





- REDROW -

DARESBURY











#### A COLLECTION OF 3, 4 & 5 BEDROOM HOMES IN THE VIBRANT TOWN OF WARRINGTON.

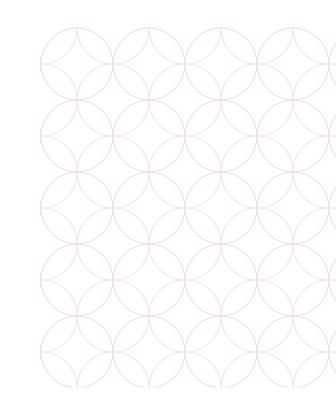
Located on the edges of a thriving Cheshire town, roughly halfway between Liverpool and Manchester but with to offer. These stylish Heritage Collection homes, meanwhile, blend the refinement of the late 18th and early 19th centuries' Arts and Crafts movement with the contemporary flair expected of modern housebuilding. With excellent travel links and good schools nearby too, you really can have it all at Gleaves View.

# WELCOME TO GLEAVES VIEW



REBEL





## 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.

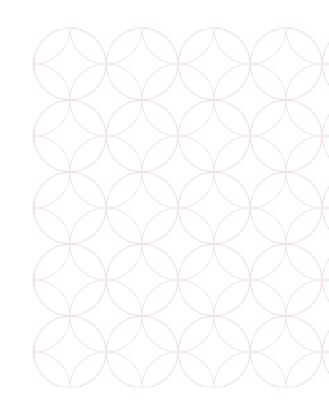






## **BETTER** BY DESIGN

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.







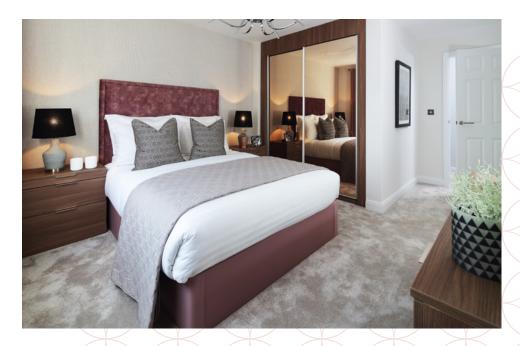
Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves features add grandeur and on, that makes this award

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 depth to the front of the home winning collection so enviable. and provide an anchoring effect.















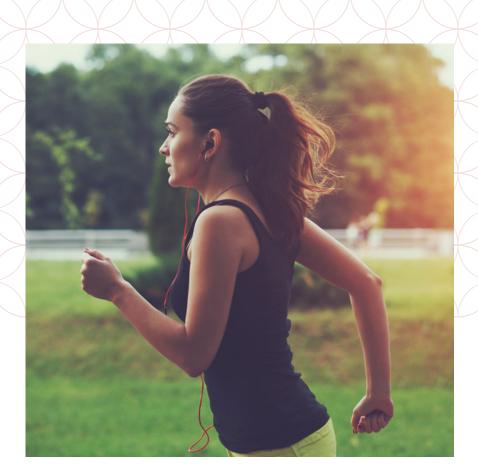
## ENJOY THE AREA

Amenities are plentiful, varied and convenient, so you won't have to travel far from the development, whatever you're looking for. For supermarket shopping, you'll find Morrisons, ASDA and Aldi stores within a 15 minute drive of home, while Warrington's Golden Square Shopping Centre and neighbouring Runcorn's Shopping City offer a variety of household name retailers between them. For more serious retail therapy, Ellesmere Port's Cheshire Oaks Outlet has a range of designer brands on sale at permanently discounted prices, while Manchester's famous Trafford Centre needs no introduction.

For eating and drinking out, you'll be spoilt for choice. The pub scene is especially vibrant, with the Ring O'Bells pub just a mile from home and offering a range of quality pub grub, while the Evenwood Farm pub is ideal for families, with a carvery and an indoor play area for youngsters to enjoy. The Hatton Arms takes pride in serving traditional pub fare made with local ingredients, while the Ego Mediterranean Restaurant & Bar specialises in mouth-watering dishes from the continent. Piccolino and Amans offer Italian and Indian cuisines respectively.







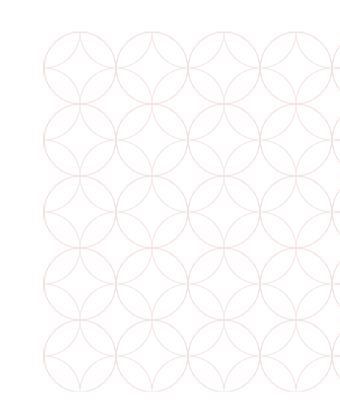
## ENJOY AN ACTIVE LIFESTYLE

For leisure, pleasure, fun and fitness, there is plenty to enjoy close to the development, whether you prefer the Great Outdoors – or Indoors. Golfers can enjoy a round or two at Warrington and Walton Hall golf clubs, with both located within a 15 minute drive of home. Broomfields Leisure Centre, meanwhile, has a gym, swimming pool, sports facilities and exercise classes. For a very upmarket experience, the Park Royal Hotel also has a 22 metre swimming pool, exercise studio, floodlit tennis courts, sauna and steam room and a jacuzzi.

For those who prefer to enjoy their leisure time at a slightly slower pace, the Odeon in Warrington and Runcorn's Cineworld cinemas show all the latest blockbusters.

Warrington is famous for being the birthplace of Alice's Adventures in Wonderland author Lewis Carroll, and this is celebrated throughout the town. The Lewis Carroll Centre is well worth a visit, with display boards and information about the writer on show, and a circular walk that the young Lewis Carroll would have known when growing up. The Lewis Carroll Centenary Wood and Birthplace attractions will also be within easy reach of home.



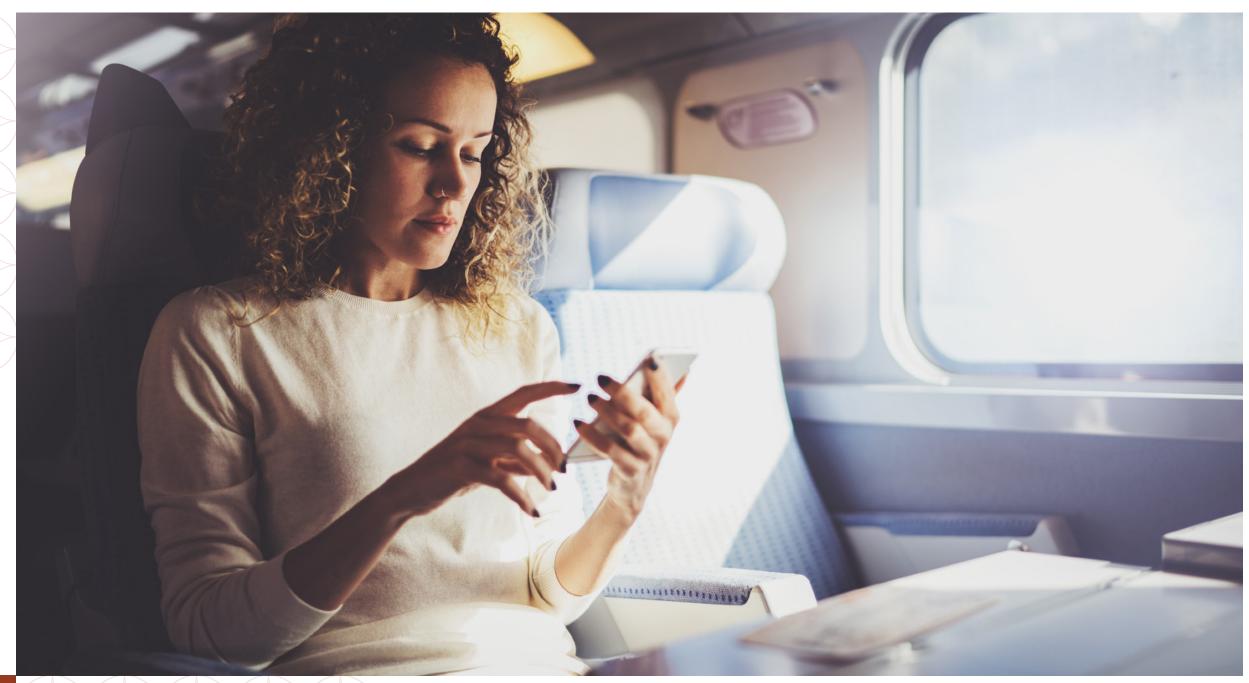


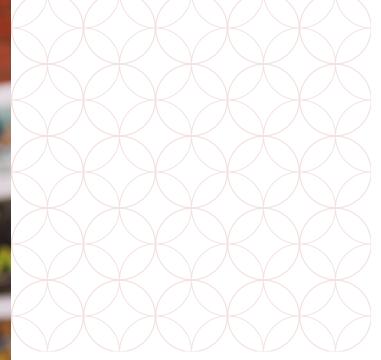
## **OPPORTUNITIES** FOR LEARNING

Parents will be pleased to find a good selection of schools for youngsters at different stages in their educational journeys within a short distance. For very young children, Little Manor Day Nursery & Pre School, Kids Planet Stretton Nursery and Lynton Day Nursery are all within a 15 minute drive, while Daresbury, Moore and Windmill Hill primary schools are all within three miles of home.

For older students, Bridgewater High School, Sir Thomas Boteler C Of E High School and Sandymoor Ormiston Academy are also easy driving distance from home.





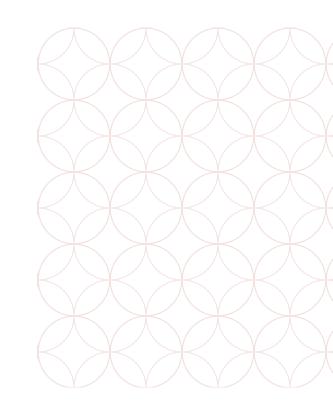


## GETTING AROUND

Travel and transport connections are excellent at Gleaves View, whether you're travelling by car, train or plane. Junction 11 of the M56 motorway is less than five minutes away for journeys to Manchester in around 45 minutes. Central Liverpool, meanwhile, is around 35 minutes away via the M62.

For train travel, Warrington Central station is 15 minutes away in the car and offers services to Manchester (28 minutes) and Liverpool (37 minutes), while Warrington Bank Quay station is a similar journey time and offers a direct service to London Euston in 1 hour and 47 minutes.

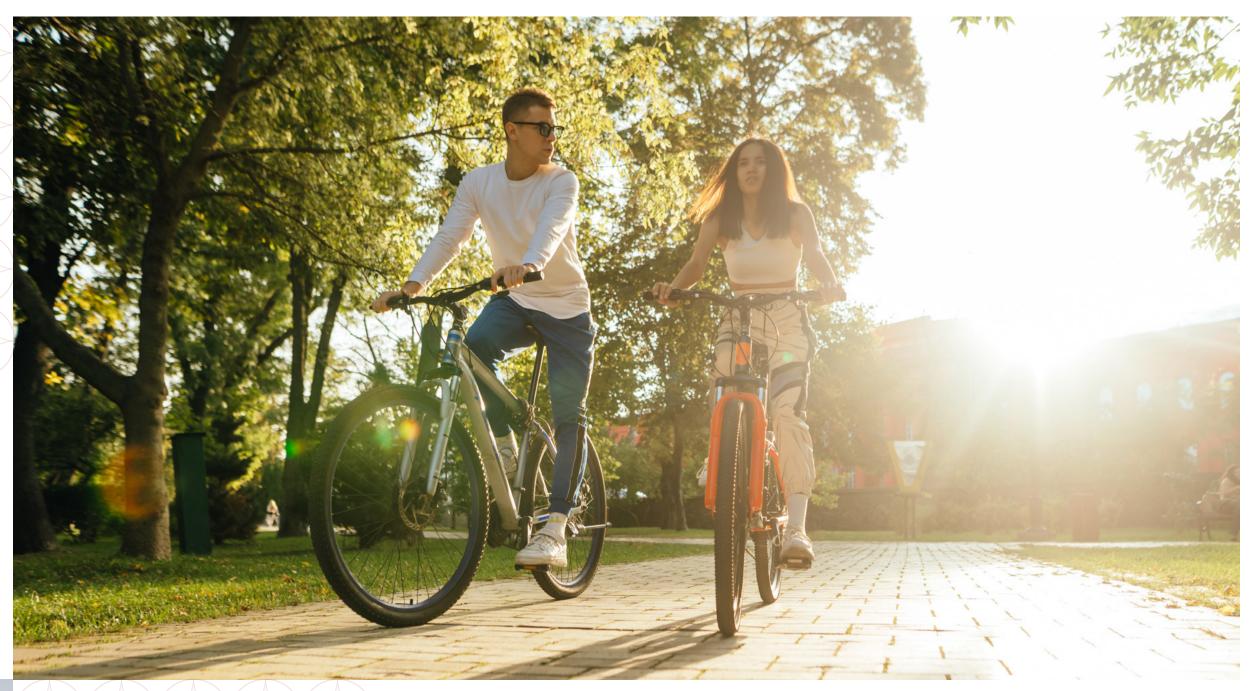
For international travel, Manchester Airport is a 30 minute drive, with Liverpool John Lennon Airport reachable in around 15 minutes. Both offer flights around the globe.

