

HERITAGE

- REDROW -

BISHOP MEADOWS

GREATER MANCHESTER





WELCOME TO BISHOP MEADOWS



A COLLECTION OF 3, 4 AND 5 BEDROOM HOMES IN THE VIBRANT TOWN OF OLDHAM

Set in a thriving, up-and-coming town close to one of Britain's most exciting cities, with plentiful amenities close by but with some picturesque open green spaces on your doorstep, Bishop Meadows offers all of the hallmarks of a highly desirable Redrow development. These stylish 3, 4 and 5 bedroom homes are part of Redrow's award-winning Heritage Collection, blending the finery of the past with the sophistication of the present. With good schools and excellent transport links too, Bishop Meadows offers a higher quality of living.



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.

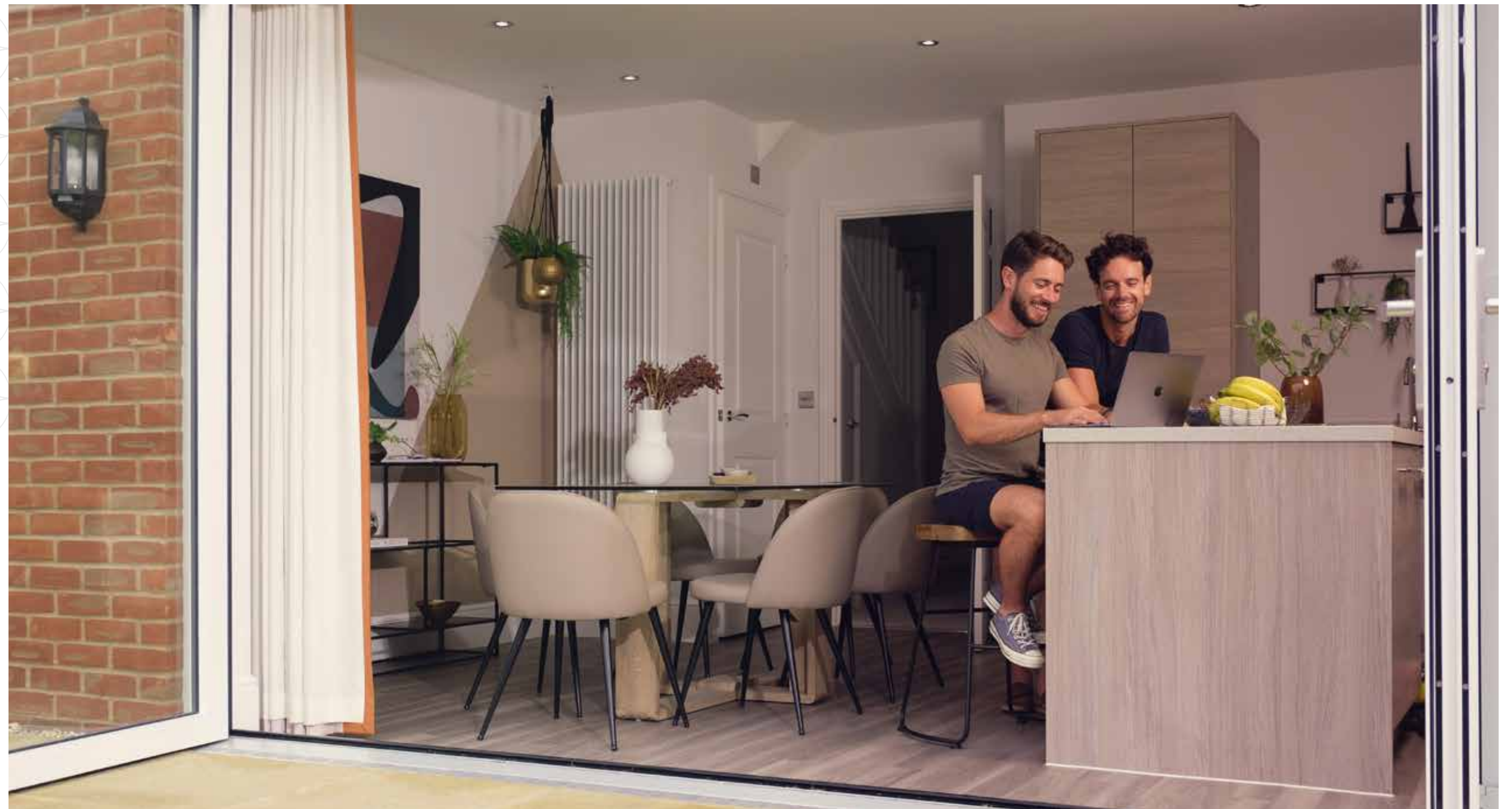


BETTER BY DESIGN

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 around the property. These features add grandeur and depth to the front of the home and provide anchoring effect.





ENJOY THE AREA

With Oldham town centre little more than a 10 minute drive and vibrant Manchester around 40 minutes away, amenities will always be within easy reach. You'll find Asda and Aldi supermarkets within a mile of home, with a Co-op convenience store a similar distance. The local post office is around 4 minutes away by road, while local pharmacies are plentiful. Anyone looking for some serious retail therapy can shop at an A to Z of household name stores at Oldham's Spindles Town Square Shopping Centre, or for an even greater choice, Manchester is home to a wide array of shopping centres, arcades and boutique-lined streets offering wares of all kinds.

Film fans can enjoy all the latest blockbusters at the town's Odeon cinema, while the Oldham Coliseum Theatre offers a varied programme of the performing arts. For eating and drinking out, the Angel Inn and Railway Royton both screen live sport and offer regular live music, while the Bank Grill (steaks, burgers and burritos), JLR (eclectic) and Kismoth (Indian) restaurants provide a variety of dining options between them.



ENJOY AN ACTIVE LIFESTYLE

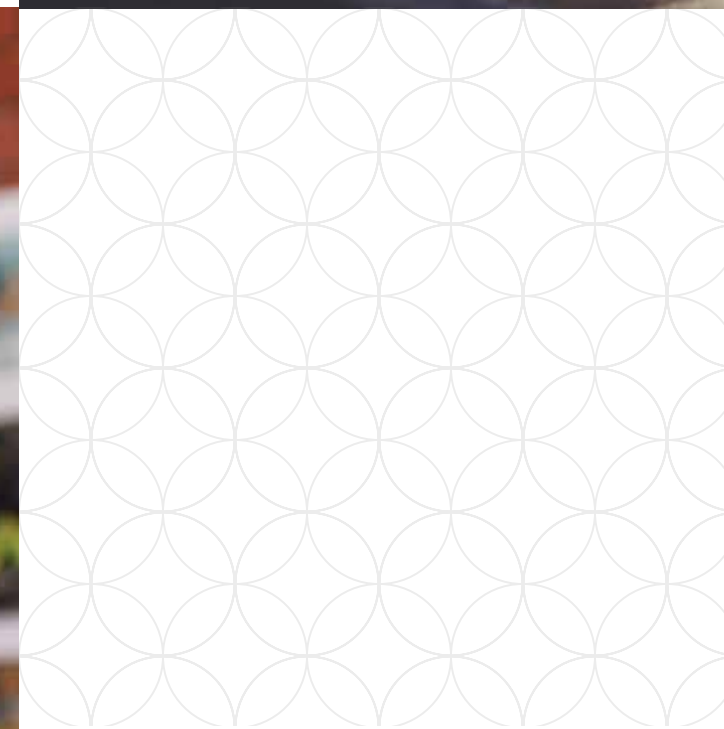
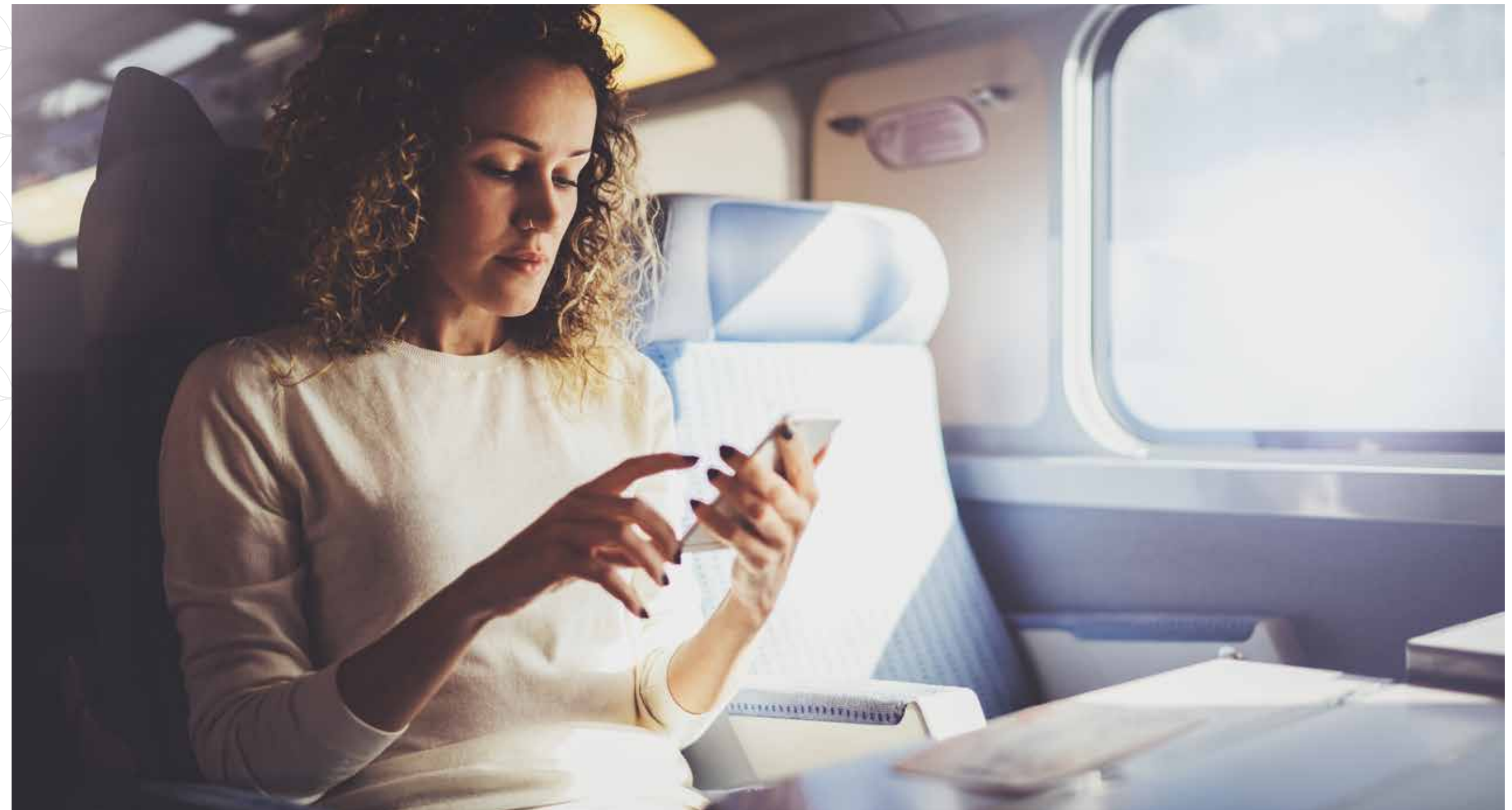
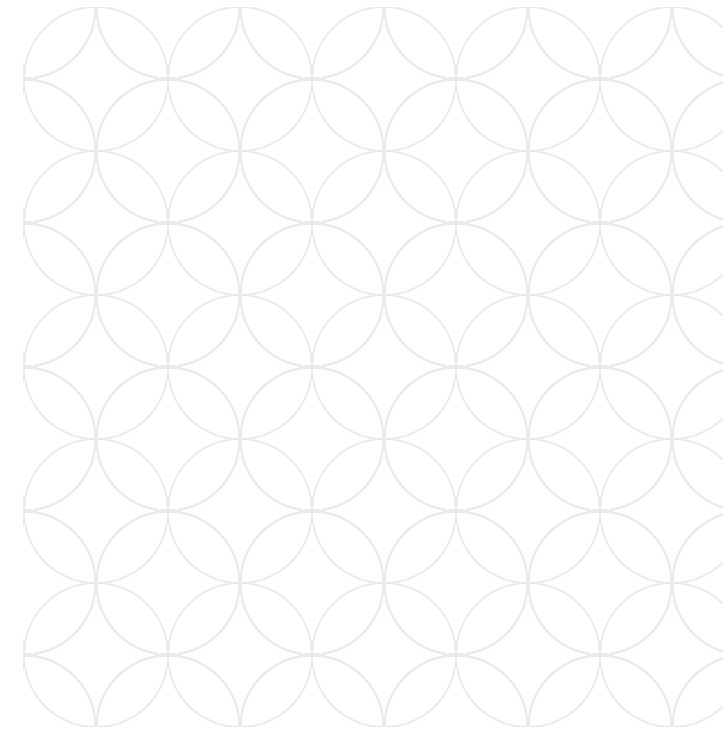
For those seeking fun, recreation and fitness, there is much to enjoy. Oldham and Royton leisure centres have swimming pools, gyms and fitness classes, with a large sports hall at the former and spin studio at the latter, while golfers can enjoy a round or two at Crompton & Royton Golf Club, located just half a mile from home. Football fans can take in a game at nearby Oldham Athletic FC.

