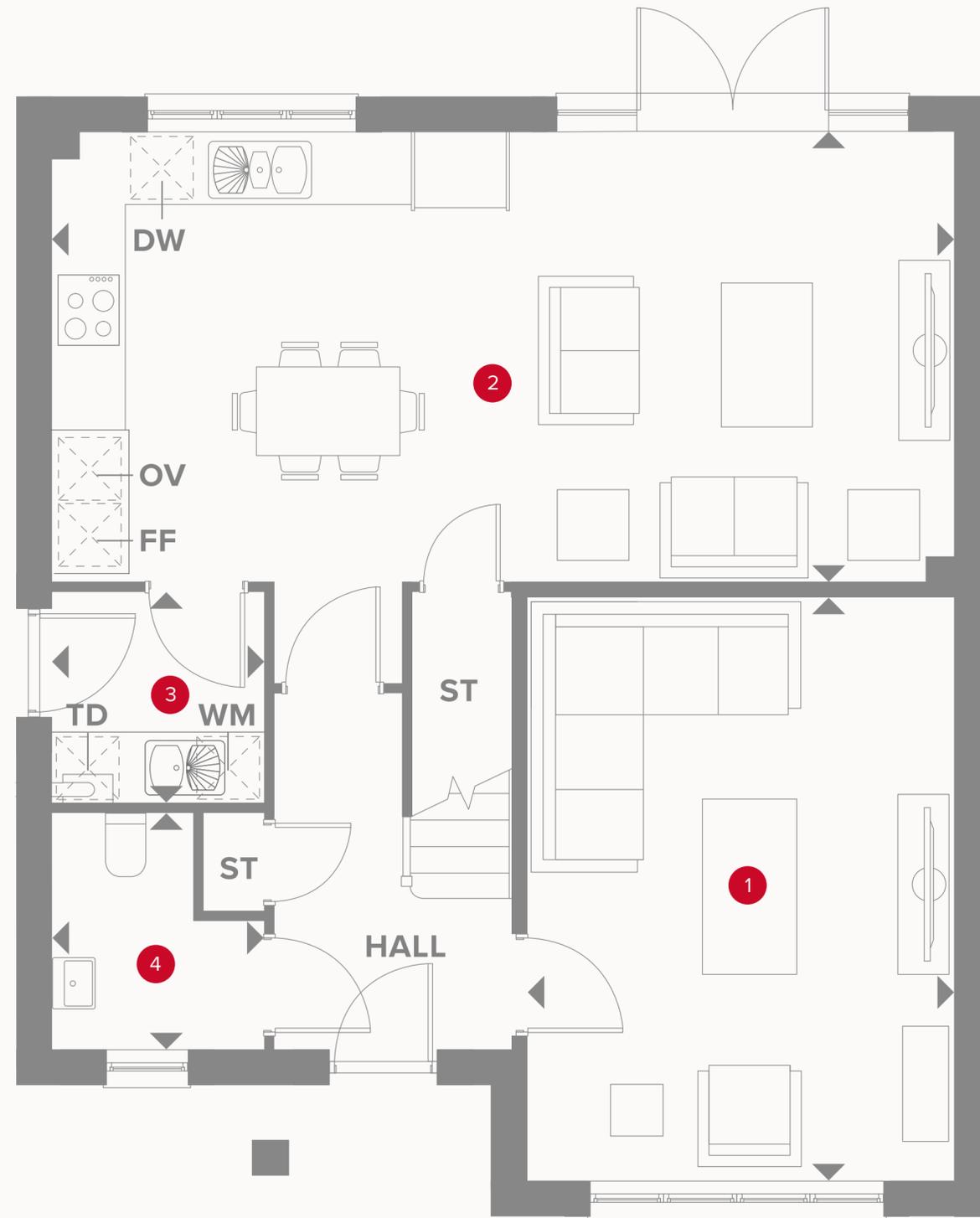
HERITAGE

- REDROW -

THE CAMBRIDGE

FOUR BEDROOM HOME

 **REDROW**



Plot 334, 335 and 349 are handed

THE CAMBRIDGE GROUND FLOOR

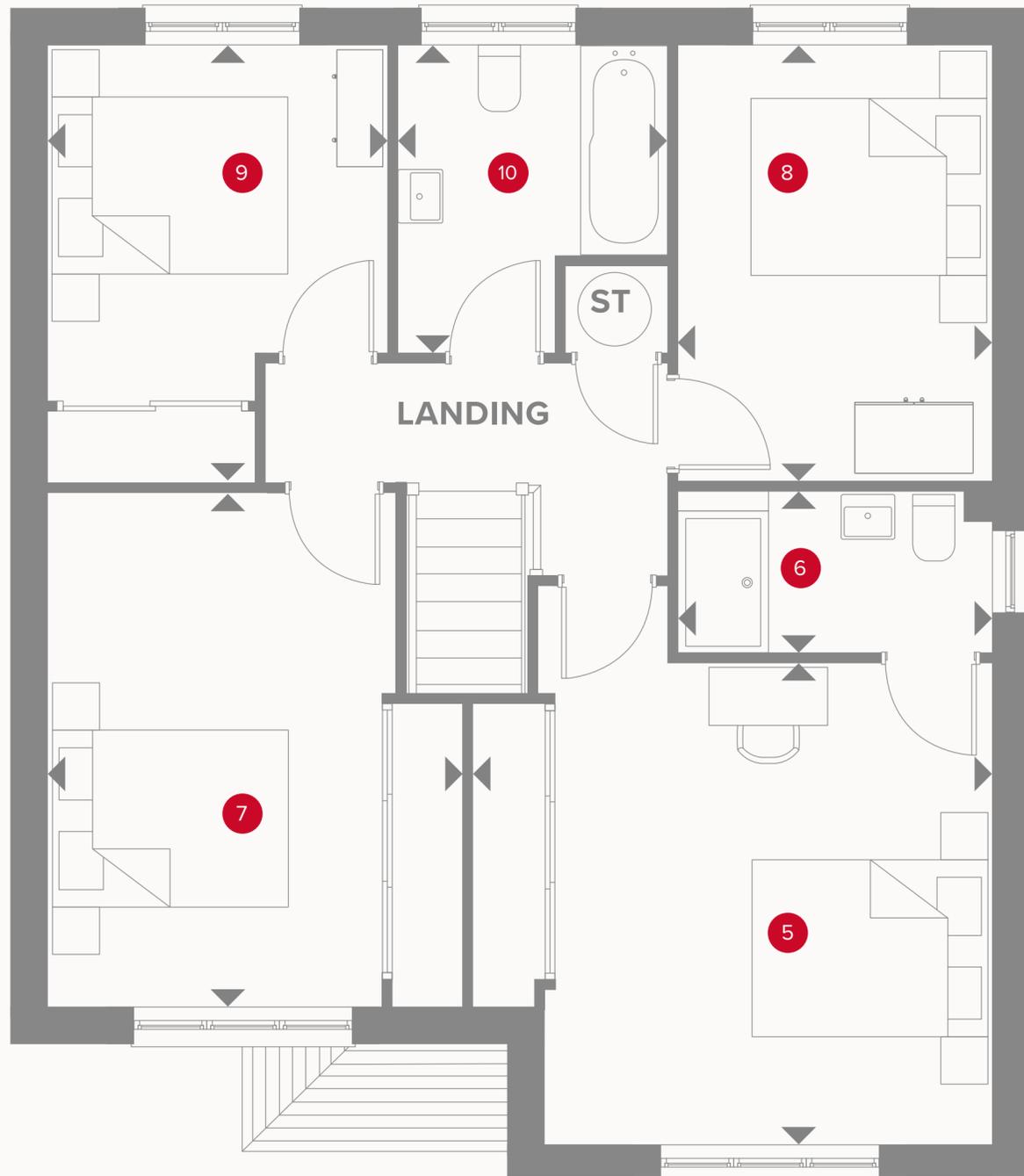
1	Lounge	16'2" x 11'10"	4.94 x 3.63 m
2	Kitchen/Dining/Family	25'2" x 12'5"	7.68 x 3.80 m
3	Utility	5'10" x 5'10"	1.80 x 1.80 m
4	Cloaks	6'6" x 5'10"	2.00 x 1.80 m



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

5	Bedroom 1	13'10" x 12'9"	4.22 x 3.90 m
6	En-suite	8'4" x 4'3"	2.55 x 1.30 m
7	Bedroom 2	13'8" x 11'0"	4.17 x 3.37 m
8	Bedroom 3	11'6" x 8'4"	3.52 x 2.55 m
9	Bedroom 4	11'6" x 9'2"	3.52 x 2.80 m
10	Bathroom	8'2" x 7'2"	2.50 x 2.20 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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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 Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.



