

MAPLE WALK

LIPHOOK





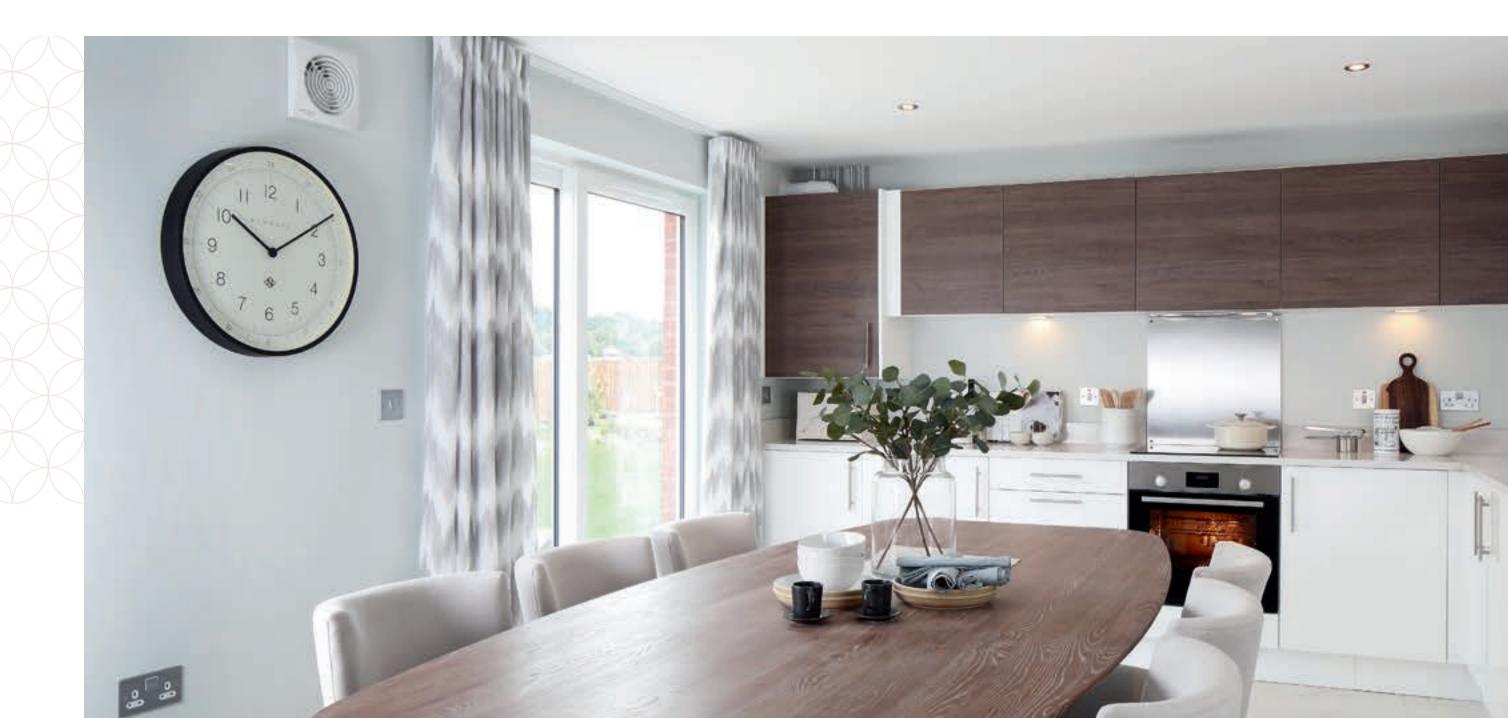




AN INSPIRED **NEW HOME**

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.

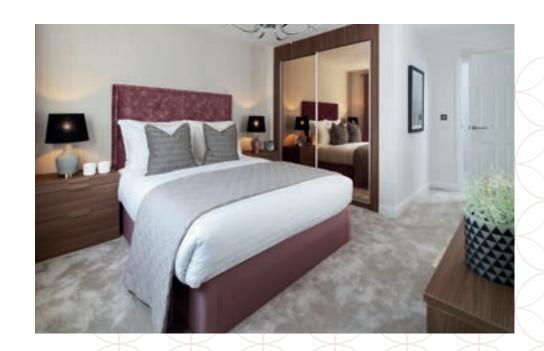


WHAT MAKES THIS COLLECTION SO UNIQUE?

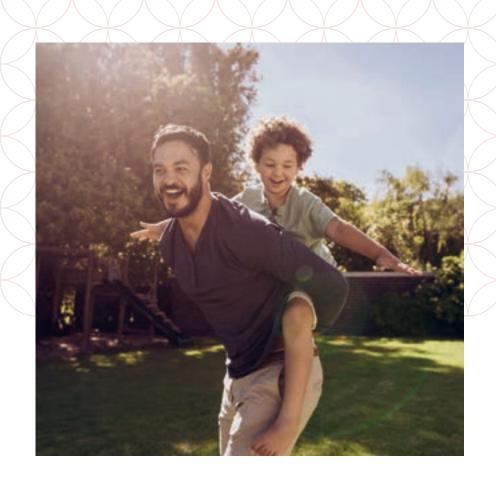
Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves features add grandeur and

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.





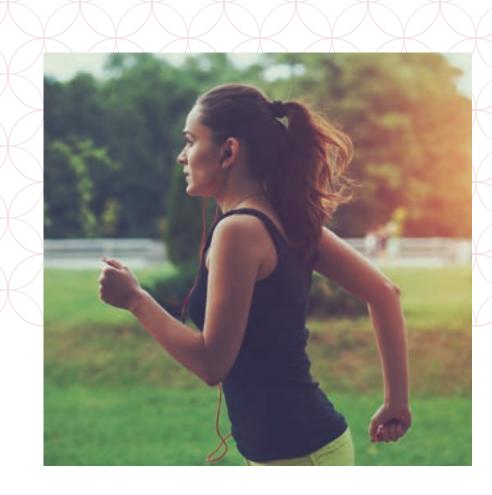




ENJOY THE AREA

Liphook is a village which really does have it all, with its serene character and surroundings never compromising the quality of life on offer. Two minutes will be your driving distance to the local Sainsbury's and Co-op supermarkets, while the nearest post office and pharmacy are a similar distance, along with other local shops. Neighbouring Haslemere, meanwhile, has a Marks & Spencer Foodhall, Tesco and Waitrose, all within a 15 minute drive. Portsmouth's Gunwharf Quays designer shopping outlet has more than 90 retailers and is just 35 minutes away by car. Guildford, meanwhile, is a 25 minute drive and offers high street name stores and luxury boutiques, and a range of regular markets.





ENJOY AN ACTIVE LIFESTYLE

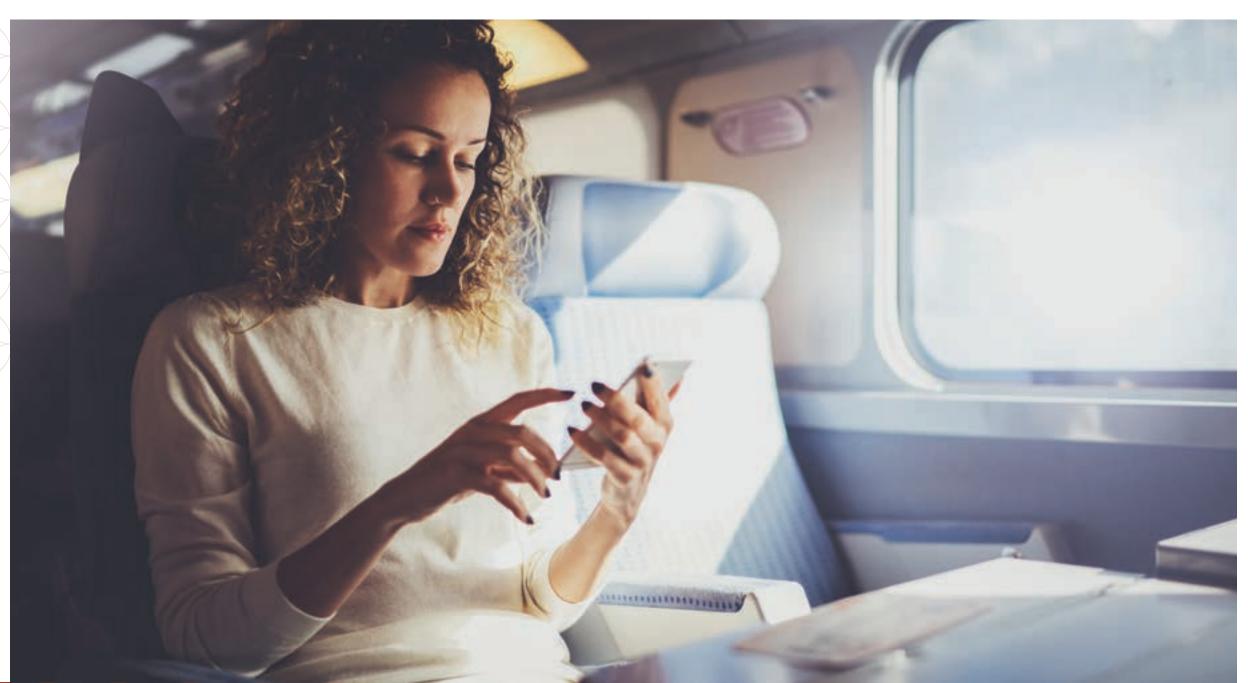
Sport and leisure options are numerous. Haslemere Leisure Centre is around 10 minutes away in the car and has a fully-equipped gym, two swimming pools, indoor cycling studio, squash courts, sauna and steam room. Liphook Golf Club is a six-minute drive and has a beautiful 18-hole course, while those looking to join a local sports club will find a wide variety, from tennis and badminton to hockey, athletics, football, rugby and cricket.

For those who prefer to set their own leisure agenda, this will be the perfect location too, with plentiful options for walking, running, cycling, or even just settling down for a picnic in the sun. Liphook recreation ground is a four minute drive and has a playpark for children. The heart of the expansive and truly picturesque South Downs National Park, meanwhile, is just 20 minutes away in the car, and features a dazzling array of wildlife.

OPPORTUNITIES FOR LEARNING

Children at all stages of their educational journeys will be well catered for at Maple Walk. Liphook Infant and Junior Schools are both rated 'Good' by Ofsted and are both around a 15 minute walk from home.

Bohunt School, meanwhile, caters for students from 11 to 18, is rated 'Outstanding' and is just 10 minutes away on foot. The school has its own sixth form and offers students a broad and all-encompassing education. It is known for its excellent exam results, with 90% of students achieving Grade 4 or above in their English GCSE results.