For family days out, you'll be spoilt for choice, with the beautiful Tandle Hill Country Park situated just over two miles away and offering some 48 hectares of scenic parkland, with spectacular views across the Manchester Plain and Pennine Hills. For entertainment of a more indoorsy kind, Manchester's Inflata Nation will be ideal, a huge inflatable arena that's perfect for little ones to enjoy. Saddleworth Museum & Gallery, meanwhile, offers an interesting insight into the area's history, while the magnificent, 13th century Manchester Cathedral is always worth a visit.

OPPORTUNITIES FOR LEARNING

Those with children will be pleased to find a good selection of schools and nurseries for youngsters at different stages of their educational journeys, starting with Broadway Day Nursery just 1.5 miles away. For Primary Schools you'll be spoilt for choice with Blackshaw Lane, St Josephs RC and Crompton all being a stones throw away and a short drive away is Westwood Academy and St Thomas Primary, both of which are rated 'Good' by Ofsted.

For older children, Oasis Academy Oldham and the independent Oldham Hulme Grammar School are both within a 15 minute drive, while Oldham College is around 10 minutes away and offers a wide range of courses for students and apprentices aged 16 and over.



GETTING AROUND

For those travelling by road or rail, transport connections are superb. Junction 20 of the M62 motorway is just over 6 miles away for onward travel to Leeds (44 minutes) and Liverpool (1 hour and 13 minutes). Manchester city centre is around 40 minutes away by road.

Those looking to travel by train can reach Manchester Piccadilly railway station in around 35 minutes, for services to Liverpool (54 minutes), London Euston (2 hours and 12 minutes) Birmingham (1 hour and 37 minutes) and Edinburgh (3 hours and 13 minutes). Oldham Central tram stop is also around 12 minutes away by road and offers connections to destinations around the area.

For international travel, Manchester Airport is around a 35 minute drive and offers flights around the globe.

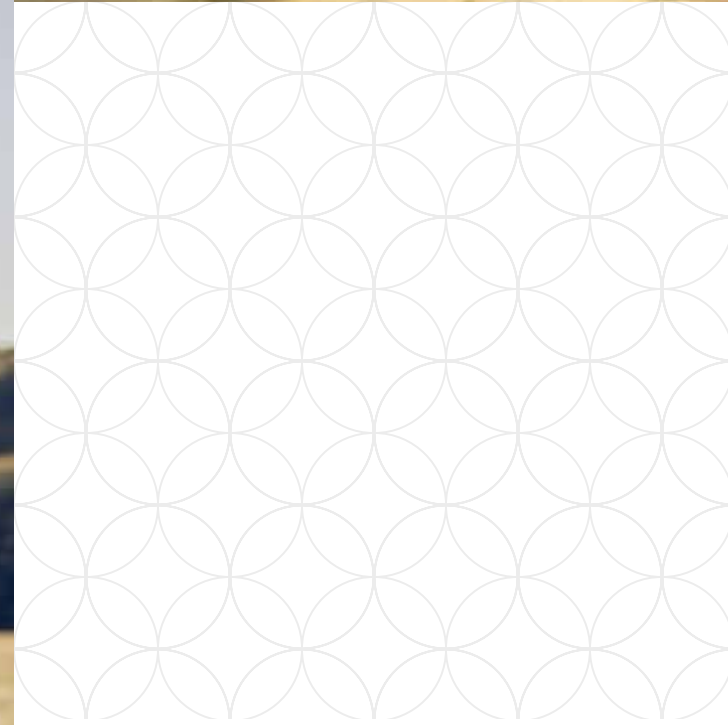
WE PUT MORE IN

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 **Bishop Meadows**.



SO YOU GET MORE OUT















- Public Green Spaces
- Cycleways & Footpaths
- Community Orchard



EXPLORE BISHOP MEADOWS



KEY

	WARWICK 3 BEDROOM DETACHED HOME		CHESTER 4 BEDROOM DETACHED HOME
	WINDSOR 4 BEDROOM DETACHED HOME		CANTERBURY 4 BEDROOM DETACHED HOME
	MARLOW 4 BEDROOM DETACHED HOME		SUNNINGDALE 4 BEDROOM DETACHED HOME
	OXFORD LIFESTYLE 3 BEDROOM DETACHED HOME		HENLEY 4 BEDROOM DETACHED HOME
	OXFORD 4 BEDROOM DETACHED HOME		LEDSHAM 4 BEDROOM DETACHED HOME
	CAMBRIDGE 4 BEDROOM DETACHED HOME		HAMPSTEAD 5 BEDROOM DETACHED HOME
	SHAFTESBURY 4 BEDROOM DETACHED HOME		AFFORDABLE HOUSING

Affordable Housing:
Tavy - 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132 & 133
Dart - 154, 155, 156, 157, 158, 159, 160 & 161
Warwick - 137

S/S - Sub station
SuDS - Sustainable Drainage System

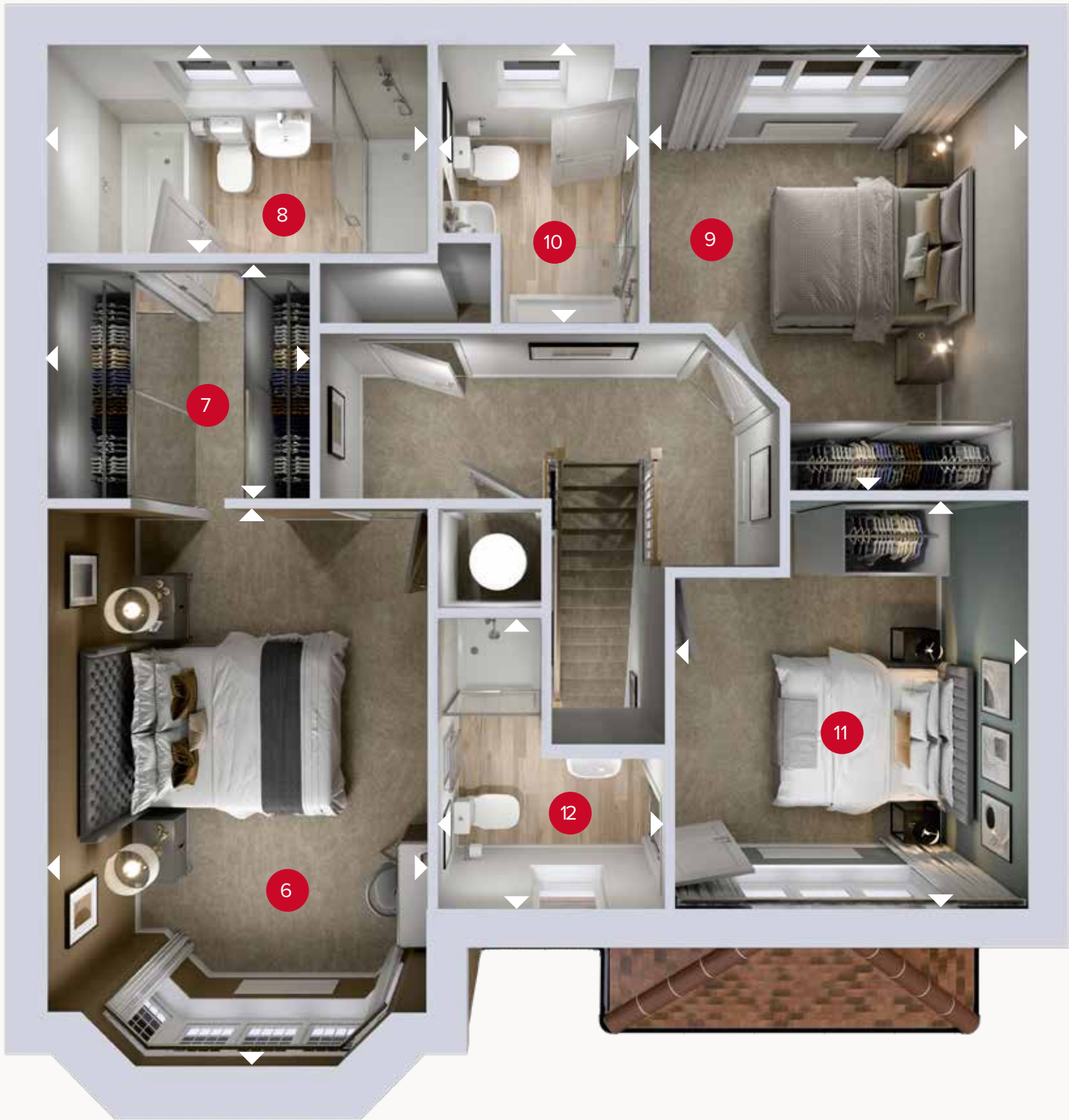


This plan is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change. For specific details, other than general site layout, please liaise directly with our Sales Consultant.