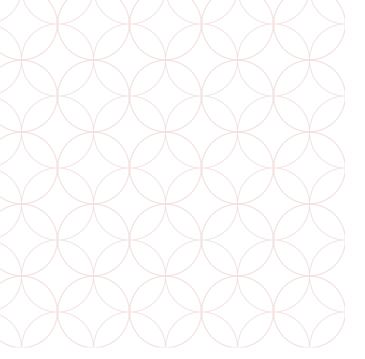


## WE PUT More in

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 **Gleaves View.** 







## SO YOU GET More out

- → Public Green Spaces
- → Local Equipped Areas of play
- → Cycleways & Footpaths
- → Great Transport Links
- → Close To Local Amenities

#### EXPLORE GLEAVES VIEW AT DARESBURY GARDEN VILLAGE





Local Area of Play

**SS** – Sub Station **GG** – Gas Gov.



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.

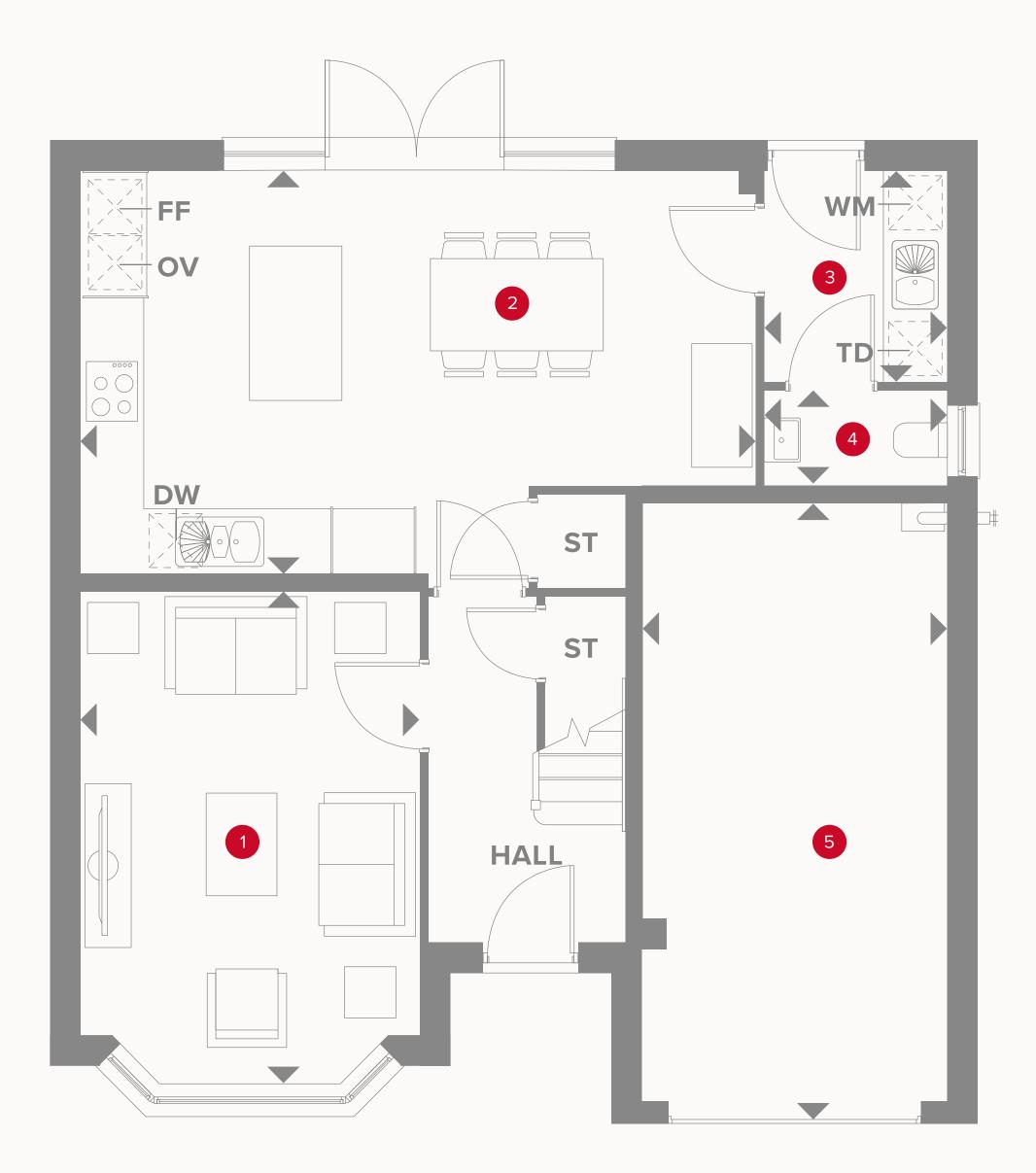




# THE BEDROOM HOME







## THE OXFORD LIFESTYLE GROUND FLOOR





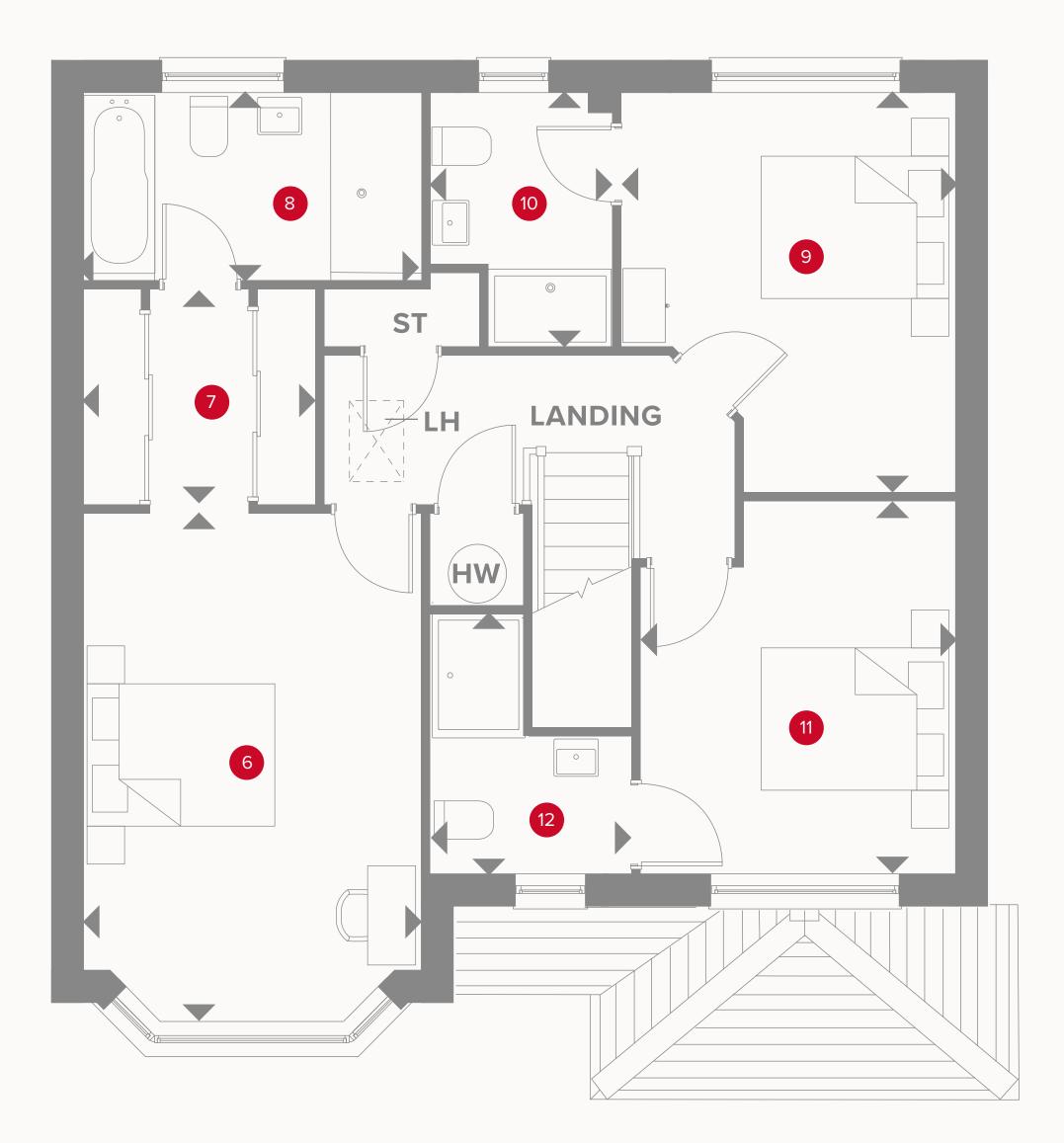
#### KEY

- oo oo 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**





#### KEY

Dimensions startHW Hot water storageLH Loft hatch



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 housetype.



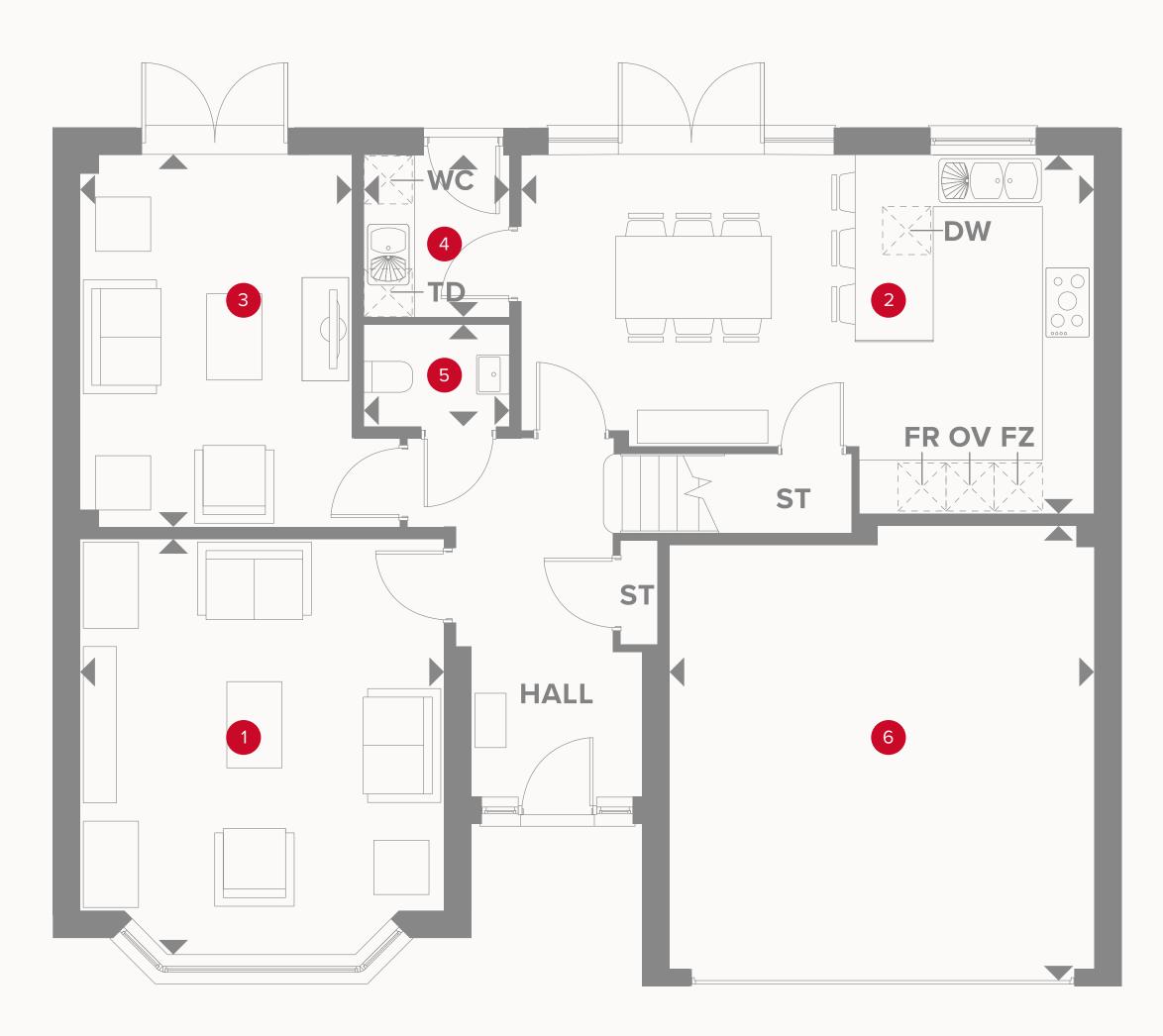




## THE MARLBOROUGH FIVE BEDROOM HOME







#### THE MARLBOROUGH GROUND FLOOR

1 Lounge	15'11" × 14'1"	4.85 x 4.30 m
2 Kitchen/ Dining	22'1" x 10'10"	6.74 x 4.22 m
<sup>3</sup> Snug	14'5" × 10'6"	4.39 x 3.20 m
4 Utility	6'3" x 5'7"	1.91 x 1.71 m
5 Cloaks	5'7" x 3'11"	1.71 x 1.20 m
6 Garage	17'7" x 16'6"	5.37 x 5.03 m