GETTING AROUND

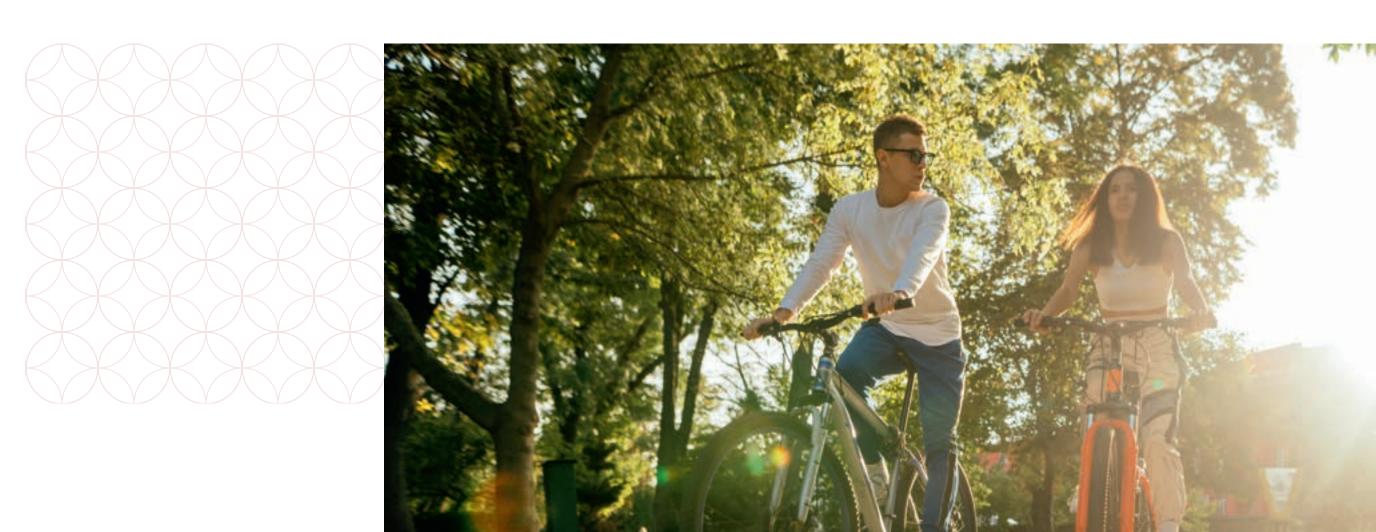
Maple Walk is superbly connected for transport and travel. The development is just minutes in the car from the A3 trunk road, for onward journeys to London (1 hour and 18 minutes) and Guildford (26 minutes), and for Portsmouth, via the A27 (28 minutes). The A3 and A31 will take you to Winchester (45 minutes) and in turn connect with the M3 motorway for travel to the New Forest, via the M27 (48 minutes) and to the A31 for Dorset.

For train travel, Liphook station is a four minute drive and offers services to Portsmouth (43 minutes), Guildford (29 minutes) and London Waterloo (one hour and 11 minutes).

For international travel, Heathrow Airport is 41 minutes away via the A3 and M25, and Gatwick 52 minutes on the same roads, with both offering 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 **Maple Walk**.





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 **MAPLE** WALK



KEY -

LETCHWORTH 3 BEDROOM HOME



OXFORD LIFESTYLE





3 BEDROOM HOME



4 BEDROOM HOME



4 BEDROOM HOME



LINCOLN



4 BEDROOM HOME



3 BEDROOM HOME



OXFORD





LEAMINGTON LIFESTYLE



3 BEDROOM HOME







CANTERBURY 4 BEDROOM HOME

SHAFTESBURY

4 BEDROOM HOME



HARROGATE 4 BEDROOM HOME



AFFORDABLE HOUSING



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.





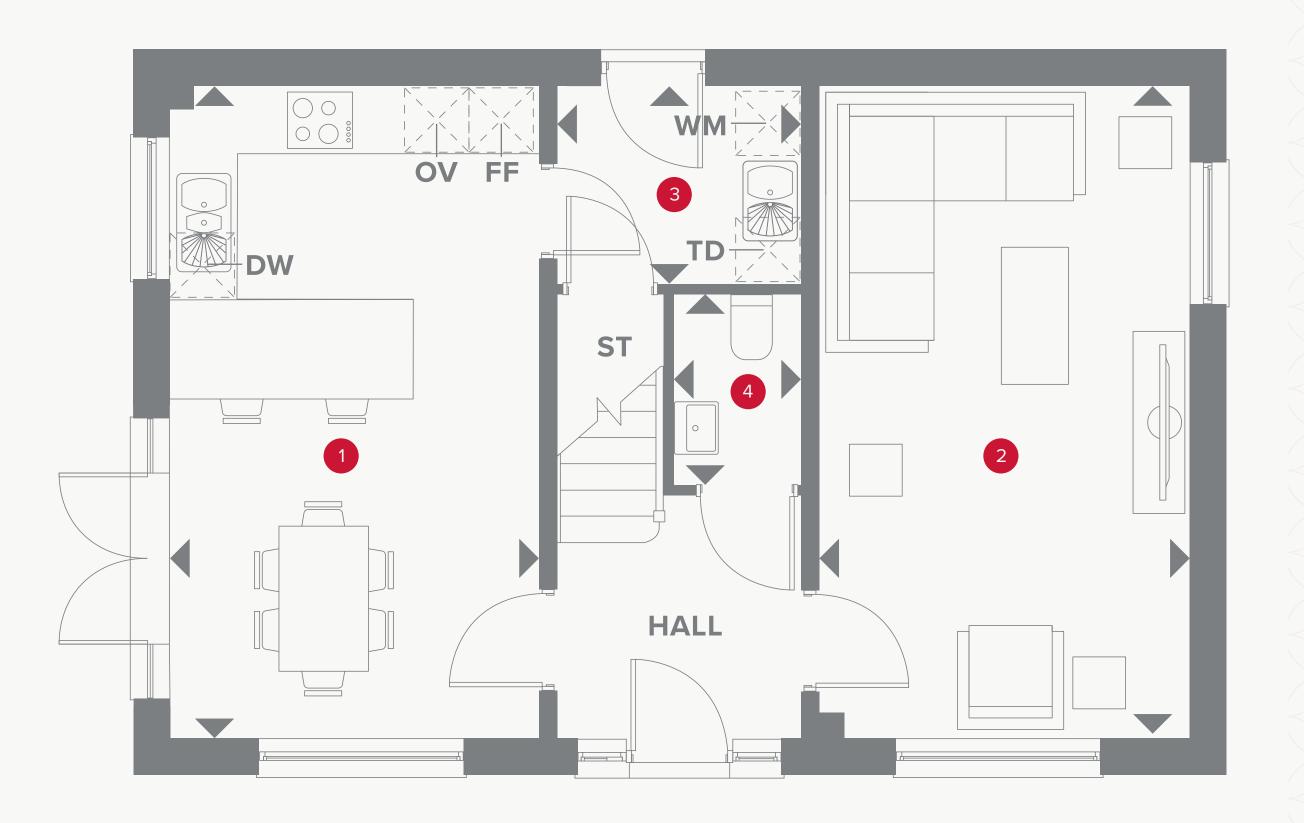




AMBERLEY ANDERLEY

THREE BEDROOM HOME





THE AMBERLEY GROUND FLOOR

1 Kitchen/ 18'11" x 10'9" 5.77 x 3.28 m Dining

2 Lounge 18'11" x 10'9" 5.77 x 3.27 m

3 Utility 7'2" x 5'9" 2.18 x 1.75 m

4 Cloaks 5'7" x 3'9" 1.70 x 1.14 m





KEY

[∞] Hob

OV Oven

FF Fridge/freezer

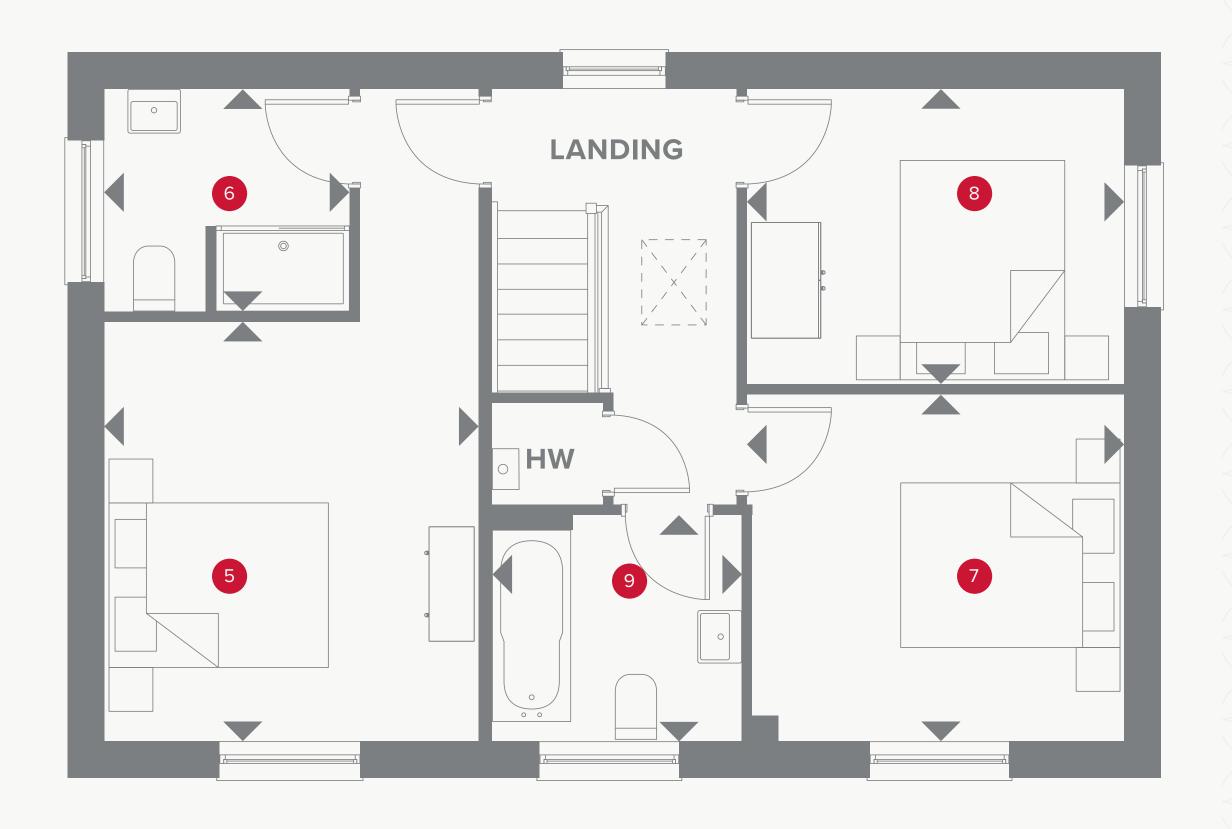
TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space



THE AMBERLEY FIRST FLOOR

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

7'3" x 6'6"





2.22 x 1.98 m

KEY

■ Dimensions start **HW** Hot water storage

9 Bathroom



Customers should note this illustration is an example of the Amberley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.

