

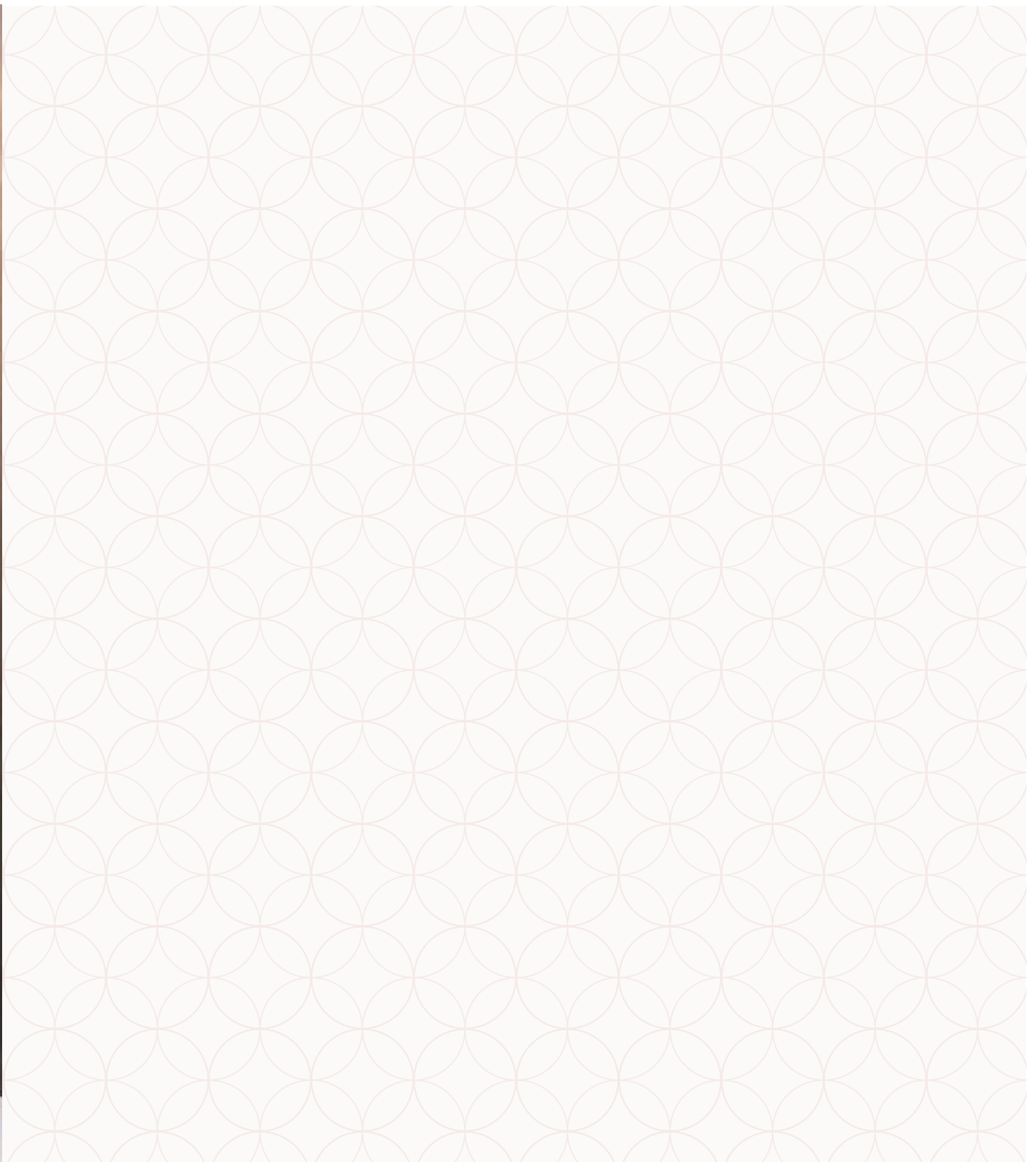
**TAILORED**

- REDROW -

# **STONEHAVEN PARK PHASE 1B**

House specification for homes  
over 1600 sq ft





## 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.

### TV Point

Located as follows: one in lounge and one in bedroom. See layout for details.