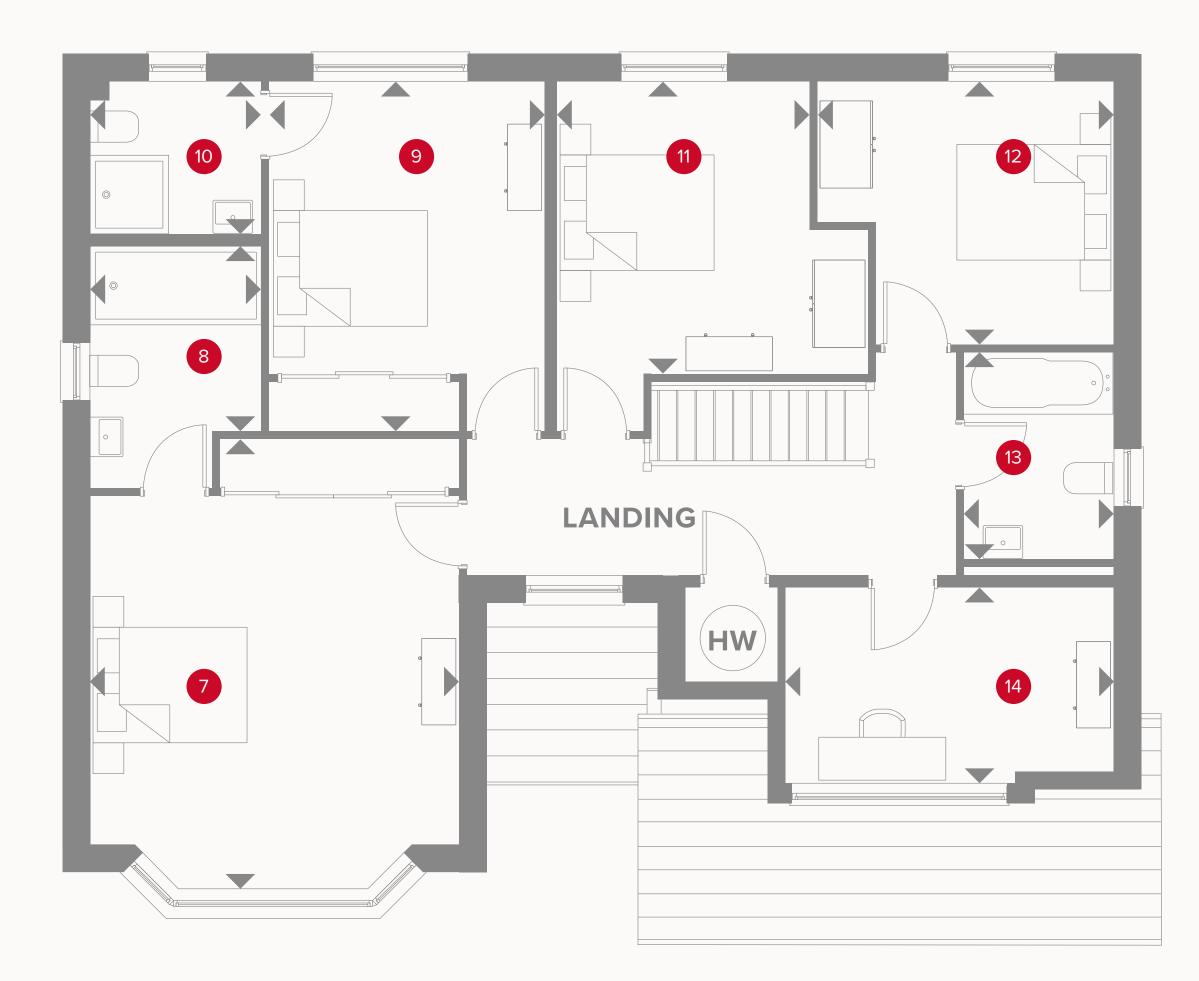
#### KEY

00	Hob
ον	Oven
FR	Fridge
FZ	Freezer

Dimensions start
Tumble dryer space
Washing machine space
Dishwasher space

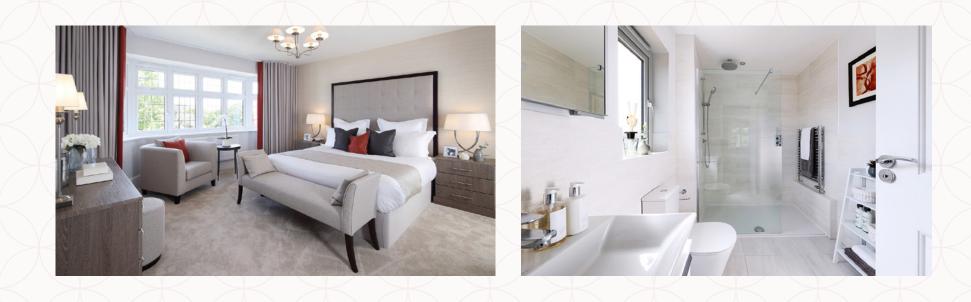
ST	Storage cupboard
WC	Wine cooler
MW	Microwave
SO	Steam Oven





#### THE MARLBOROUGH FIRST FLOOR

7 Bedroom 1	17'2" x 14'1"	5.22 x 4.30 m
8 En-suite 1	9'4" x 6'7"	2.85 x 2.00 m
9 Bedroom 2	13'5" x 10'7"	4.08 x 3.23 m
10 En-suite 2	6'7" x 5'10"	2.00 x 1.78 m
11 Bedroom 3	12'0" x 11'3"	3.65 x 3.42 m
12 Bedroom 4	11'5" × 10'1"	3.47 x 3.08 m
<sup>13</sup> Bedroom 5	12'8" x 7'2"	3.85 x 2.18 m
14 Bathroom	8'0" x 5'10"	2.43 x 1.77 m



#### KEY

Dimensions startHW Hot water storage



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



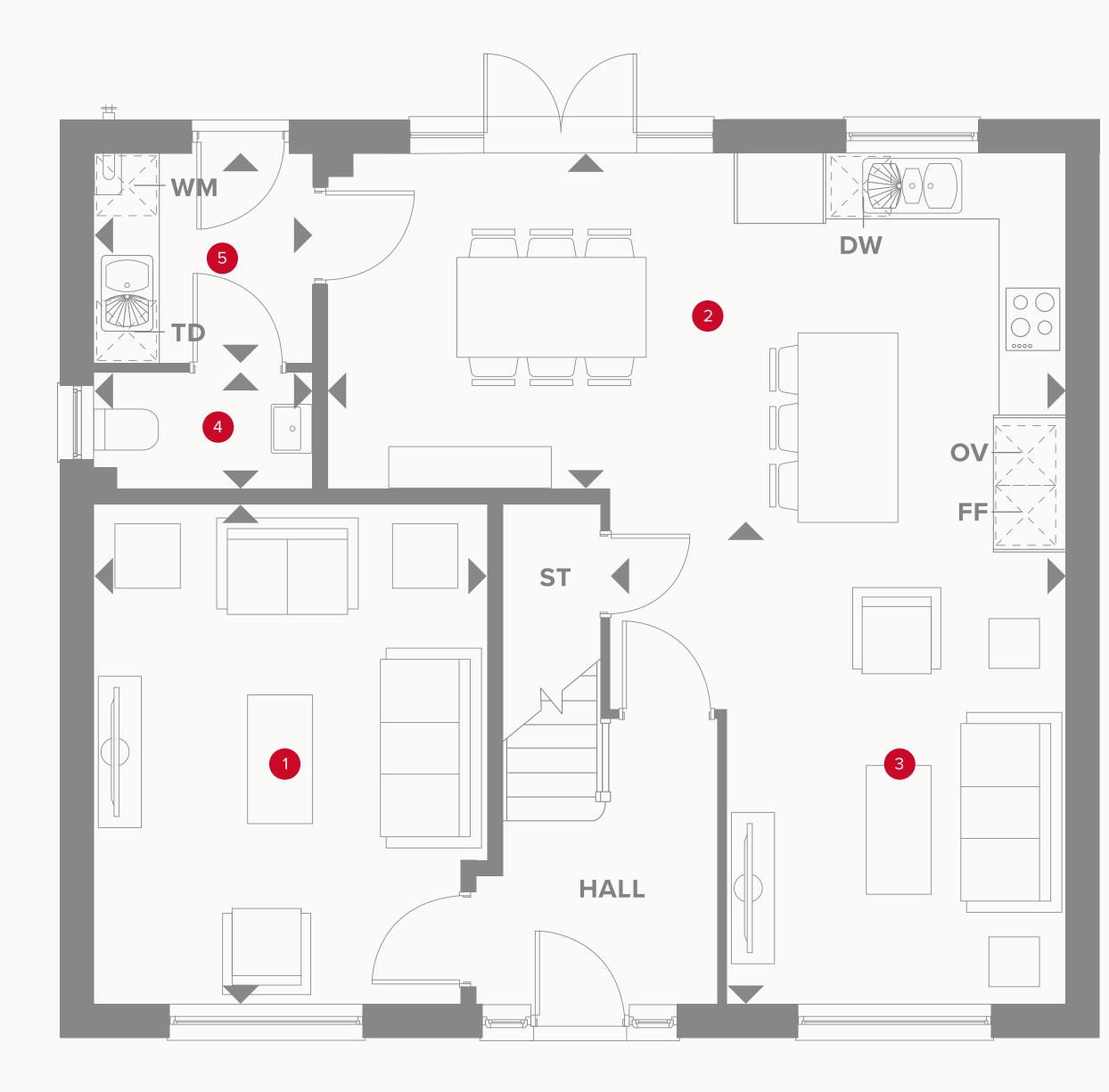




## THE HARROGATE FOUR BEDROOM HOME





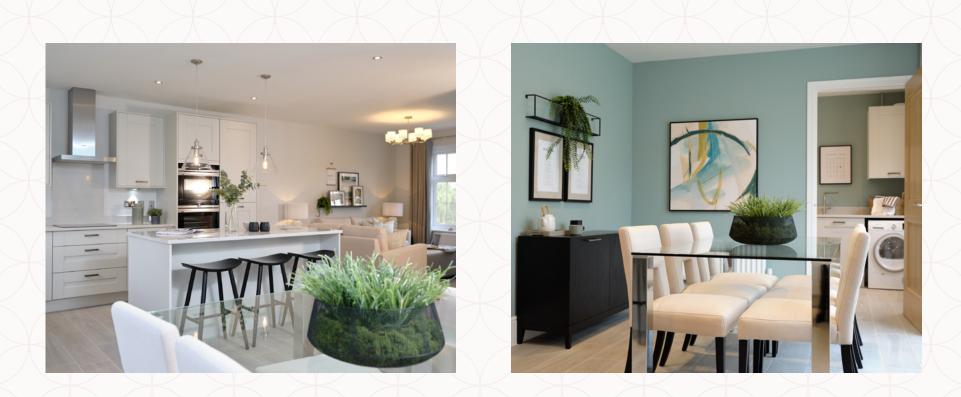


## THE HARROGATE GROUND FLOOR



15'3" × 12'1"
23'4" × 10'7"
15'6" × 10'4"
6'0" x 3'7"
6'5" x 6'0"