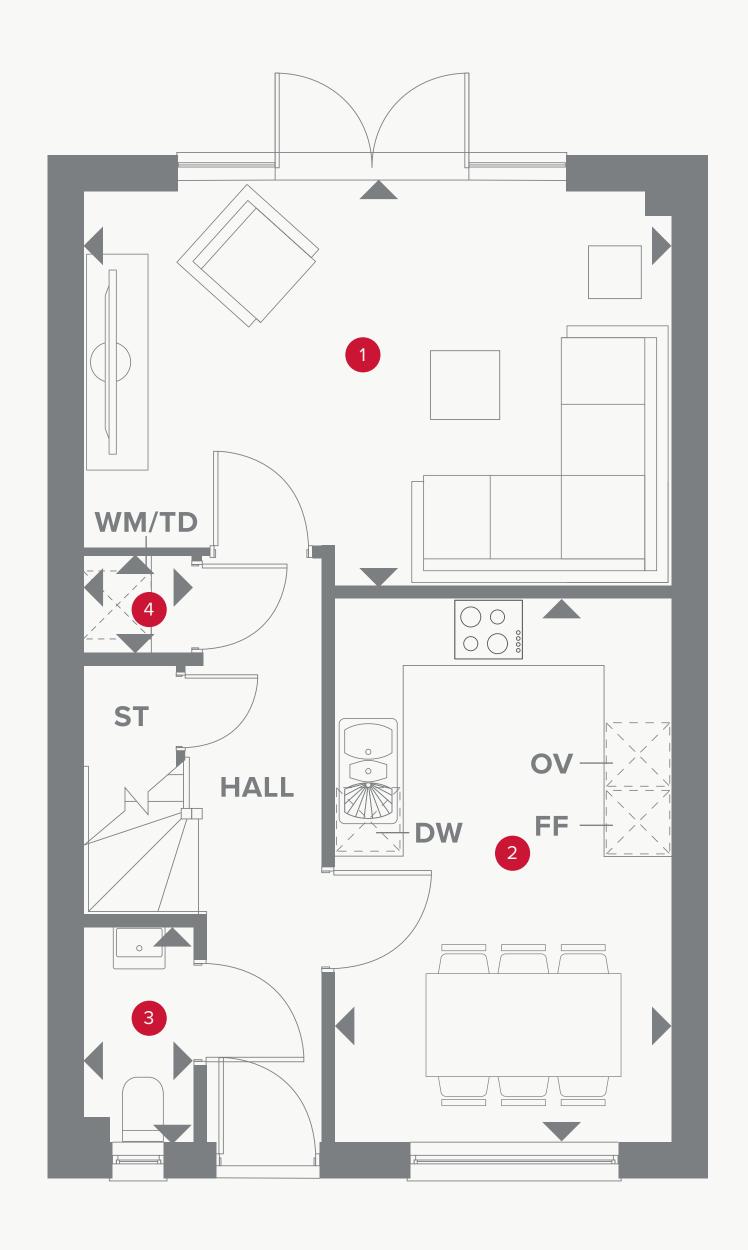




GRANTHAM

FOUR BEDROOM HOME





THE GRANTHAM GROUND FLOOR

1 Lounge	16'8" x 11'3"	5.09 x 3.43 m
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2	Kitchen/	15'6" × 9'7"	4.	73 x	2.93 m
	Dining				

3	Cloaks	6'2" x 3'2"	187 x	0.96 m
	Clours		1.07	0.50 11

4 Laundry 3'1" x 2'9" 0.94 x 0.83 m





KEY

[∞] Hob

OV Oven

FF Fridge/freezer

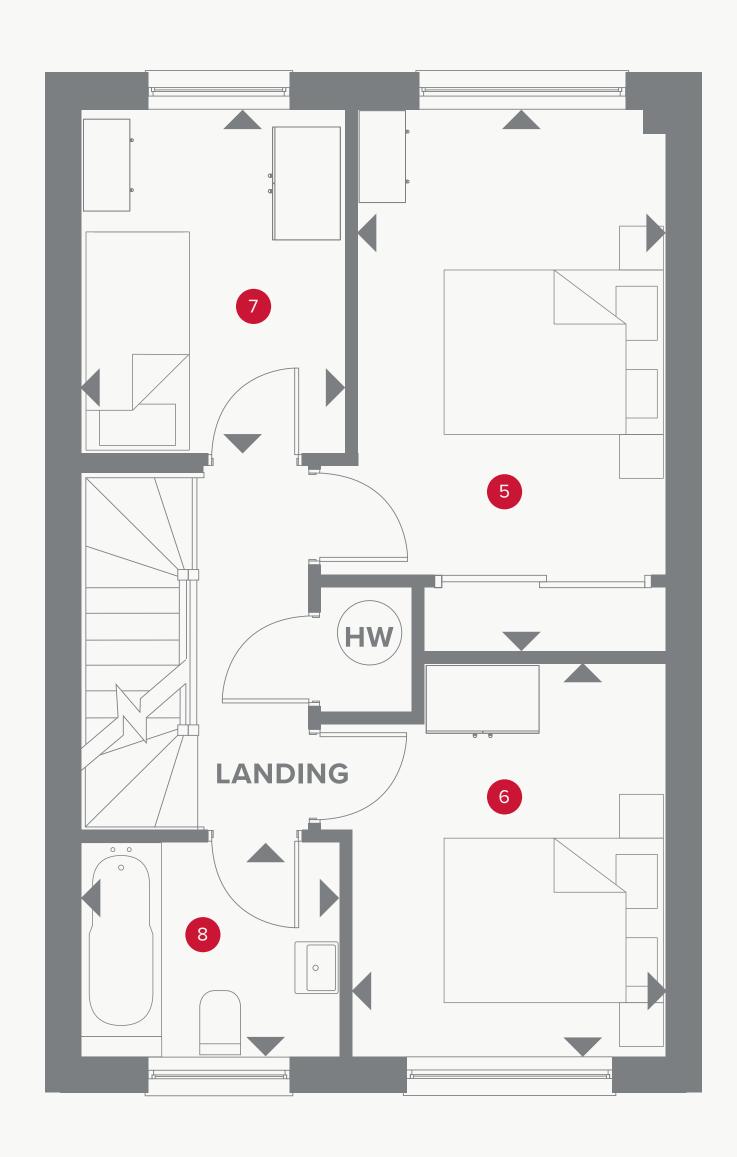
DW Dishwasher space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space

TD Tumble dryer space



THE GRANTHAM FIRST FLOOR

5 Bedroom 2 15'6" x 8'10" 4.73 x 2.70 m

6 Bedroom 3 11'3" x 9'0" 3.43 x 2.75 m

7 Bedroom 4 9'8" x 7'5" 3.00 x 2.30 m

8 Bathroom 7'5" x 6'2" 2.26 x 1.87 m





KEY

◆ Dimensions start**HW** Hot water storage

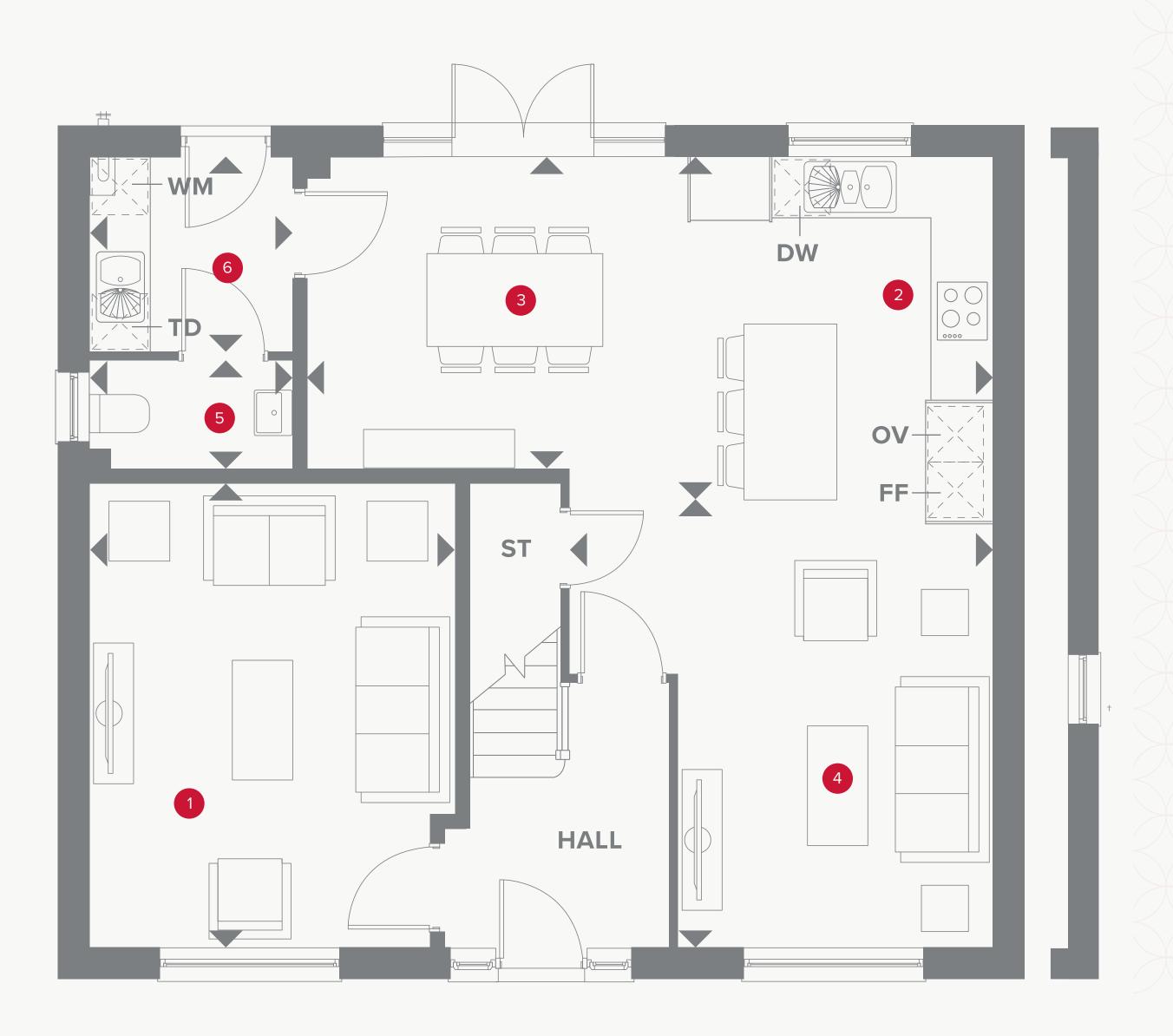




THEHARROGATE

FOUR BEDROOM HOME





†Elevation variation to plots 64, 65, 71 and 75 only.