GROUND FLOOR



FIRST FLOOR

THE OXFORD LIFESTYLE

GROUND FLOOR

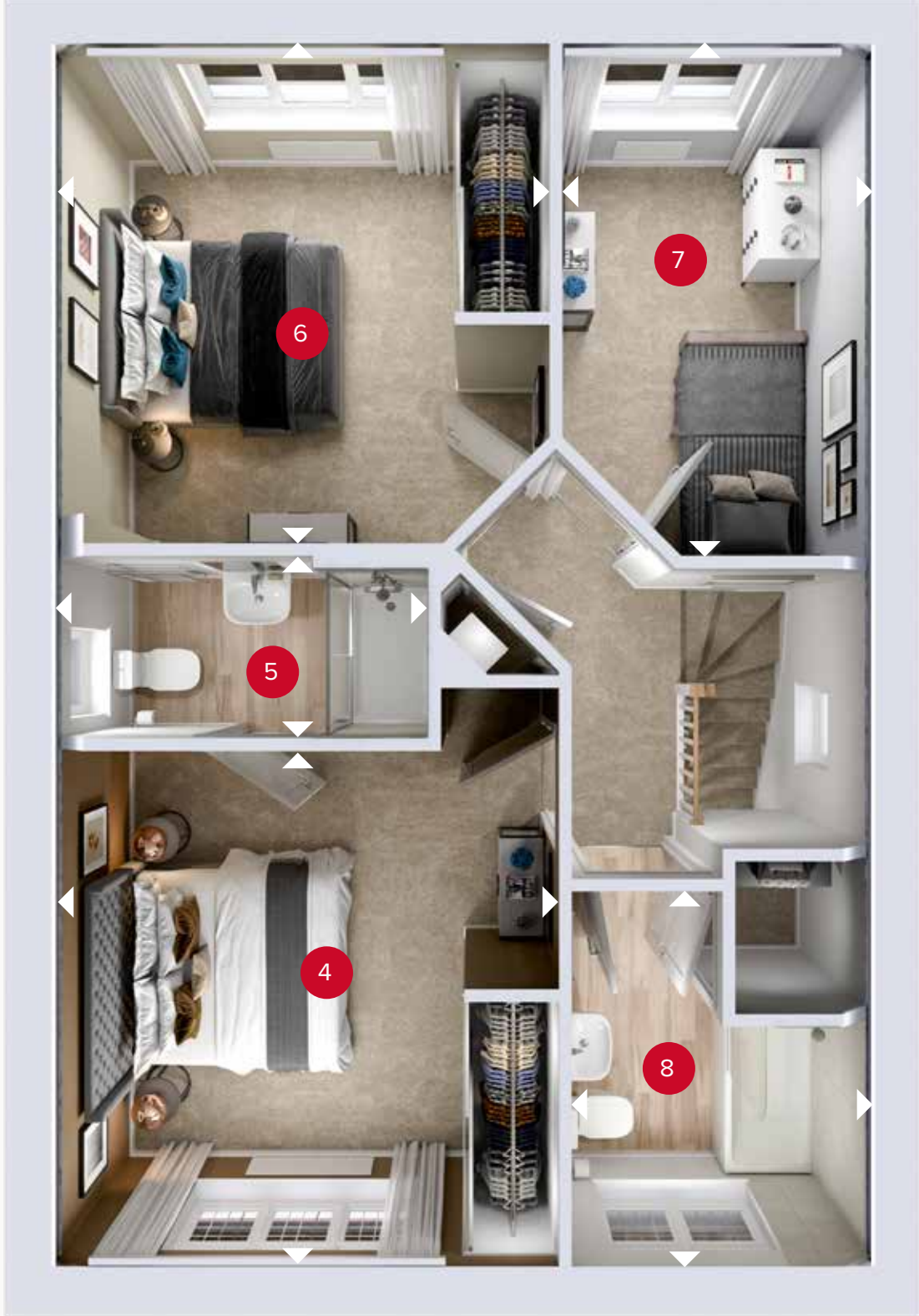
1	Lounge	15'9" x 10'10"	4.80 x 3.29 m
2	Kitchen/ Dining	21'8" x 12'9"	6.60 x 3.88 m
3	Utility	6'8" x 5'10"	2.02 x 1.78 m
4	Cloaks	5'10" x 3'1"	1.78 x 0.94 m
5	Garage	19'1" x 9'10"	5.81 x 3.00 m

FIRST FLOOR

6	Bedroom 1	15'11" x 10'10"	4.85 x 3.29 m
7	Dressing Room	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



GROUND FLOOR



FIRST FLOOR

THE WARWICK

GROUND FLOOR

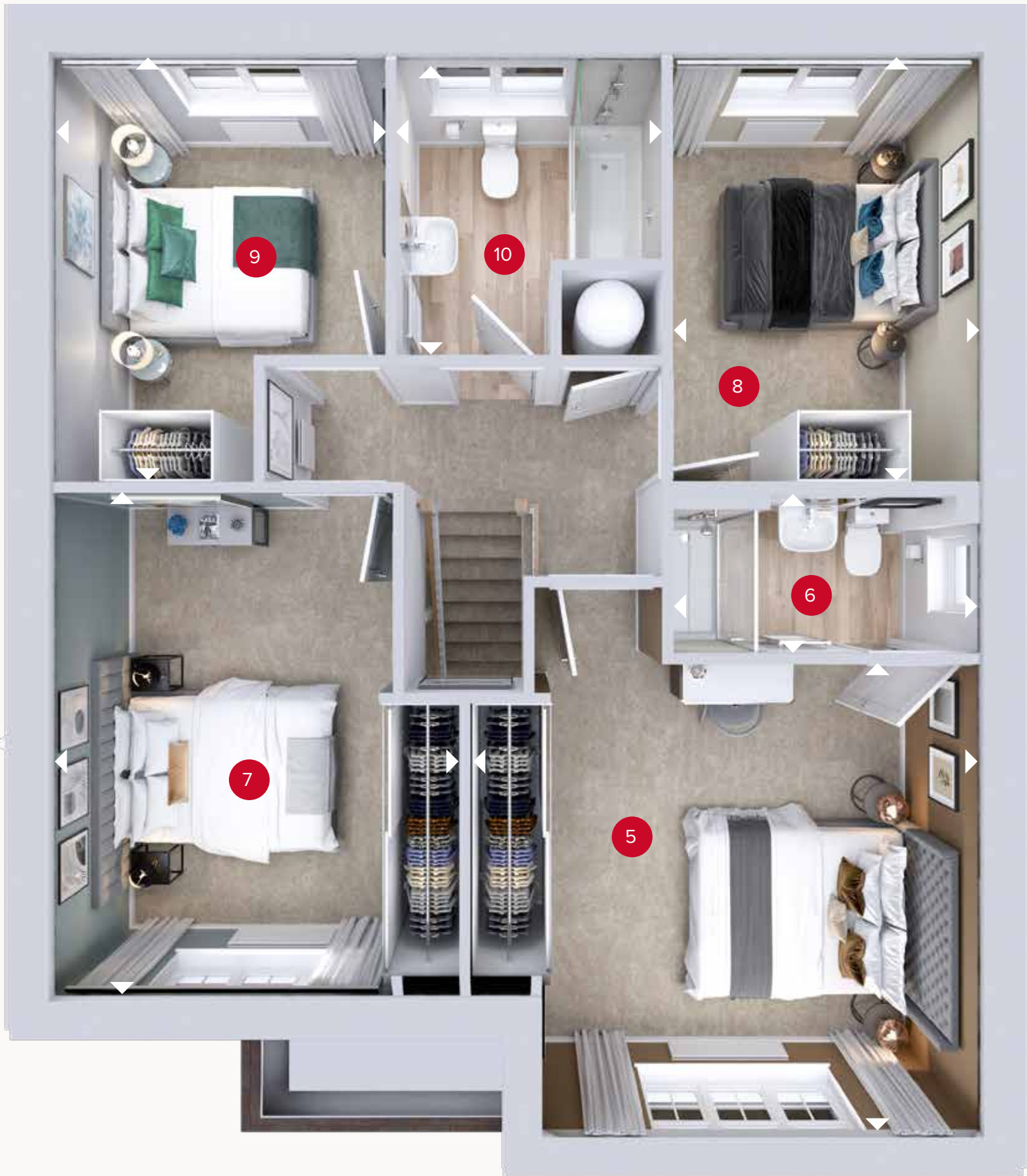
1	Lounge	15'5" x 11'7"	4.71 x 3.52 m
2	Kitchen/ Dining	18'11" x 12'3"	5.77 x 3.73 m
3	Cloaks	5'7" x 3'3"	1.71 x 0.98 m

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	Bedroom 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



GROUND FLOOR



FIRST FLOOR

THE CAMBRIDGE

GROUND FLOOR

1	Lounge	16'3" x 11'11"	4.95 x 3.63 m
2	Kitchen/Dining/ Family	25'2" x 12'6"	7.68 x 3.82 m
3	Utility	5'11" x 5'11"	1.81 x 1.80 m
4	Cloaks	6'6" x 5'11"	1.99 x 1.80 m