- 4.68 x 3.70 m 7.14 x 3.28 m 4.77 x 3.18 m
- 1.85 x 1.13 m
- 1.99 x 1.85 m

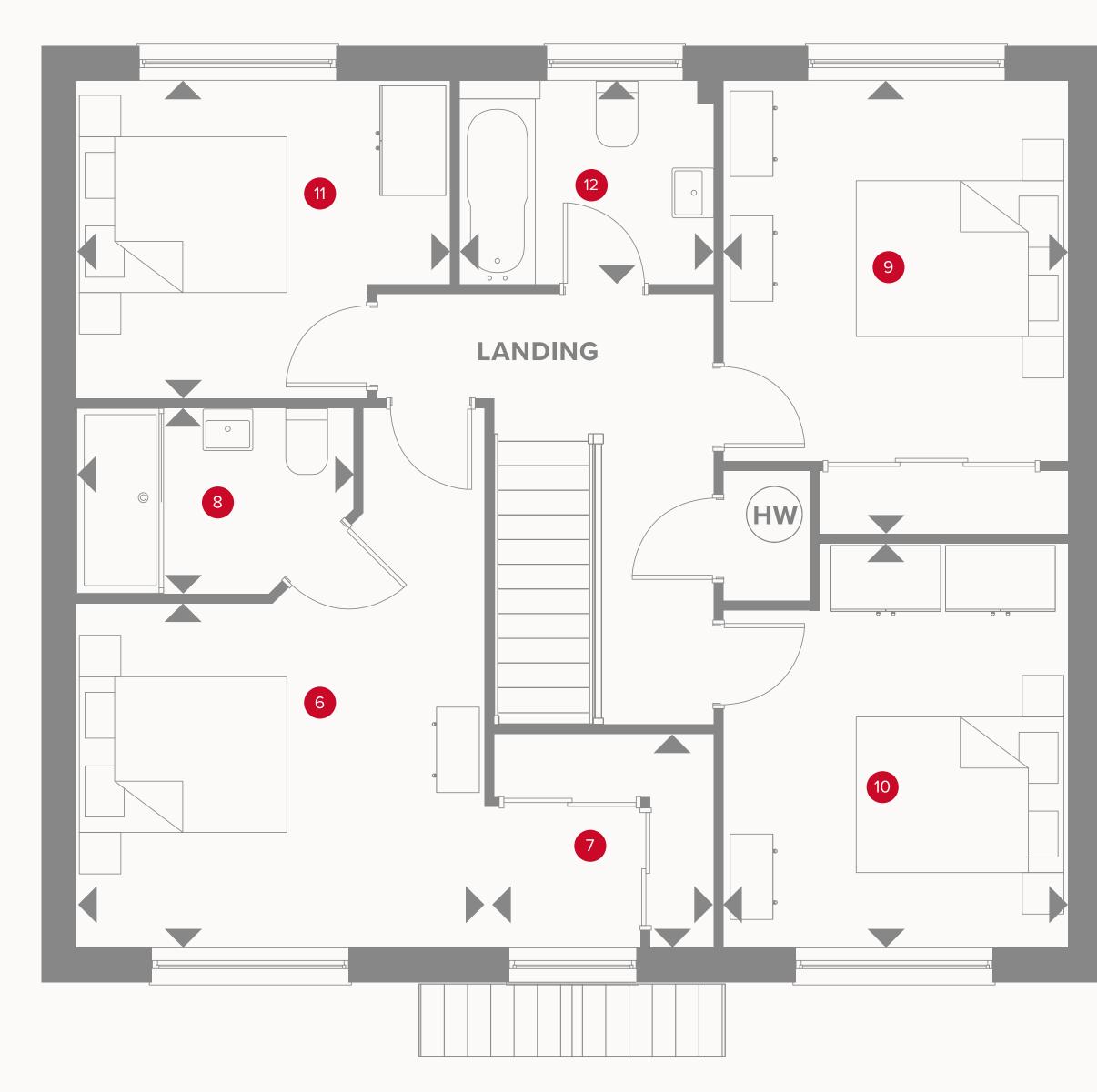


#### KEY

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

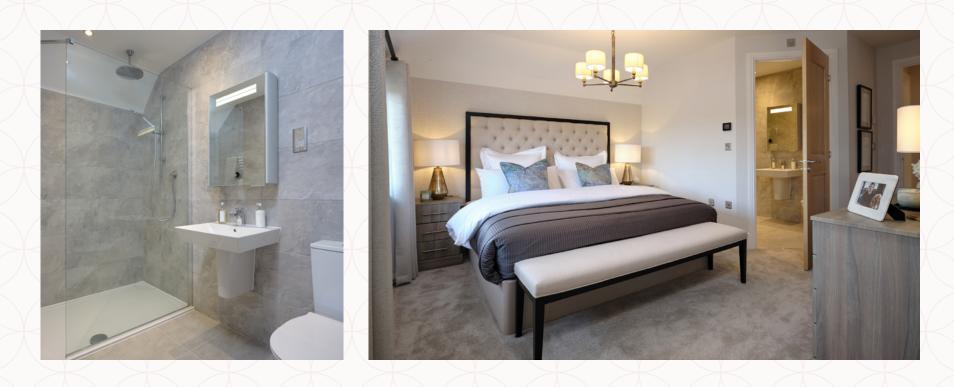
- Dimensions start
- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space





#### THE HARROGATE **FIRST FLOOR**







Dimensions startHW Hot water storage



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 Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



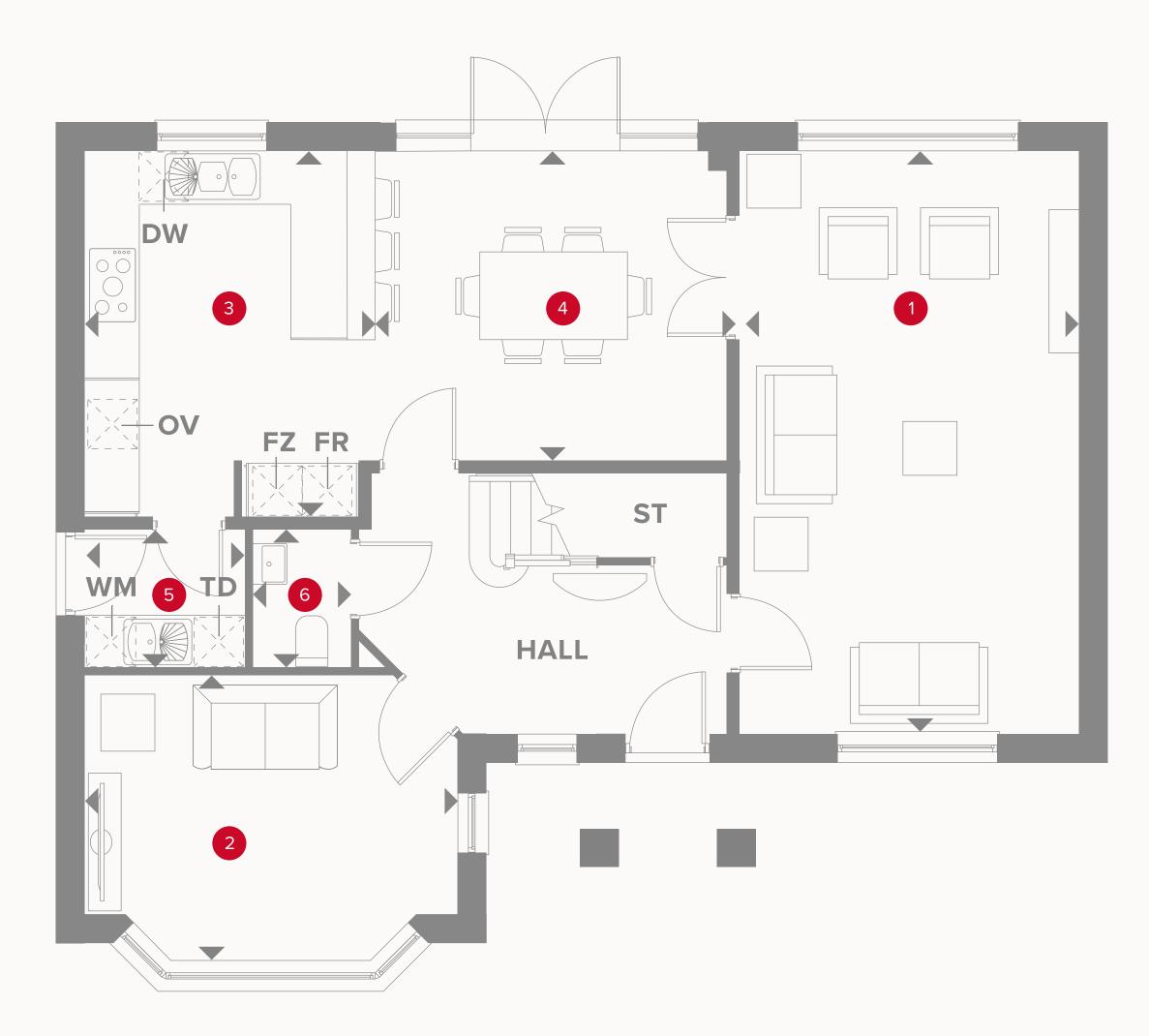




## THE BALMORAL FOUR BEDROOM HOME







## THE BALMORAL GROUND FLOOR







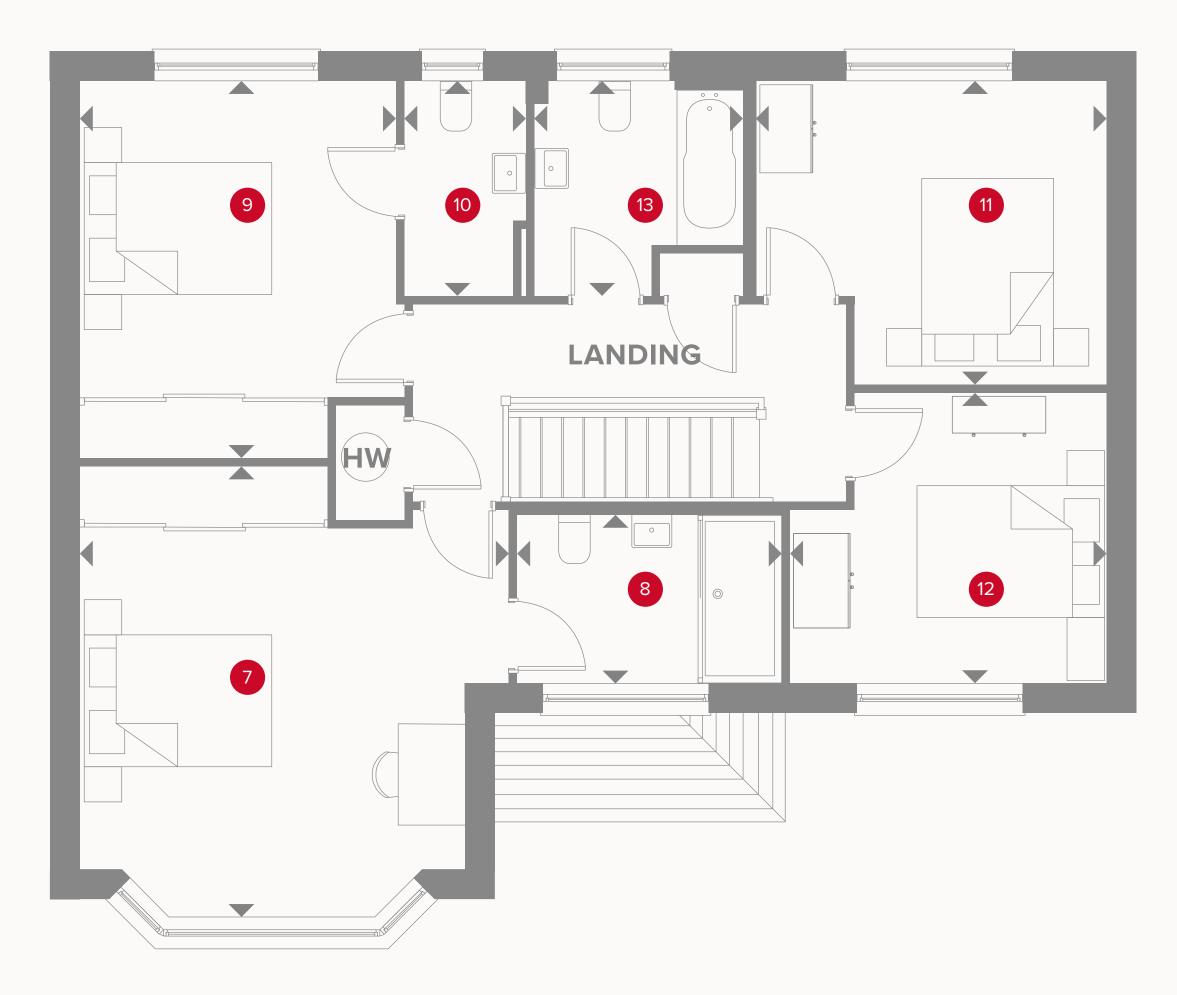
#### KEY

00	Hob
ον	Oven
FR	Fridge
FZ	Freezer

•	Dimensions start
TD	Tumble dryer space
WM	Washing machine space
DW	Dishwasher space

ST	Storage cupboard
WC	Wine cooler
MW	Microwave
SO	Steam Oven



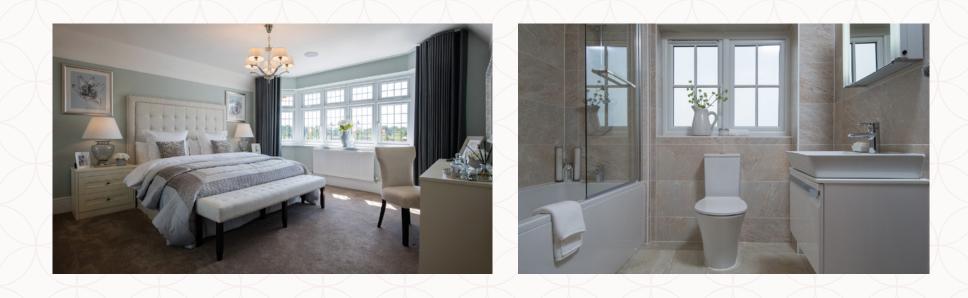


#### THE BALMORAL FIRST FLOOR



15'11" x 15'4"
9'5" x 5'11"
13'5" x 11'4"
7'8" × 4'4"
12'6" × 10'4"
11'3" × 10'11"
7'8" x 7'5"

4.86 x 4.67 m 2.88 x 1.81 m 4.10 x 3.45 m 2.33 x 1.31 m 3.81 x 3.15 m 3.44 x 3.32 m 2.33 x 2.27 m