THE HARROGATE GROUND FLOOR

1 Lounge	15'2" x 12'0"	4.63 x 3.65 m
2 Kitchen	12'0" x 9'11"	3.67 x 3.03 m

3 Dining 12'6" x 10'3" 3.80 x 3.13 m

4 Family 13'11" x 10'4" 4.24 x 3.15 m

5 Cloaks 6'8" x 3'7" 2.04 x 1.09 m

6 Utility 6'8" x 6'5" 2.04 x 1.95 m





KEY

∾ Hob

OV Oven

FF Fridge/freezer

TD Tumble dryer space

Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space

12 LANDING (HW)

†Elevation variation to plots 64, 65, 71 and 75 only.

THE HARROGATE FIRST FLOOR

→ `	Dadraam 1	
/	Bedroom 1	
	DOGIO	

12'2" × 10'4"

3.72 x 3.15 m

6'10" x 6'5"

2.09 x 1.96 m

8'4" x 5'7"

2.53 x 1.71 m

13'7" × 10'2"

4.13 x 3.11 m

12'1" × 10'2"

3.69 x 3.11 m

10'4" x 9'6"

3.14 x 2.89 m

13 Bathroom

 $7'7" \times 6'1"$

2.31 x 1.86 m







■ Dimensions start **HW** 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.

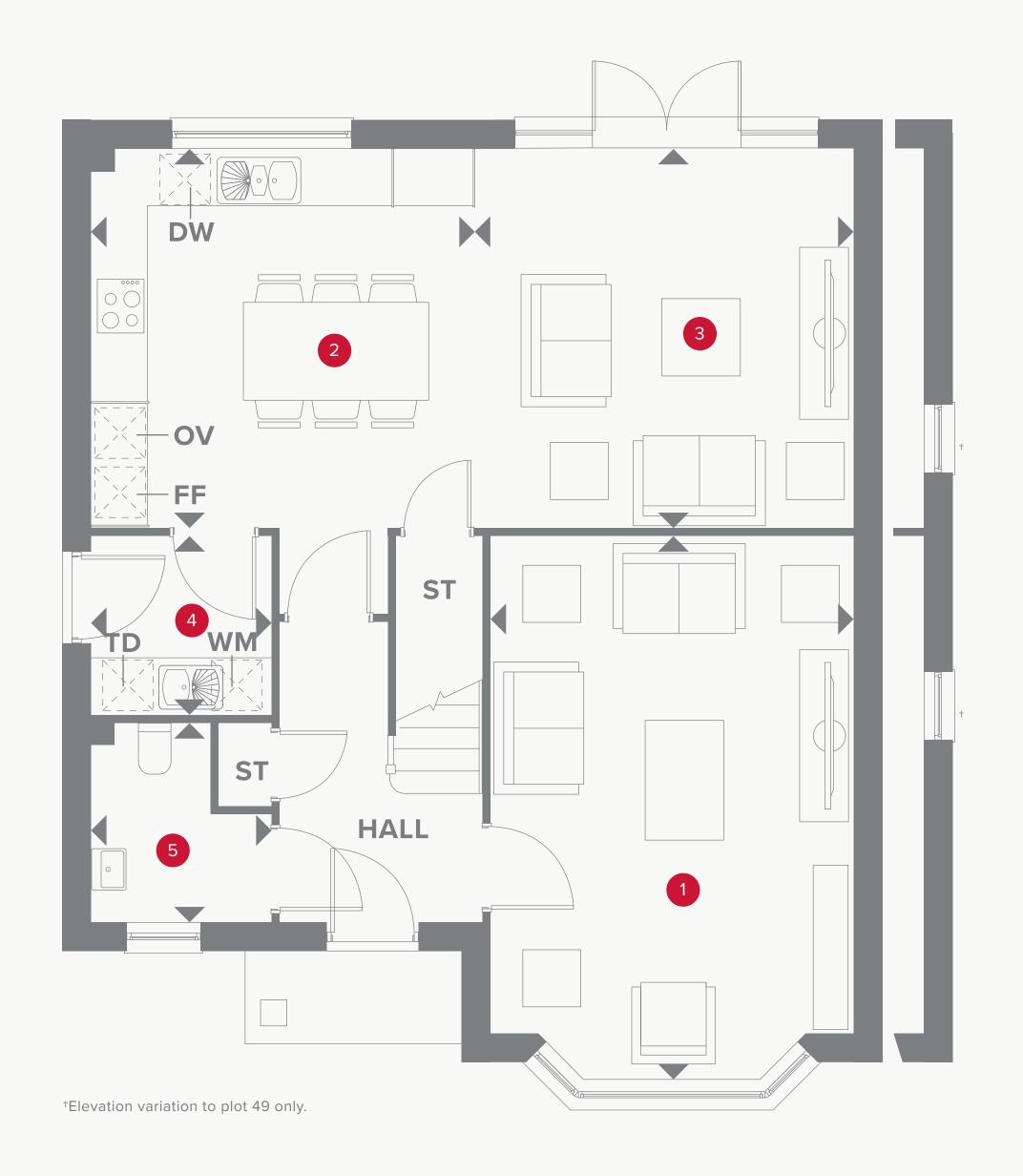




LEAMINGTON LIFESTYLE

THREE BEDROOM HOME





THE LEAMINGTON LIFESTYLE GROUND FLOOR

1 Lounge	17'9" x 11'11"	5.42 x 3.63 m

2 Kitchen/ Dining 12'8" x 12'6" 3.87 x 3.82 m

3 Family 12'6" x 12'6" 3.82 x 3.82 m

4 Utility 5'11" x 5'11" 1.80 x 1.80 m

5 Cloaks 6'6" x 5'11" 1.99 x 1.80 m





KEY

oo Hob

OV Oven

FF Fridge/freezer

TD Tumble dryer space

■ Dimensions start

ST Storage cupboard

WM Washing machine spaceDW Dishwasher space



THE LEAMINGTON LIFESTYLE FIRST FLOOR

6 Bedroom 1	13'4" x 11'11"	4.08 x 3.63 m
7 En-suite 1	9'3" x 7'9"	2.83 x 2.37 m
8 Wardrobe	8'4" x 5'5"	2.54 x 1.65 m
9 Bedroom 2	11'3" x 11'2"	3.44 x 3.41 m
10 En-suite 2	7'11" x 6'2"	2.41 x 1.93 m
11 Bedroom 3	13'4" x 9'3"	4.06 x 2.83 m
12 En-suite 3	9'3" x 6'1"	2.83 x 1.85 m





KEY

■ Dimensions start **HW** Hot water storage



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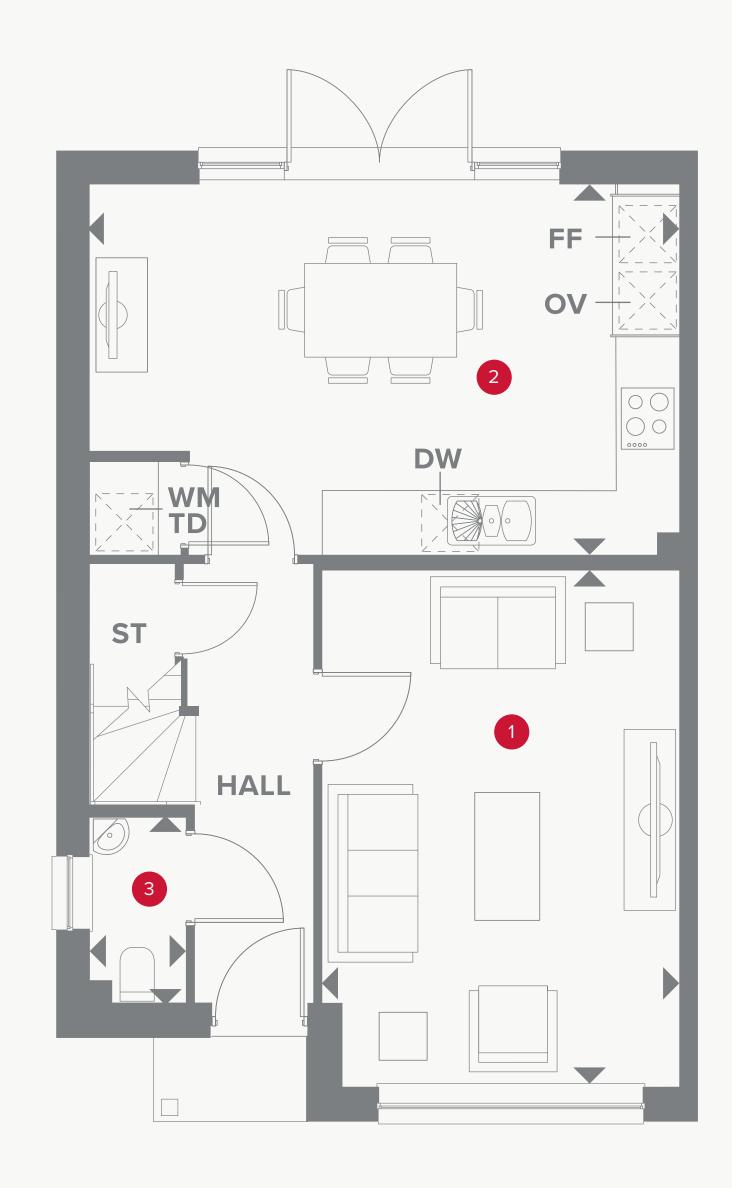