FIRST FLOOR

5	Bedroom 1	13'10" x 12'9"	4.22 x 3.89 m
6	En-suite	8'5" x 4'3"	2.56 x 1.30 m
7	Bedroom 2	13'8" x 11'1"	4.18 x 3.37 m
8	Bedroom 3	11'7" x 8'5"	3.52 x 2.56 m
9	Bedroom 4	11'7" x 9'1"	3.53 x 2.76 m
10	Bathroom	8'2" x 7'2"	2.49 x 2.17 m

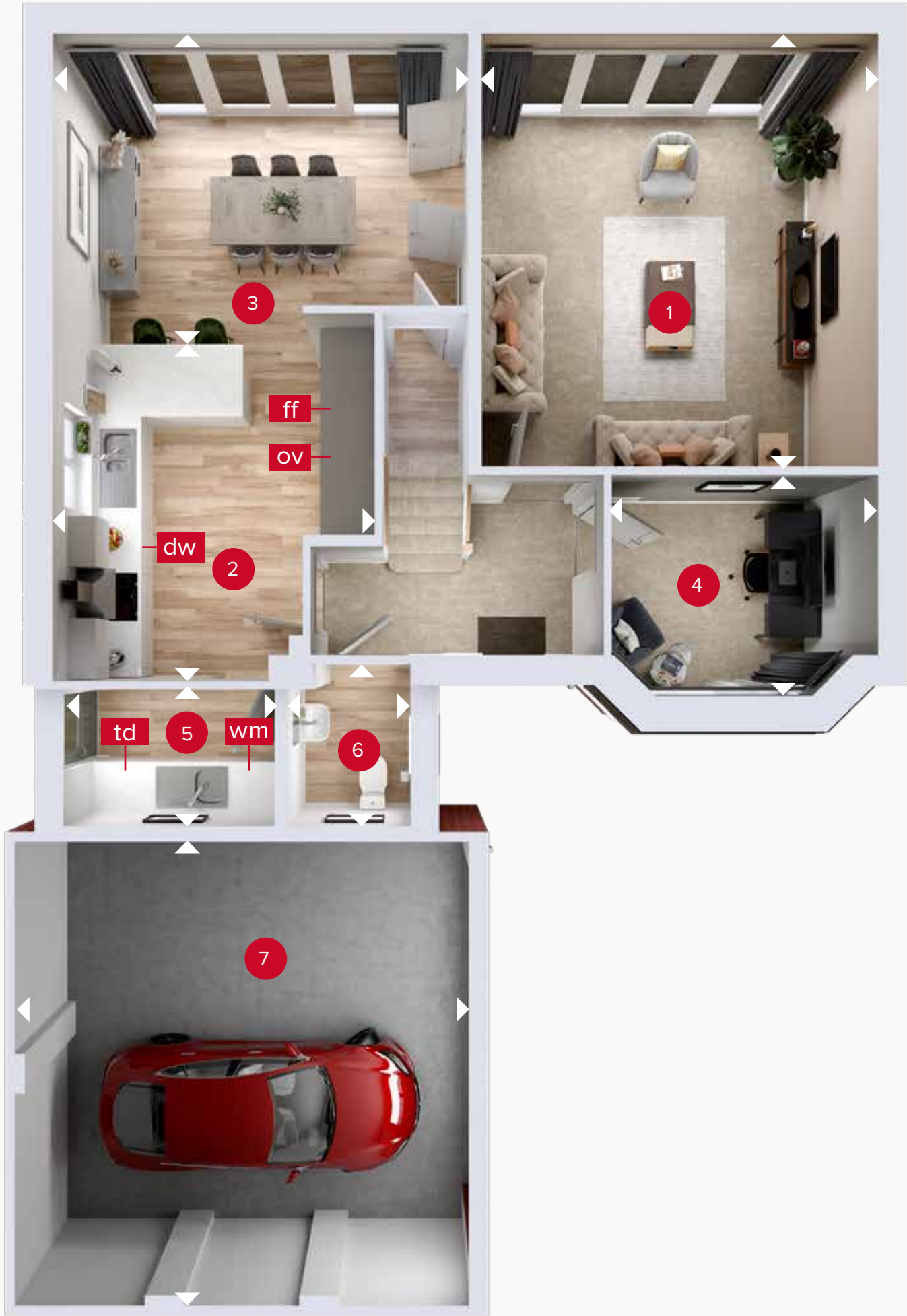
THE CANTERBURY

GROUND FLOOR

1	Lounge	15'9" x 14'5"	4.80 x 4.39 m
2	Kitchen	13'8" x 11'8"	4.16 x 3.56 m
3	Dining	15'1" x 9'11"	4.60 x 3.02 m
4	Study	9'8" x 8'1"	2.96 x 2.47 m
5	Utility	7'11" x 5'3"	2.42 x 1.59 m
6	Cloaks	6'2" x 4'7"	1.87 x 1.40 m
7	Garage	17'5" x 17'0"	5.30 x 5.19 m

FIRST FLOOR

8	Bedroom 1	14'3" x 11'4"	4.34 x 3.46 m
9	En-suite	9'0" x 6'4"	2.73 x 1.94 m
10	Bedroom 2	12'11" x 11'7"	3.95 x 3.54 m
11	Bedroom 3	10'1" x 9'8"	3.07 x 2.94 m
12	Bedroom 4	10'4" x 9'5"	3.14 x 2.86 m
13	Bathroom	8'11" x 5'11"	2.73 x 1.81 m



GROUND FLOOR



FIRST FLOOR

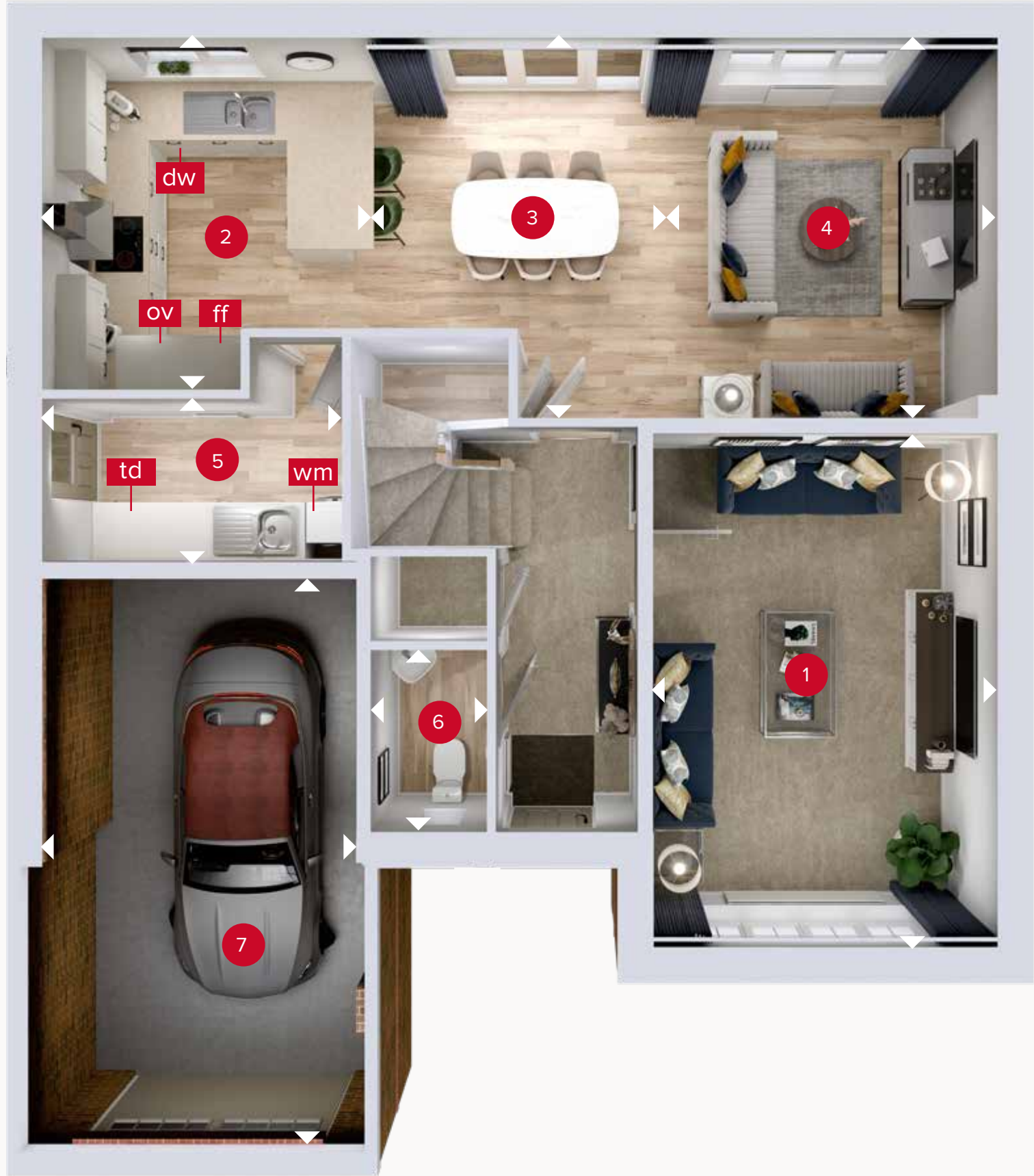


Customers should note this illustration is an example of the Canterbury house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. 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 Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF_CANT_DM.7