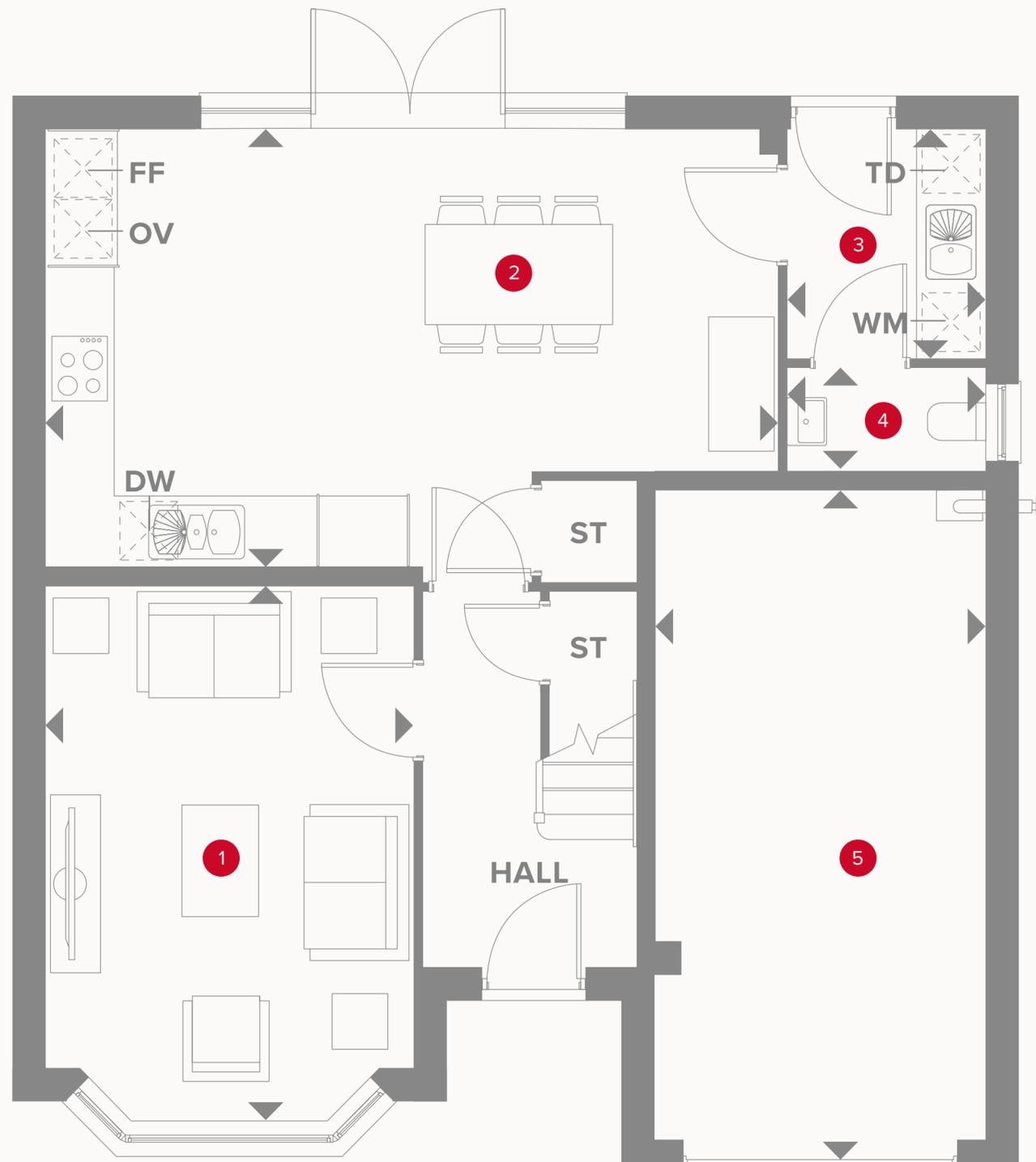
HERITAGE

- REDROW -

THE OXFORD LIFESTYLE

THREE BEDROOM HOME

 **REDROW**



THE OXFORD LIFESTYLE GROUND FLOOR

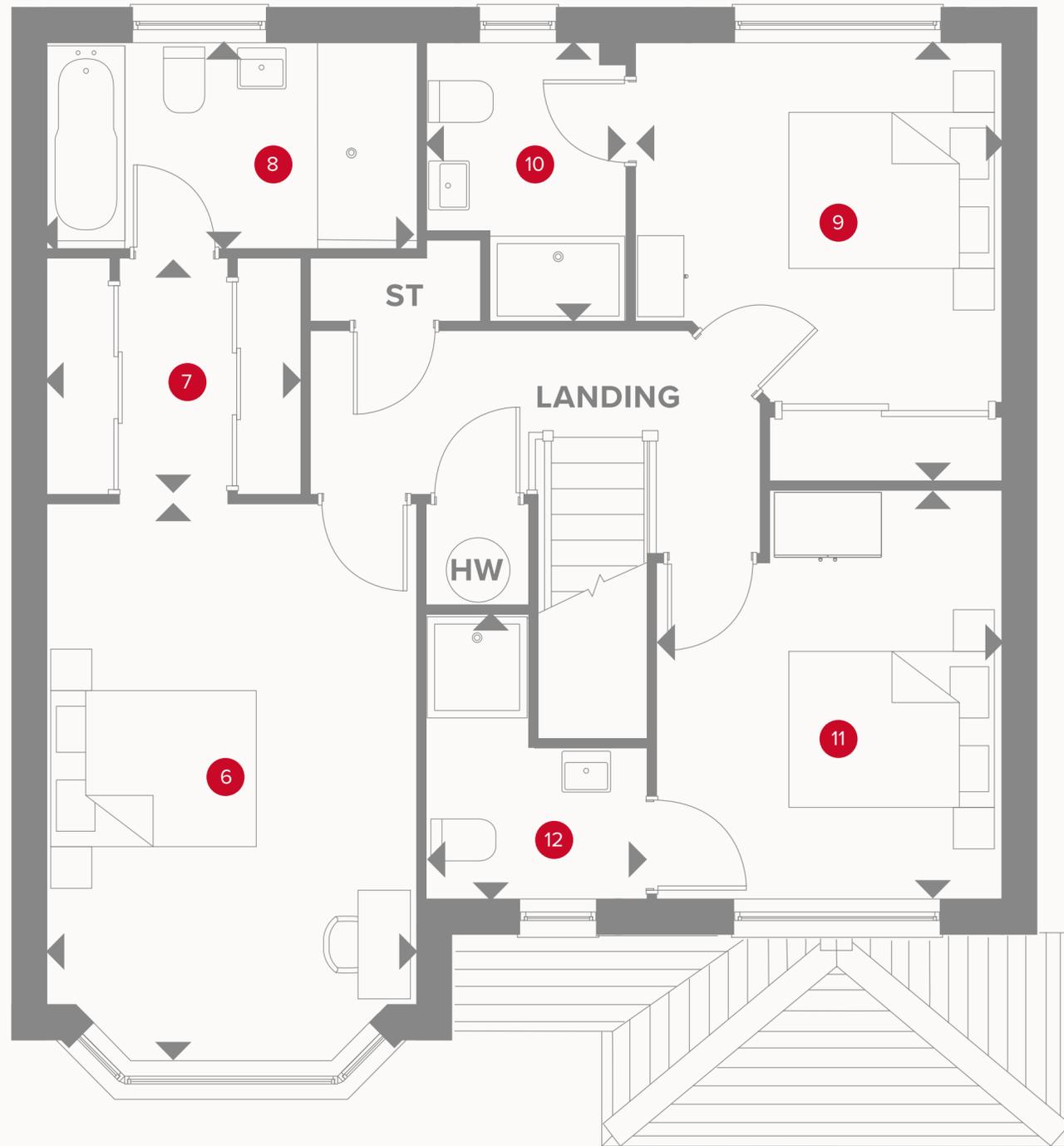
1 Lounge	15'9" x 10'10"	4.80 x 3.29 m
2 Kitchen/ Dining	21'8" x 12'9"	6.60 x 3.88 m
3 Utility	6'8" x 5'10"	2.02 x 1.78 m
4 Cloaks	5'10" x 3'1"	1.78 x 0.94 m
5 Garage	19'7" x 9'10"	5.98 x 3.00 m



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 OXFORD LIFESTYLE FIRST FLOOR

6	Bedroom 1	15'10" x 10'10"	4.82 x 3.29 m
7	Dressing	7'6" x 6'8"	2.28 x 2.03 m
8	En-suite 1	10'10" x 5'11"	3.29 x 1.80 m
9	Bedroom 2	12'7" x 10'9"	3.84 x 3.27 m
10	En-suite 2	7'11" x 5'8"	2.41 x 1.73 m
11	Bedroom 3	11'7" x 10'0"	3.52 x 3.05 m
12	En-suite 3	8'3" x 6'5"	2.51 x 1.96 m



KEY

- ◀ Dimensions start
- HW** Hot water storage
- LH** Loft hatch

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Customers should note this illustration is an example of the Oxford 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. Some images shown include upgrade items which are not included as standard with the house type.