LETCHWORTH LETCHWORTH

THREE BEDROOM HOME





THE LETCHWORTH GROUND FLOOR

1 Lounge 15'11" x 11'0" 4.84 x 3.35 m

2 Kitchen/ Dining/ 18'2" x 11'5" 5.53 x 3.47 m

3 Cloaks 5'10" x 2'11" 1.76 x 0.90 m





KEY

[∞] Hob

OV Oven

FF Fridge/freezer

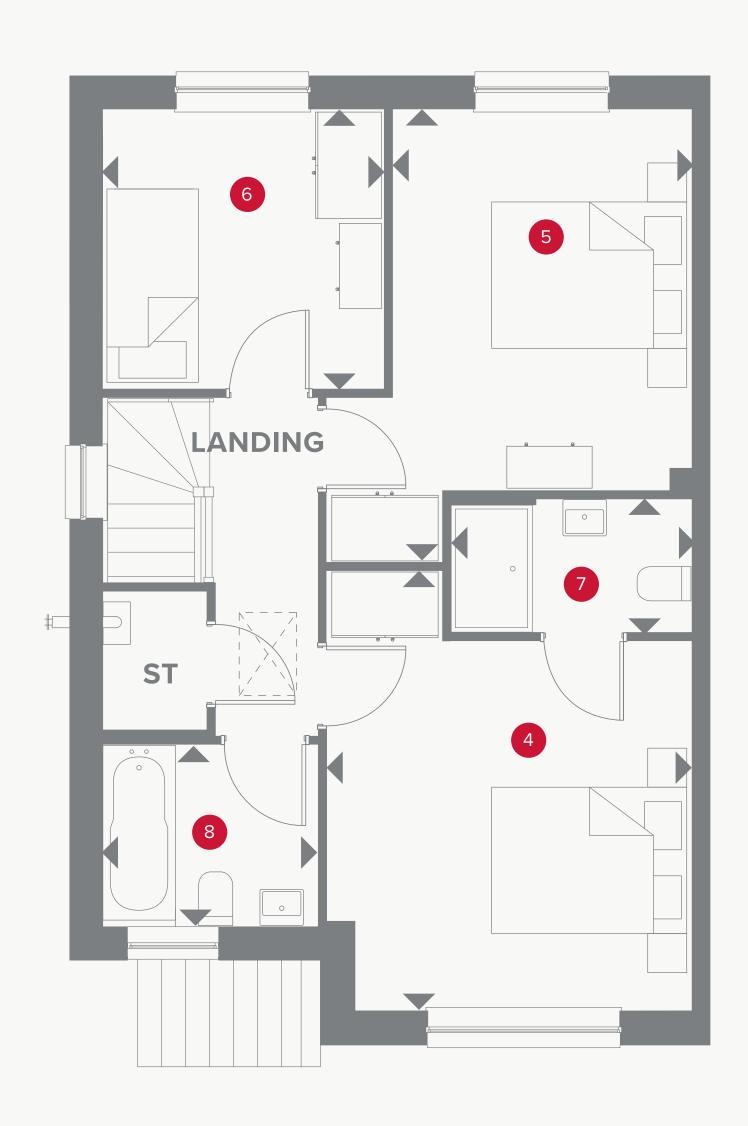
TD Tumble dryer space

Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space



THE LETCHWORTH FIRST FLOOR

4	Bedroom 1	11'5" × 11'3"	3.47 x 3.42 m

5 Bedroom 2 3.58 x 2.81 m 11'9" x 9'3"

6 Bedroom 3 2.64 x 2.62 m 8'8" x 8'7"

7 En-suite 2.26 x 1.25 m 7'5" × 4'1"

8 Bathroom 6'8" x 5'7" 2.02 x 1.71 m





KEY

■ Dimensions start

ST Storage cupboard



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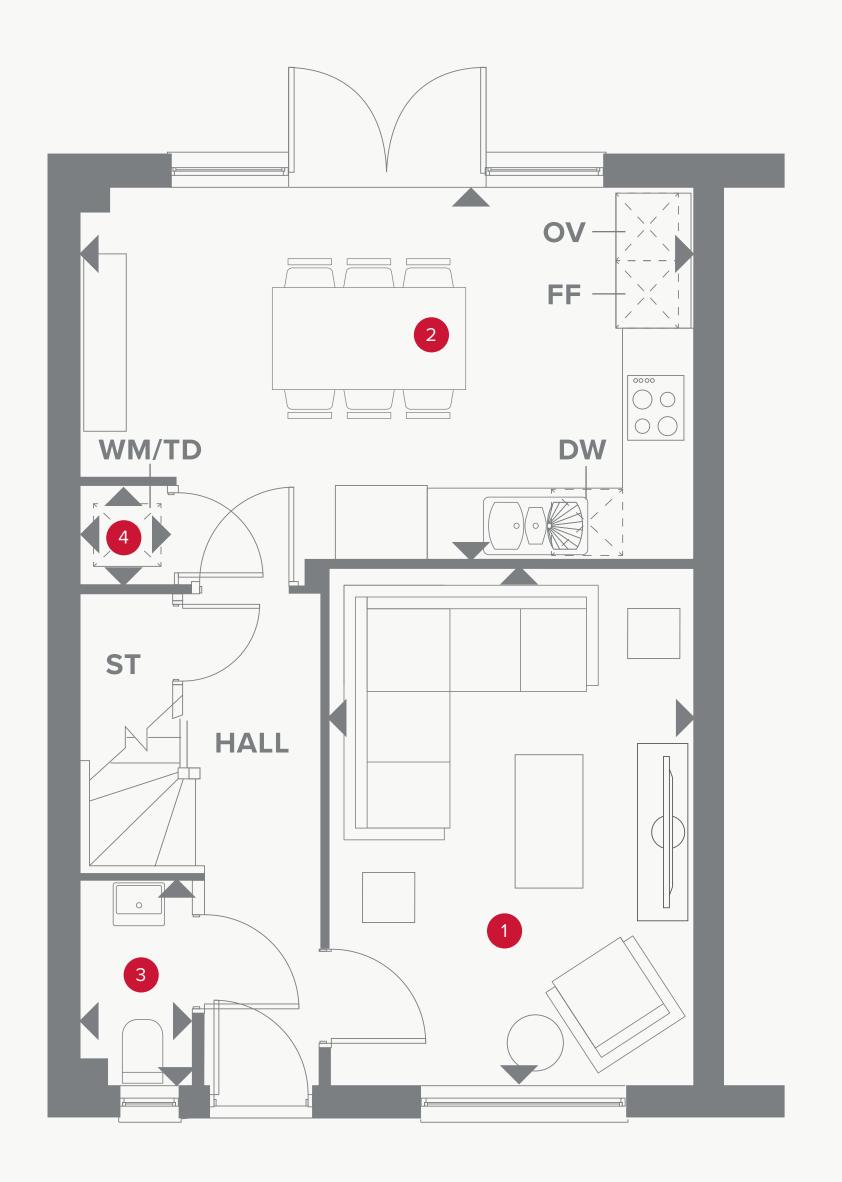




THELINCOLN

FOUR BEDROOM HOME





THE LINCOLN GROUND FLOOR

1 Lounge 15'0" x 10'7" 4.58 x 3.23 m

2 Kitchen/ Dining 17'10" x 10'11" 5.43 x 3.32 m

3 Cloaks 5'11" x 3'3" 1.79 x 0.98 m

4 Laundry 2'10" x 2'6" 0.87 x 0.77 m





KEY

[∞] Hob

OV Oven

FF Fridge/freezer

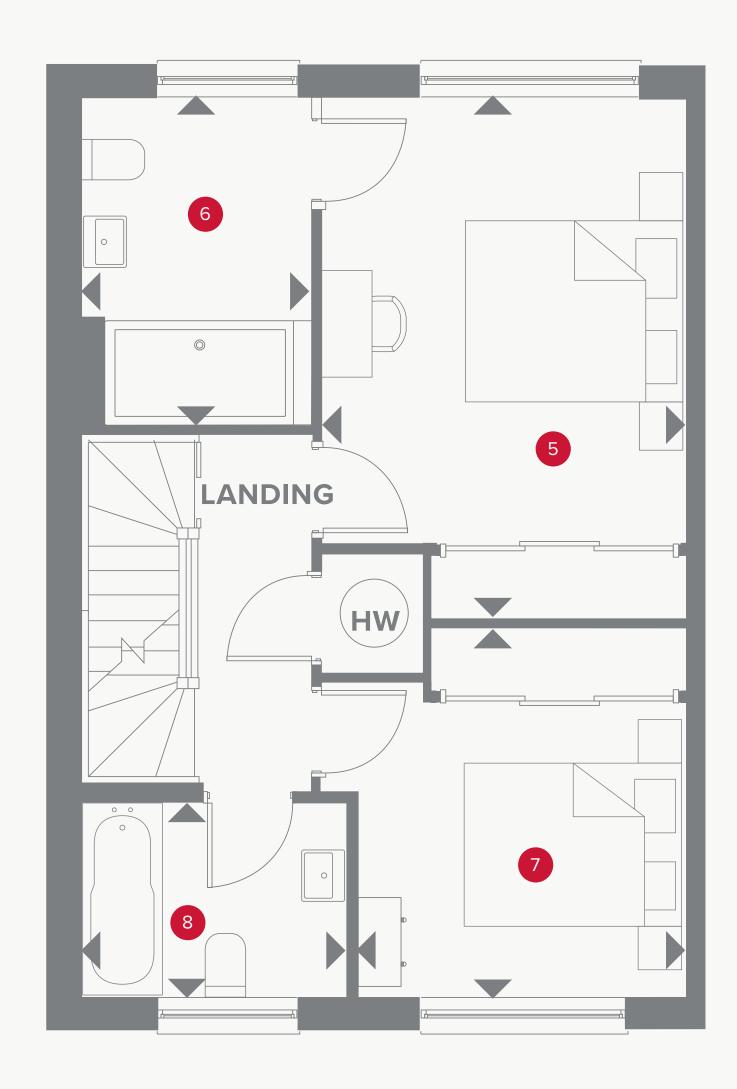
DW Dishwasher space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space