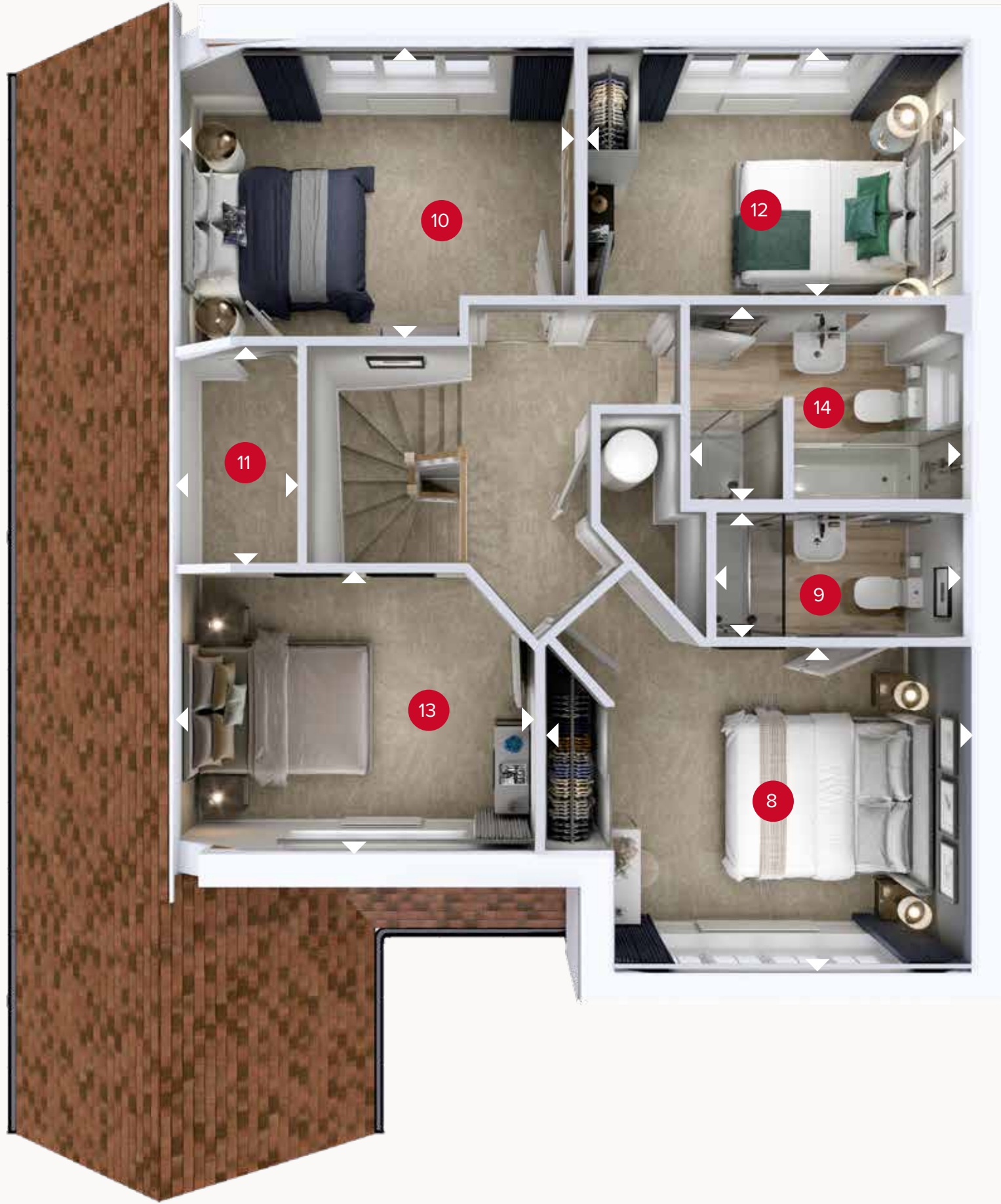
➤ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher space
wm - washing machine space
td - tumble dryer space





GROUND FLOOR



FIRST FLOOR

THE CHESTER

GROUND FLOOR

1	Lounge	16'5" x 11'2"	5.01 x 3.41 m
2	Kitchen	11'5" x 10'2"	3.48 x 3.11 m
3	Dining	12'4" x 10'9"	3.76 x 3.28 m
4	Family	12'4" x 9'8"	3.76 x 2.94 m
5	Cloaks	5'10" x 3'8"	1.77 x 1.12 m
6	Utility	9'7" x 7'1"	2.92 x 2.17 m
7	Garage	19'0" x 10'1"	5.79 x 3.08 m

FIRST FLOOR

8	Bedroom 1	13'4" x 10'2"	4.07 x 3.11 m
9	En-suite	8'0" x 3'11"	2.44 x 1.20 m
10	Bedroom 2	13'2" x 9'5"	4.02 x 2.88 m
11	Dressing Room	6'9" x 4'4"	2.07 x 1.33 m
12	Bedroom 3	12'0" x 8'1"	3.67 x 2.46 m
13	Bedroom 4	11'10" x 8'9"	3.62 x 2.67 m
14	Bathroom	8'10" x 6'1"	2.69 x 1.86 m



GROUND FLOOR



FIRST FLOOR

THE HENLEY

GROUND FLOOR

1 Lounge	17'8" x 11'11"	5.37 x 3.63 m
2 Family	13'1" x 12'7"	3.98 x 3.83 m
3 Dining	12'3" x 11'5"	3.74 x 3.49 m
4 Kitchen	13'2" x 11'5"	4.03 x 3.49 m
5 Utility	6'3" x 5'10"	1.90 x 1.79 m
6 Cloaks	7'6" x 4'6"	2.28 x 1.38 m
7 Garage	17'1" x 17'0"	5.21 x 5.18 m

FIRST FLOOR

8 Bedroom 1	16'10" x 11'11"	5.12 x 3.63 m
9 En-suite 1	10'10" x 6'6"	3.29 x 1.98 m
10 Bedroom 2	14'1" x 10'3"	4.29 x 3.11 m
11 En-suite 2	7'6" x 5'1"	2.27 x 1.55 m
12 Bedroom 3	11'8" x 9'11"	3.55 x 3.02 m
13 Bedroom 4	12'2" x 8'7"	3.71 x 2.63 m
14 Bathroom	8'5" x 7'10"	2.57 x 2.40 m