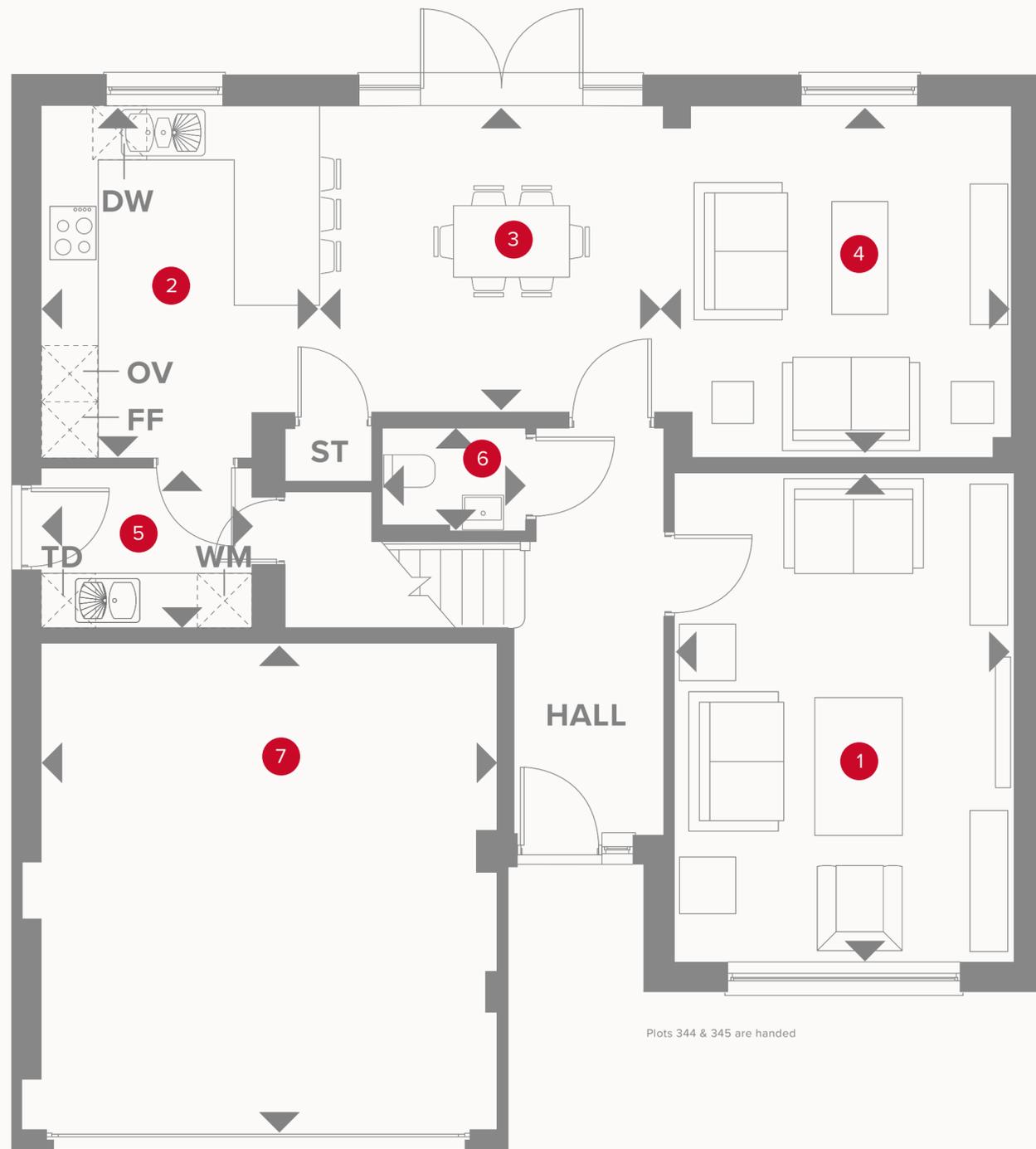
HERITAGE

- REDROW -

THE WELWYN

FOUR BEDROOM HOME

 **REDROW**



THE WELWYN GROUND FLOOR

1 Lounge	17'1" x 11'11"	5.21 x 3.63 m
2 Kitchen	12'5" x 9'9"	3.79 x 2.97 m
3 Dining	13'0" x 10'10"	3.95 x 3.29 m
4 Family	12'5" x 11'4"	3.78 x 3.46 m
5 Utility	7'4" x 5'7"	2.24 x 1.71 m
6 Cloaks	5'1" x 3'8"	1.56 x 1.12 m
7 Garage	17'2" x 16'0"	5.23 x 4.88 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 WELWYN FIRST FLOOR

8	Bedroom 1	14'9" x 14'6"	4.49 x 4.43 m
9	En-suite	9'3" x 4'6"	2.82 x 1.38 m
10	Bedroom 2	12'2" x 9'3"	3.70 x 2.82 m
11	Bedroom 3	11'0" x 9'3"	3.35 x 2.81 m
12	Bedroom 4	10'9" x 6'11"	3.27 x 2.11 m
13	Bathroom	7'4" x 6'6"	2.24 x 1.99 m



