





DECLARE GARDENS

HENDREDENNY











Life in Caerphilly is about to get a whole lot better. Imagine waking up on the borders of open countryside, in a place that opens up your horizons for outdoor living walking, cycling and jogging. From its idyllic elevated position on the slopes of Mynydd Meio De Clare Gardens, our beautiful new development of two, three and four bedroom Inspired homes situated on the leafy outskirts of Caerphilly created for modern life and living.

PREDROW

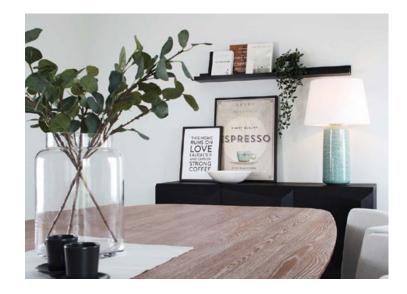
WELCOME TO DECLARE GARDENS











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.







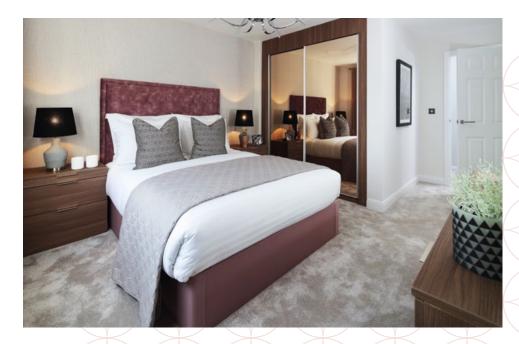
WHAT MAKES THIS COLLECTION SO UNIQUE?

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 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.













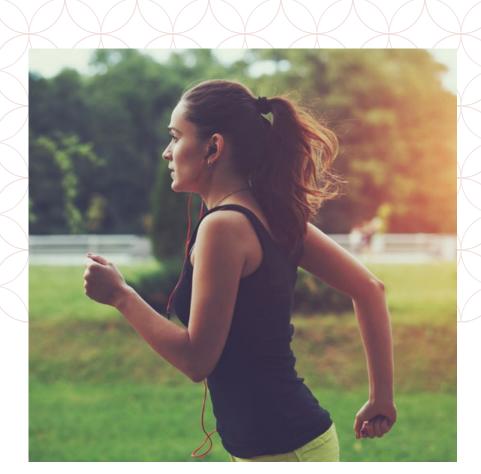
SPEND MORE TIME **TOGETHER**

Caerphilly is home to a range of amenities, including a selection of banks and a host of local supermarkets, all ideal for completing the weekly shop, including a Tesco, Morrisons, and an Aldi and Asda. The town also offers a range of independent retailers and highstreet names, many of which are housed inside Castle Court Shopping Centre just a 10-minute drive away. A further range of retail opportunities are available in Cardiff's city centre, accessible via road or rail.

Those who enjoy eating out will be spoilt for choice, from the number of cafés, bakeries and coffee shops available throughout the town to the selection of traditional pubs serving up classic British fare. There's also an impressive range of eateries serving up cuisines from many corners of the globe, including Italian, Mediterranean, and Indian.







ENJOY A Healthy Lifestyle

Whether it's a round of golf, a gruelling gym session or a few laps in a pool, staying active is easy thanks to the array of facilities nearby. Caerphilly Leisure Centre is just an eight-minute drive away offering a gym and a swimming pool, in addition to several group fitness classes including yoga and Pilates. There's a further range of leisure centres and private gyms in the local area for those seeking the luxury of choice.

Film fanatics will feel right at home at the Showcase Cinema just three miles away in neighbouring Nantgarw, with a Tenpin bowling alley ideally situated just next door as well. Keen golfers will benefit from a selection of golf clubs in the vicinity of home, most notably Ridgeway Golf Club just three miles away, which offers a challenging nine-hole course.

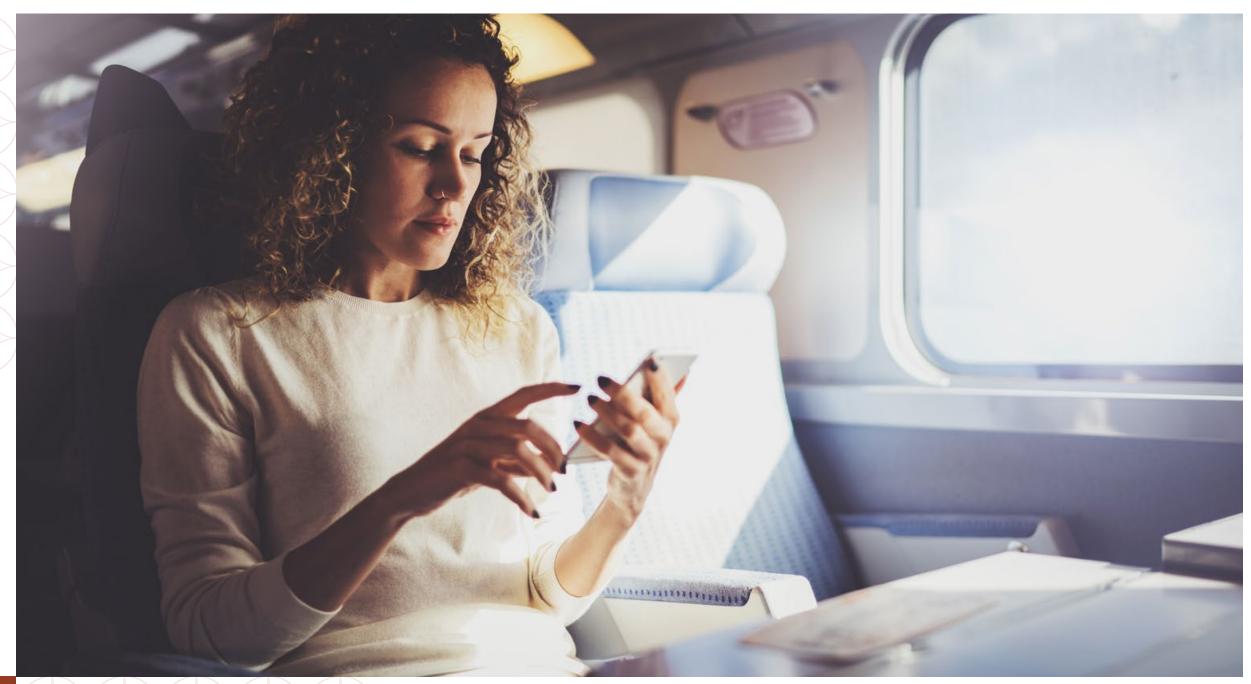


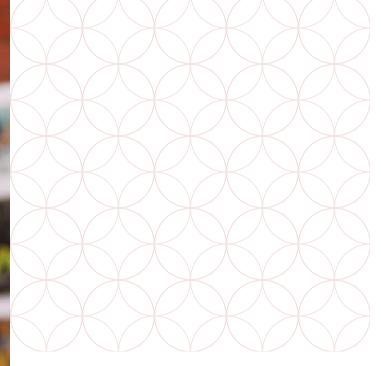
MORE **OPPORTUNITIES**

Parents will have a choice of schools locally across a range of ages. Children can begin their educational journeys at Ysgol Feithrin Abertridwr Day Nursery just a six-minute drive away, with Hendredenny Park and Cwrt Rawlin primary schools both just within a five-minute drive.

St. Cenydd Community School is just a 10-minute walk from home, whilst both St Martin's and Ysgol Gyfun Cwm Rhymni comprehensive schools are approximately two miles away, all accepting ages 11-18.



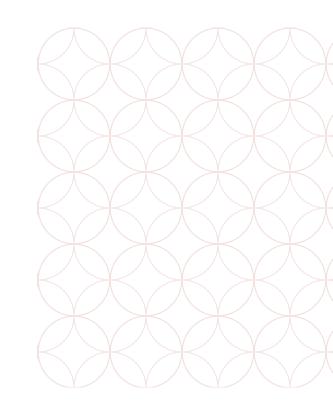




LESS TIME **TRAVELLING**

Getting around is easy thanks to the array of impressive travel links you have at your disposal. The M4 is right on your doorstep providing connections westward to Swansea taking just under an hour and eastward to Bristol in around an hour, with Swindon just under an hour and a half away. Merthyr Tydfil, Cardiff and Newport are all reachable in around half an hour.

Caerphilly Station is just over two miles from home offering a range of convenient services. Barry can be reached in around 50 minutes and Bridgend in approximately 80 minutes, with services to Cardiff Central available as well where you can change for access across the UK. Cardiff International Airport is also approximately 40 minutes away by car, ideal for holidaymakers and business travellers alike.

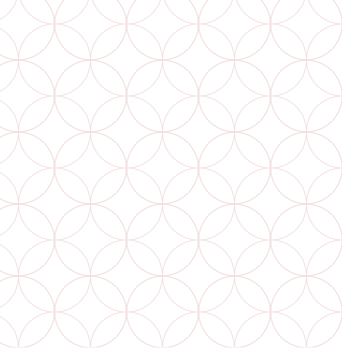


WE PUT More in

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 **De Clare Gardens.**







SO YOU GET More out

- → Public Green Space and Children's Play Area
- → Cycleways & Footpaths
- → Affordable Housing
- → Multi Use Games Area
- → Local Equipped Areas of Play

EXPLORE **DE CLARE** GARDENS



LEAP – Local Equipped Area of Play MUGA – Multi Use Games Area **PS** – Pumping Station



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.









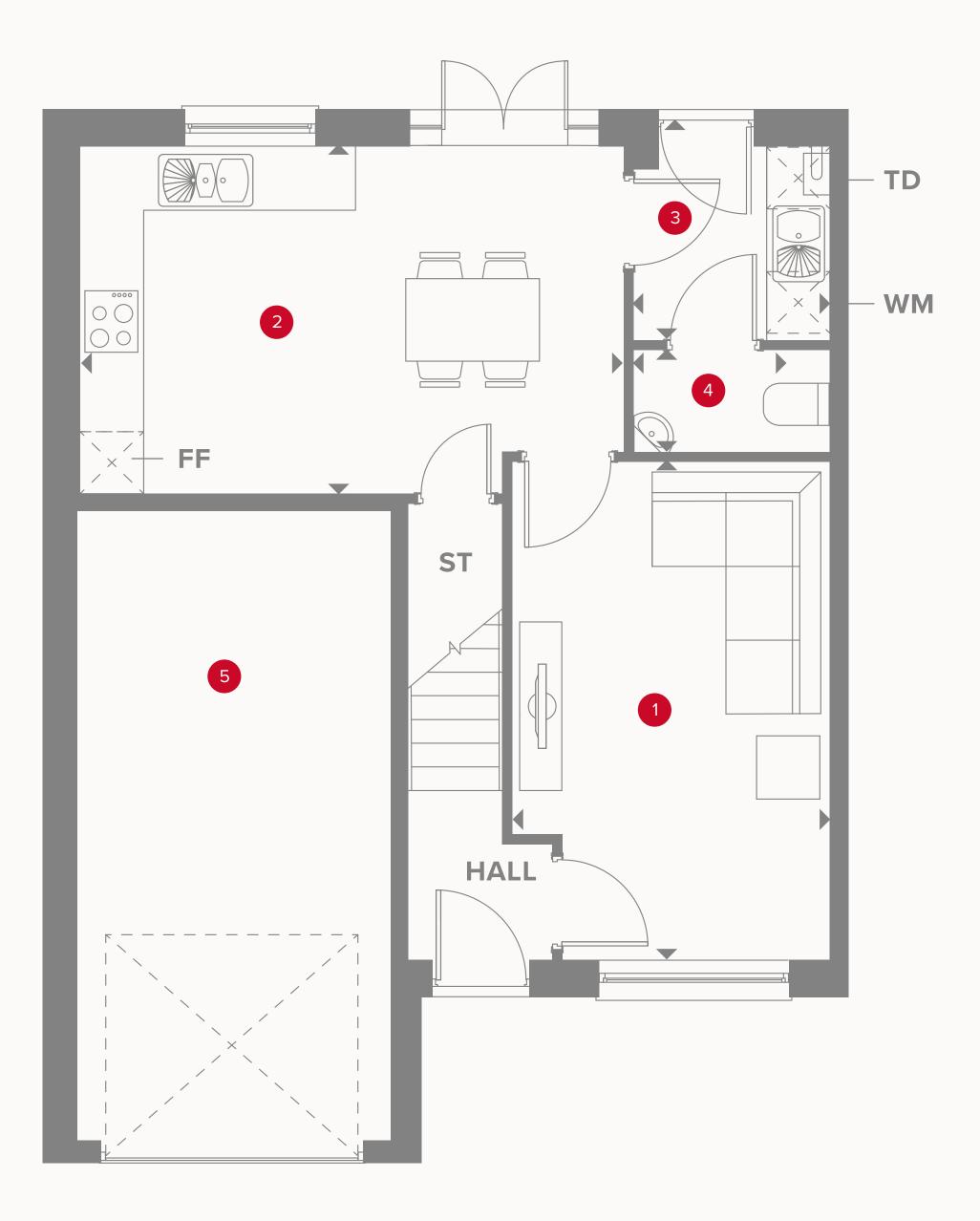












THE BIRCH GROUND FLOOR



15'7" x 9'11" 17'0" x 10'10" 6'2" x 6'1" 6'2" x 3'2" 19'6" x 9'7" 4.74 x 3.02 m 5.17 x 3.30 m 1.87 x 1.85 m 1.89 x 0.97 m 5.95 x 2.92 m