#### KEY

Dimensions startHW Hot water storage



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 Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



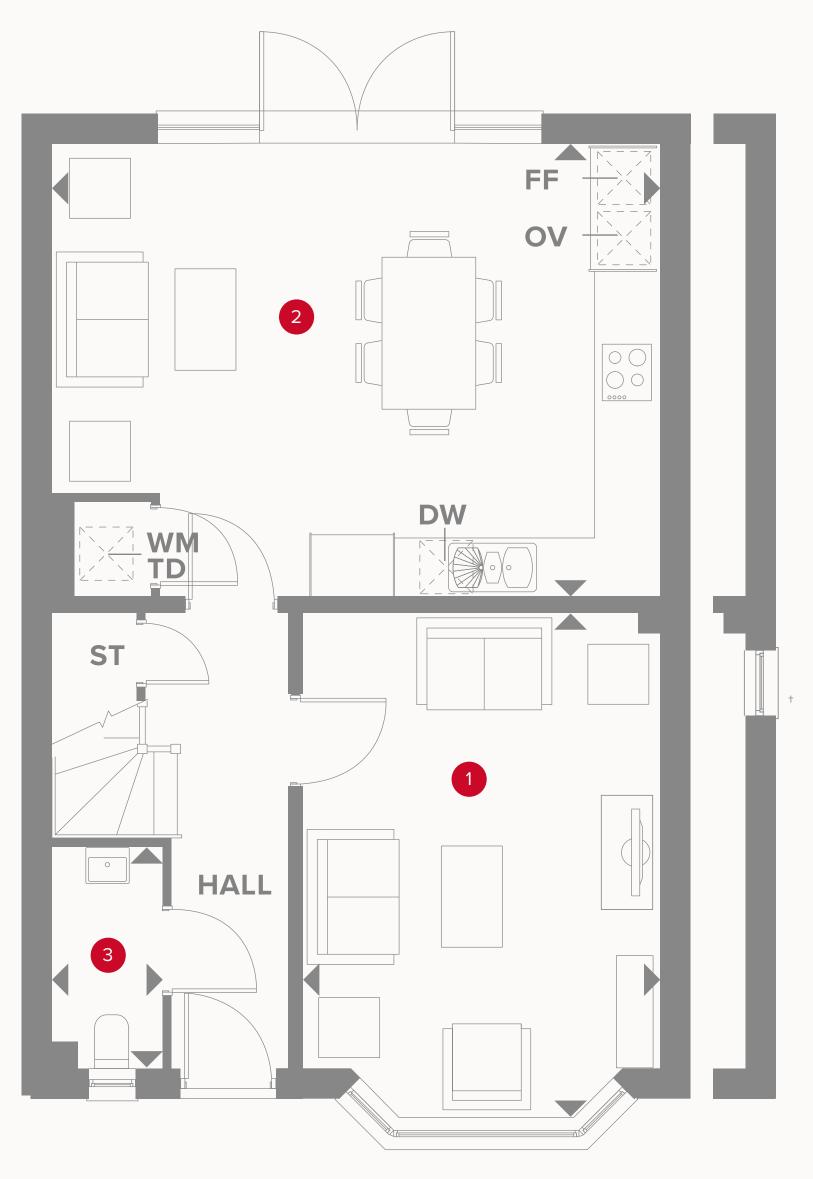




## THE STRATFORD FOUR BEDROOM HOME







<sup>†</sup>Alternative elevation for specific plots.

## THE STRATFORD GROUND FLOOR



16'4" x 11'6"

19'8" x 14'9"

4.97 x 3.51 m 5.99 x 4.49 m

7'3" x 3'6"

2.20 x 1.07 m

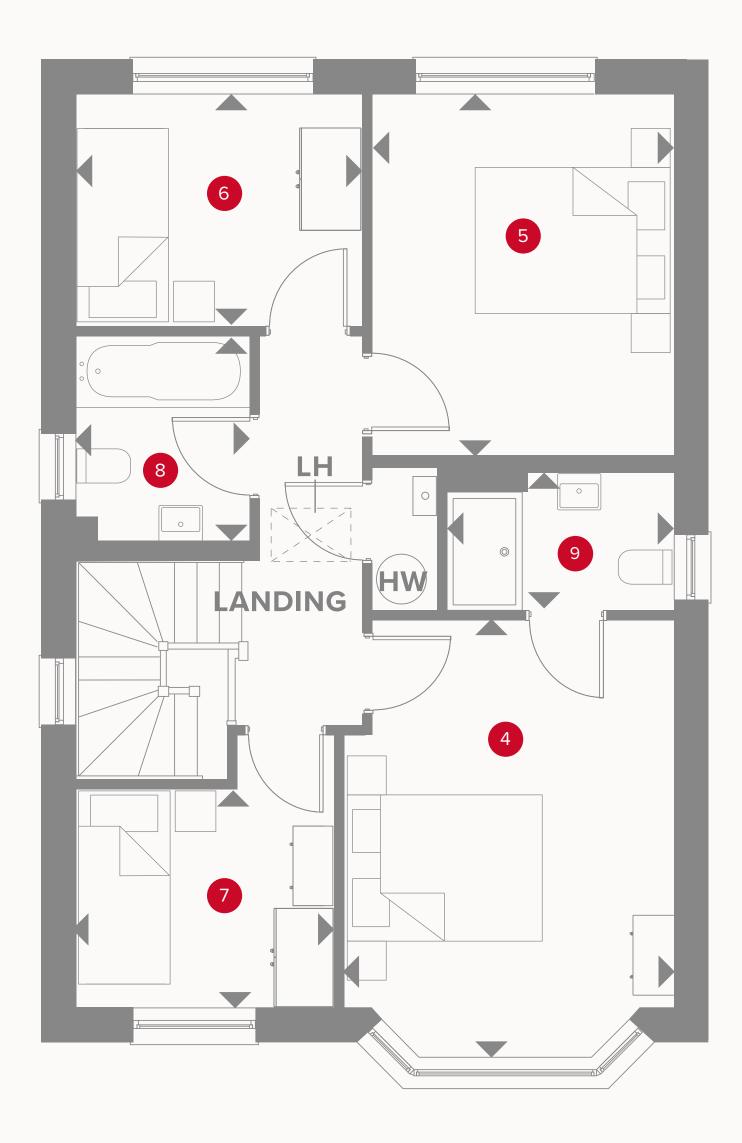


#### KEY

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

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





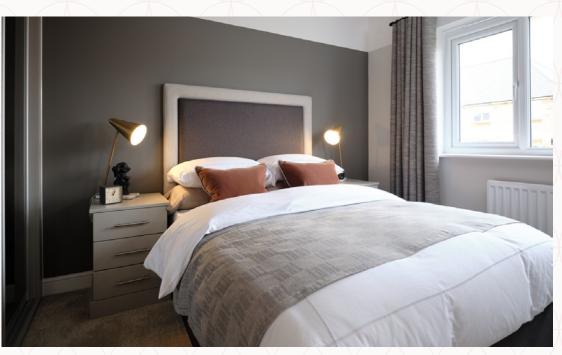
## THE STRATFORD **FIRST FLOOR**



14'4" × 10'10"
11'11" × 9'11"
9'5" x 7'8"
8'6" x 7'3"
6'9" x 5'9"
7'6" × 4'7"

4.36 x 3.31 m 3.62 x 3.03 m 2.88 x 2.34 m 2.60 x 2.20 m 2.05 x 1.76 m 2.28 x 1.39 m





#### KEY

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



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, semidetached 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.