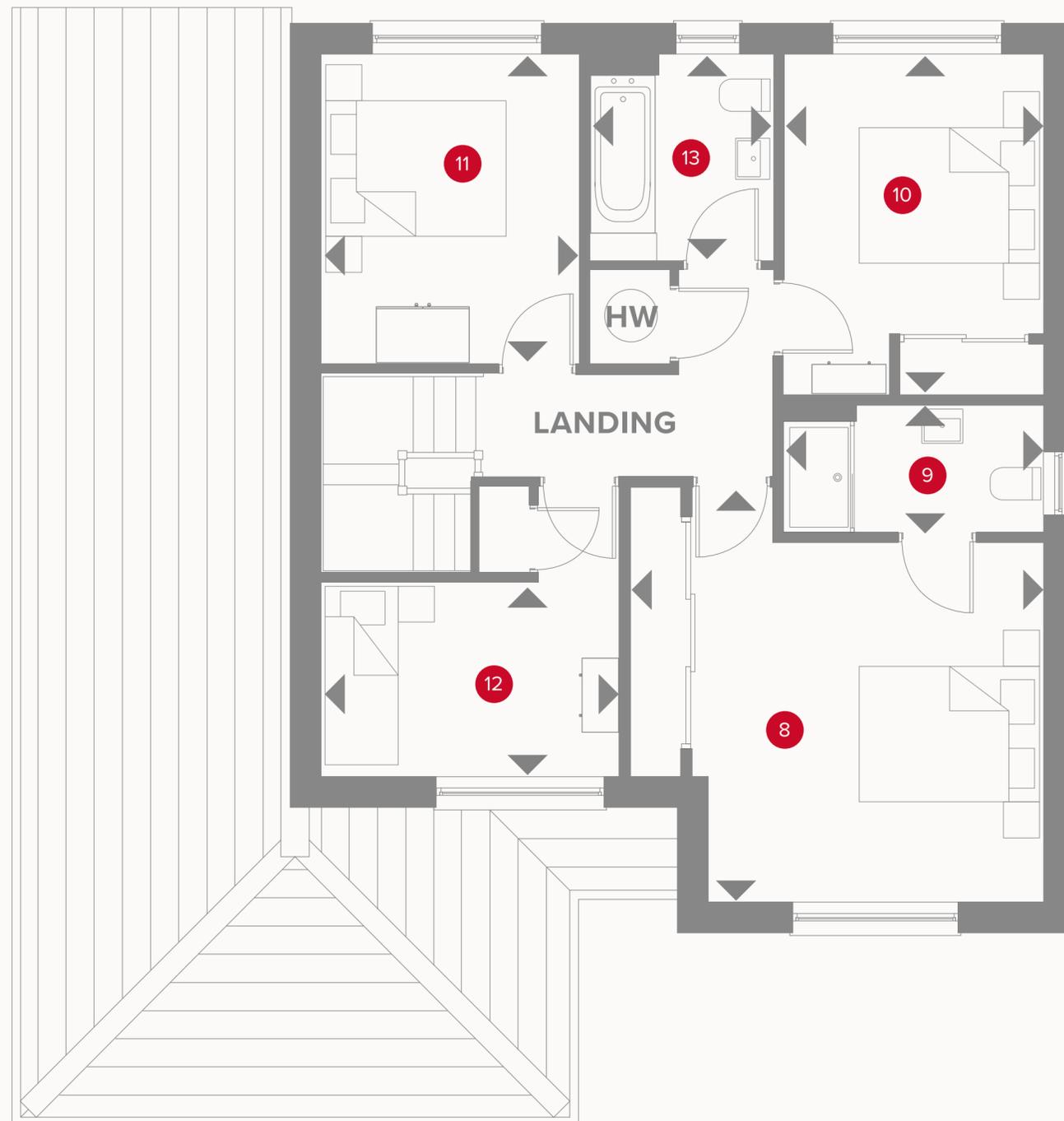
KEY

- ◀ Dimensions start
- HW Hot water storage

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Customers should note this illustration is an example of the Welwyn 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.





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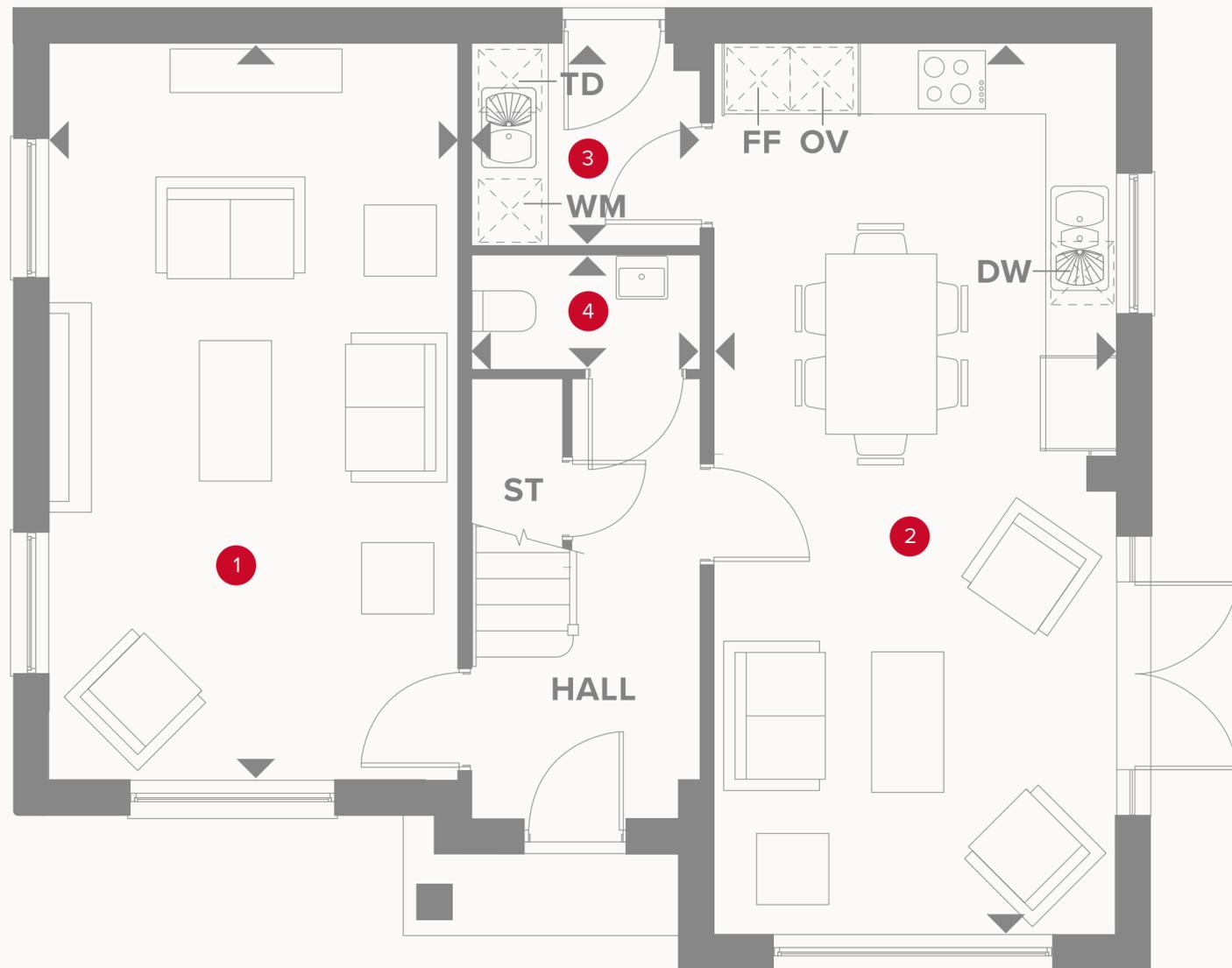
- REDROW -