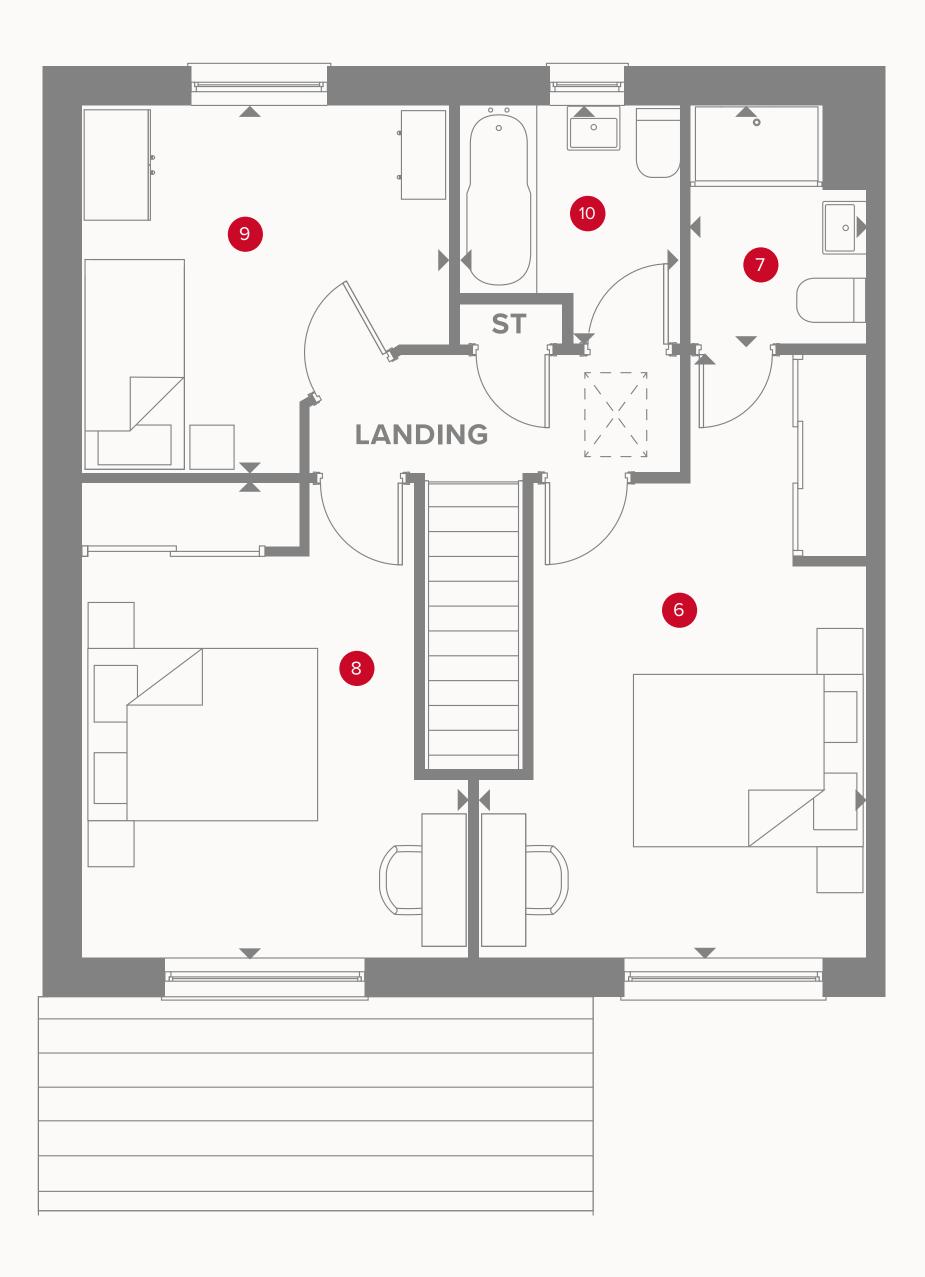


KEY

B Hob OV Oven

- **FF** Fridge/freezer
- **TD** Tumble dryer space

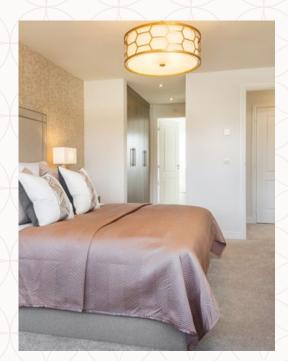




THE BIRCH FIRST FLOOR



14'2" x 11'5" 7'0" x 5'3" 11'11" x 11'7" 10'11" x 11'0" 6'7" x 5'7" 4.31 x 3.49 m 2.14 x 1.60 m 3.62 x 3.52 m 3.33 x 3.35 m 2.00 x 1.71 m





KEY

Dimensions startST Storage cupboard



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

Plots 37, 38, 48, 49, 57, 58, 111 & 112



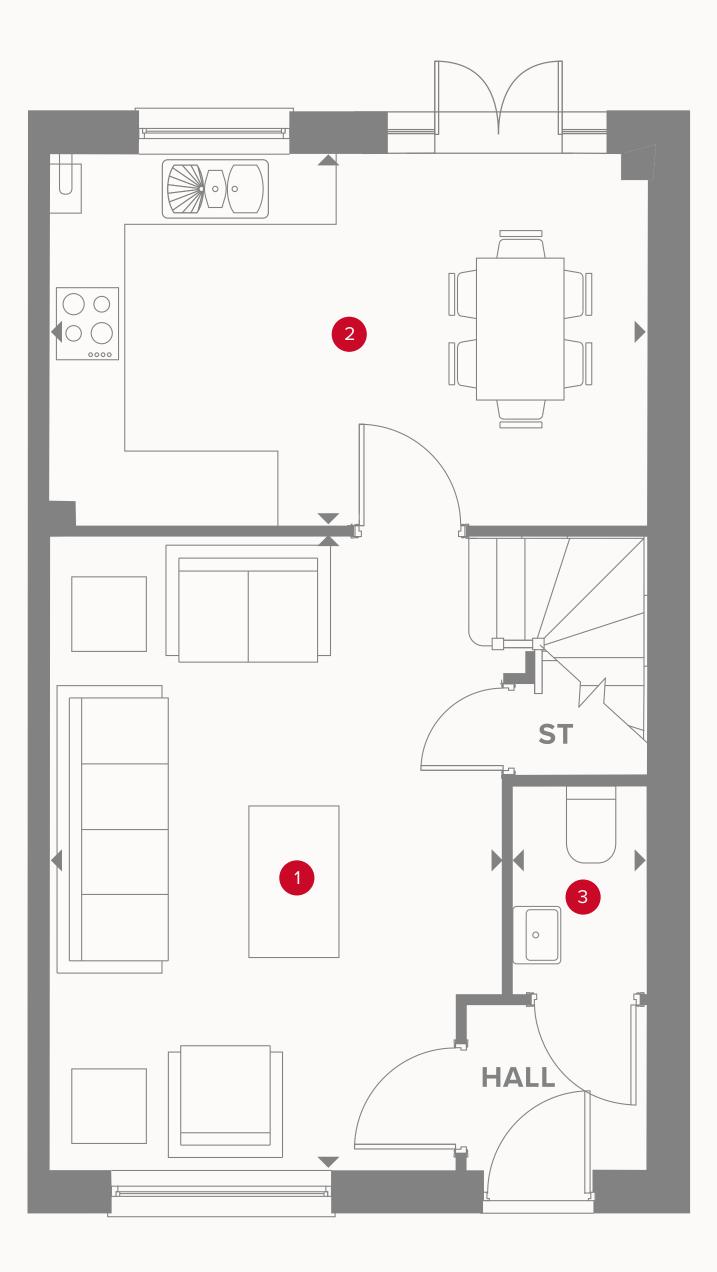












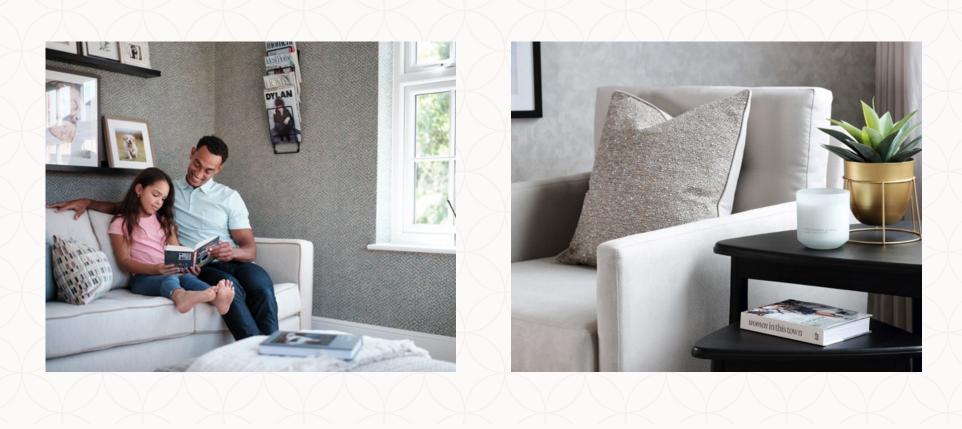
THE CHERRY GROUND FLOOR



17'0" × 12'2" 16'0" × 9'11"

5'7" x 3'6"

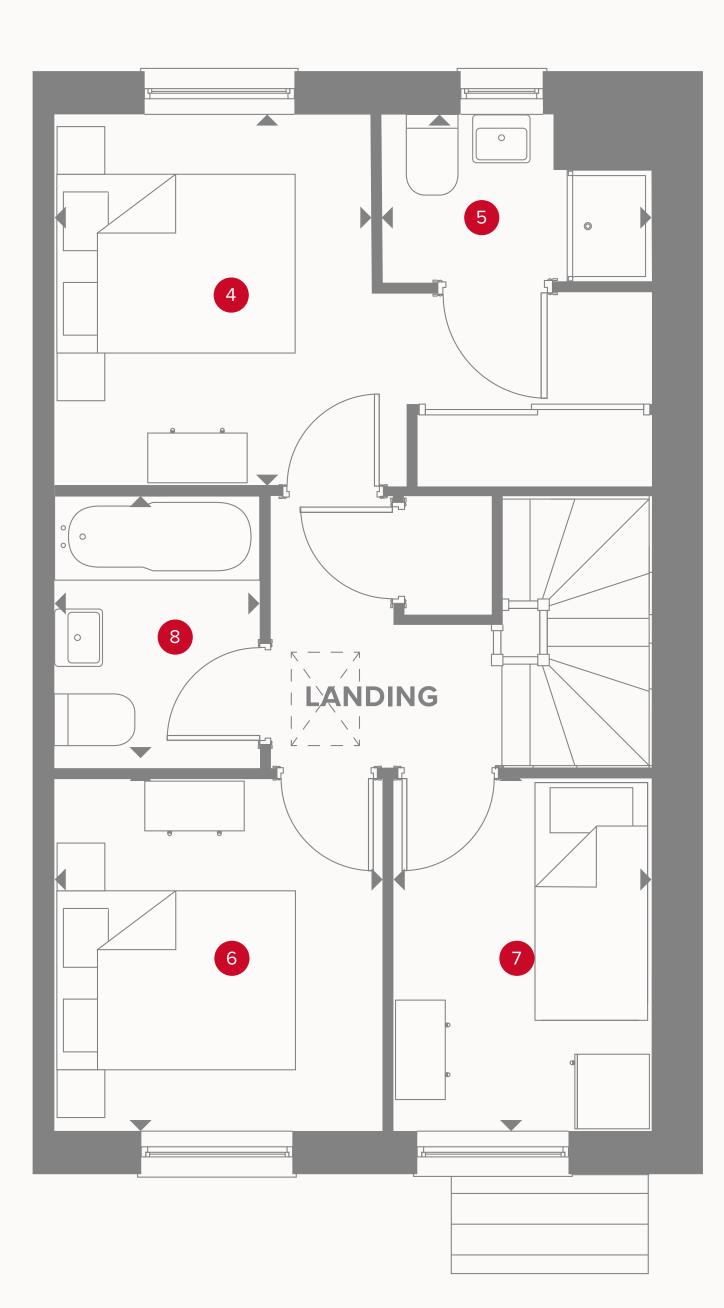
5.17 x 3.70 m 4.87 x 3.30 m 1.70 x 1.07 m