TD Tumble dryer space



THE LINCOLN FIRST FLOOR

5 Bedroom 1 15'3" x 10'10" 4.66 x 3.29 m

6 En-suite 9'8" x 6'9" 2.94 x 2.05 m

7 Bedroom 2 10'9" x 9'9" 3.27 x 2.97 m

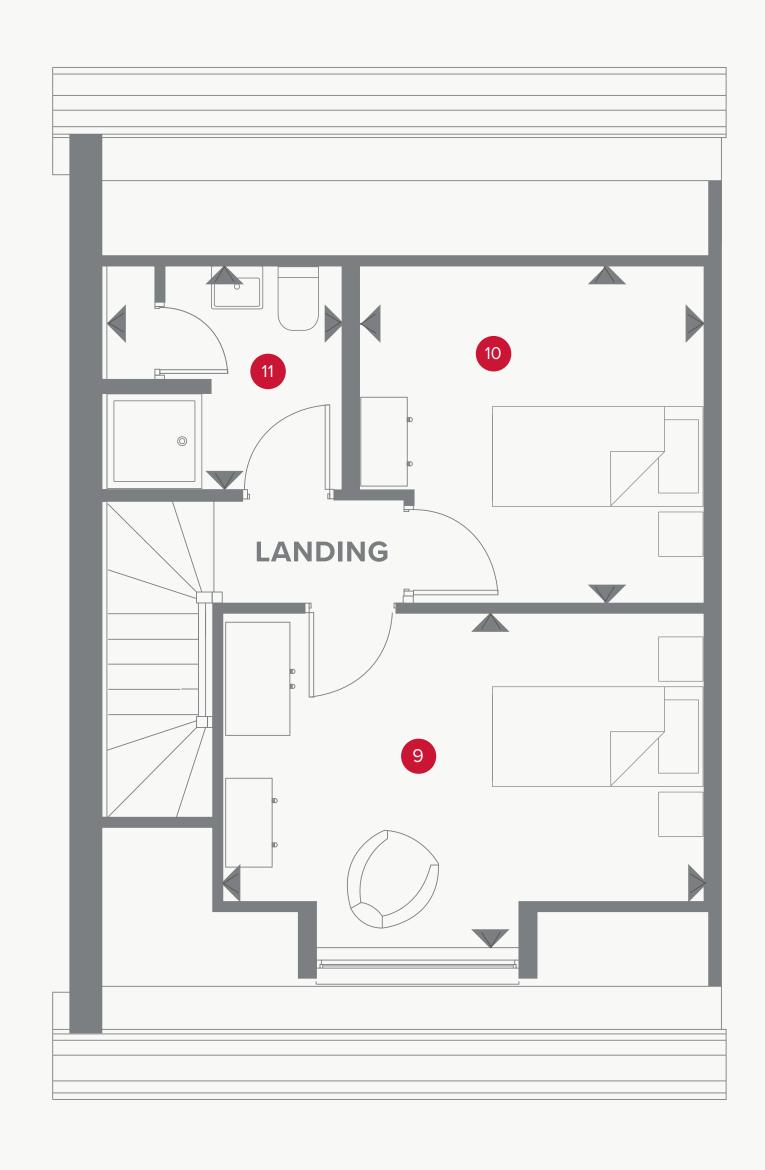
8 Bathroom 1 7'10" x 5'7" 2.38 x 1.71 m





KEY

Dimensions startHW Hot water storage



THE LINCOLN SECOND FLOOR

9 Bedroom 3 4.35 x 3.06 m 14'3" × 10'0"

10 Bedroom 4 3.13 x 3.04 m 10'3" × 10'0"

11 Bathroom 2 2.15 x 2.02 m 7'1" x 6'8"





KEY

■ Dimensions start

ST Storage cupboard



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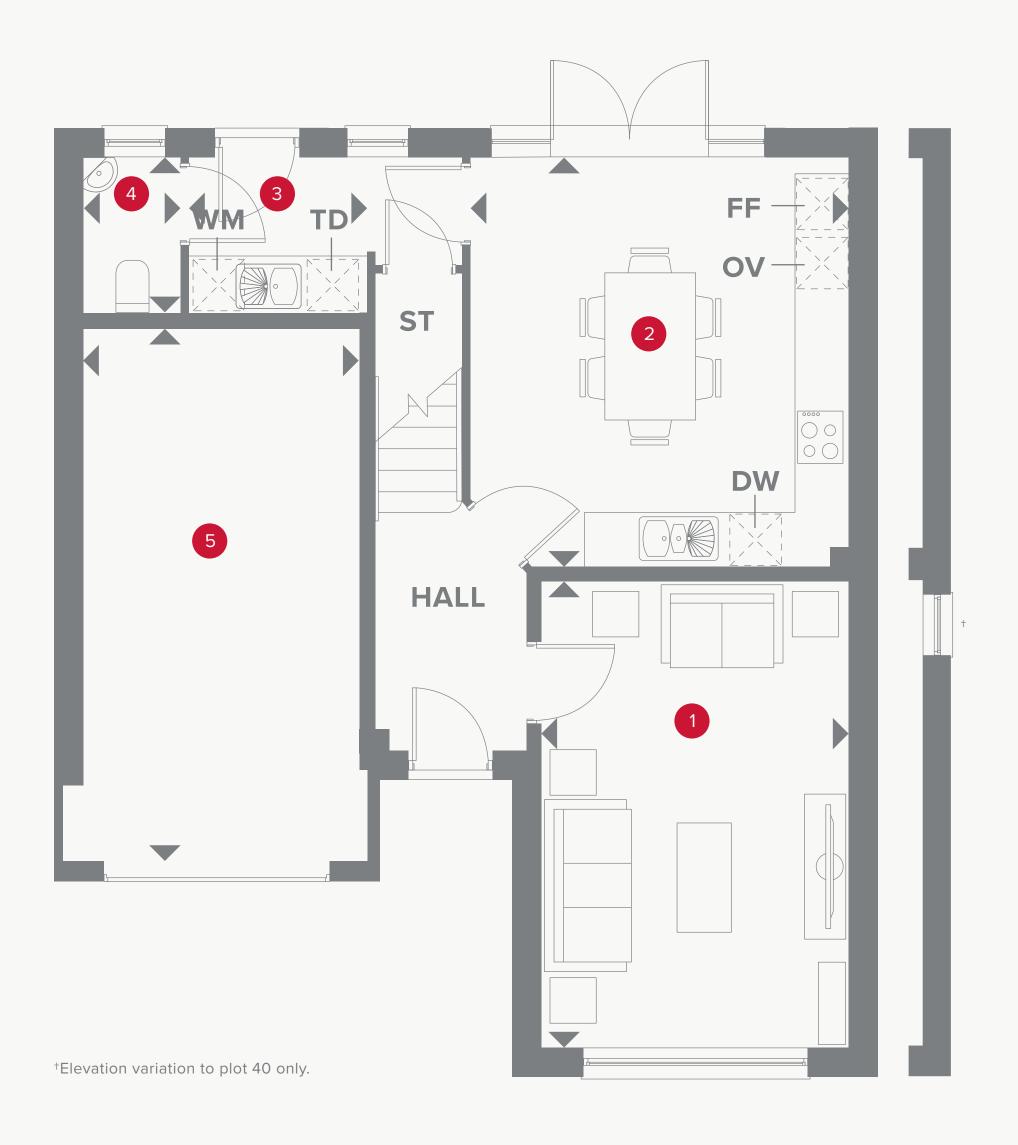




THE MARLOW

FOUR BEDROOM HOME





THE MARLOW GROUND FLOOR

1	Lounge	16'10" x 11'2"	5.15 x 3.41 m

2	Kitchen/		14'8" × 13'9"		4.52 x	4.19 m	1
	Dining						

3 Utility 6'4" x 5'7" 1.95 x 1.72 m

4 Cloaks 5'7" x 3'6" 1.72 x 1.09 m

5 Garage 19'11" x 10'1" 6.06 x 3.08 m





KEY

OV Oven

FF Fridge/freezer

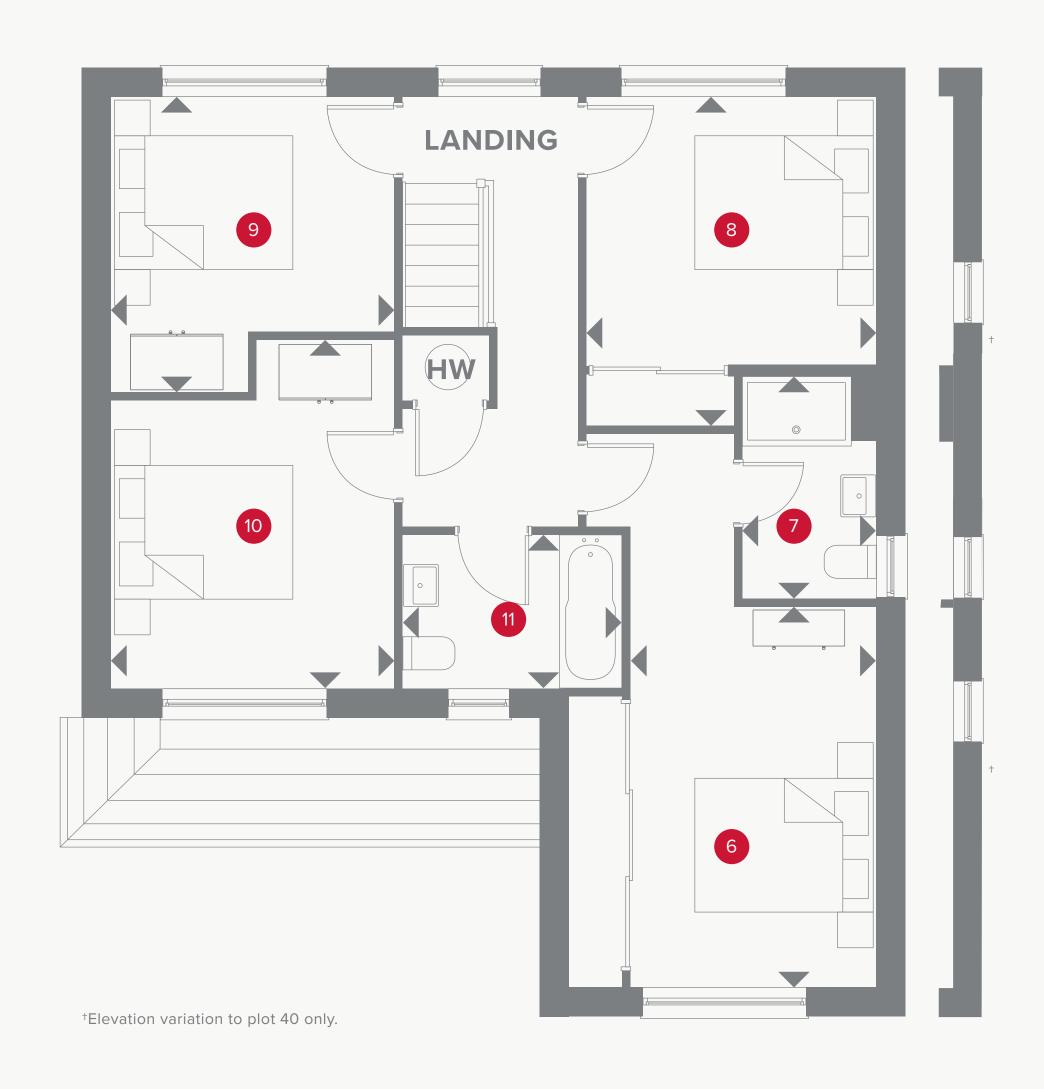
TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space



THE MARLOW FIRST FLOOR

6	Bedroom 1	13'8" × 11'2"	4.17 x 3.41 m
7	En-suite	8'1" × 4'11"	2.46 x 1.50 m
8	Bedroom 2	12'0" x 10'6"	3.65 x 3.21 m
9	Bedroom 3	12'7" × 10'3"	3.86 x 3.13 m
10	Bedroom 4	10'8" × 10'3"	3.29 x 3.13 m
11	Bathroom	7'11" x 5'7"	2.42 x 1.73 m