THE SHAFTESBURY

FOUR BEDROOM HOME



THE SHAFTESBURY GROUND FLOOR



Plot 350 is handed

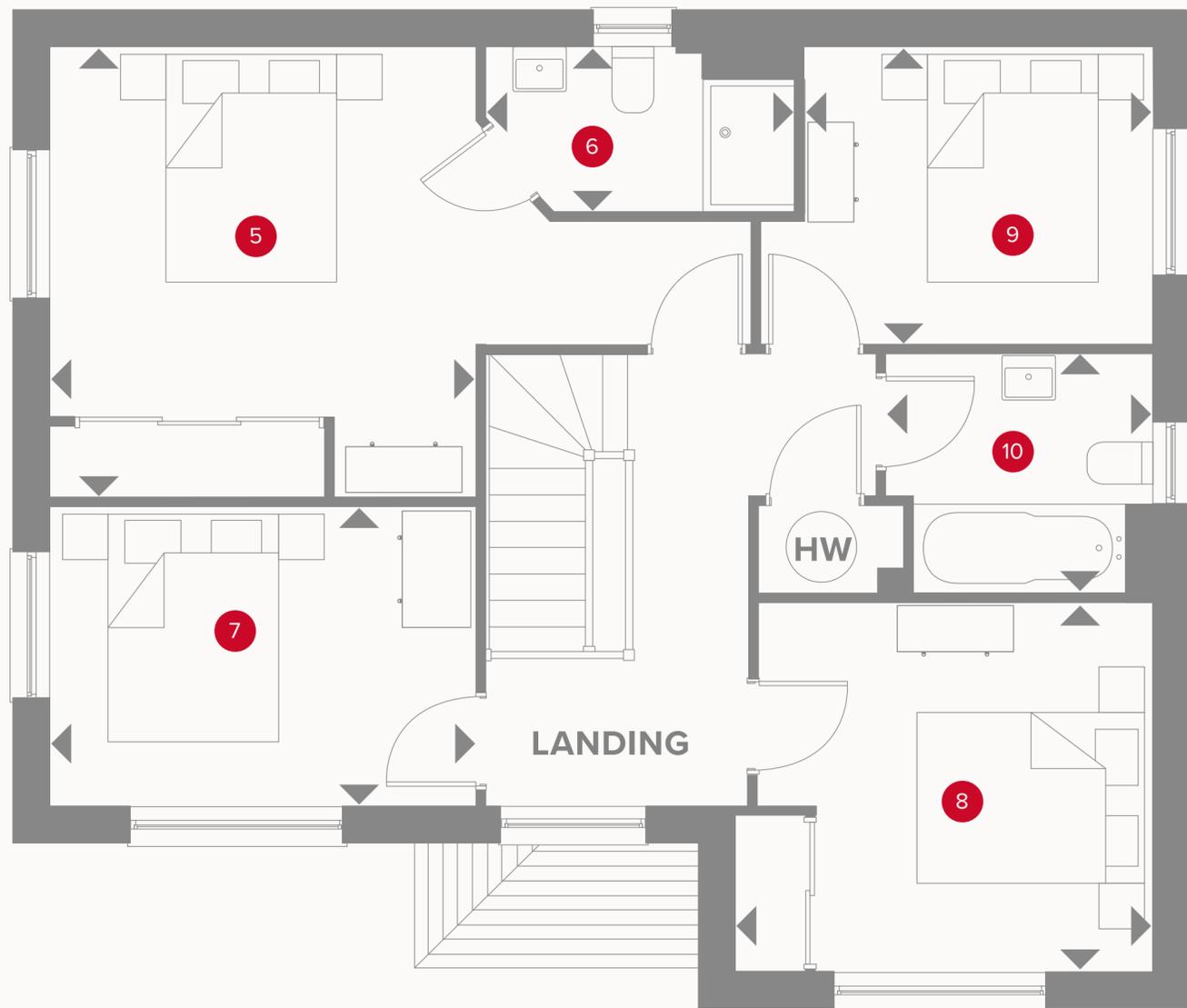
1 Lounge	21'2" x 11'8"	6.44 x 3.56 m
2 Kitchen/ Dining/ Family	25'7" x 11'7"	7.79 x 3.52 m
3 Utility	6'6" x 5'9"	1.99 x 1.75 m
4 Cloaks	6'6" x 3'4"	1.99 x 1.01 m