KEY

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





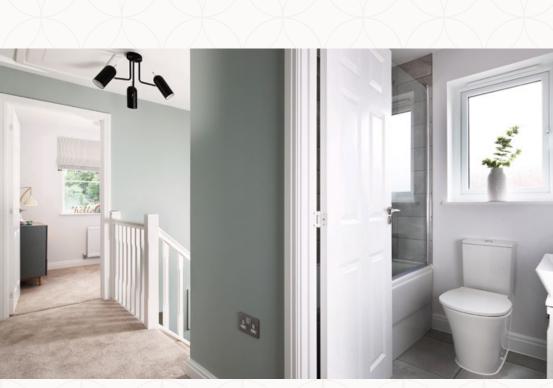
THE CHERRY **FIRST FLOOR**



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

3.03 x 2.53 m 1.37 x 2.20 m 2.89 x 2.69 m 2.87 x 2.11 m 2.21 x 1.67 m





KEY

 Dimensions start **ST** Storage cupboard



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



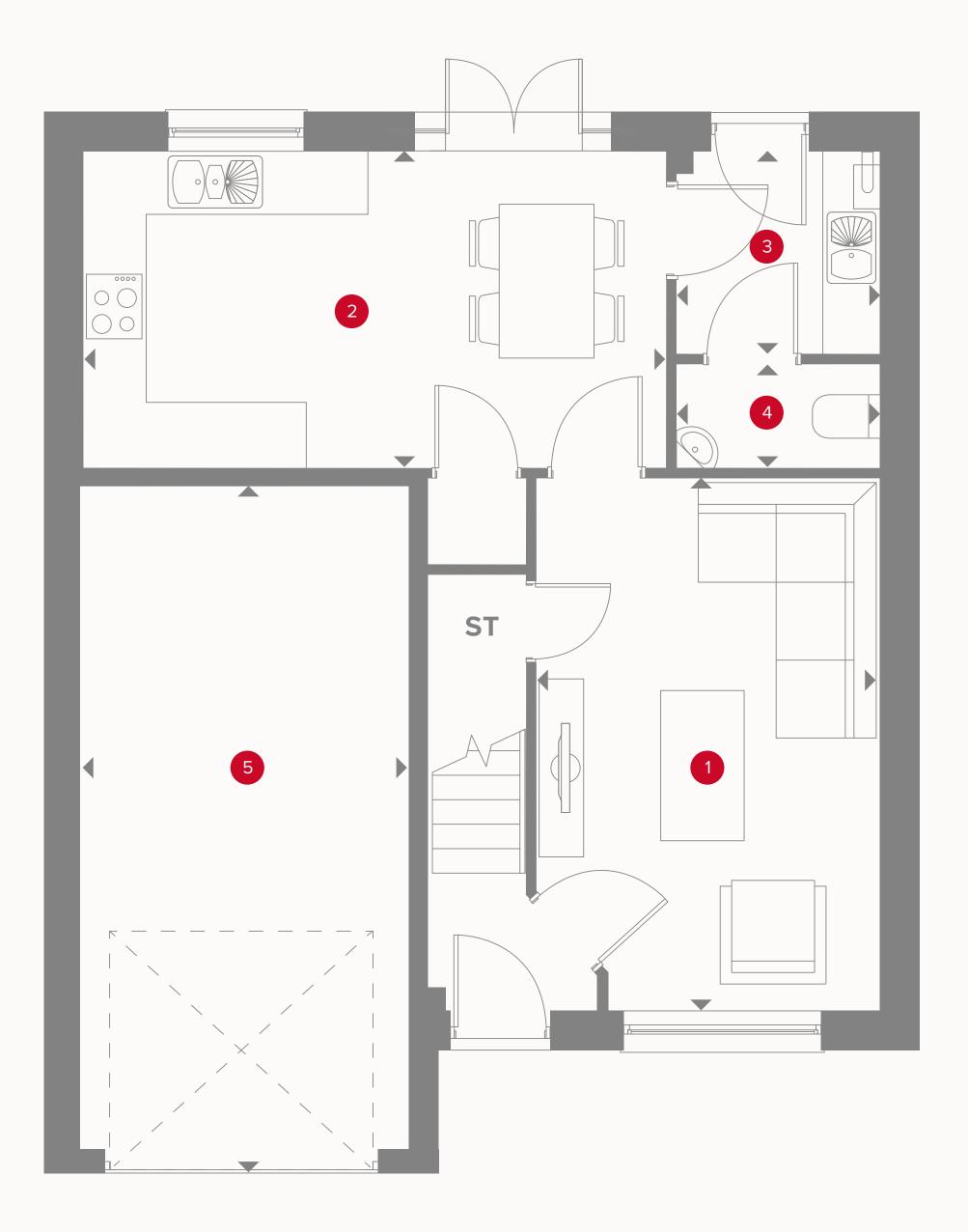


THE CHESTNUT

FOUR BEDROOM HOME





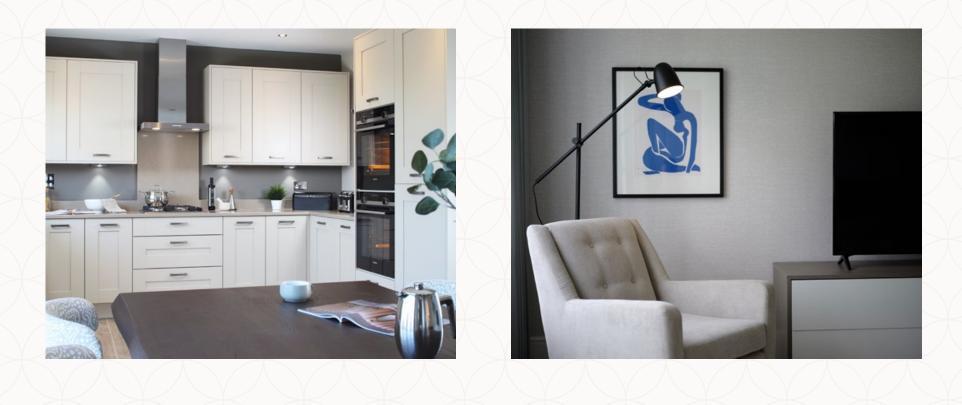


THE CHESTNUT GROUND FLOOR



16'0" × 10'4"
17'6" x 9'6"
6'2" × 6'1"
6'2" x 3'2"
19'8" × 9'8"

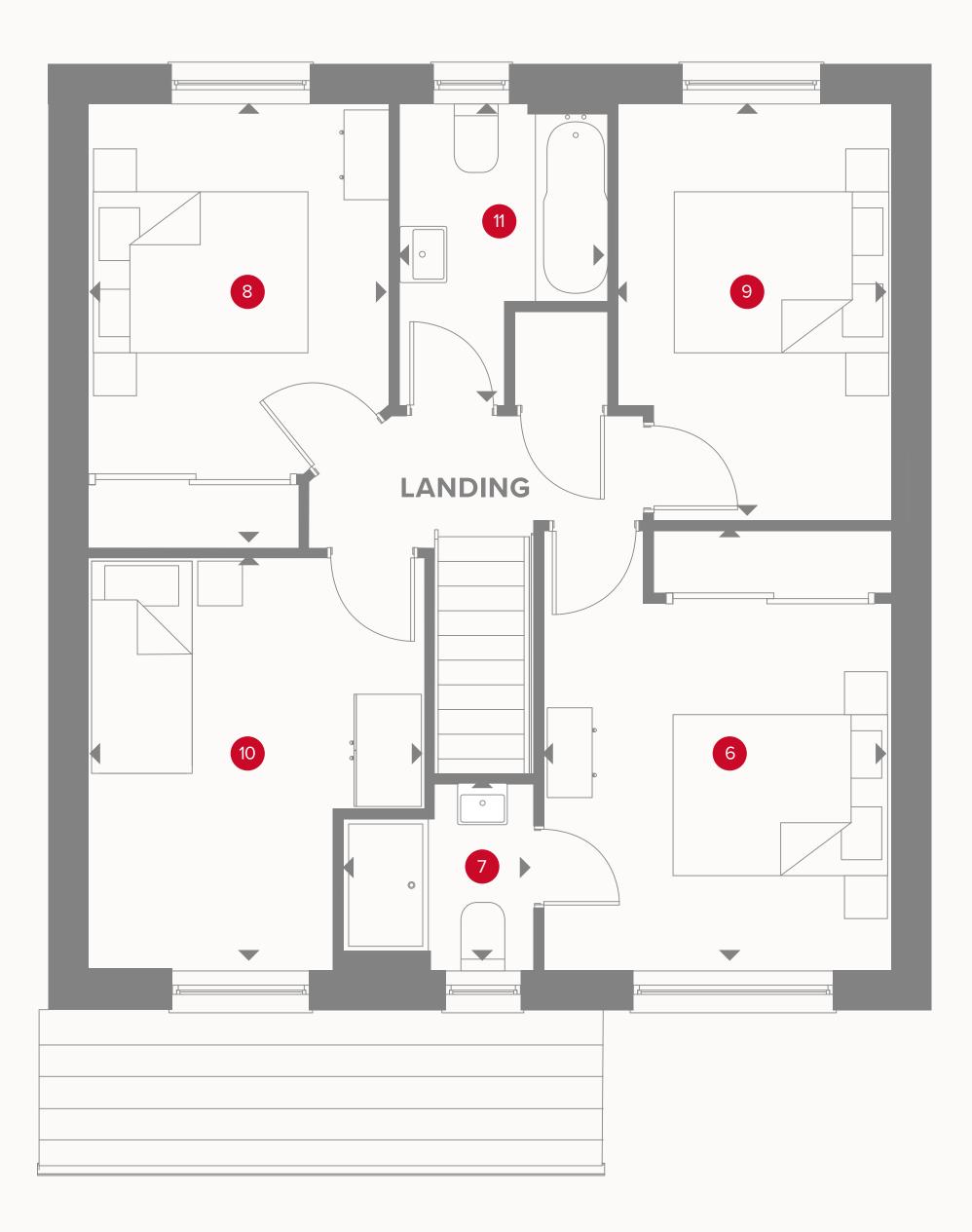
4.87 x 3.16 m 5.33 x 2.89 m 1.88 x 1.86 m 1.88 x 0.97 m 6.00 x 3.00 m