GROUND FLOOR



FIRST FLOOR

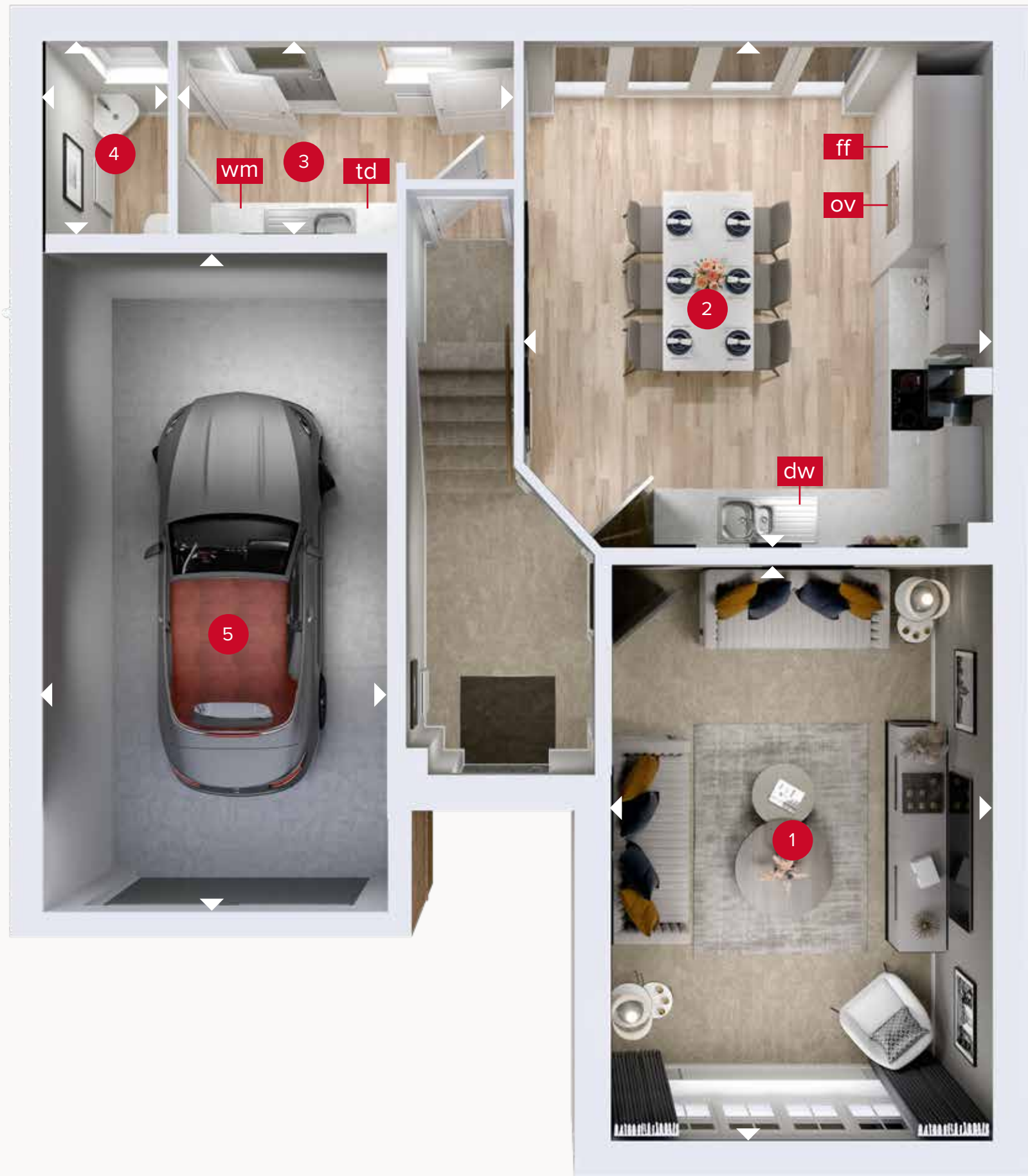
THE LEDSHAM

GROUND FLOOR

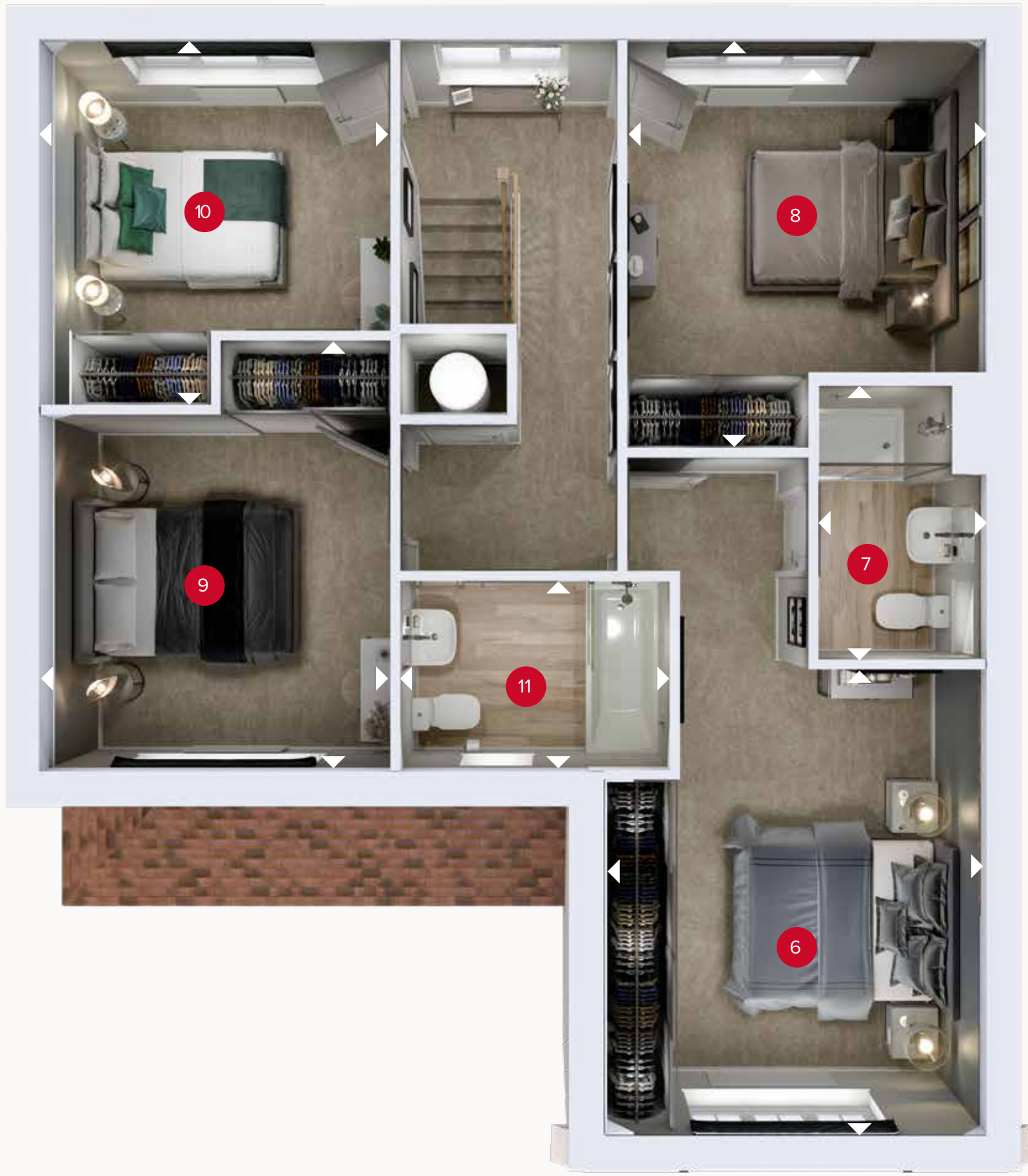
1	Lounge	15'11" x 11'11"	4.84 x 3.63 m
2	Kitchen/Dining	19'11" x 16'9"	6.08 x 5.10 m
3	Family	13'9" x 11'10"	4.19 x 3.60 m
4	Study	13'0" x 9'9"	3.97 x 2.97 m
5	Utility	7'4" x 5'6"	2.23 x 1.67 m
6	Cloaks	6'1" x 3'7"	1.85 x 1.10 m
7	Garage	17'9" x 17'5"	5.41 x 5.30 m

FIRST FLOOR

8	Bedroom 1	11'8" x 11'7"	3.55 x 3.52 m
9	Dressing Room	8'10" x 6'2"	2.68 x 1.88 m
10	En-suite 1	9'11" x 6'1"	3.03 x 1.86 m
11	Bedroom 2	12'1" x 10'7"	3.69 x 3.22 m
12	En-suite 2	8'4" x 3'11"	2.53 x 1.19 m
13	Bedroom 3	13'0" x 9'9"	3.96 x 2.97 m
14	Bedroom 4	11'8" x 7'4"	3.55 x 2.23 m
15	Bathroom	10'3" x 7'8"	3.13 x 2.33 m



GROUND FLOOR



FIRST FLOOR

THE MARLOW

GROUND FLOOR

1	Lounge	16'10" x 11'1"	5.14 x 3.38 m
2	Kitchen/ Dining	14'10" x 13'9"	4.52 x 4.19 m
3	Utility	9'10" x 5'7"	3.00 x 1.71 m
4	Cloaks	5'7" x 3'6"	1.71 x 1.08 m
5	Garage	19'4" x 10'1"	5.90 x 3.08 m

FIRST FLOOR

6	Bedroom 1	13'8" x 11'2"	4.17 x 3.41 m
7	En-suite	8'1" x 4'11"	2.46 x 1.50 m
8	Bedroom 2	11'11" x 10'6"	3.63 x 3.21 m
9	Bedroom 3	12'7" x 10'3"	3.84 x 3.13 m
10	Bedroom 4	10'8" x 10'2"	3.26 x 3.10 m
11	Bathroom	7'3" x 5'7"	2.22 x 1.71 m



GROUND FLOOR



FIRST FLOOR

THE OXFORD

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	19'1" x 9'10"	5.81 x 3.00 m

FIRST FLOOR

6	Bedroom 1	16'8" x 10'10"	5.05 x 3.29 m
7	En-suite	8'3" x 6'5"	2.52 x 1.96 m
8	Bedroom 2	14'2" x 10'0"	4.33 x 3.05 m
9	Bedroom 3	11'11" x 10'9"	3.63 x 3.29 m
10	Bedroom 4	9'11" x 9'9"	3.03 x 2.97 m
11	Bathroom	7'11" x 6'9"	2.42 x 2.05 m

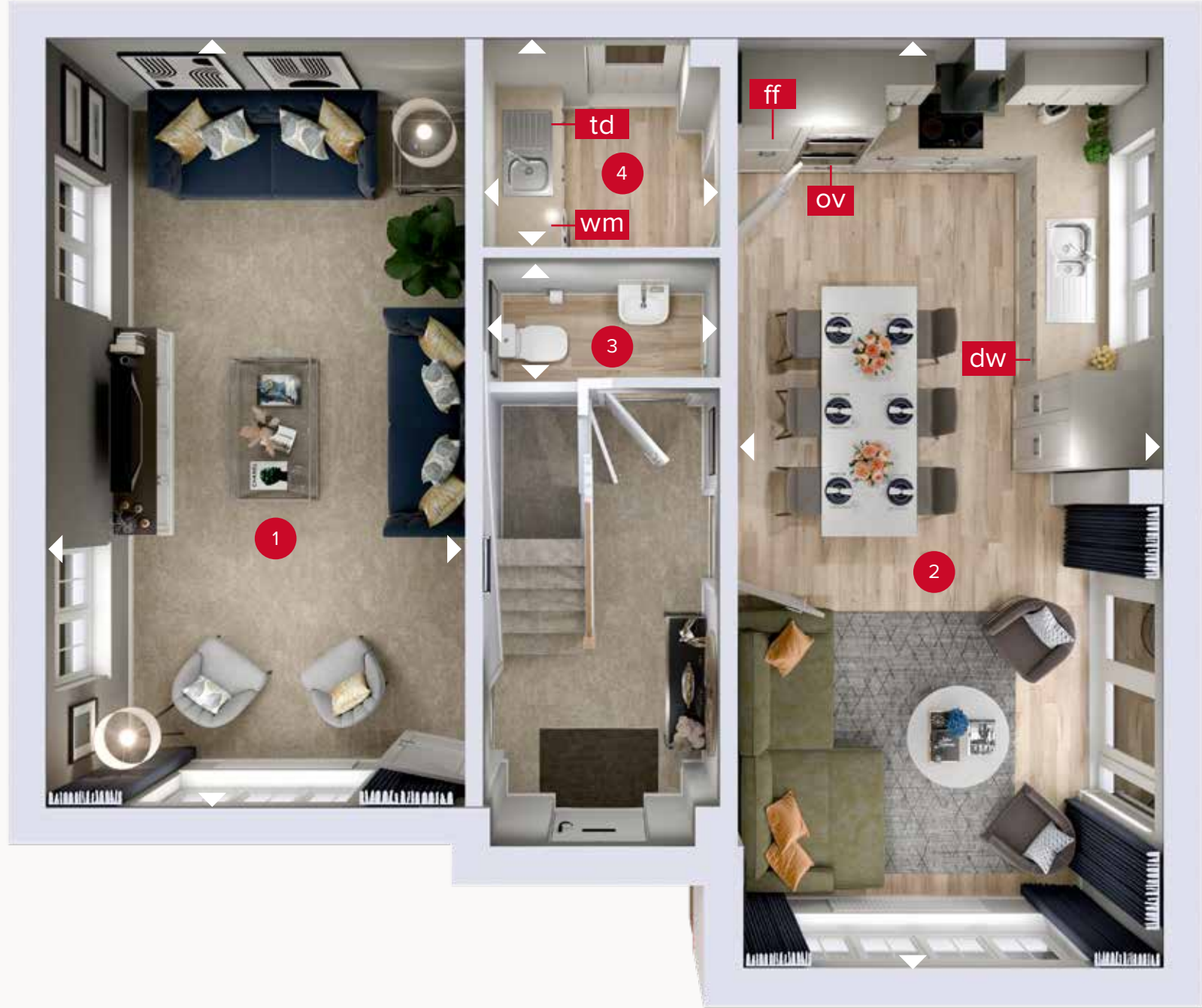


Customers should note this illustration is an example of the Oxford house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF_OXFO_DM.5