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 SHAFTESBURY FIRST FLOOR

5	Bedroom 1	12'5" x 11'11"	3.62 x 3.80 m
6	En-suite	7'11" x 4'7"	2.41 x 1.40 m
7	Bedroom 2	10'9" x 10'2"	3.30 x 3.12 m
8	Bedroom 3	10'2" x 8'4"	3.62 x 2.55 m
9	Bedroom 4	10'9" x 8'1"	3.30 x 2.48 m
10	Bathroom	7'3" x 6'7"	2.22 x 2.01 m



KEY

- ◀ Dimensions start
- HW Hot water storage

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HOME BUILDERS**

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Customers should note this illustration is an example of the Shaftesbury 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.

SKILFUL EXECUTION

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



PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

Exclusive designs from Moores.
Please see Sales Consultant for more information

Downlights

LED under cupboard downlights provided
(where shown on kitchen layout)

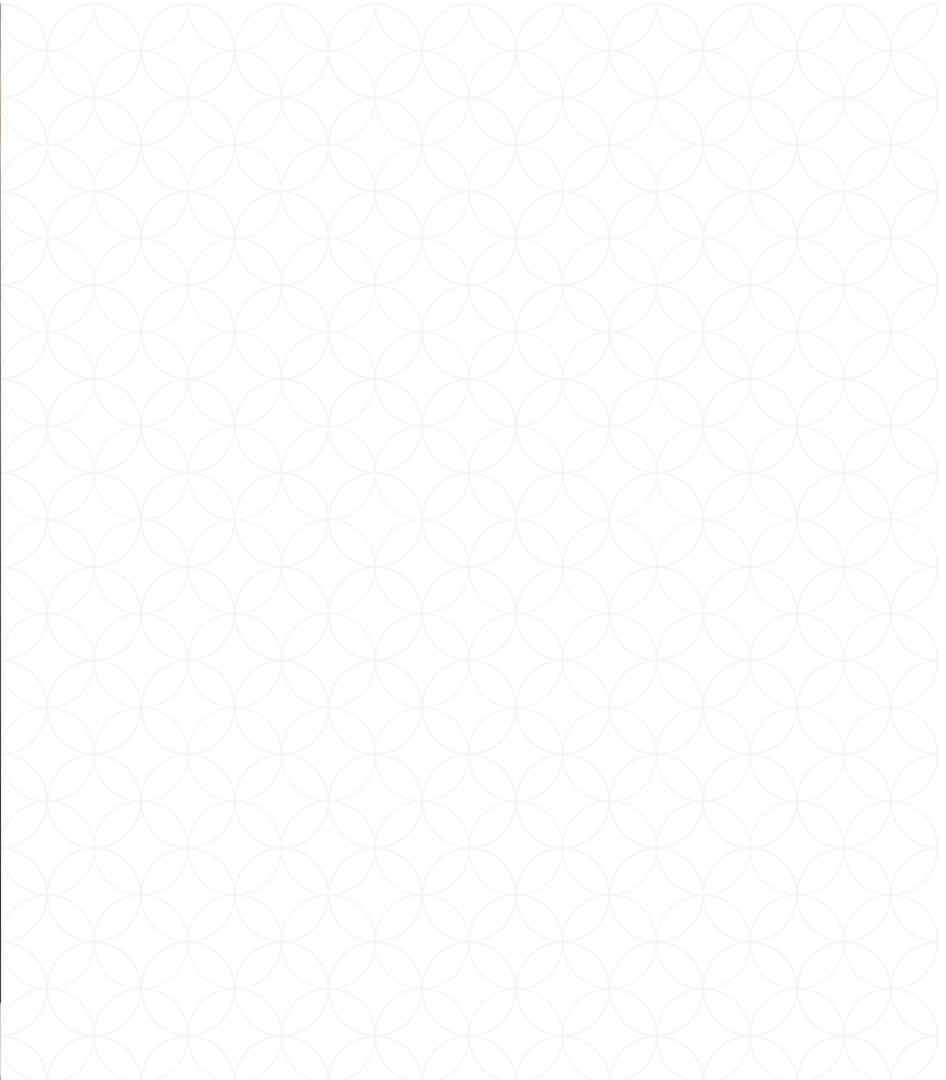
Sinks

Kitchen Blanco Bonus 6S Bowl and 1/2
Blanco Tipo 8S Double Bowl (properties
over 1600sqft)

Utility Blanco Tipo 45S.

Appliances

- 60cm 4 zone burner ceramic hob
or 60cm gas 4 ring burner hob
- 80cm 4 zone burner ceramic hob
or 90cm gas 5 ring burner hob
(Properties over 1500sqft) – Welwyn only
- 60cm cooker hood 90cm cooker hood
(Properties over 1500sqft) – Welwyn only
- Double oven
- Integrated fridge/freezer 50/50 split



INTERIOR

Walls

Crown white emulsion paint finish.

Ceilings

Flat finish with Crown white emulsion paint decoration.

Internal Doors

“Cambridge” 2 panel internal moulded door.

Internal Door Furniture

Polished chrome effect door furniture.

Central Heating

Full gas central heating with energy efficient wall mounted boiler in all houses.

Radiators

Myson radiators.

Wardrobes

Gooding fitted wardrobe to bedroom 1, see Sales Consultant for more information.

Phone Point

Located as follows: one adjacent TV location in lounge and one in family room and study (where applicable).

TV Point

Located as follows: one in lounge and one in family room (where applicable)

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



BATHROOM & CLOAKROOM

Bathroom, En-suite & Cloakroom styles

Ideal Standard in white finish.