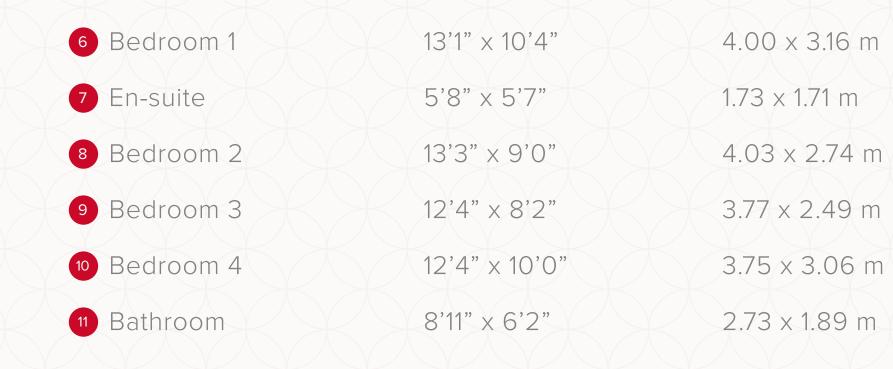
KEY

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





THE CHESTNUT **FIRST FLOOR**





KEY

 Dimensions start **ST** Storage cupboard



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



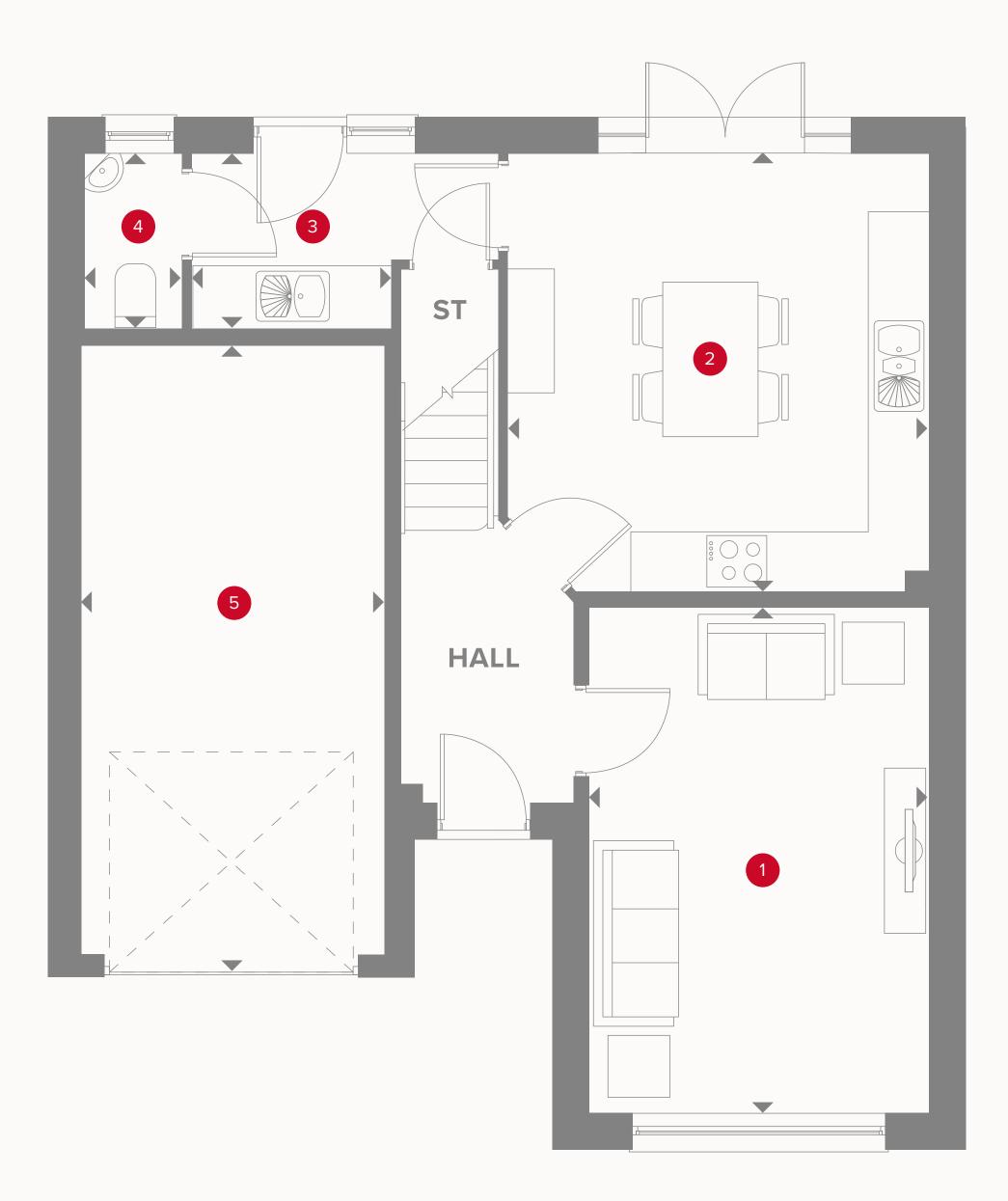




FOUR BEDROOM HOME







THE HOLLY Ground Floor



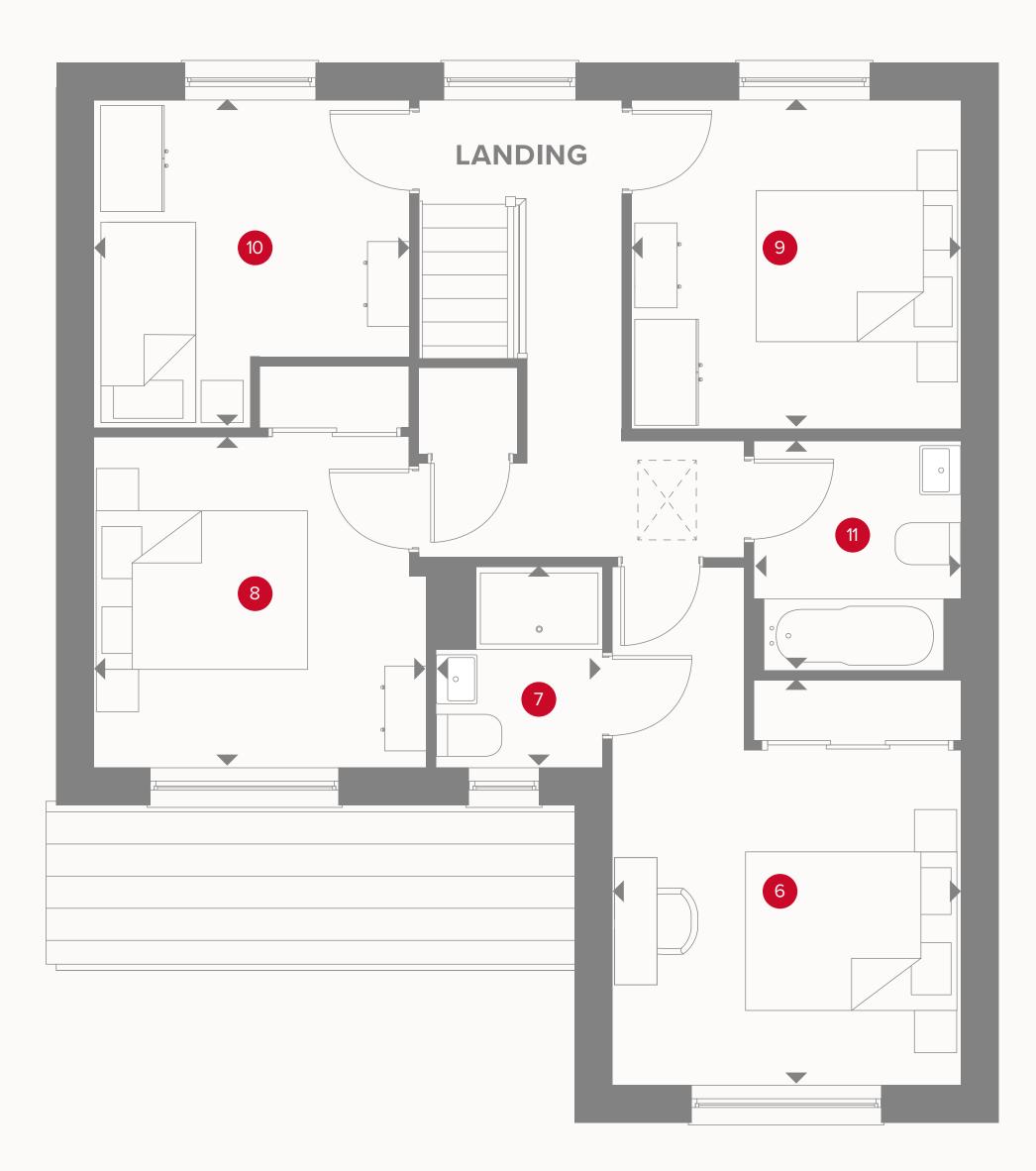
16'4" × 10'11" 14'1" × 13'7" 6'6" × 5'8" 5'8" × 3'3" 19'7" × 9'9" 4.97 x 3.34 m 4.30 x 4.15 m 1.97 x 1.72 m 1.72 x 0.98 m 5.98 x 2.97 m



KEY

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





THE HOLLY **FIRST FLOOR**





KEY

 Dimensions start **ST** Storage cupboard



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



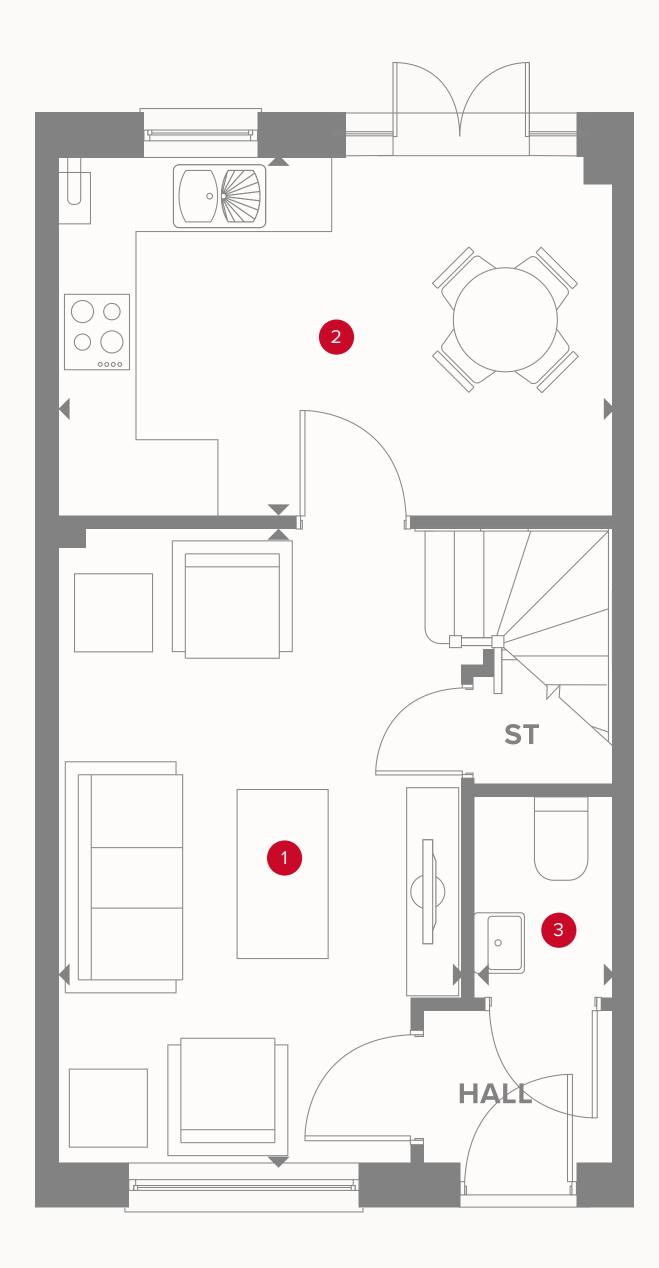


THE HORNBEAM

TWO BEDROOM HOME



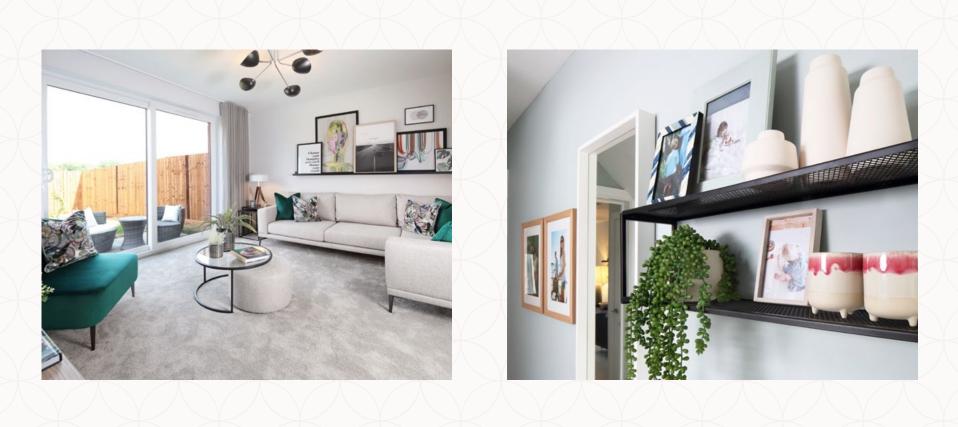




THE HORNBEAM GROUND FLOOR



16'3" × 9'0" 14'1" × 9'2" 5'2" × 3'7" 4.95 x 2.75 m 4.30 x 2.80 m 1.58 x 1.08 m

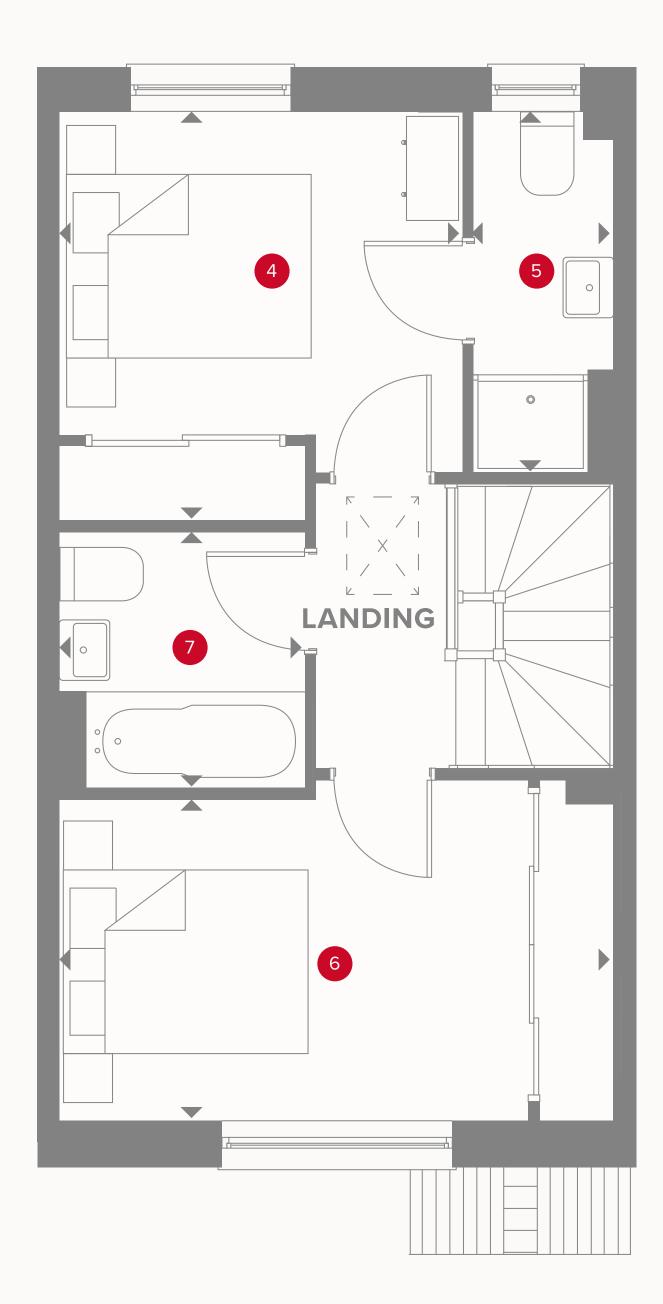


KEY

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





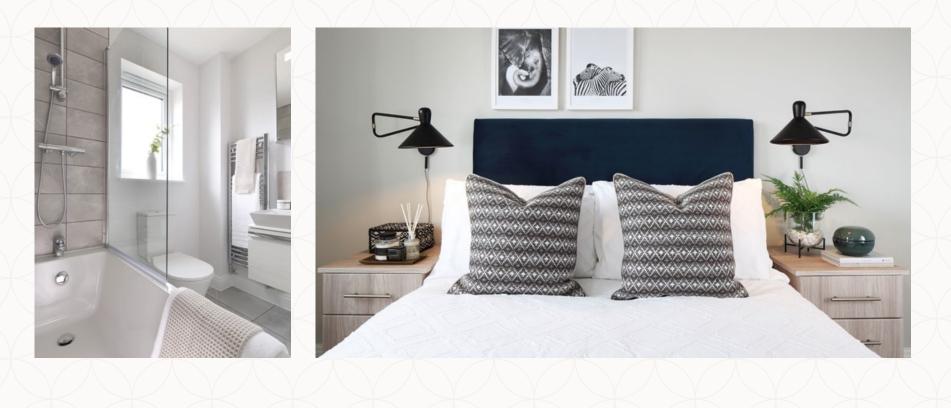
THE HORNBEAM **FIRST FLOOR**



10'5" x 10'3" 9'2" x 3'7" 14'2" x 8'8"

6'7" x 6'3"