◆ Dimensions start **HW** Hot water storage



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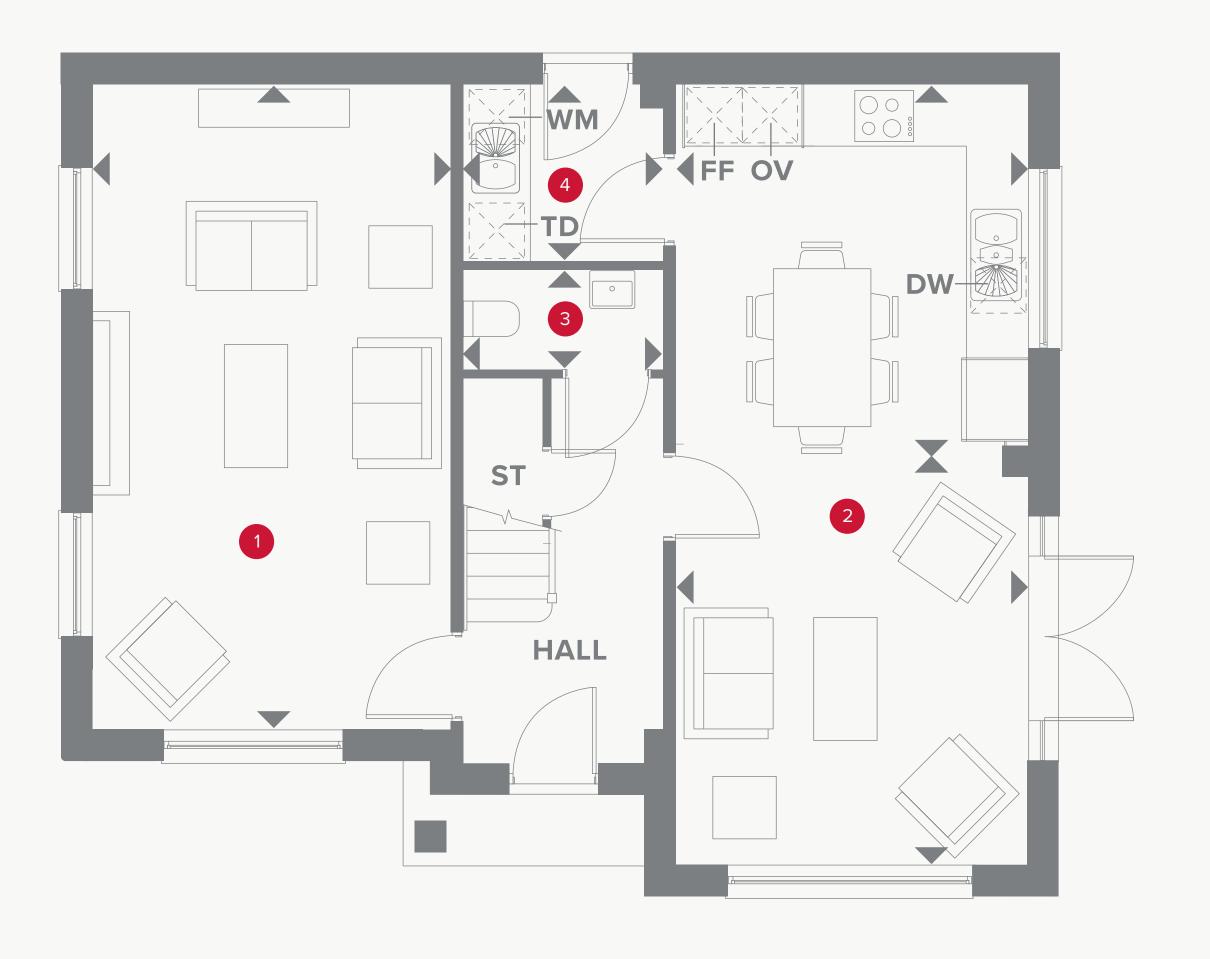




SHAFTESBURY SHAFTESBURY

FOUR BEDROOM HOME





THE SHAFTESBURY GROUND FLOOR

1 Lounge	21'2" x 11'8"	6.44 x 3.56 m
9		

2	Kitchen/	25'7" × 11'7"	7.79 x	3.52 m
	Dining/			

Family

3 Cloaks 6'6" x 5'9" 1.99 x 1.75 m

4 Utility 6'6" x 3'4" 1.99 x 1.01 m





KEY

[∞] Hob

OV Oven

FF Fridge/freezer

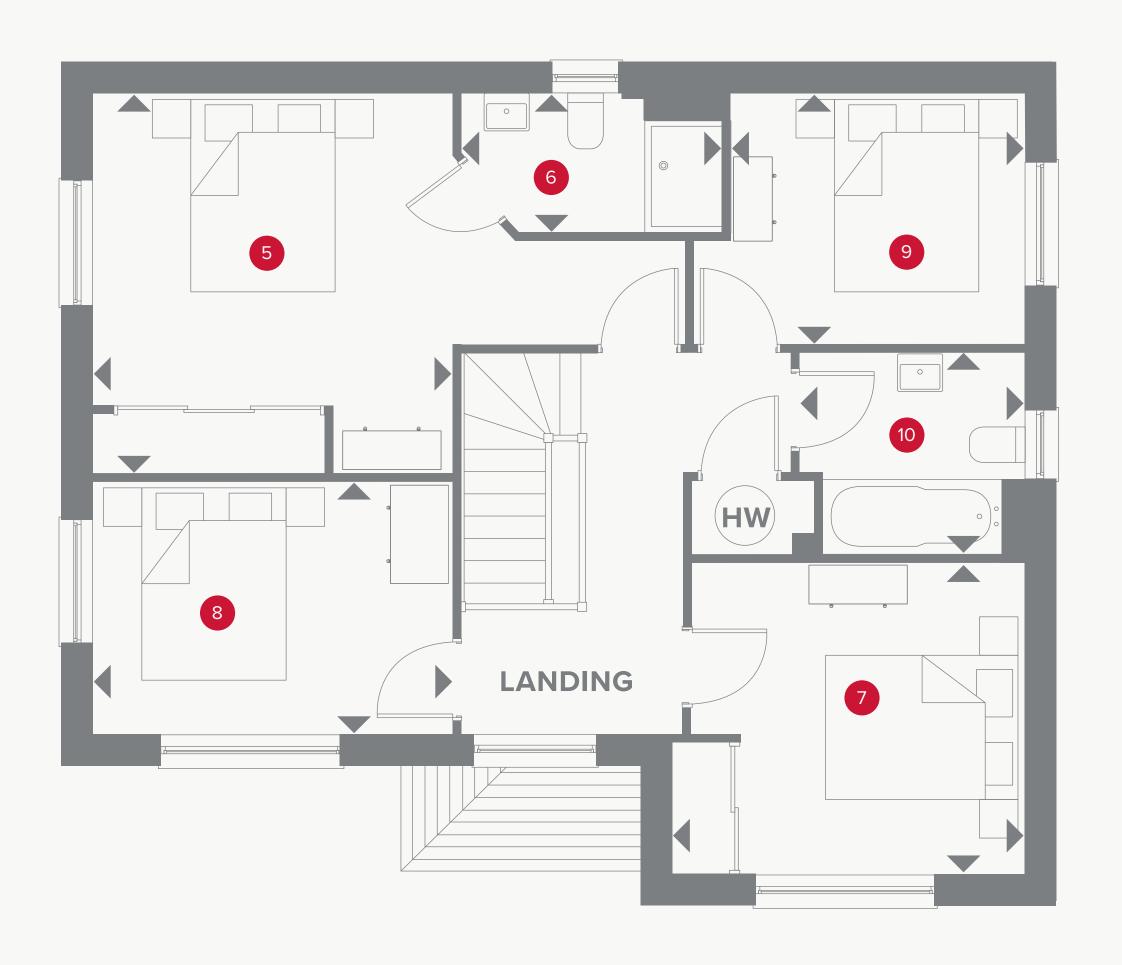
TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space



THE SHAFTESBURY FIRST FLOOR

5	Bedroom 1	12'5" x 11'8"	3.80 x 3.62 m
6	En-suite	8'5" x 4'5"	2.58 x 1.38 m
7	Bedroom 2	11'5" x 10'05"	3.52 x 3.19 m
8	Bedroom 3	11'11" x 8'3"	3.62 x 2.55 m
9	Bedroom 4	10'8" x 8'5"	3.30 x 2.61 m
10	Bathroom	7'3" x 6'6"	2.22 x 2.01 m







◆ Dimensions start **HW** 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 STRATFORD

FOUR BEDROOM HOME



OV DW ST HALL [†]Elevation variation to plot 41 only.