### Phone Point

1 point in the lounge. Fittings to match electrical accessories as indicated on the drawings. Refer to Sales Consultant for details.

### Central Heating

Full gas central heating with energy efficient wall mounted boiler/combi boiler. Housetype specific on Phase 1A Only. See Sales Consultant for details.

### Radiators

Myson radiators.

### Electrical Sockets / Switch plates

Low profile white electrical switch and socket plates together with pendant and batten lighting points. See electrical layout drawings for details.

# PLAN YOUR DREAM HOME



## KITCHEN & UTILITY

### Kitchen Styles

Exclusive kitchen designs. Please see latest kitchen styles offered on My Redrow or Sales Consultant for details. Subject to build stage.

### Upstand

To match above worktops with stainless steel splashback behind hob.

### Under Wall Unit

LED downlights provided (where shown on kitchen layout). See drawings for details.

### Sink

Kitchen stainless steel bowl and a half sink with mixer tap. Single bowl sink to utility room. Please refer to drawing for details.

### Appliances AEG / Electrolux / Zanussi

Hob 60cm ceramic with 4 heat zones  
Double oven  
60cm chimney extract  
Integrated 50/50 fridge/freezer.

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



## BATHROOM, EN-SUITE & CLOAKROOM

**Bathroom / En-suite & Cloakroom Styles**  
Ideal Standard in white finish.

**Bathroom / En-suite & Cloakroom Basin**  
Ideal Standard or corner basin with chrome trap.  
Please refer to drawings to confirm basin design.

**WC**  
Ideal Standard close coupled back-to-wall pan  
with Arc dual flush cistern.

**Bath**  
Tempo Arc bath with Meridian Isocore bath panel.

**Brassware**  
Ideal Standard single lever tap.

**Wall Tiles**  
Choice of wall tiles to bathroom, en-suite and  
cloakroom. See My Redrow for details. Subject  
to build stage.