3.17 x 3.13 m 2.80 x 1.09 m 4.31 x 2.65 m 2.00 x 1.91 m



KEY

 Dimensions start **ST** Storage cupboard



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

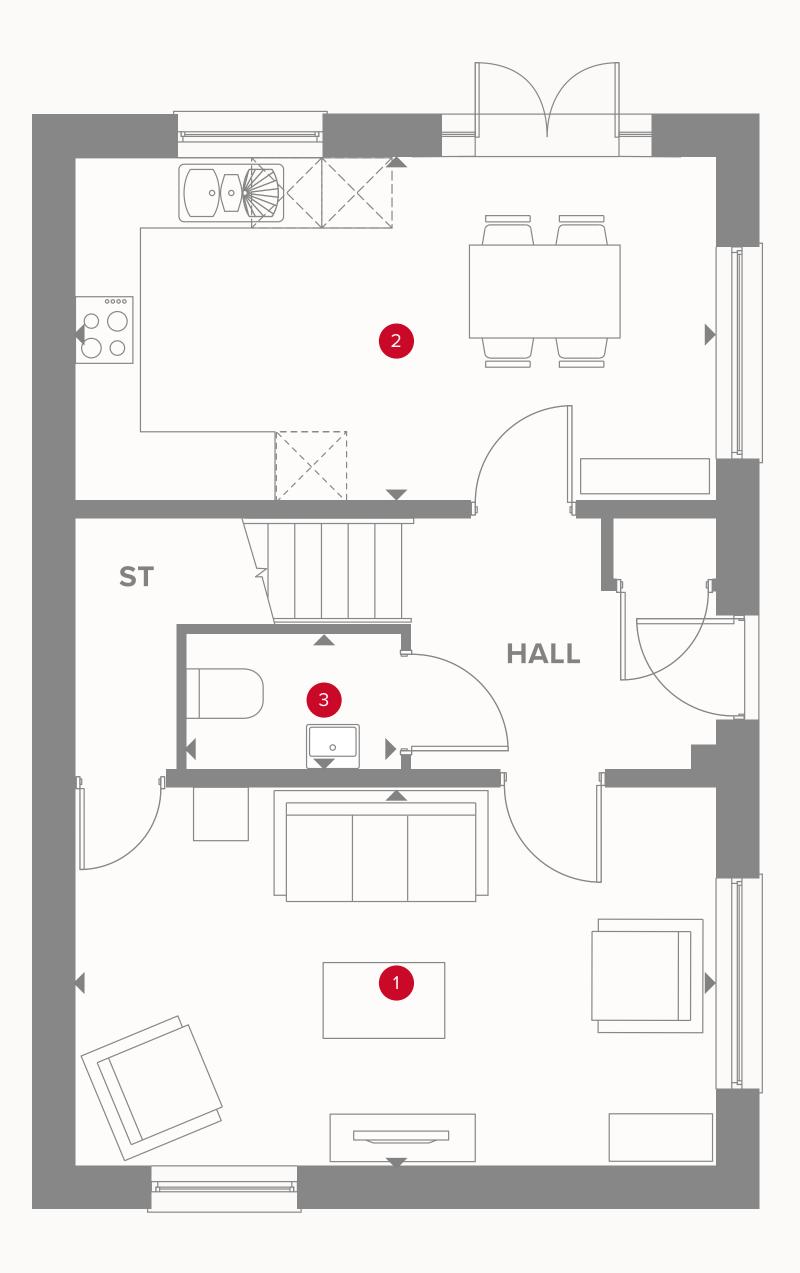












THE LIME Ground Floor



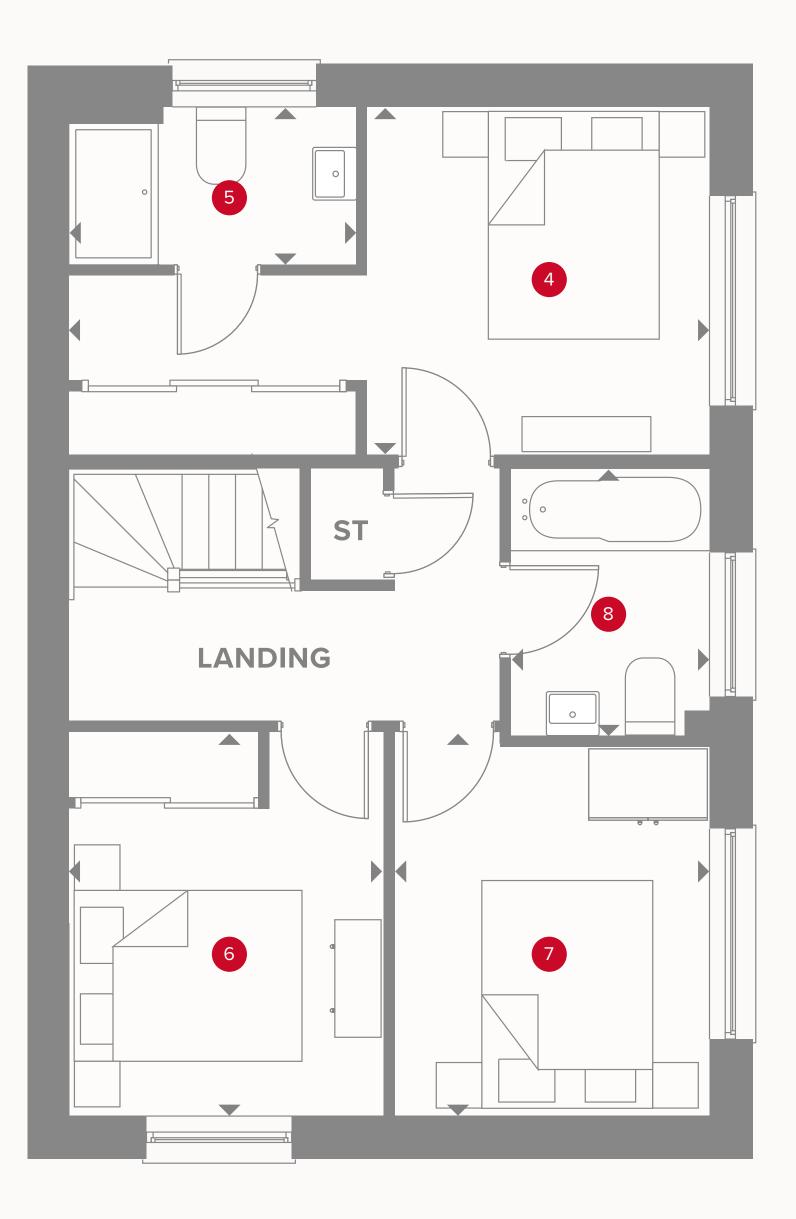
18'0" × 10'8" 18'0" × 9'8" 6'0" × 3'10" 5.48 x 3.24 m 5.48 x 2.94 m 1.83 x 1.16 m



KEY

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



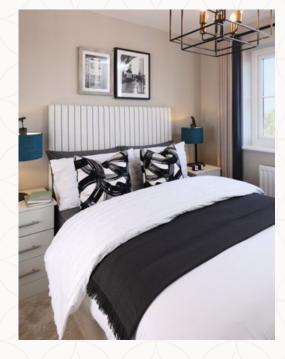


THE LIME **FIRST FLOOR**



18'0" × 9'9"	
8'1" x 4'5"	
10'9" x 8'10"	
10'9" x 8'10"	
7'6" x 5'7"	

5.48 x 2.97 m 2.46 x 1.35 m 3.28 x 2.69 m 3.28 x 2.69 m 2.29 x 1.70 m





KEY

 Dimensions start **ST** Storage cupboard



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

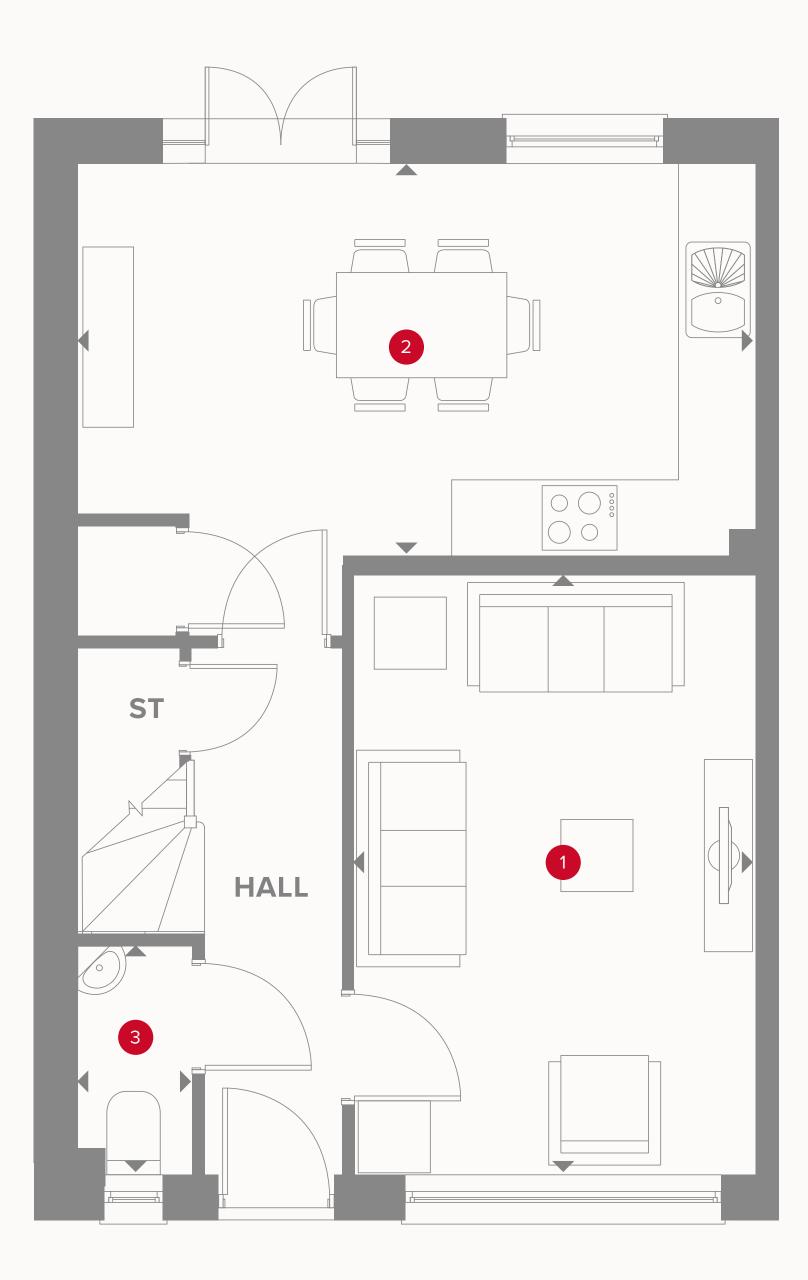












THE PINE **GROUND FLOOR**



15'6" x 10'4" 17'5" x 10'2" 5'11" × 2'11"

4.72 x 3.16 m 5.32 x 3.09 m 1.80 x 0.90 m

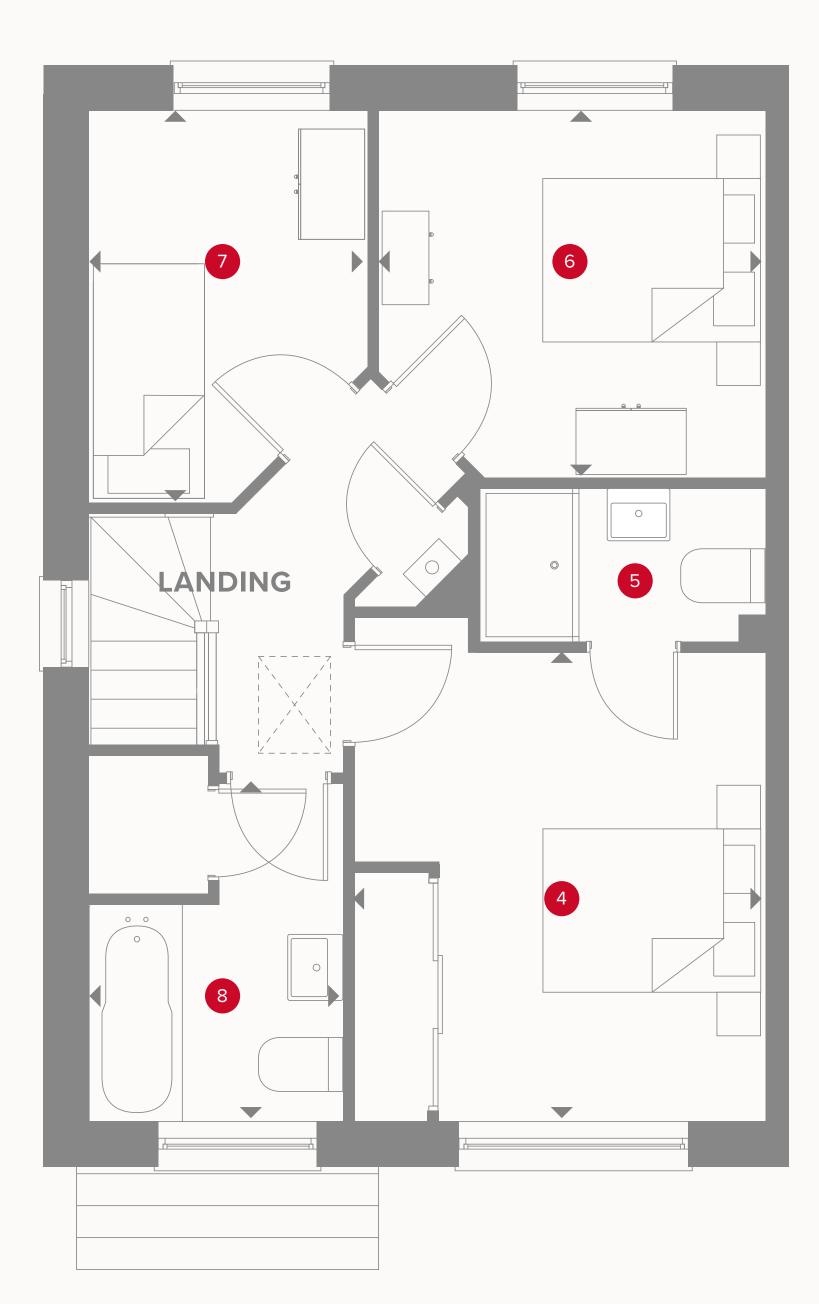


KEY

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

- Dimensions start **ST** Storage cupboard
- **WM** Washing machine space

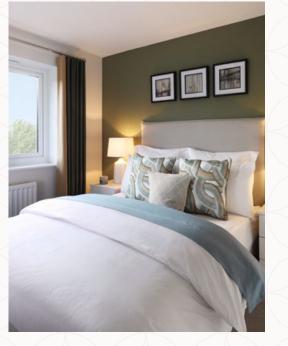


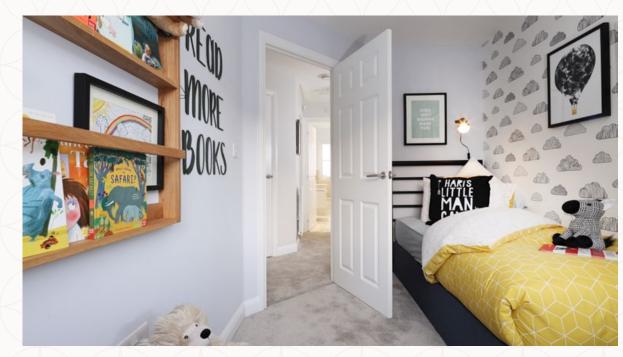


THE PINE **FIRST FLOOR**



3.69 x 3.23 m 2.24 x 1.20 m 3.03 x 2.89 m 3.09 x 2.19 m 2.66 x 2.00 m





KEY

 Dimensions start **ST** Storage cupboard



Customers should note this illustration is an example of the Pine 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 REDWOOD FOUR BEDROOM HOME