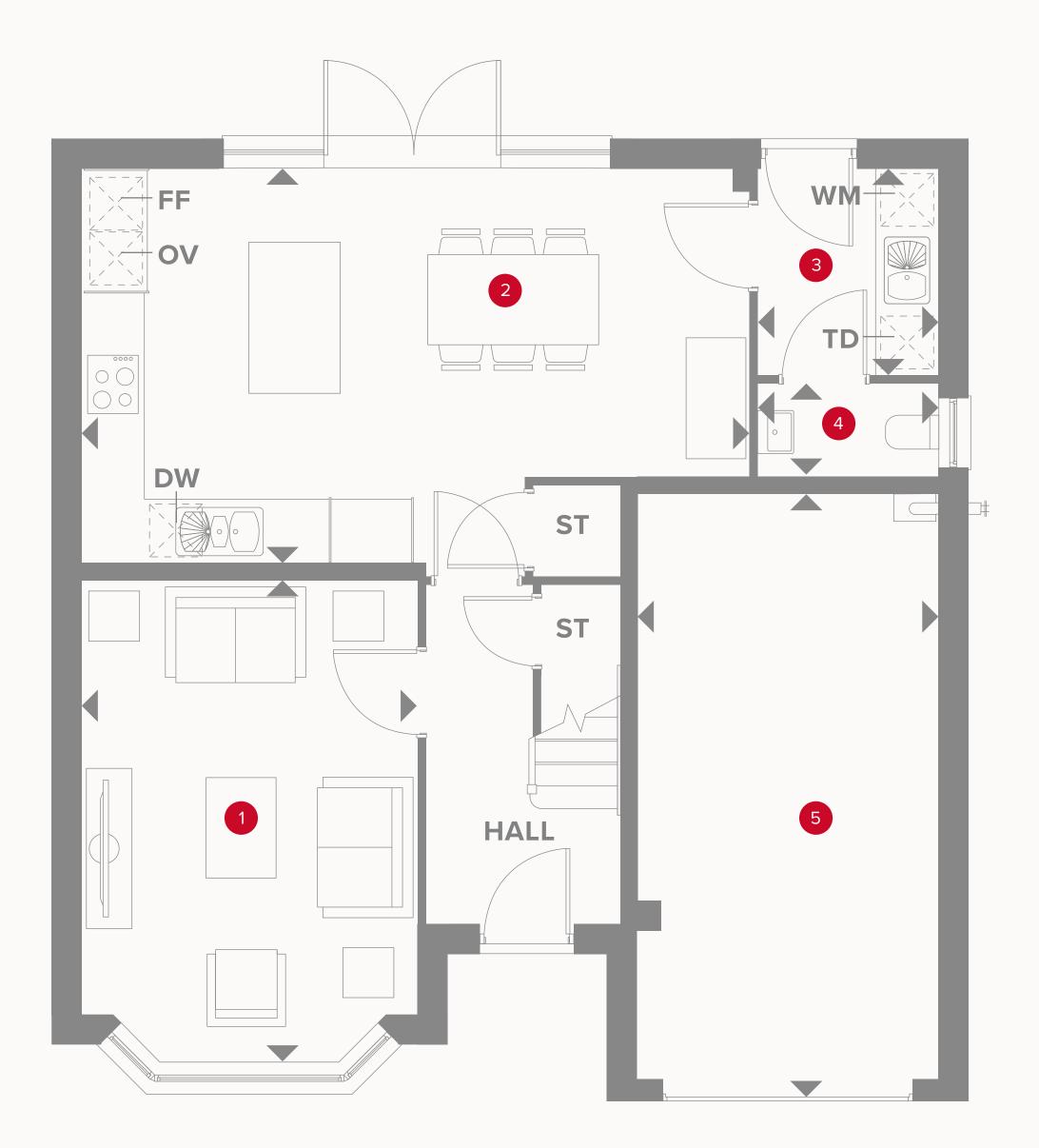




FOUR BEDROOM HOME







## THE OXFORD GROUND FLOOR





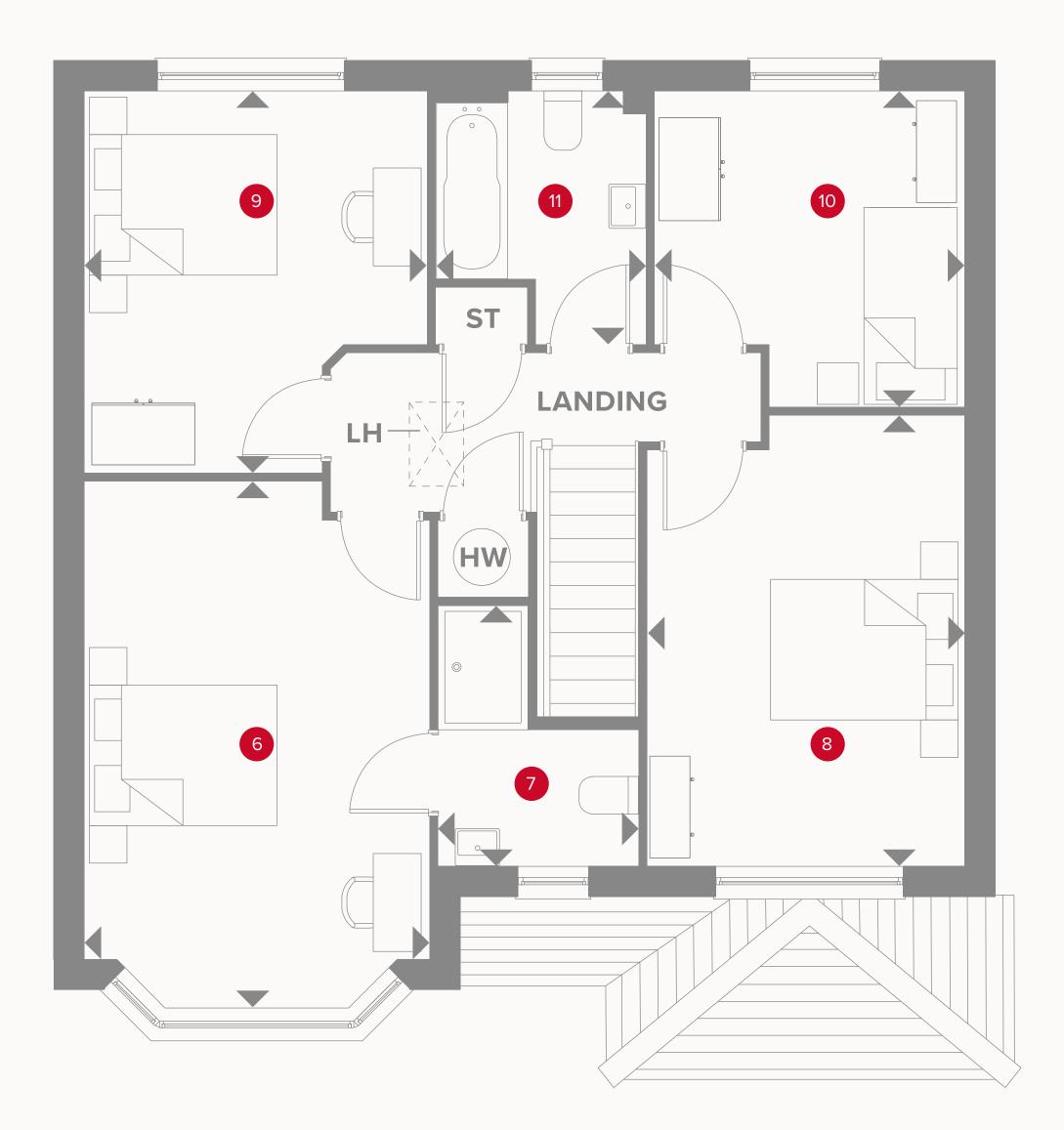
#### KEY

- oo oo 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 FIRST FLOOR

6 Bedroom 1	16'8" × 10'10"	5.08 x 3.29 m
7 En-suite	8'3" x 6'5"	2.51 x 1.96 m
8 Bedroom 2	14'2" × 10'0"	4.33 x 3.05 m
9 Bedroom 3	11'11" × 10'10"	3.63 x 3.29 m
10 Bedroom 4	9'11" × 9'9"	3.03 x 2.97 m
11 Bathroom	7'11" x 6'8"	2.42 x 2.04 m



#### KEY

Dimensions startHW Hot water storageLH Loft hatch



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 housetype.





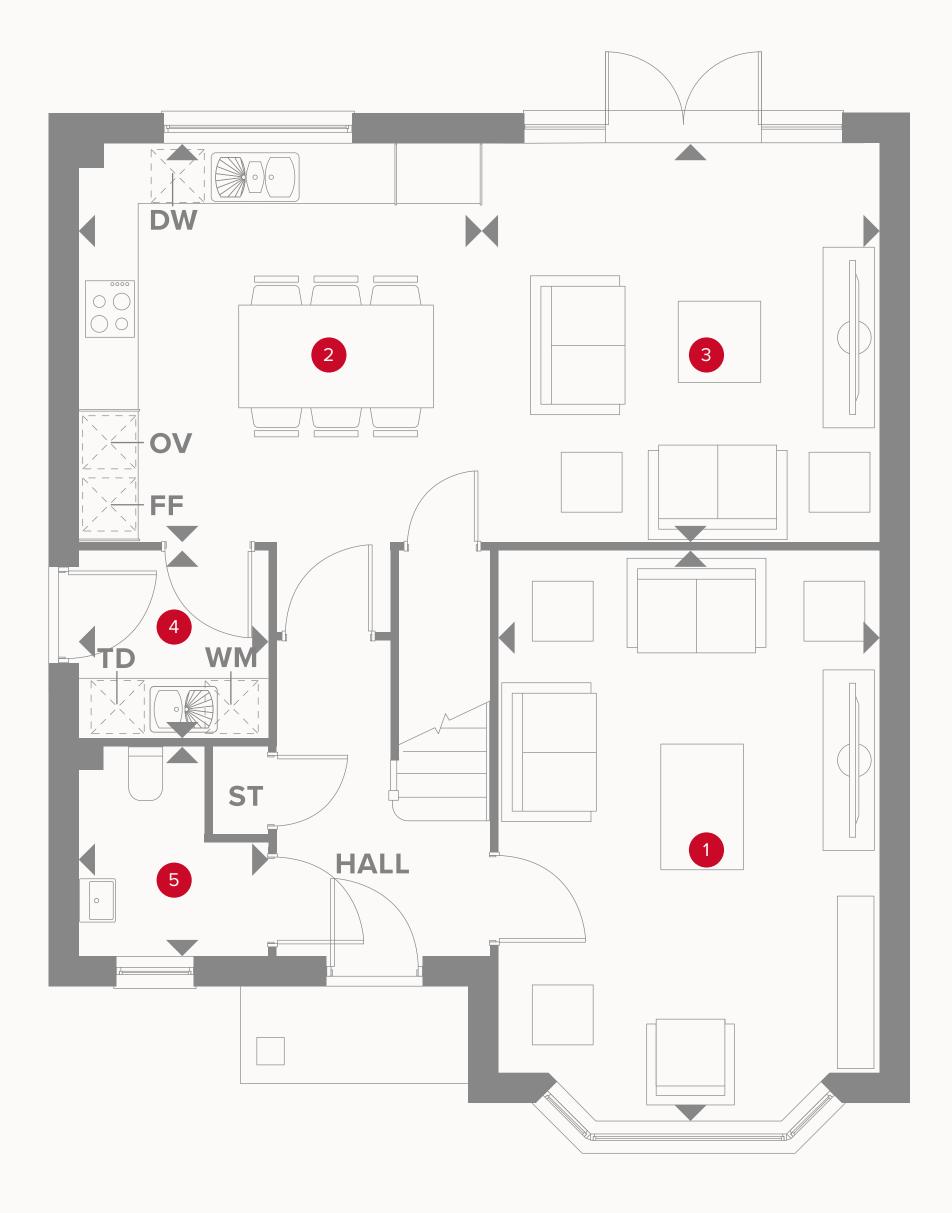


# THE LEAMINGTON LIFESTYLE

#### THREE BEDROOM HOME







## THE LEAMINGTON LIFESTYLE **GROUND FLOOR**





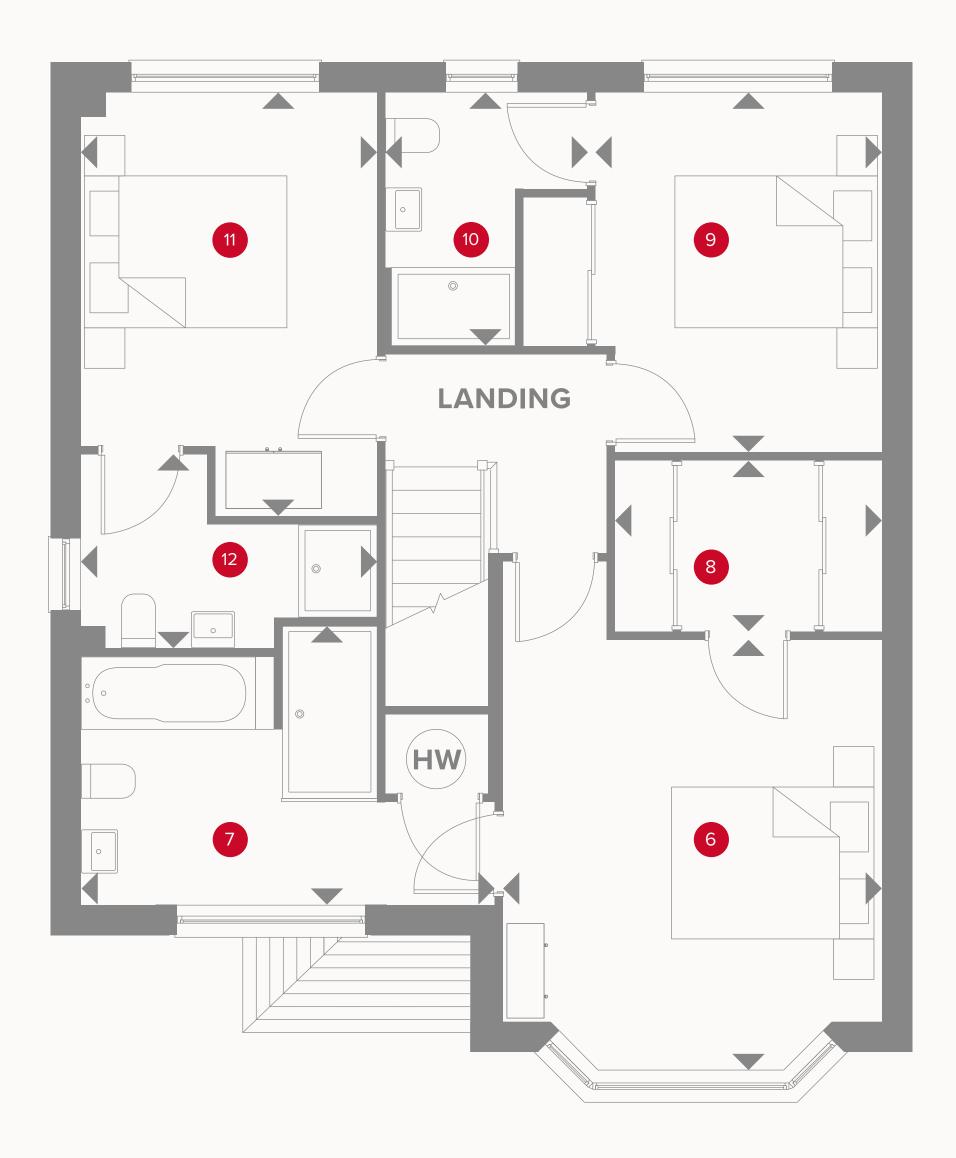


#### KEY

- oo 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
7	En-suite 1
8	Wardrobe
9	Bedroom 2
10	En-suite 2
11	Bedroom 3
12	En-suite 3

13'6" x 11'11"			
9'3" × 7'9"			
8'4" x 5'5"			
11'3" × 11'2"			
7'11" x 6'2"			
13'4" × 9'3"			
9'3" x 6'1"			

4.12 x 3.63 m 2.83 x 2.37 m 2.54 x 1.65 m 3.44 x 3.41 m 2.41 x 1.93 m 4.06 x 2.83 m 2.83 x 1.85 m





#### **KEY**

 Dimensions start **HW** Hot water storage



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 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.