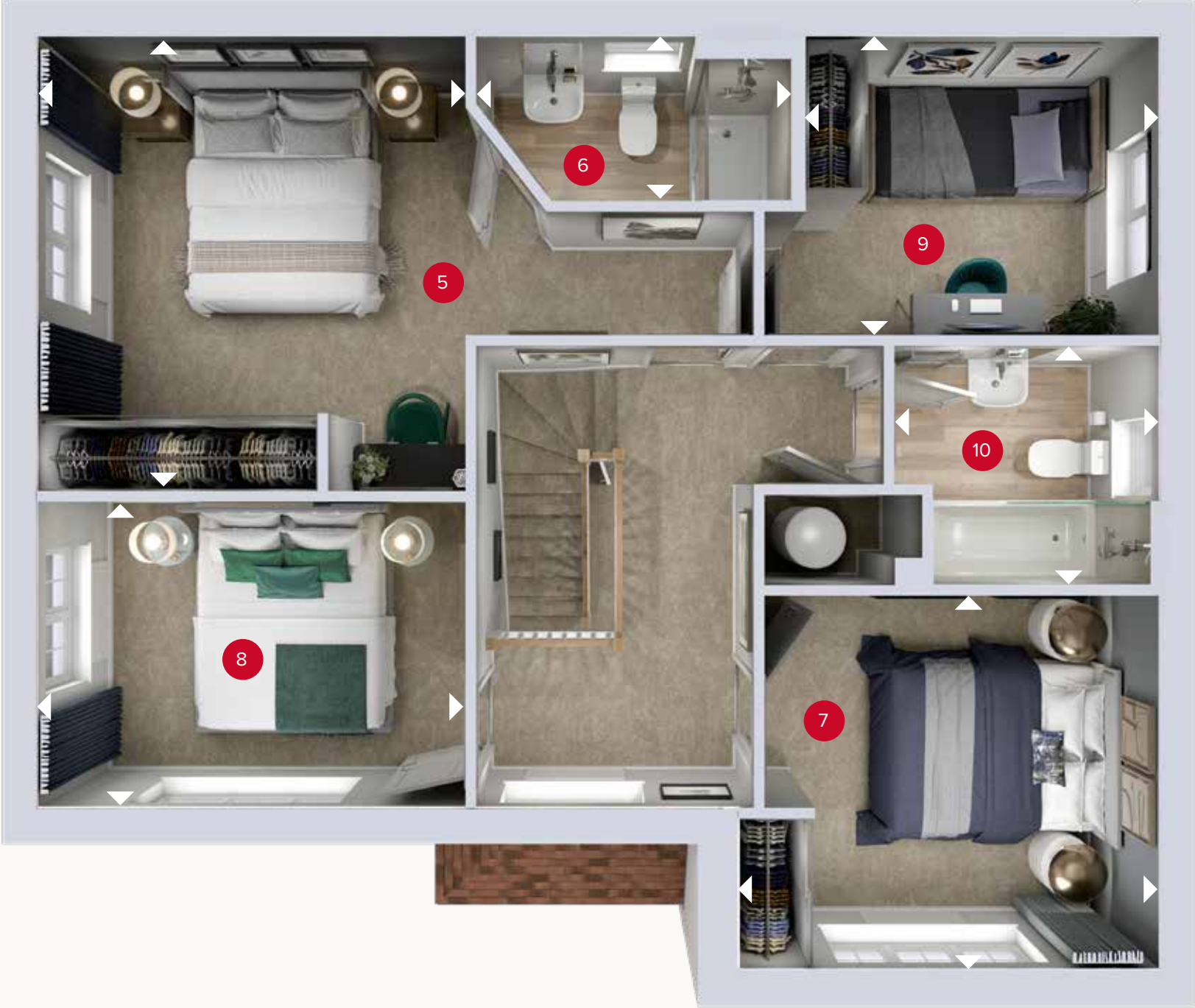
➤ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space





GROUND FLOOR



FIRST FLOOR

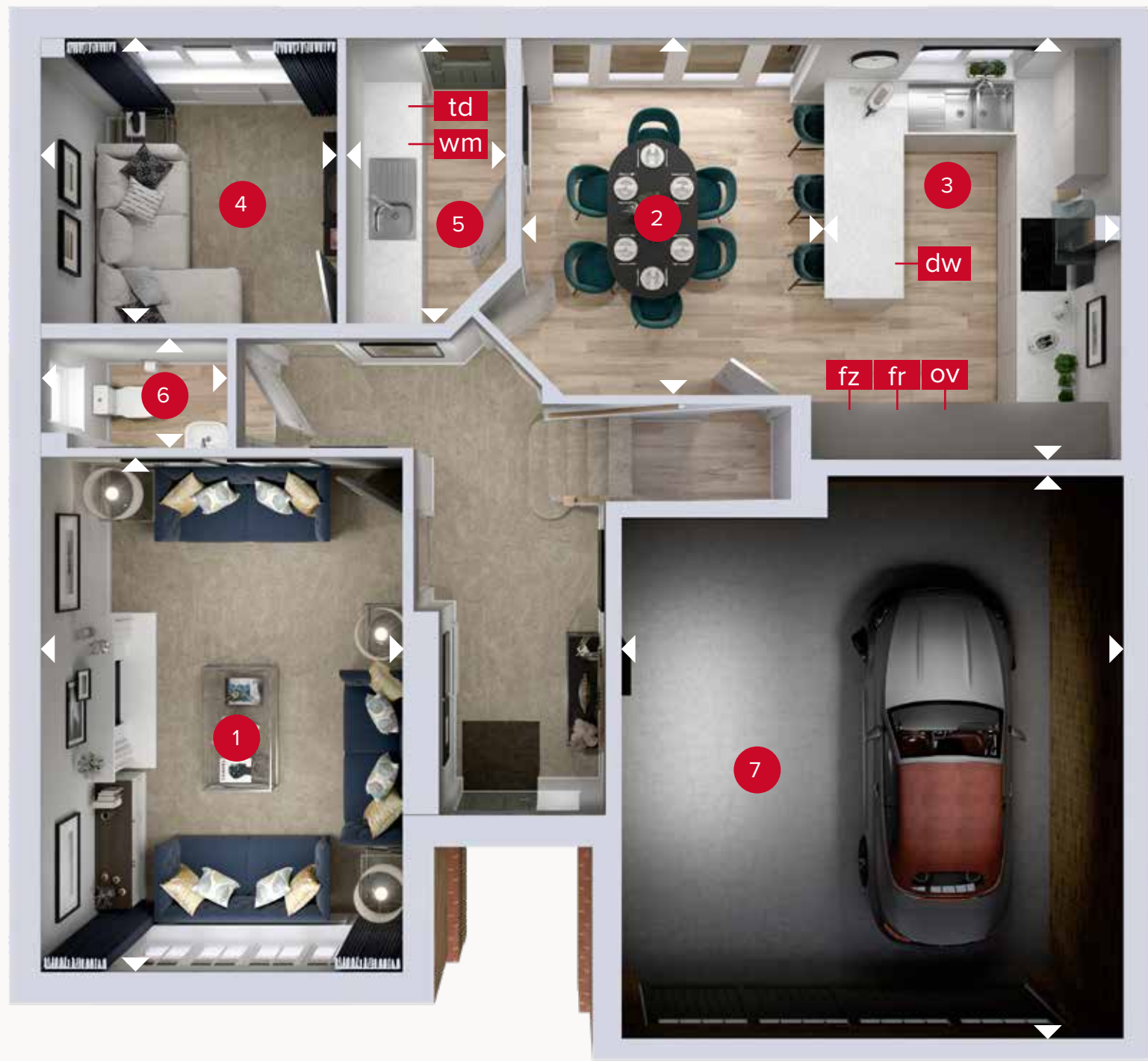
THE SHAFTESBURY

GROUND FLOOR

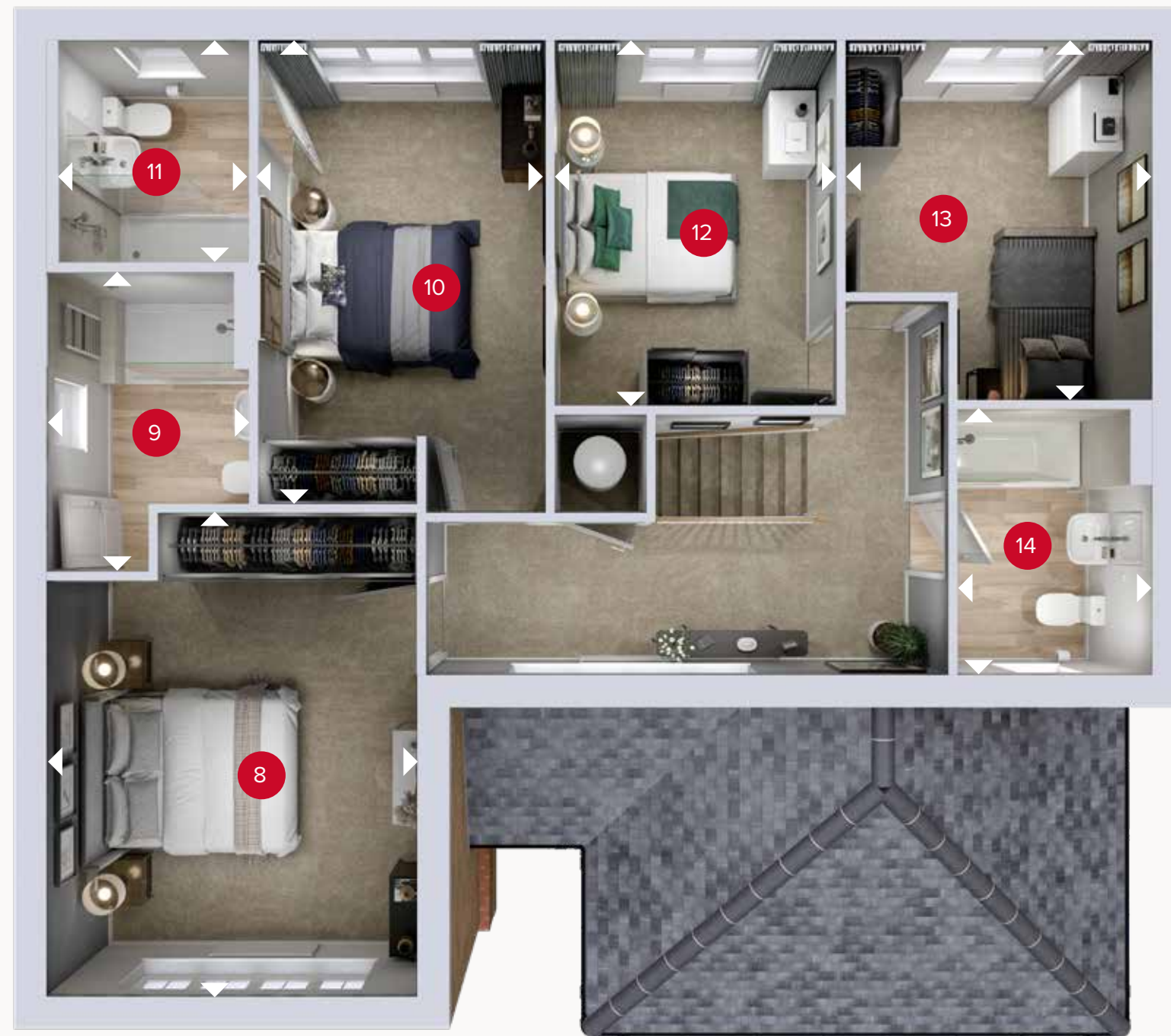
1	Lounge	21'2" x 11'8"	6.44 x 3.56 m
2	Kitchen/ Dining Family	25'7" x 11'7"	7.79 x 3.52 m
3	Cloaks	6'7" x 3'3"	2.00 x 1.00 m
4	Utility	6'7" x 5'9"	2.00 x 1.75 m