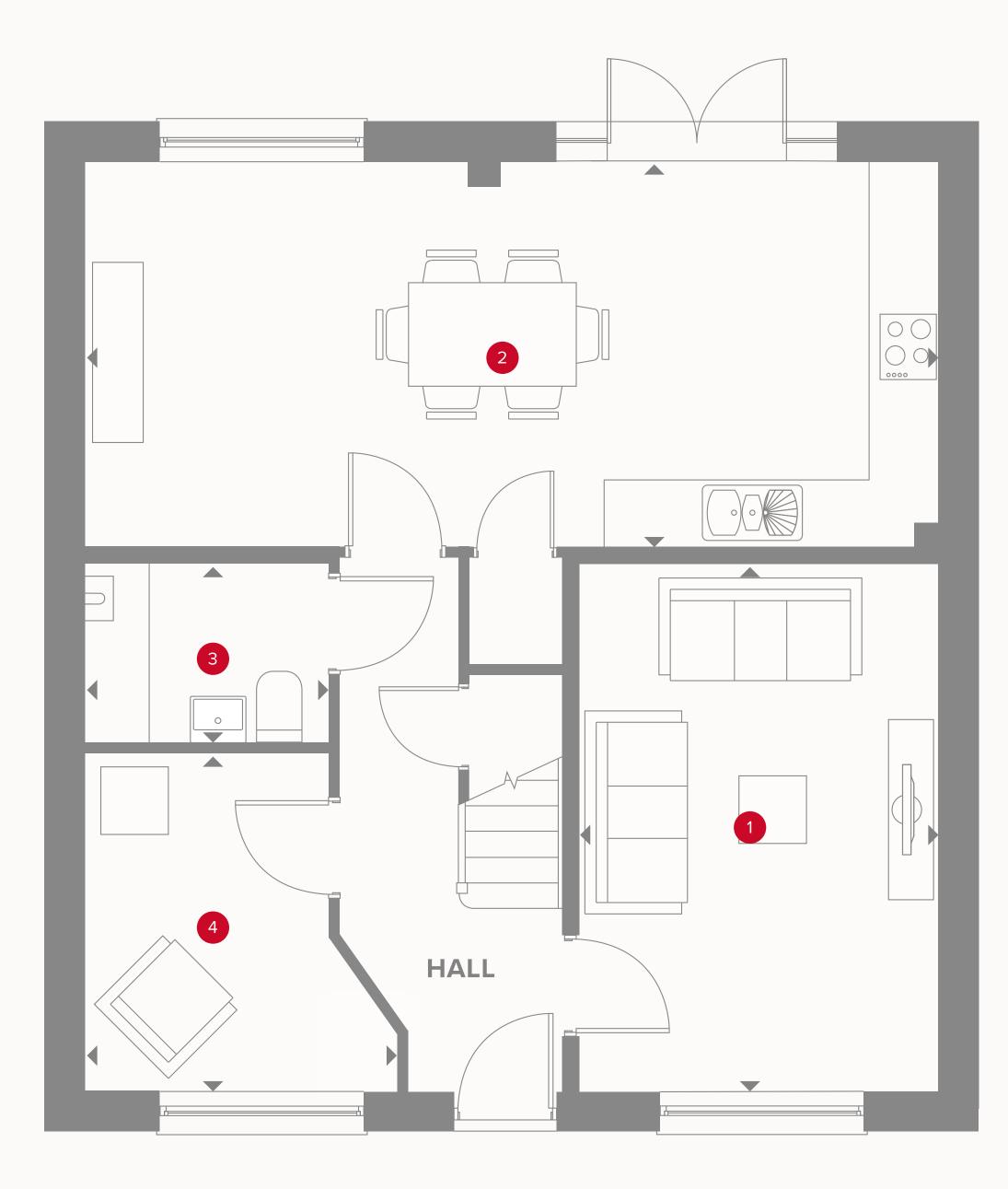




THE REDWOOD FOUR BEDROOM HOME







THE REDWOOD GROUND FLOOR



15'3" × 10'4" 24'7" × 11'1" 7'1" × 5'2"

9'9" × 9'3"

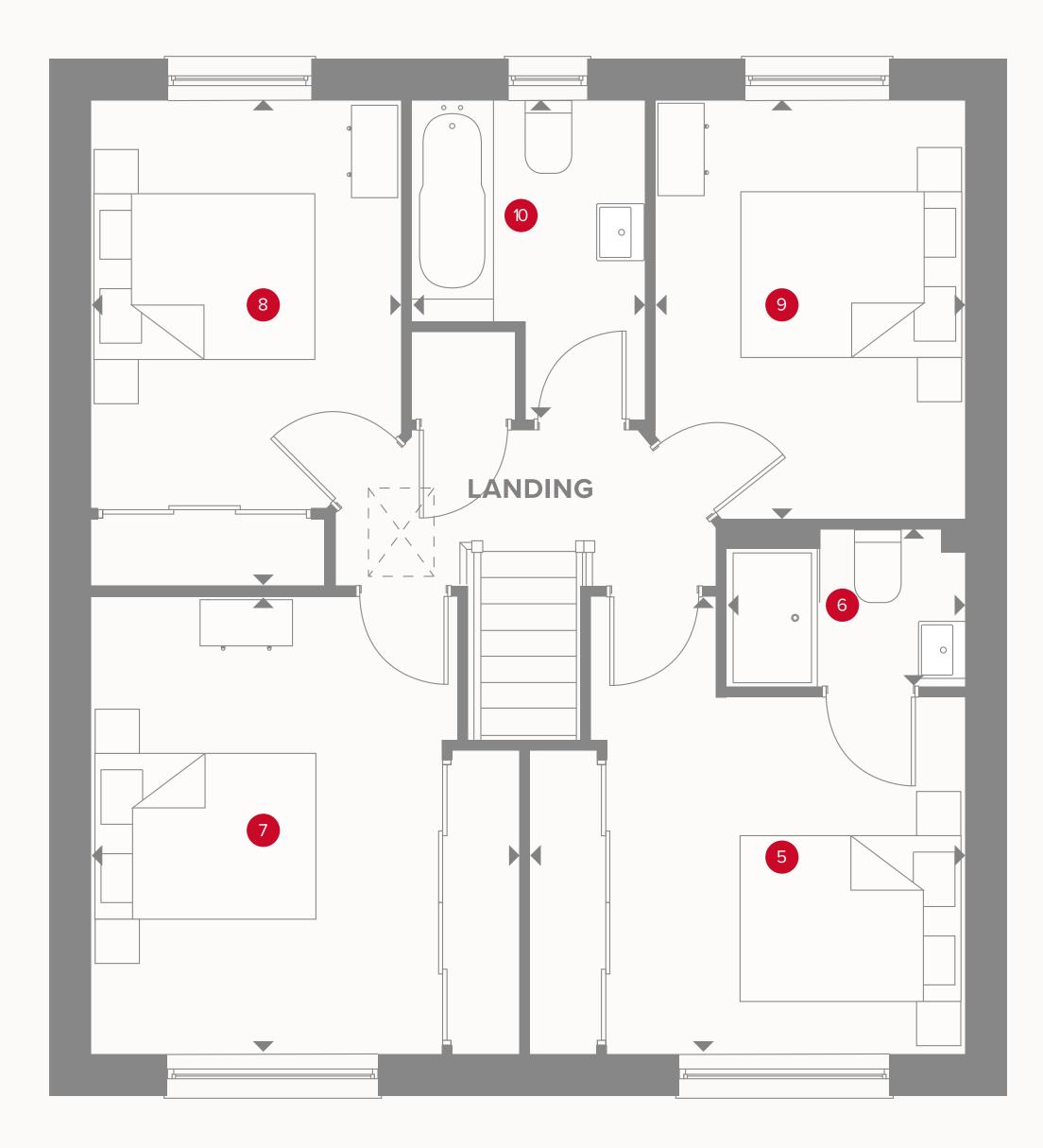
4.64 x 3.15 m 7.50 x 3.39 m 2.15 x 1.57 m 2.98 x 2.75 m



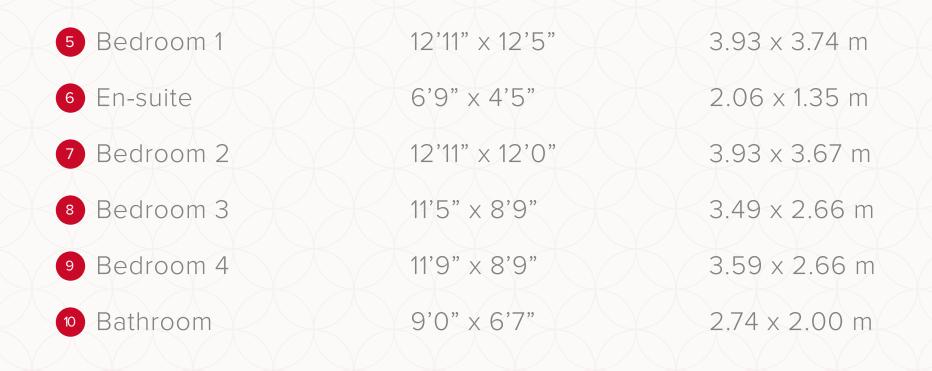
KEY

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





THE REDWOOD **FIRST FLOOR**





KEY

 Dimensions start **ST** Storage cupboard



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



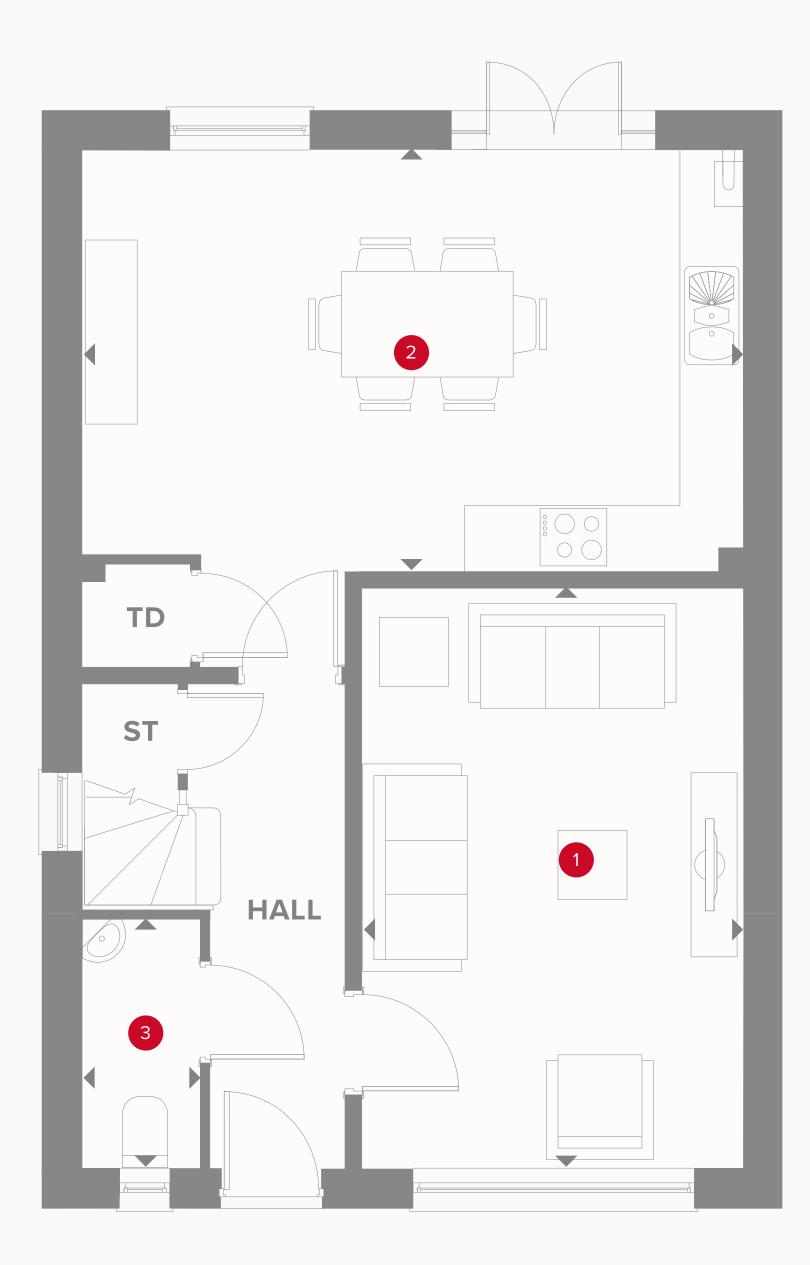




FOUR BEDROOM HOME



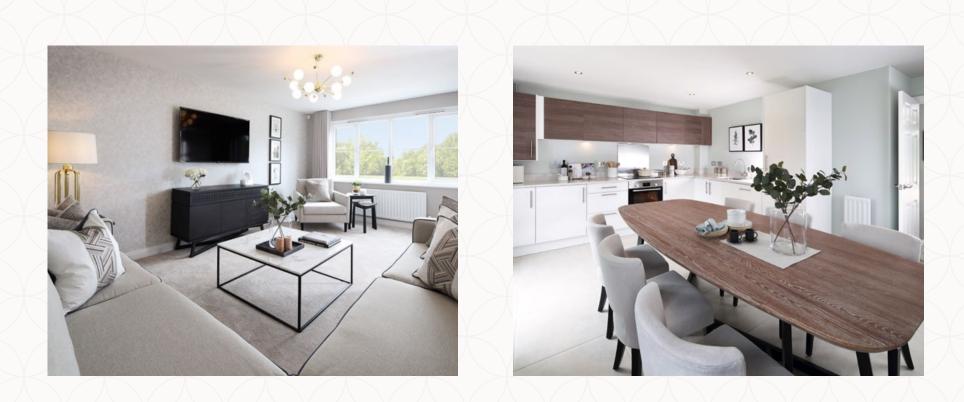




THE ROWAN Ground Floor



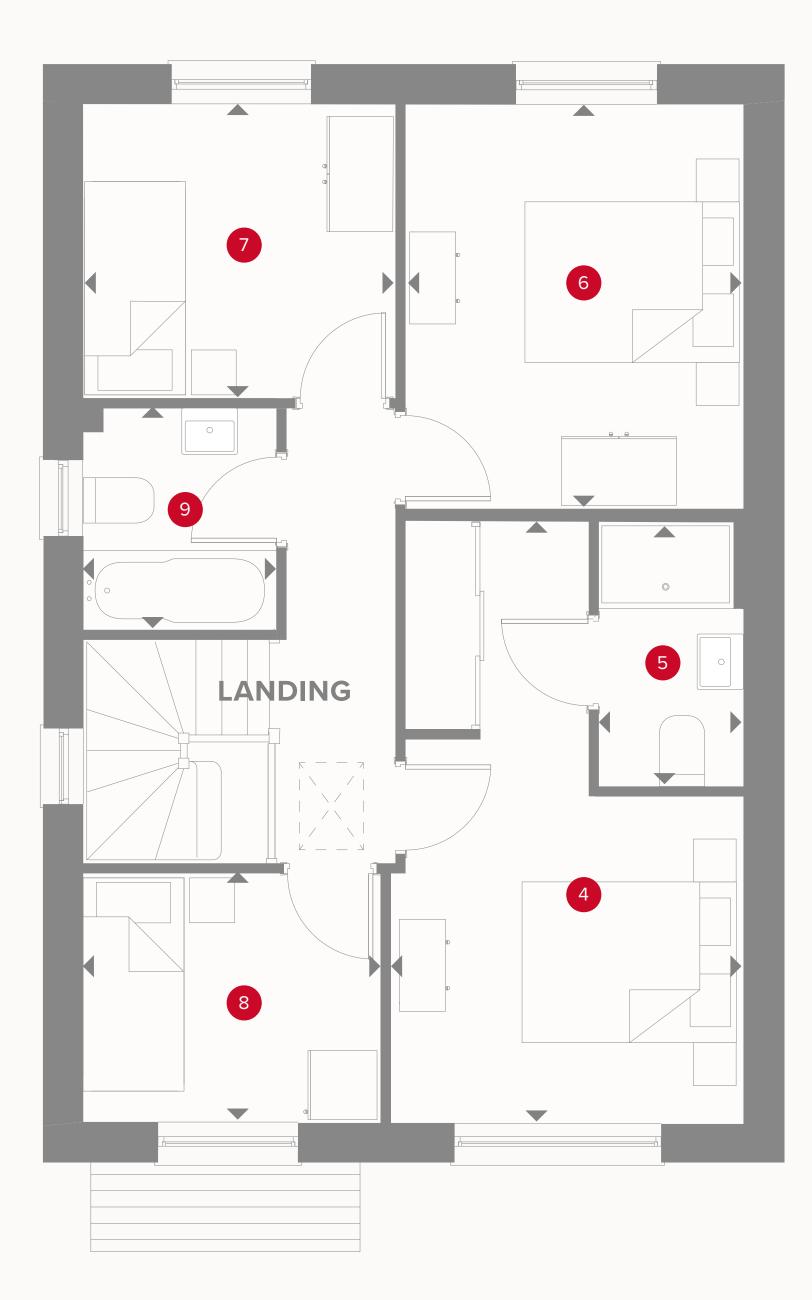
16'9" × 11'0" 19'1" × 12'2" 7'2" × 3'5" 5.11 x 3.35 m 5.82 x 3.71 m 2.19 x 1.03 m