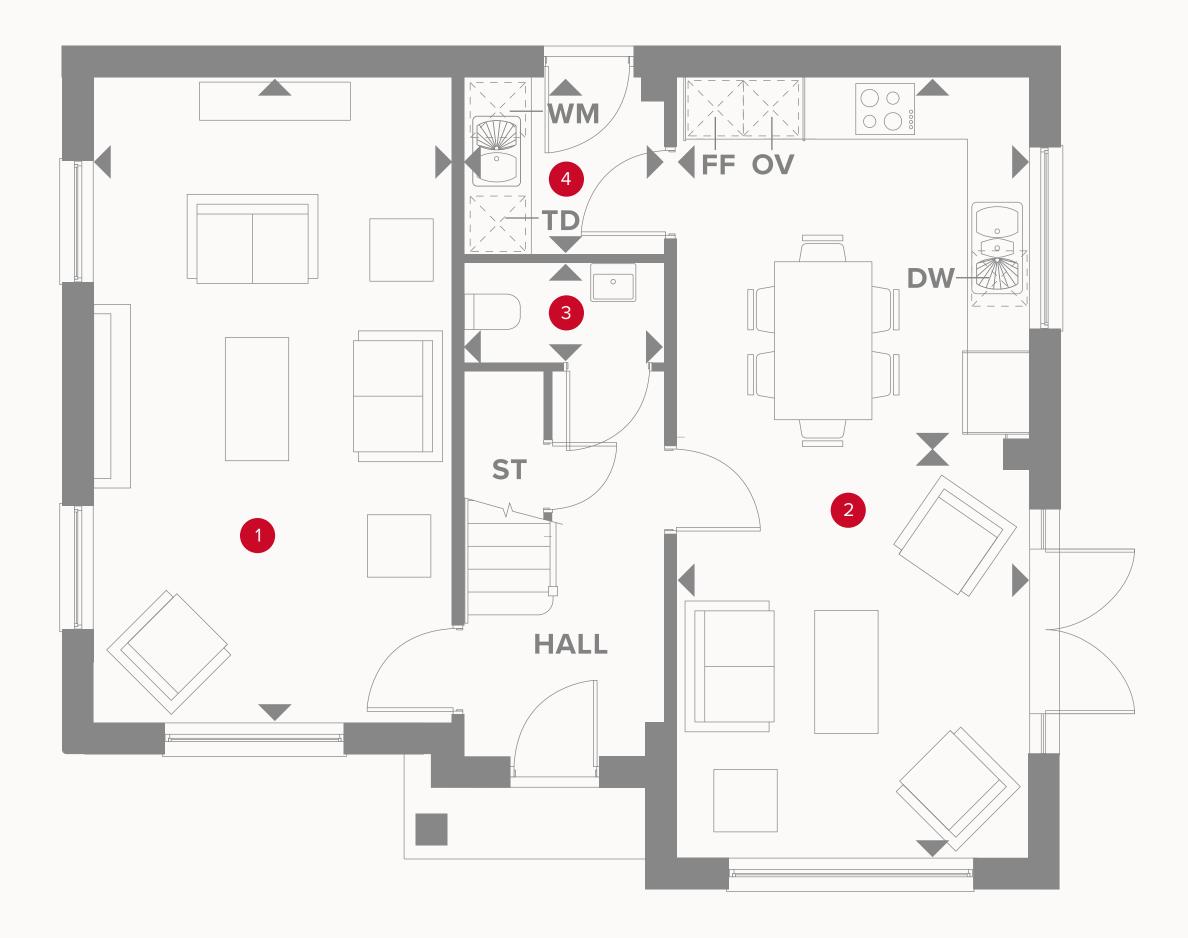


## THE SHAFTESBURY

#### FOUR BEDROOM HOME







## THE SHAFTESBURY GROUND FLOOR





#### KEY

Hob

OV Oven

FF Fridge/freezer

**TD** Tumble dryer space

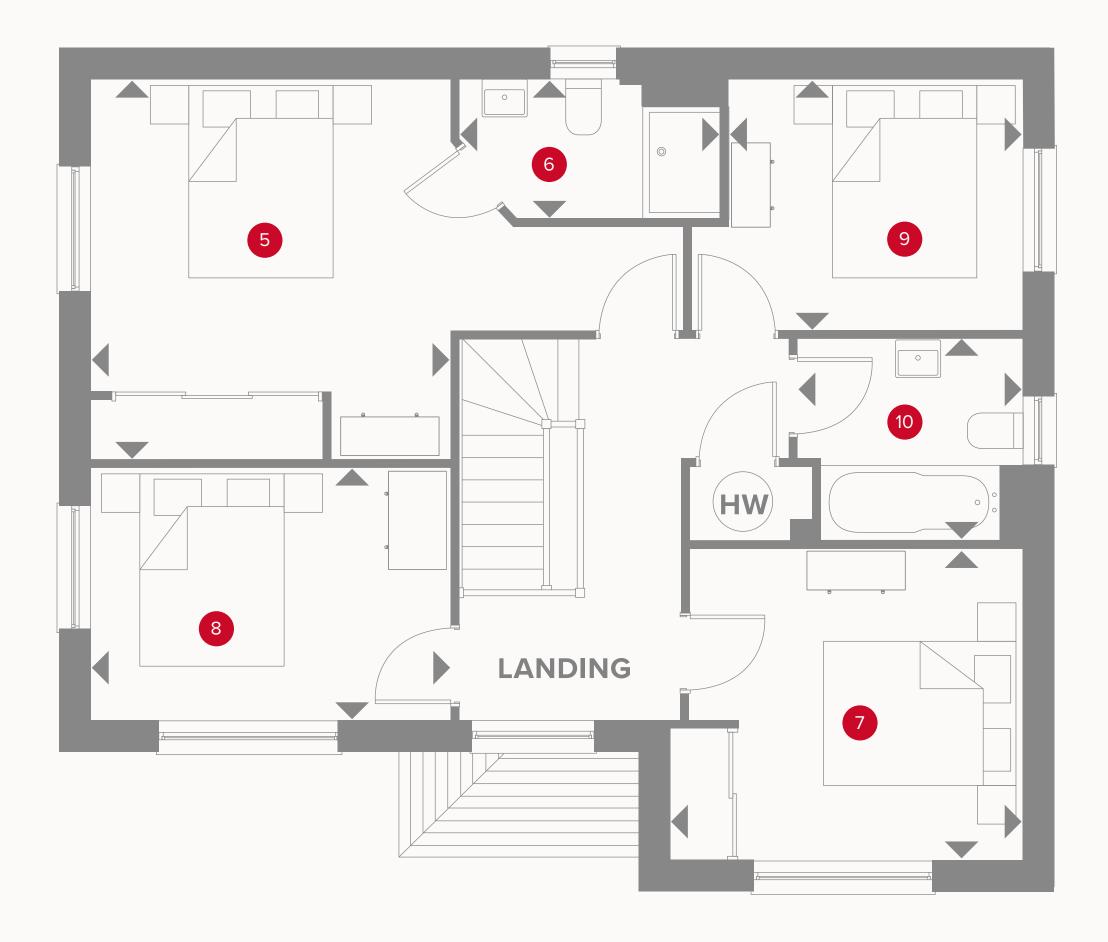
Dimensions start

**ST** Storage cupboard

**WM** Washing machine space

**DW** Dish washer space





#### THE SHAFTESBURY FIRST FLOOR

5 Bedroom 1	12'4" x 12'0"	3.78 x 3.62 m
6 En-suite	8'5" x 4'5"	2.58 x 1.38 m
7 Bedroom 2	11'5" × 10'2"	3.11 x 3.51 m
<sup>8</sup> Bedroom 3	11'9" × 8'4"	3.62 x 2.55 m
9 Bedroom 4	9'8" × 8'1"	2.95 x 2.48 m
10 Bathroom	7'2" x 6'6"	2.21 x 2.01 m



#### KEY

Dimensions startHW Hot water storage



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.





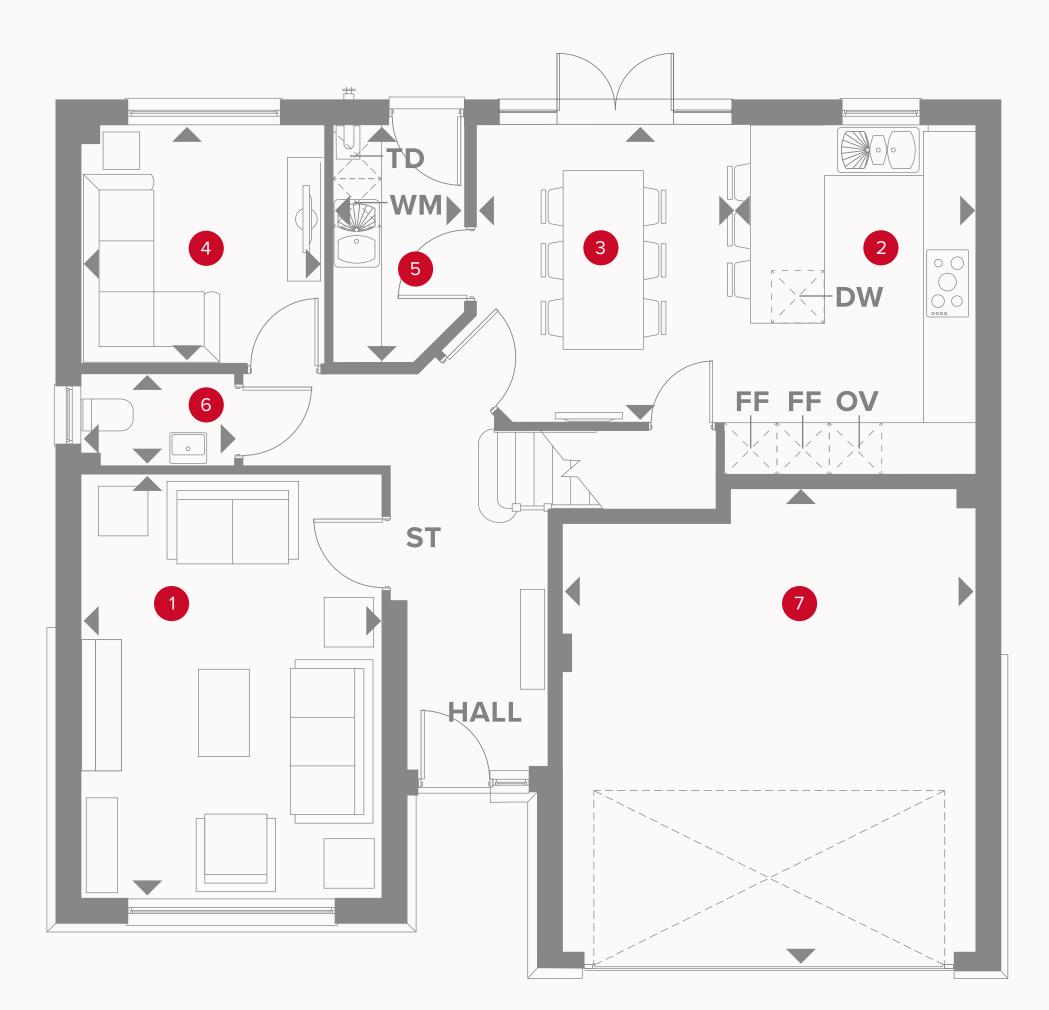


# THE SUNNINGDALE

#### FOUR BEDROOM HOME



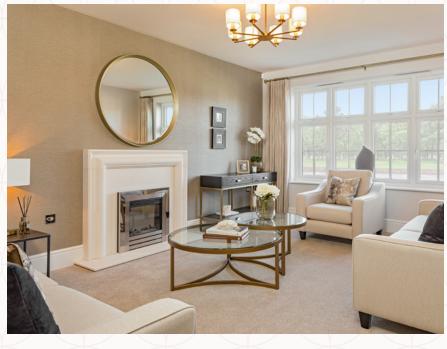




## THE SUNNINGDALE GROUND FLOOR

1 Lounge	16'11" × 11'11"	5.15 x 3.63 m
2 Kitchen	13'11" x 9'5"	4.23 x 2.91 m
3 Dining	11'10" × 10'11"	3.60 x 3.33 m
4 Snug	9'8" x 9'5"	2.95 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" × 16'6"	5.81 x 5.03 m



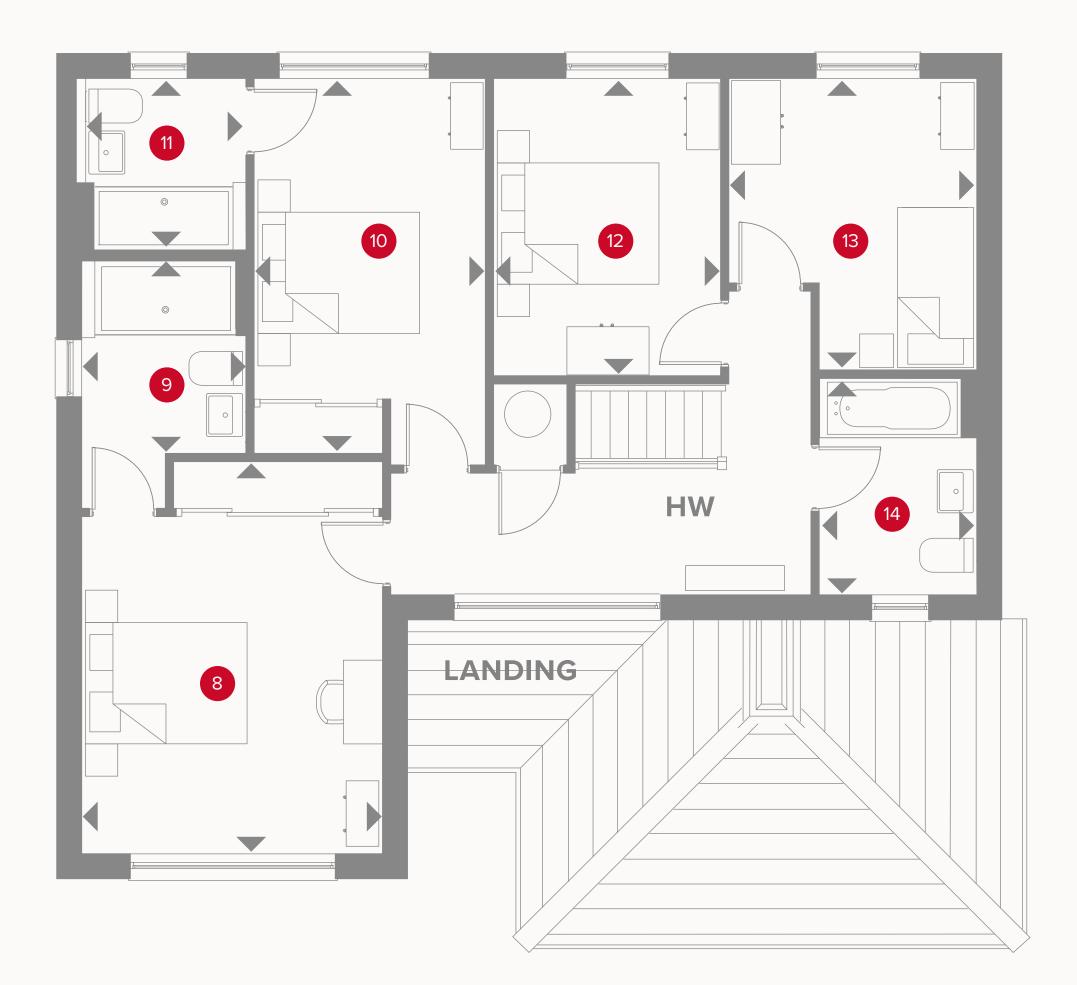


### KEY

- Image: HobOVOven
- FF Fridge/freezer
- **TD** Tumble dryer space

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





## THE SUNNINGDALE FIRST FLOOR





### KEY

Dimensions startHW Hot water storage



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 Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