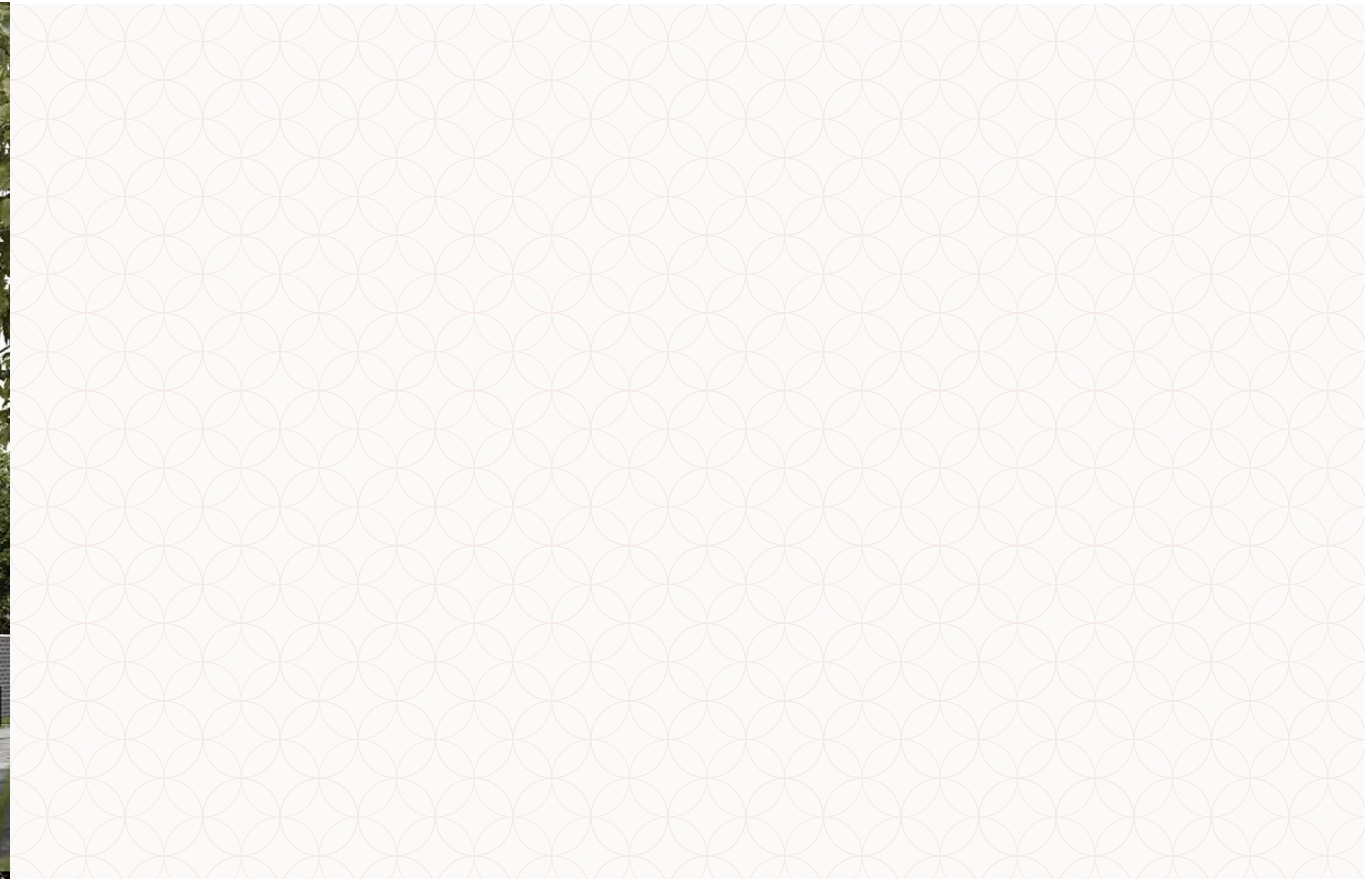
**Towel Warmer**  
Towel warmer in chrome effect finish to bathroom  
and en-suite.

**Shower Over Bath**  
Shower valve and screen to be provided above  
bath where there is no separate shower enclosure  
in the bathroom.

**Shower Valve**  
Aqualisa shower valve.

**Shaver Sockets**  
In bathroom and en-suite where applicable.

**Mirrors**  
To be fitted above bathroom and en-suite wash  
basins where applicable. See Sales Consultant  
for details.



## EXTERIOR

### External Doors Front

GRP door with patterned glass. Style of door to be as indicated on house plan, frame to be uPVC.

### Rear

GRP door with patterned obscured glass, finished internally and externally in white.

### Security

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

### External Front Lights

Coach down lantern.  
Downlight where entrance is recessed.

### Garage

To specific plots, see Sales Consultant for more information.

### Garage Doors

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

### Power to Garage

Double power point and lighting pendant (to properties with an integral garage and where garage lies within the curtilage of the property).

### Car Charging Points

Car Chargers to every home - see Sales Consultant for details and location.

### Solar PV Panels

Fitted to specific plots – see Sales Consultant for details.

### Garden

External Fencing – Refer to layouts.