KEY

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





THE ROWAN **FIRST FLOOR**

4 Bedroom 1	17'4" × 10'2"	5.29 x 3.11 m
5 En-suite	7'7" x 4'2"	2.32 x 1.28 m
6 Bedroom 2	11'8" × 9'9"	3.56 x 2.98 m
7 Bedroom 3	9'0" x 8'6"	2.75 x 2.59 m
⁸ Bedroom 4	8'7" × 7'0"	2.62 x 2.13 m
9 Bathroom	6'4" x 5'4"	1.92 x 1.67 m



KEY

 Dimensions start **ST** Storage cupboard



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

Plots 37, 38, 48, 49, 57, 58, 111 & 112



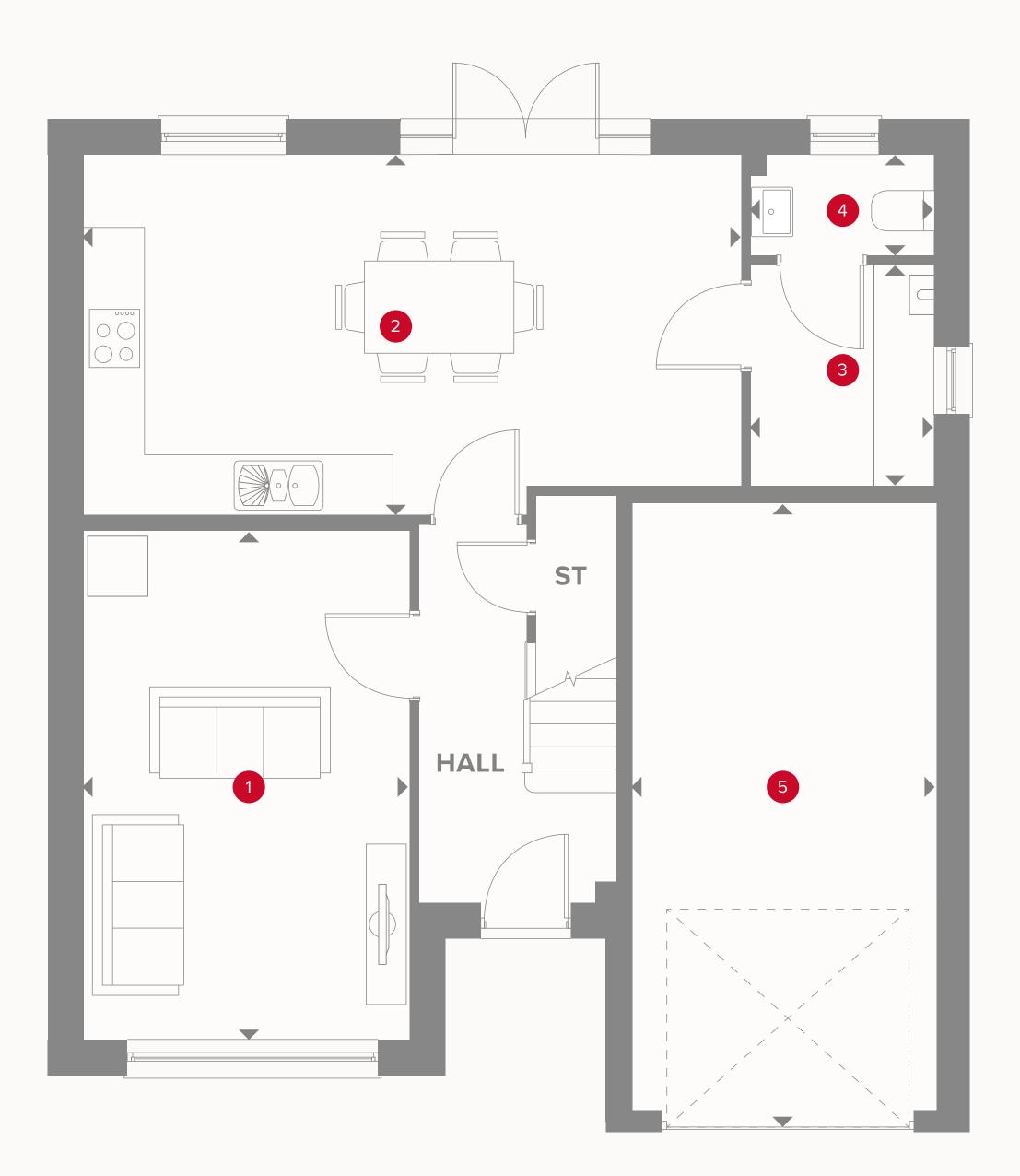


THE WHITEBEAM

FOUR BEDROOM HOME







THE WHITEBEAM GROUND FLOOR



16'6" × 10'8" 21'4" × 11'8" 6'0" × 7'2" 6'0" × 3'4" 19'8" × 9'10"

5.03 x 3.24 m 6.51 x 3.56 m 1.83 x 2.19 m 1.83 x 1.01 m 6.00 x 3.00 m



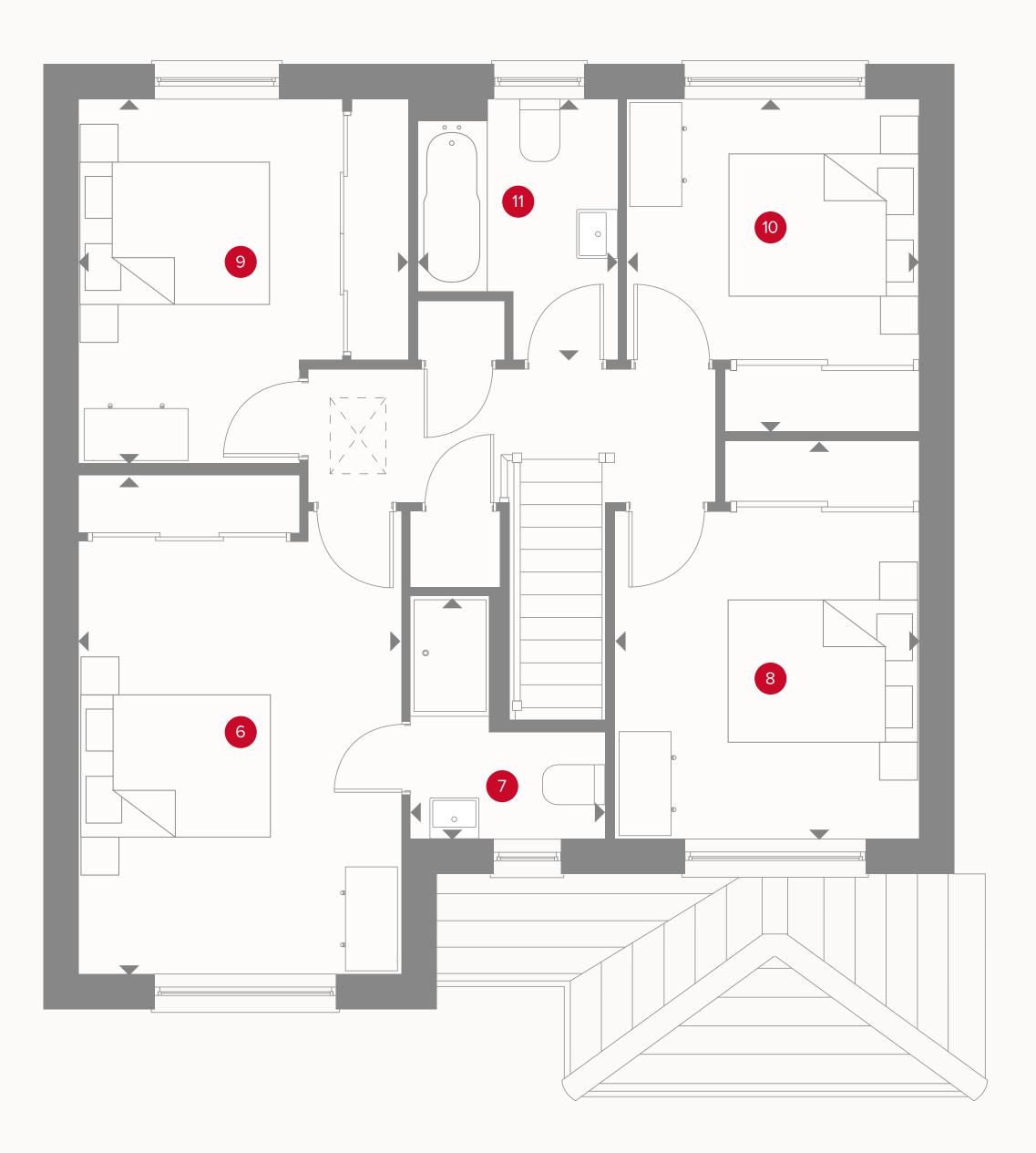


KEY

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

Dimensions start
Storage cupboard
WM Washing machine space

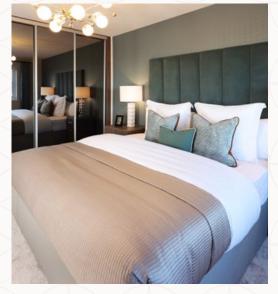


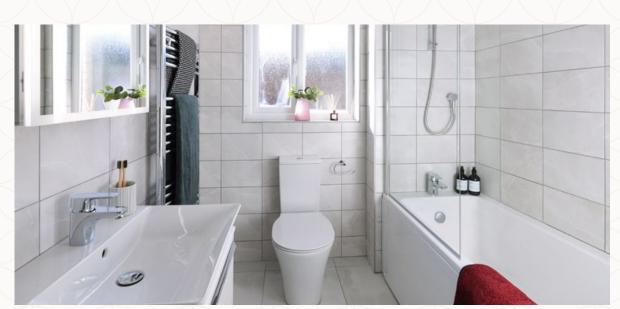


THE WHITEBEAM **FIRST FLOOR**



4.99 x 3.23 m 2.44 x 1.95 m 4.00 x 3.06 m 3.64 x 3.31 m 3.32 x 2.94 m 2.61 x 2.00 m





KEY

 Dimensions start **ST** Storage cupboard



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

Plots 40, 42, 46, 47, 65, 68, 197, 198, 201 & 226

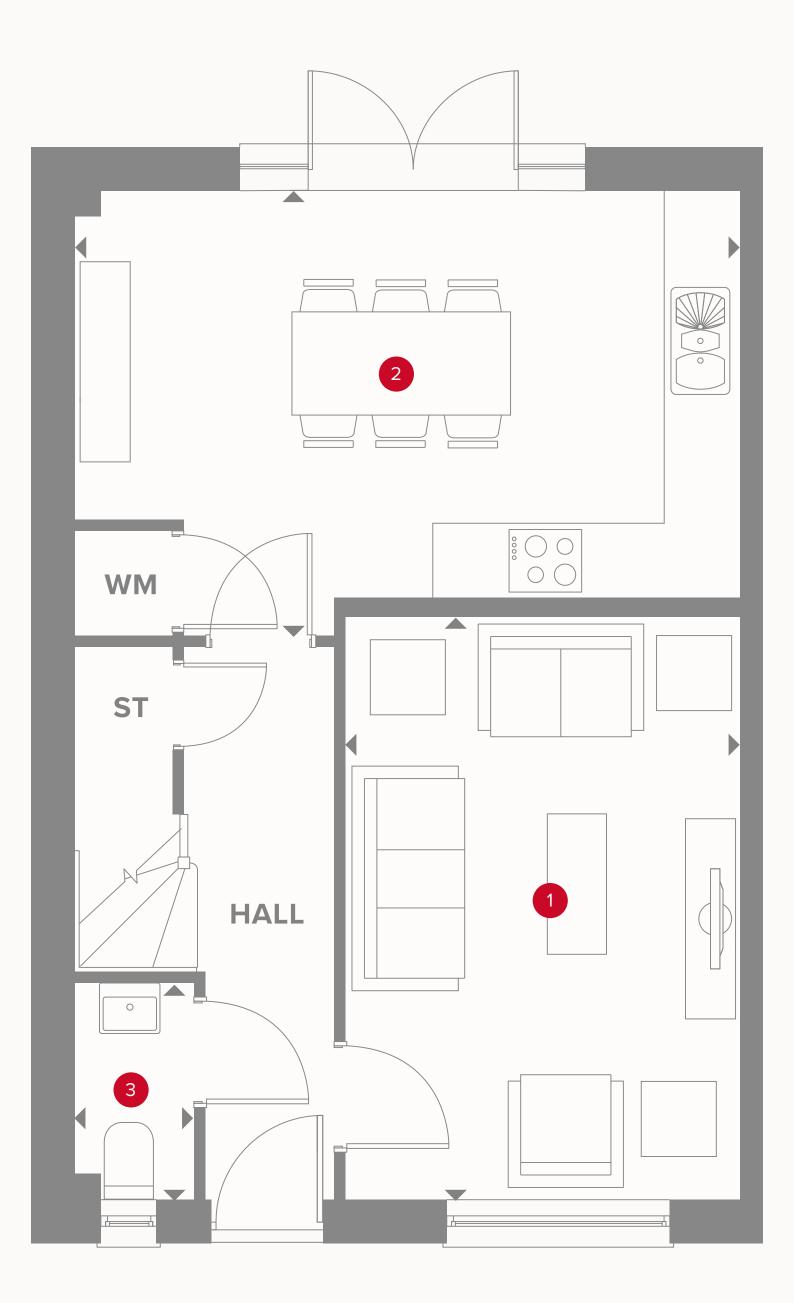












THE YEW Ground Floor

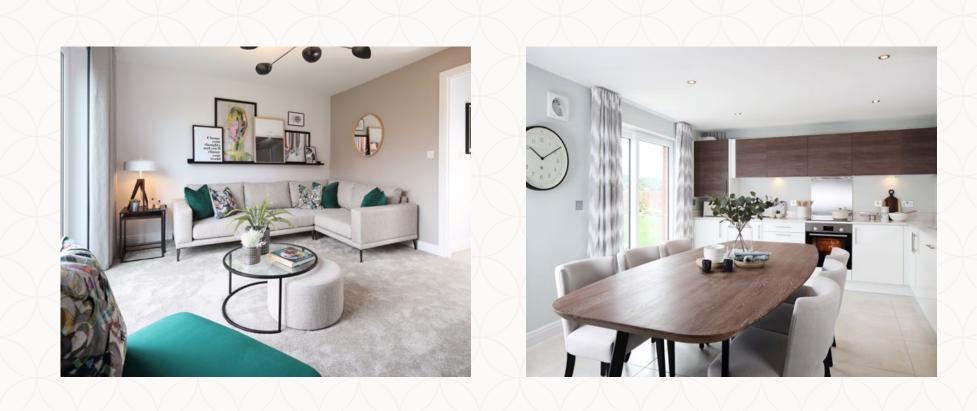


15'6" x 10'6"