Sanitaryware

WC Concept close coupled back-to-wall pan with dual flush cistern

Bathroom & En-suite Basin

50cm sphere basin with 1 Tempo single lever basin mixer.

Cloakroom Basin

45cm sphere basin with chrome tap or concept Arc 45cm corner basin, please refer to drawing for confirmation.

Shower over Bath

Shower valve and screen to bath where there is no separate shower enclosure within bathroom.

Shower Valve

Ideal Standard "Alto Ecotherm" thermostatic bar valve.

Bathroom, Cloakroom & En-suite Wall Tiles

Johnson wall tile choices available to areas as indicated on drawings.

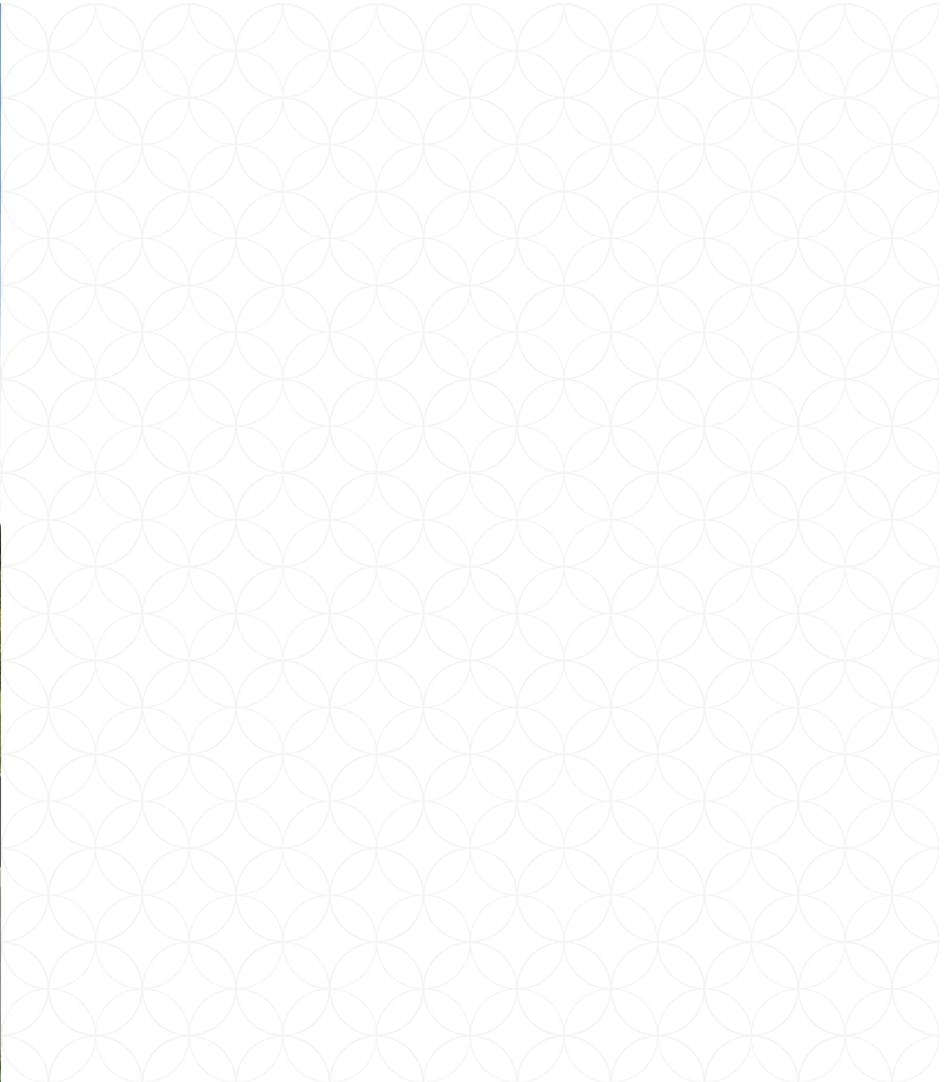
Mirror to be fitted above the bathroom and en-suite wash basins (where applicable, please see drawings).

Towel Warmer

Towel warmer in Chrome effect finish to bathroom and en-suite (where shown on drawing).

Shaver Socket

Shaver socket in bathroom and en-suite. Finish to match electrical plates.



EXTERIOR

External Doors

Front GRP door with patterned glass manufactured by IG. Style of door to be all as indicated on house plan, frame to be uPVC

Rear GRP door with patterned glass manufactured by IG. Finished internally and externally in white

House Numeral House number to front of property on number plaque to match colour of the front door

Door Bell Chrome effect bell push

Security Multi point locking system to front and rear doors of house

External Lights

Front Lantern to front entrance – black in colour
Downlight where entrance is recessed.

Garage

To specific plots, see Sales Consultant for more information

Door Hörmann “Ilkley” style steel up & over
Door finish to be painted to match front door colour

Power Double power point and lighting pendant (where garage lies within the curtilage of the property).

External Fencing

Refer to layouts

Sides/Rear Vertical boarding 1.8m high

Paving

Buff riven faced flags (as indicated on drawing)

Gate

1.8m timber gate

Turfing

Good standard turf to front and rear garden.
Refer to layout for landscaping details
Topsoil and turfing in accordance with NHBC requirements.

Outside Tap

Refer to drawing for location.



A THRIVING PARTNERSHIP

Our 'Nature for people' biodiversity strategy was developed alongside our long-standing partners, The Wildlife Trusts. The strategy focuses on three key themes – Nature Gains, Rewilding Lives and Flourishing Legacy with a view to improving people's well-being through nature.

Find out more at [redrowplc.co.uk/sustainability](https://www.redrowplc.co.uk/sustainability)

Working in close partnership with



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 visiting a development under construction.

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.

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.



MEADOW VIEW



Western Road, Silver End, Essex CM8 3SE

Discover a better way to live
[redrow.co.uk](https://www.redrow.co.uk)