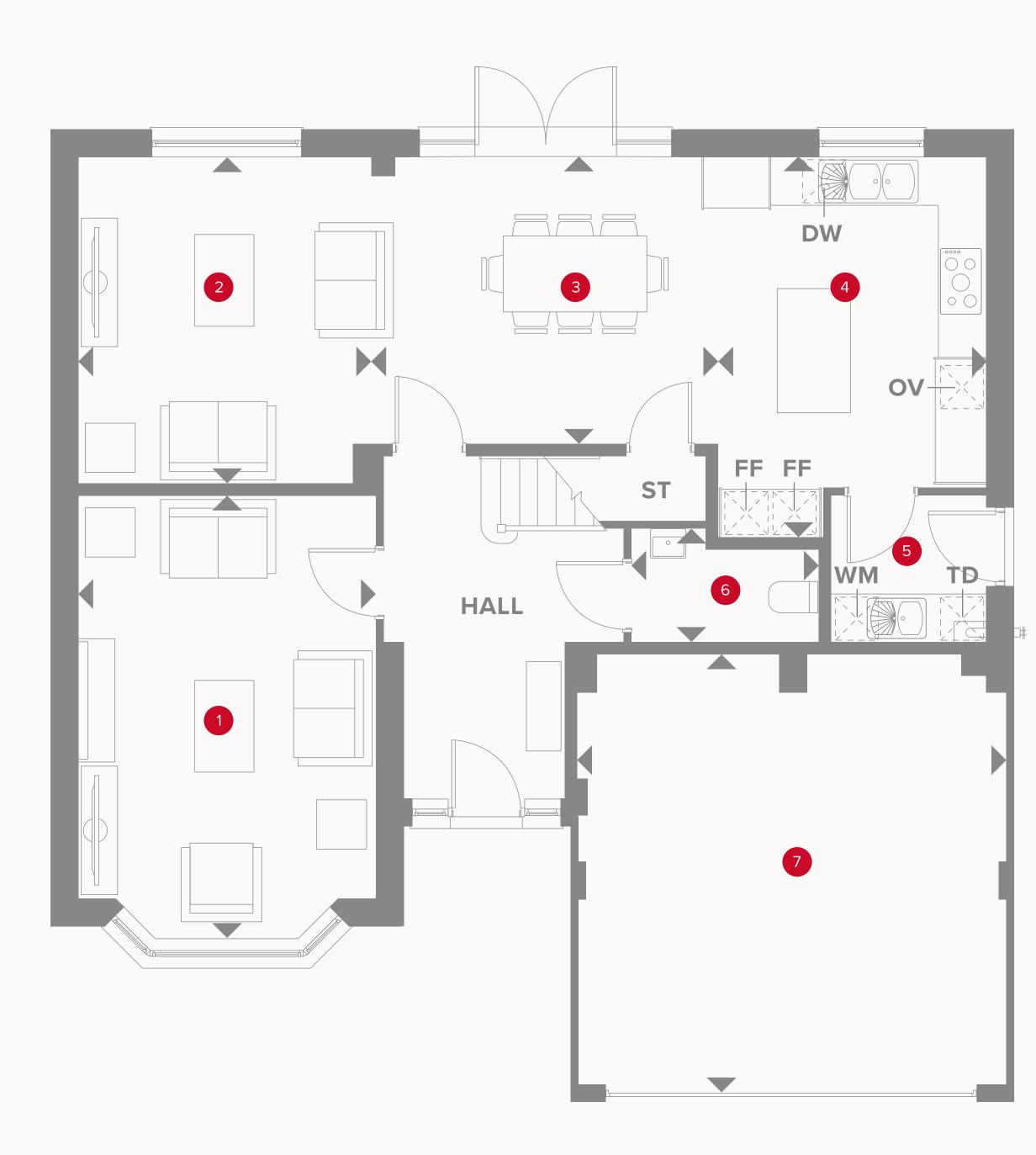












## THE HENLEY GROUND FLOOR





### KEY

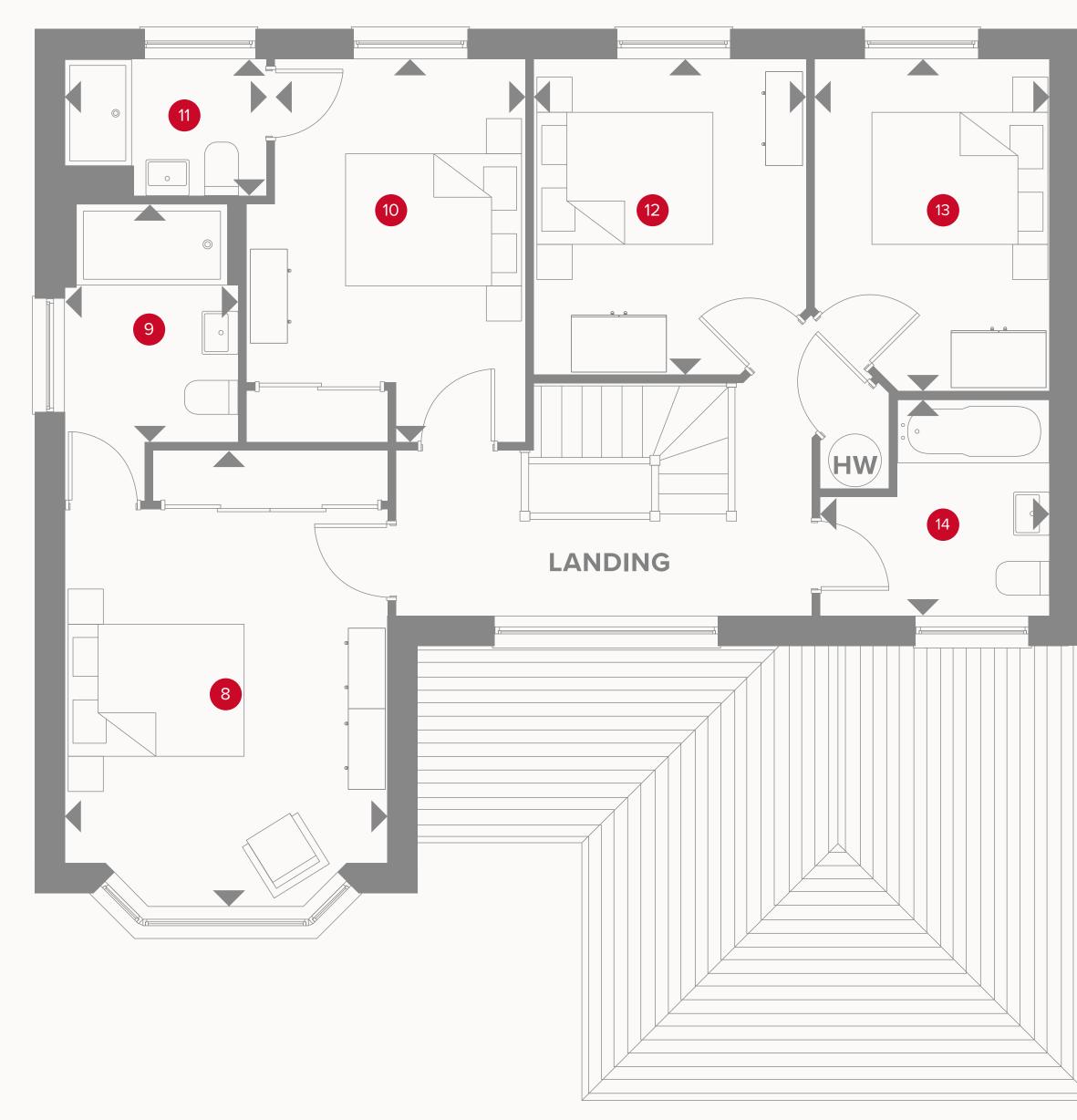
00000	Hob
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- OV Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

Dimensions start

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





## THE HENLEY FIRST FLOOR





### KEY

Dimensions startHW Hot water storage



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







# THE RICHMOND FOUR BEDROOM HOME







## THE RICHMOND GROUND FLOOR





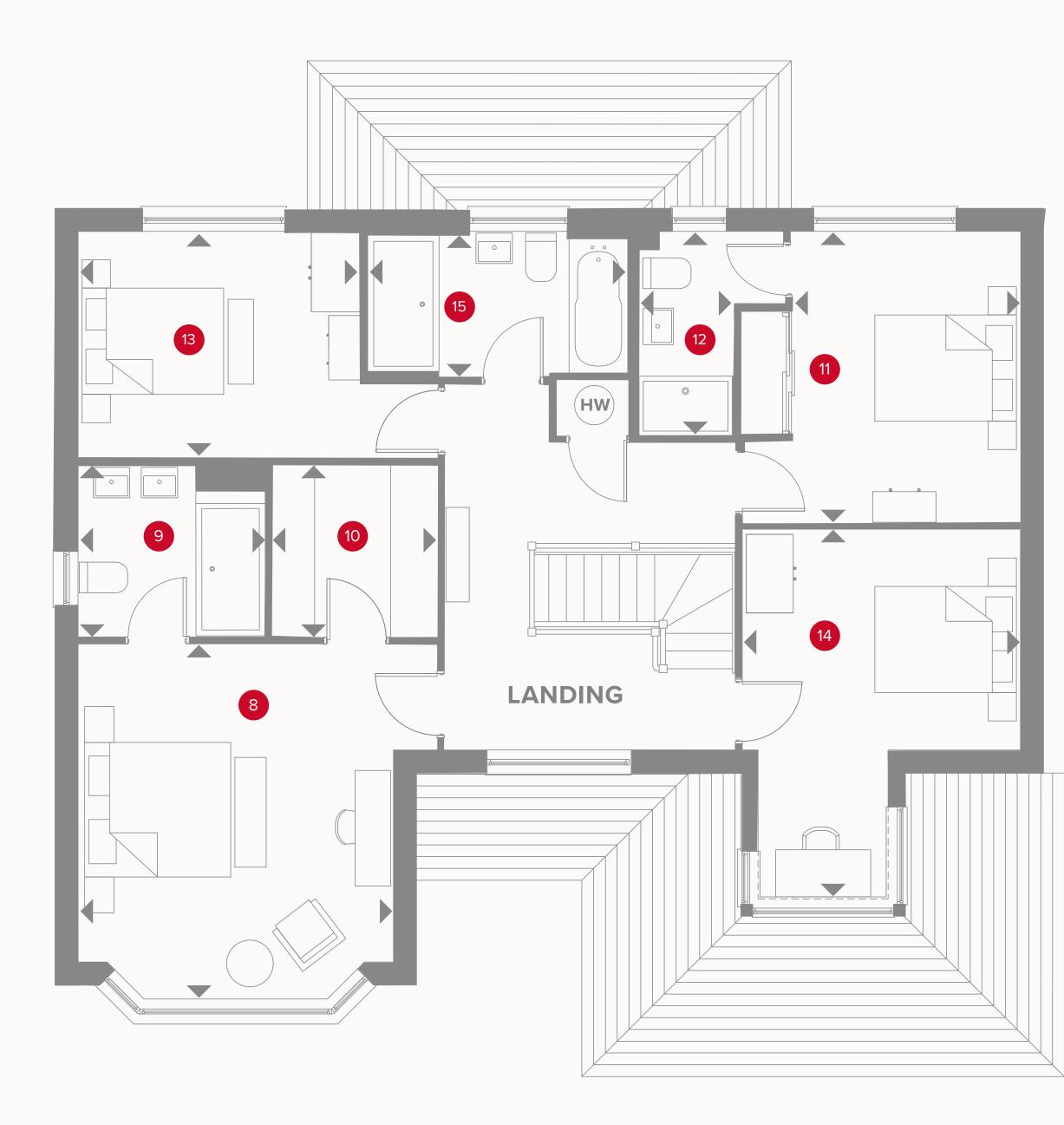


### KEY

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

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





## THE RICHMOND FIRST FLOOR



13'3" x 13'1"
7'9" x 7'2"
7'2" x 6'8"
12'2" × 9'4"
8'5" x 6'4"
11'8" x 9'5"
15'6" x 11'6"
10'9" x 5'5"

4.06 x 4.01 m 2.43 x 2.20 m 2.20 x 2.10 m 3.73 x 2.89 m 2.61 x 1.97 m 3.61 x 2.90 m 4.76 x 3.55 m 3.32 x 1.70 m





### KEY

Dimensions startHW Hot water storage



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## 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







## 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

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.