17'9" x 11'10"

5'9" x 3'2"

4.73 x 3.20 m 5.40 x 3.60 m 1.76 x 0.97 m

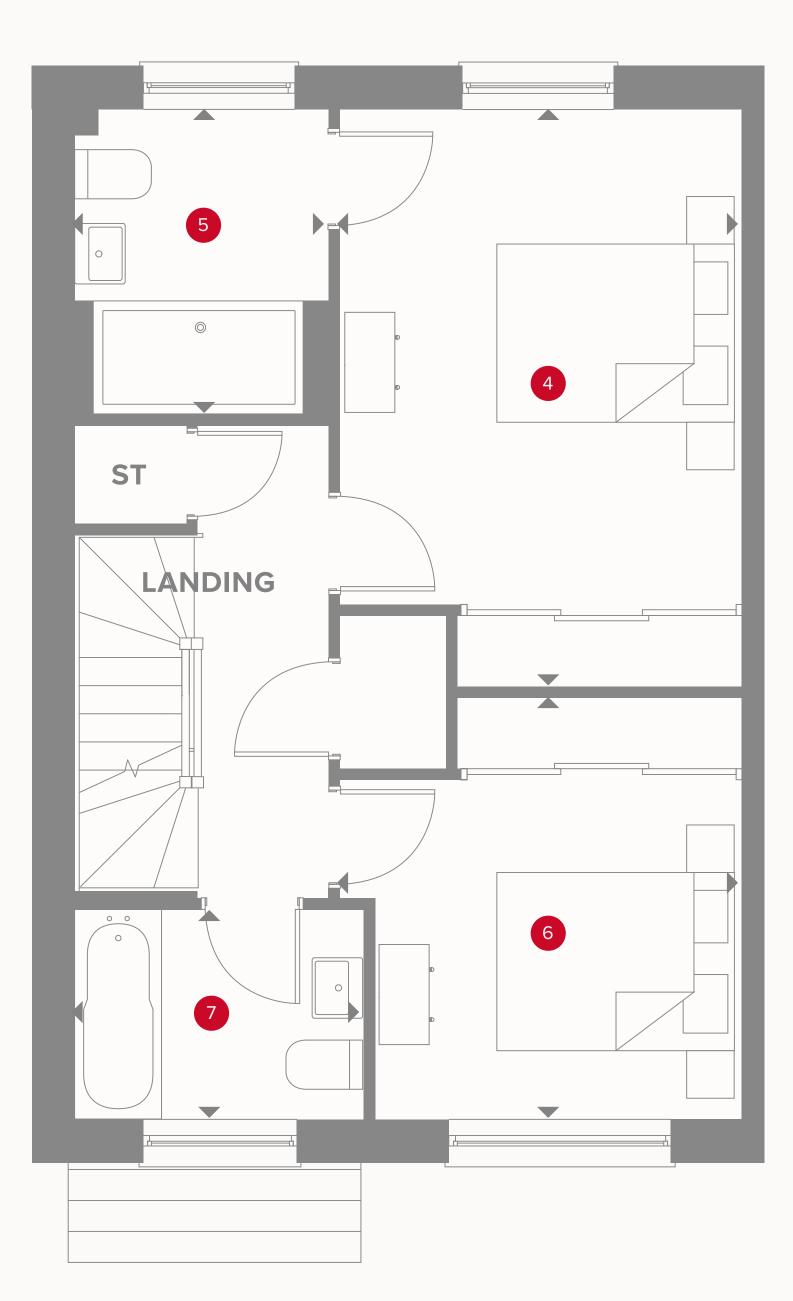


KEY

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

Dimensions start
Storage cupboard
WM Washing machine space





THE YEW **FIRST FLOOR**



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

4.67 x 3.26 m 2.47 x 2.05 m 3.42 x 3.26 m 2.34 x 1.71 m



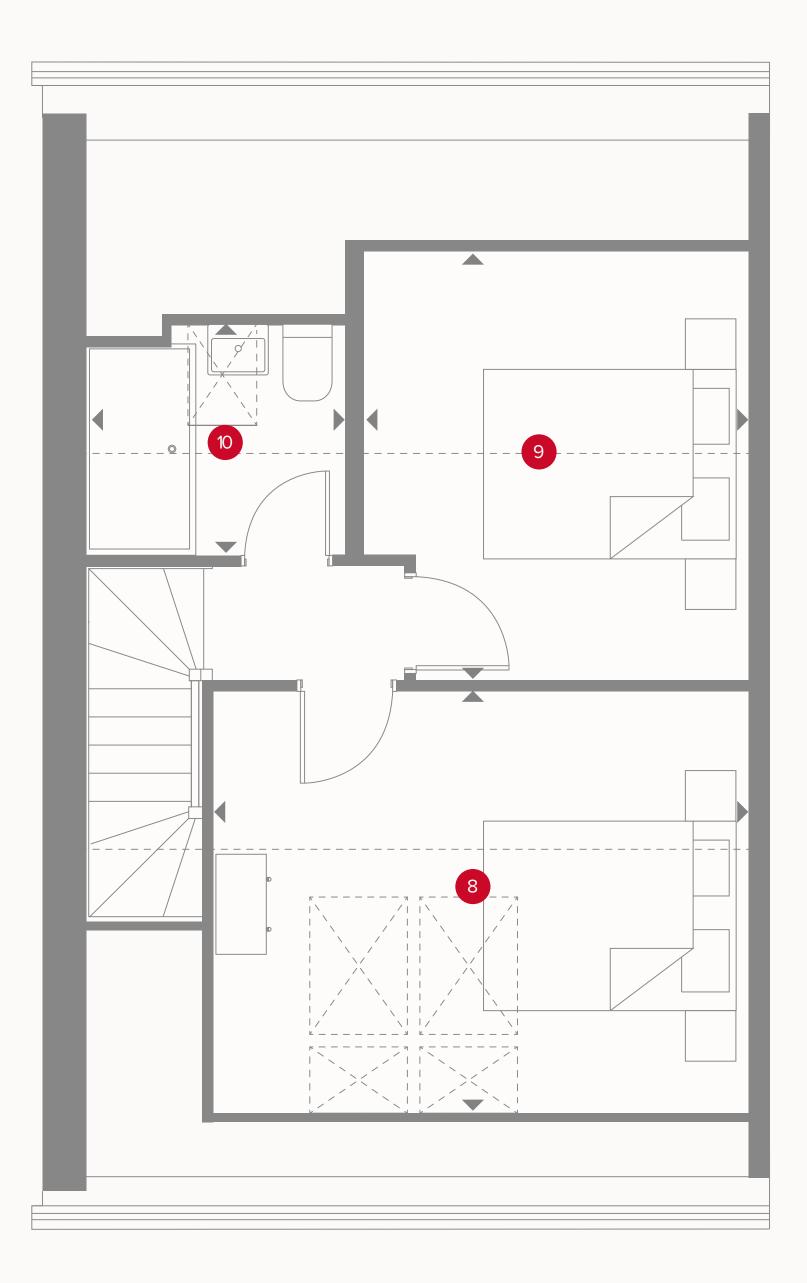


KEY

 Dimensions start **ST** Storage cupboard



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

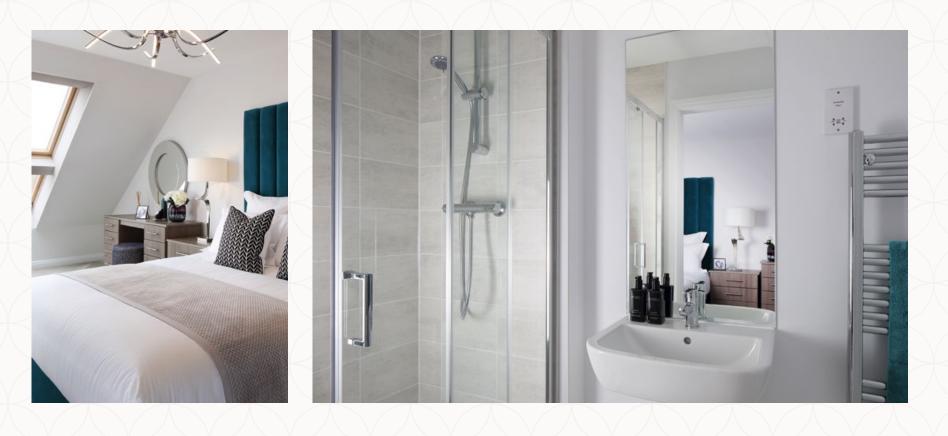


THE YEW **SECOND FLOOR**



14'2" × 11'3" 11'6" x 10'2" 6'11" x 6'2"

4.32 x 3.43 m 3.51 x 3.09 m 2.12 x 1.89 m



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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









KITCHEN & UTILITY

Kitchen Styles

A range of quality kitchen styles are available. Please see sales consultant for details.

Work Surfaces

A range of quality work surfaces are available. Please see sales consultant for details.

Upstand

100mm high matching upstand above work surfaces. Stainless Steel Splashback

Bowl & Tap

Stainless steel 1.5 bowl sink with chrome mixer tap.

Appliances

- 60cm Ceramic Hob
- Single oven
- Cooker Hood



INTERIOR

Dulux off white emulsion paint finish.

Internal Doors

Walls

Smooth finished, six panelled style door finish in satin white.

Internal Door Furniture

Mitred Lever Handle door furniture in polished or satin chrome effect.

Architrave

Lambs Tongue profile MDF, satin white paint finish.

Skirting Boards

Lambs Tongue profile MDF, satin white paint finish to match architrave.

Staircase

Square plain spindles, square newels with square caps all painted in satinwood white

Ceilings

Dulux white emulsion paint finish.

Central Heating

Full gas central heating with energy efficient wall mounted boiler in all houses. Please see sales consultant for details.

Radiators

Myson round top radiators.

Electrical Sockets & Switch Plates

Schneider Electric low profile white electrical switch and socket plates. Refer to drawings for types and locations.

Lighting

Pendant and batten lighting points.

Consumer Unit

Surface mounted BG consumer unit or semi recessed BG consumer unit to be installed. Please refer to drawings for locations.

Smoke Detectors

Fitted as standard to every property. These are connected to the mains electricity supply and have provision for battery back up in the event of a power cut.



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

BATHROOM & CLOAKROOM



Bathroom, En-suite & Cloakroom styles

Tempo by Ideal Standard.

Shower to En-suite (where applicable)

Shower Valve Scudo bar valve.

Shower Tray Acrylic capped low profile shower tray. Shower Screen Polished chrome effect finish shower door. shower area, as indicated on drawings. Please see sales

Brassware

Basin Calista mixer tap with single lever control complete with click plug waste.

Bath Calista Mixer tap with single lever control complete White finish to match sockets and switch plates. with click plug waste.

Bath

Tempo Arc bath with Uniline panel.

Wall Tiles to Cloakroom, Bathroom & En-suite

Splash back to basins and around bath with full height to consultant for further information.

Shaver Socket to En-suite

(where applicable)





EXTERIOR

Fascia & Soffit

PVCue square fascia & vented soffit board in white profile.

Rainwater System

Rainwater gutters and down pipes in black finish.

Windows Sealed double glazed uPVC windows in white finish.

Patio Doors

External Doors

Front GRP front door with pre-glazed units designed with obscure pattern glass and chrome door furniture internally and externally. Rear GRP door, finished white both internally and externally with chrome lever handle.

House Numeral

Colour to match front door.

Door Bell Chrome effect bell push with transformer.

External Lights

Modern stainless steel downlight.

Garage

Door Novoferm 'Thornby' style or Hörmann steel up and uPVC French patio doors as indicated on the drawings. over door. Door finish to be painted to match front colour.

> Light & Power (where applicable) Double socket point and pendant light fitting. Please see sales consultant for details.

Driveway

Tarmac drive (or as shown on external works layout).

Patio/Paving

Urbex Natural or equal approved concrete flags laid as indicated on drawing.

External Fencing

Side Rail & post. Rear Vertical boarding 1.8m high.

Garden

Front Good standard turfing to front garden. Refer to layout for landscaping details. Rear Topsoil laid across the garden.





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





REDROW

OUR COMMITMENT To home-buyers

Customer charter

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

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

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

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



WREDROW

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.



Hendredenny Drive, Caerphilly CF83 2UQ

REDROW

DE CLARE GARDENS

Discover a better way to live