### External Fencing / Gates

**Side & Rear** – Vertical boarding 1.8m high.

**Gate** – 1.8 High timber gate.

**Paving** – Buff riven faced flags as indicated on drawing.

**Turfing** – Turf to front gardens. Refer to layout or Sales Consultant for landscaping details.

**Top Soil** – To rear gardens.

**Outside Tap** – Refer to drawing for location.

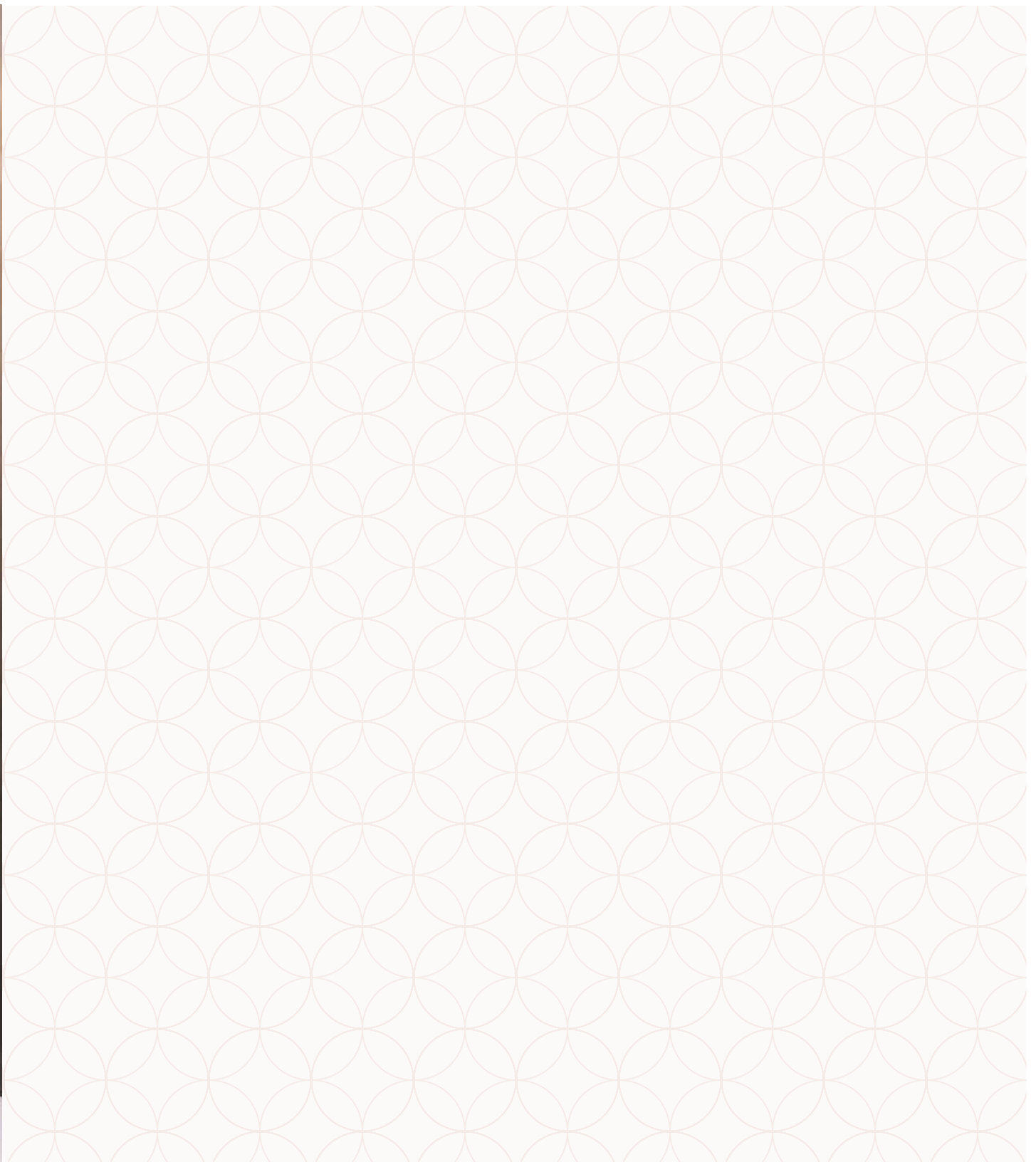
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# OUR COMMITMENT TO HOME-BUYERS

## 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](http://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.





# STONEHAVEN PARK



CASTLE HILL DRIVE, EBBSFLEET VALLEY, SWANSCOMBE, KENT, DA10 1EX

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