FIRST FLOOR

5	Bedroom 1	12'6" x 11'8"	3.80 x 3.55 m
6	En-suite	8'6" x 4'6"	2.58 x 1.38 m
7	Bedroom 2	11'7" x 10'3"	3.52 x 3.12 m
8	Bedroom 3	11'11" x 8'4"	3.62 x 2.55 m
9	Bedroom 4	10'10" x 8'2"	3.30 x 2.48 m
10	Bathroom	7'3" x 6'7"	2.22 x 2.01 m



GROUND FLOOR



FIRST FLOOR

THE SUNNINGDALE

GROUND FLOOR

1	Lounge	16'11" x 11'11"	5.15 x 3.63 m
2	Kitchen	13'10" x 8'10"	4.23 x 2.70 m
3	Dining	11'10" x 10'11"	3.60 x 3.33 m
4	Snug	9'8" x 9'5"	2.96 x 2.88 m
5	Utility	9'5" x 5'3"	2.88 x 1.61 m
6	Cloaks	6'1" x 3'7"	1.86 x 1.10 m
7	Garage	19'1" x 16'6"	5.81 x 5.03 m

FIRST FLOOR

8	Bedroom 1	15'7" x 11'11"	4.74 x 3.63 m
9	En-suite 1	9'7" x 6'6"	2.91 x 1.98 m
10	Bedroom 2	14'11" x 9'3"	4.54 x 2.82 m
11	En-suite 2	7'2" x 6'2"	2.18 x 1.87 m
12	Bedroom 3	11'10" x 9'0"	3.60 x 2.74 m
13	Bedroom 4	11'7" x 9'10"	3.53 x 3.00 m
14	Bathroom	8'7" x 6'3"	2.60 x 1.91 m



Customers should note this illustration is an example of the Sunningdale 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 Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF_SUND_DM.7

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ov - oven
fr - fridge
fz - freezer

dw - dishwasher space
wm - washing machine space
td - tumble dryer space



THE WINDSOR

GROUND FLOOR

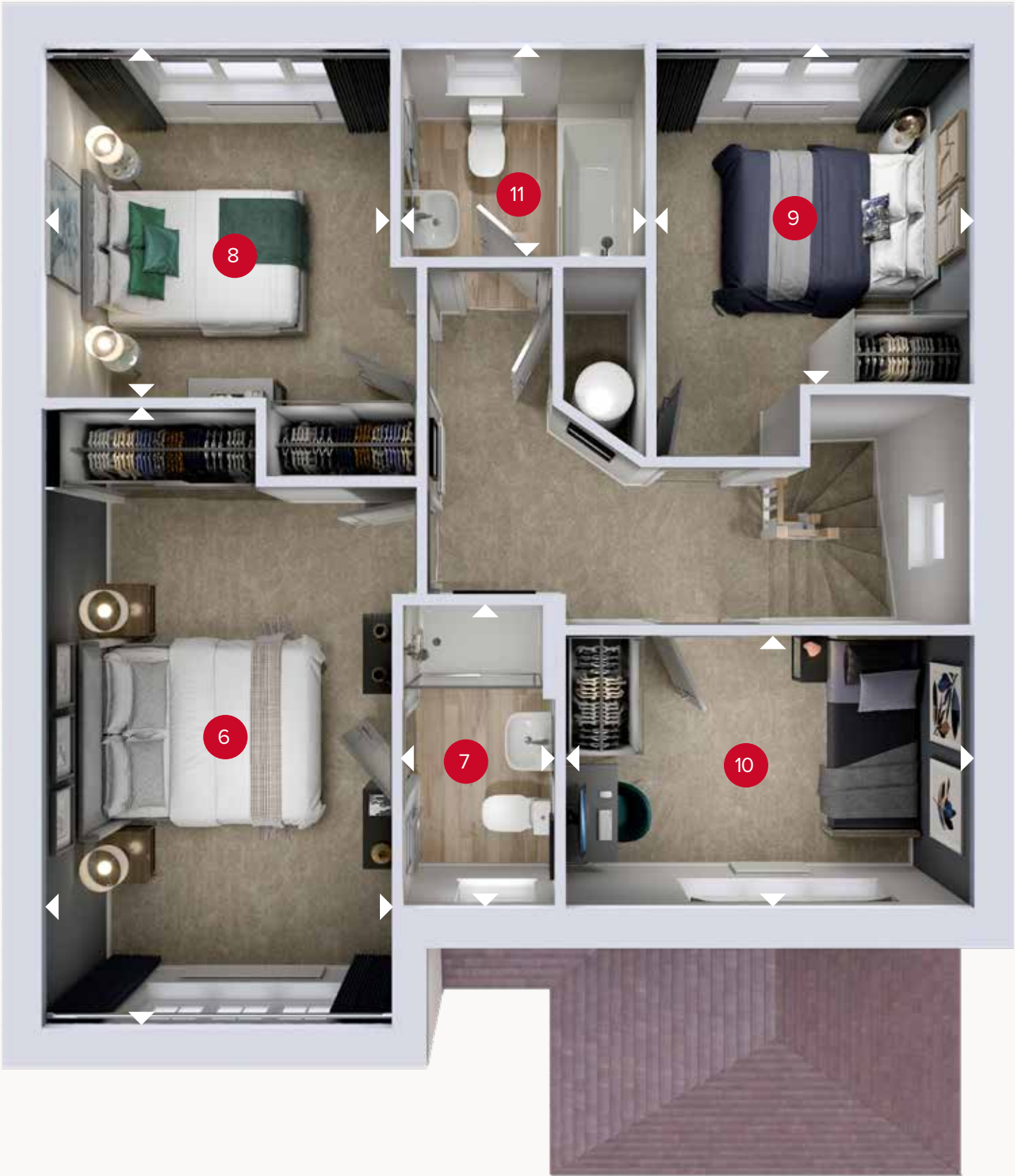
1	Kitchen/ Dining	18'4" x 10'8"	5.59 x 3.26 m
2	Lounge	16'8" x 11'0"	5.09 x 3.33 m
3	Utility	7'3" x 6'5"	2.22 x 1.95 m
4	Cloaks	5'7" x 3'1"	1.69 x 0.94 m
5	Garage	19'1" x 9'10"	5.82 x 3.00 m

FIRST FLOOR

6	Bedroom 1	16'10" x 9'9"	5.14 x 2.96 m
7	En-suite	8'2" x 4'3"	2.48 x 1.29 m
8	Bedroom 2	10'3" x 9'8"	3.12 x 2.94 m
9	Bedroom 3	9'11" x 8'11"	3.01 x 2.72 m
10	Bedroom 4	11'5" x 7'1"	3.48 x 2.17 m
11	Bathroom	6'9" x 6'4"	2.07 x 1.94 m



GROUND FLOOR



FIRST FLOOR



Customers should note this illustration is an example of the Windsor 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 Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF_WINS_DM.5

➤ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher space

wm - washing machine space
td - tumble dryer space





GROUND FLOOR



FIRST FLOOR

THE HAMPSTEAD

GROUND FLOOR

1	Kitchen	12'5" x 10'4"	3.79 x 3.16 m
2	Dining	12'5" x 10'10"	3.79 x 3.29 m
3	Family	13'5" x 11'3"	4.08 x 3.43 m
4	Lounge	17'8" x 11'11"	5.38 x 3.63 m
5	Cloaks	5'8" x 3'8"	1.72 x 1.11 m
6	Utility	7'3" x 5'7"	2.20 x 1.71 m
7	Garage	16'11" x 16'0"	5.17 x 4.88 m

FIRST FLOOR

8	Bedroom 1	14'11" x 13'9"	4.55 x 4.18 m
9	En-suite 1	8'3" x 6'0"	2.52 x 1.83 m
10	Bedroom 2	11'0" x 9'11"	3.35 x 3.03 m
11	En-suite 2	7'3" x 6'5"	2.22 x 1.96 m
12	Bedroom 3	14'10" x 10'8"	4.52 x 3.24 m
13	Bedroom 4	11'0" x 9'9"	3.35 x 2.97 m
14	Bedroom 5 / Study	11'0" x 7'10"	3.35 x 2.40 m
15	Bathroom	9'2" x 7'4"	2.79 x 2.23 m



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 services will be provided to you when you reserve your new Redrow home.

We will also comply with the requirements of the New Homes Quality Code, which is displayed in our Customer Experience Suites and Sales Centres. 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 will provide you with full details and clear information about your chosen home.
- We will provide trained and knowledgeable staff to assist you in the home buying process.
- We will be available to answer any questions you may have and will provide you with any relevant contact details.
- We will ensure our services are accessible, meeting differing customer needs to ensure transparency and equality throughout every contact with us.
- We will assist you during the selection of Standard Choices and Optional Extras for your new home.
- We will 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 will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We will keep you fully informed about the completion and occupation of your new home and offer you the ability to visit and view your new home with an accredited person before you move in.
- We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in and that you have access to information to continue to assist with this once you move in.
- We will inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.
- We will always treat our customers with respect and civility and ask that you show our colleagues and working partners the same courtesy. Where necessary to protect our colleagues, we are within our rights to take action which may include limiting or ceasing communication.



OUR REQUIREMENTS AS HOME-BUILDERS

The New Homes Quality Code: Statement of Principles

This **Statement of Principles** (the core principles) sets out the main principles which registered developers agree to follow to benefit their customers.

1. FAIRNESS

Treat customers fairly throughout the buying and after-sales process.

2. SAFETY

Carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.

3. QUALITY

Complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).

4. SERVICE

Have in place systems, processes and staff training to meet the customer service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.

5. RESPONSIVENESS

Have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.

6. TRANSPARENCY

Provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.

7. INDEPENDENCE

Make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.

8. INCLUSIVITY

Take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including in appropriate formats and languages.

9. SECURITY

Make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.

10. COMPLIANCE

Meet the requirements of the code and the New Homes Ombudsman Service.





BISHOP MEADOWS

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Royton, Oldham, Greater Manchester OL2 6LQ

Discover a better way to live
redrow.co.uk