THE STRATFORD GROUND FLOOR

1 Lounge 16'4" x 11'6" 4.97 x 3.51 m

2 Family/ 19'8" x 14'9" 5.99 x 4.49 m

Kitchen/ Dining

3 Cloaks 7'3" x 3'6" 2.20 x 1.07 m





KEY

oo Hob

OV Oven

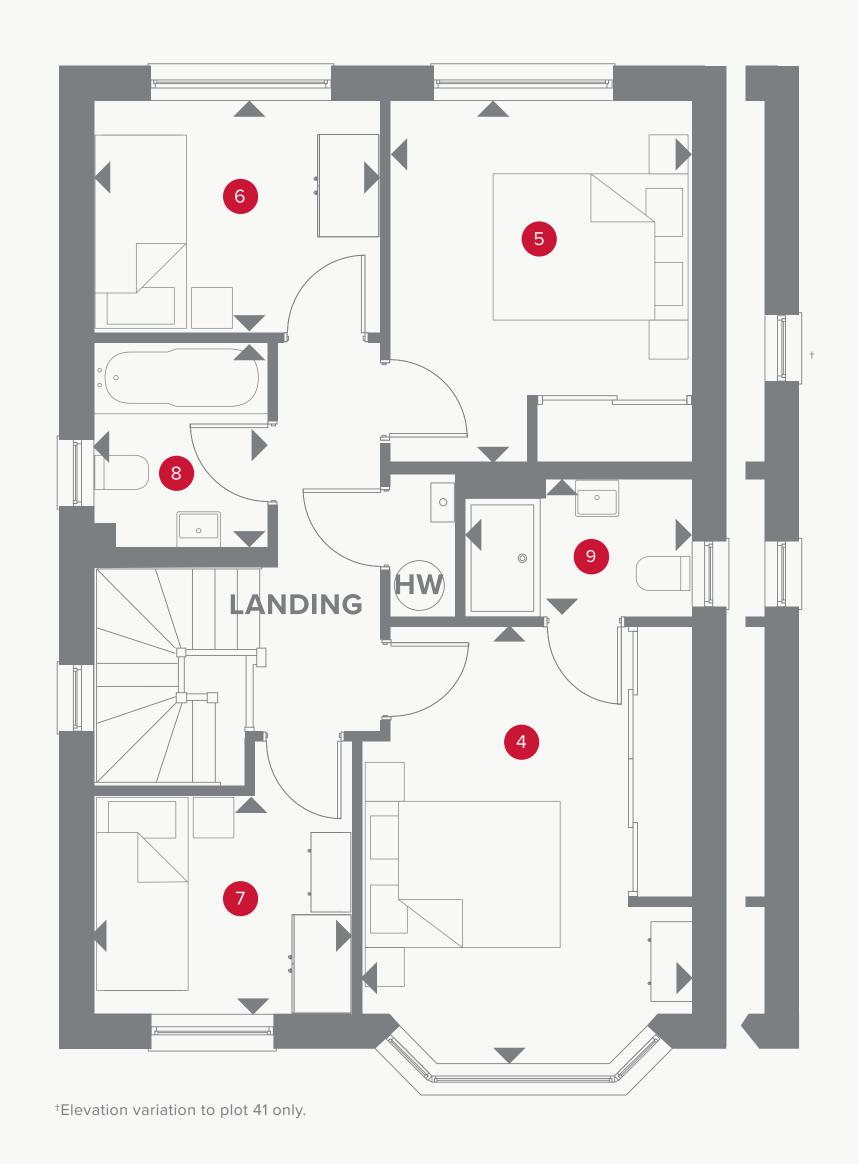
FF Fridge/freezer

TD Tumble dryer space

Dimensions start

ST Storage cupboard

WM Washing machine spaceDW Dishwasher space



THE STRATFORD FIRST FLOOR

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







♦ Dimensions start **HW** Hot water storage



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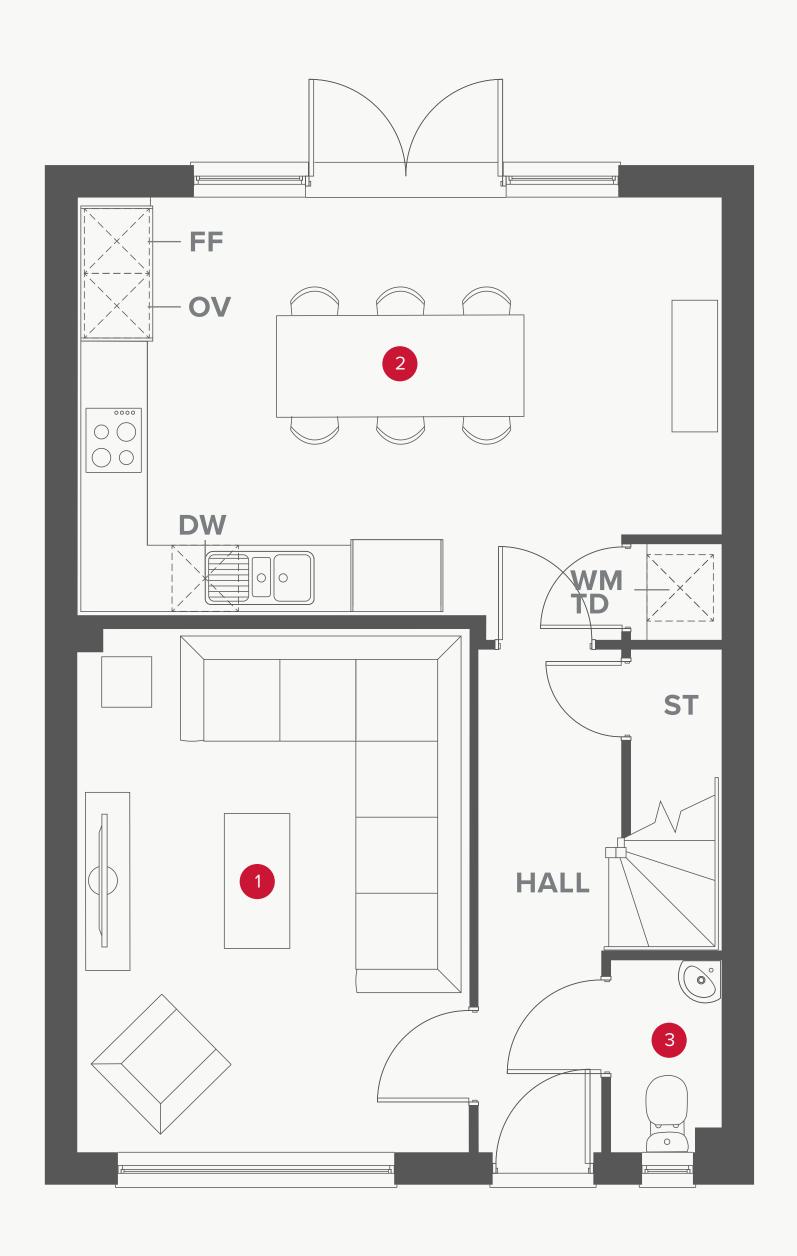




WARWICK

THREE BEDROOM HOME





THE WARWICK GROUND FLOOR

15'5" x 11'7" 4.71 x 3.52 m

2 Kitchen/ 18'11" x 12'3" 5.77 x 3.73 m Dining

3 Cloaks 5'7" x 3'3" 1.71 x 0.98 m





KEY

[∞] Hob

OV Oven

FF Fridge/freezer

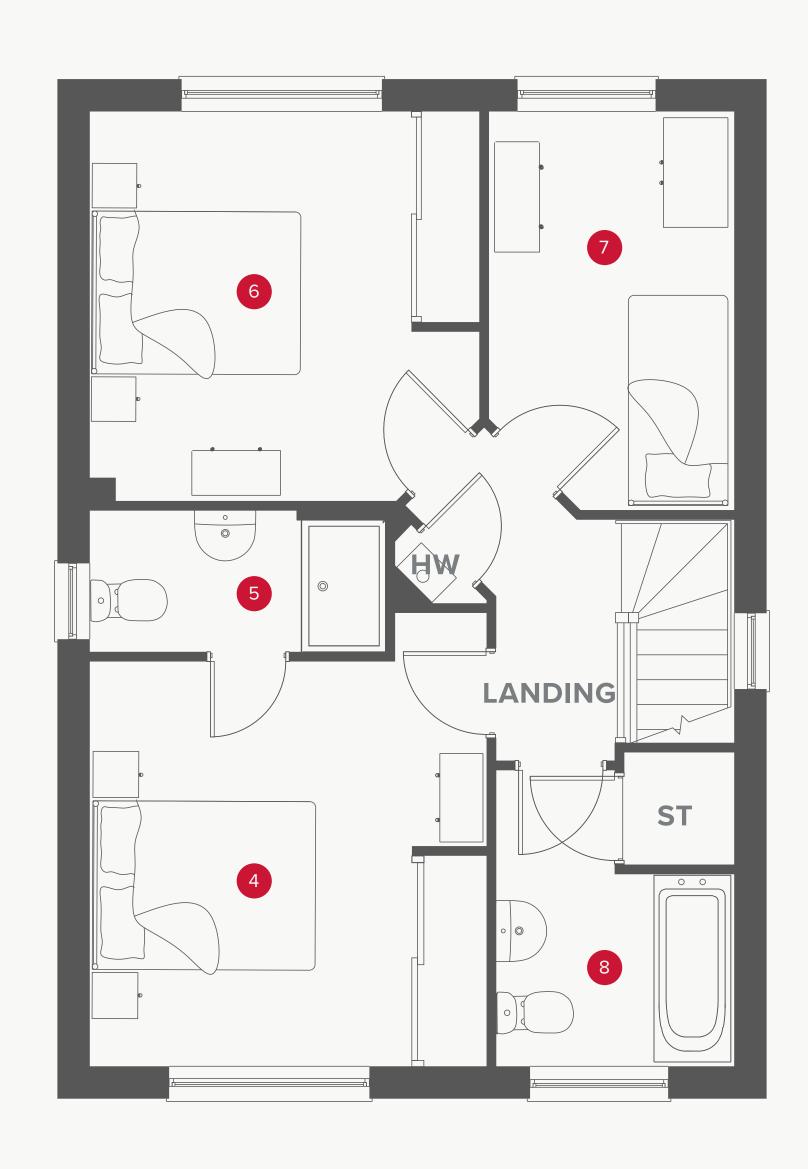
TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dishwasher space



THE WARWICK FIRST FLOOR

4 Bedroom 1	11'11" × 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" × 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





KEY

◆ Dimensions start **HW** Hot water storage



Customers should note this illustration is an example of the Warwick house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.

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 from Moores. Please see Sales Consultant for further details.

Work Surfaces

Square Edged worktops. Refer to agreed group specifications – My Redrow for choices.

Upstand

Matching above worktops, with stainless steel splash-back behind Hob.

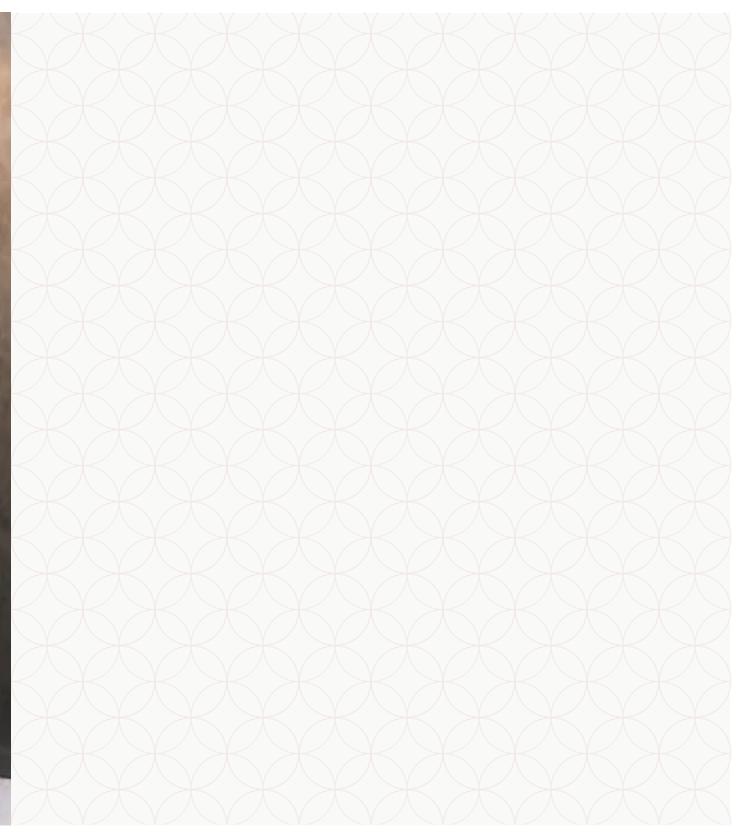
Bowl & Tap

Stainless steel 1 Bowl with mixer tap to units (in housetypes under 1600sqft). Double Bowl sink with Regent chrome mixer tap to units (in housetypes over 1600sqft).

Appliances AEG

- AEG 60cm Gas Hob
 (in housetypes upto 1600sqft)
- AEG 90cm Gas Hob
 (in housetypes over 1600sqft)
- AEG Double Oven Double Oven
- Electrolux 60cm Chimney extract





INTERIOR

Walls

Tape & Jointed finish with Dulux Offwhite emulsion paint finish (Almond White).

Internal Doors

Cambridge internal moulded door (manufactured by Jeld Wen).

Internal Door Furniture

Internal Door Furniture to be polished chrome effect door furniture from Carlisle Brass, in ZIN112PC style.

Architrave

Torus profile mdf, 69×14.5 mm section size with satin white paint finish.

Skirting boards

Torus profile mdf, 194×14.5 mm section size with satin white paint finish.

Staircase

41mm Square plain spindles with 90mm square newels in satin white paint finish complete with light ash hardwood, or similar, handrail 59 x 65mm and newel caps finished in clear varnish/lacquer.

Ceilings

Tape & Jointed finish with Dulux.

Central Heating

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

Radiators

Myson Premier round top radiators fitted as standard.

Feature radiators fitted in selected house types – for more information, please speak to our Sales Consultant.

Wardrobes

Wardrobes to all bedrooms are available as an optional upgrade – refer to My Redrow.

Phone Point

Phone Point finishes to match electrical accessories in rooms.

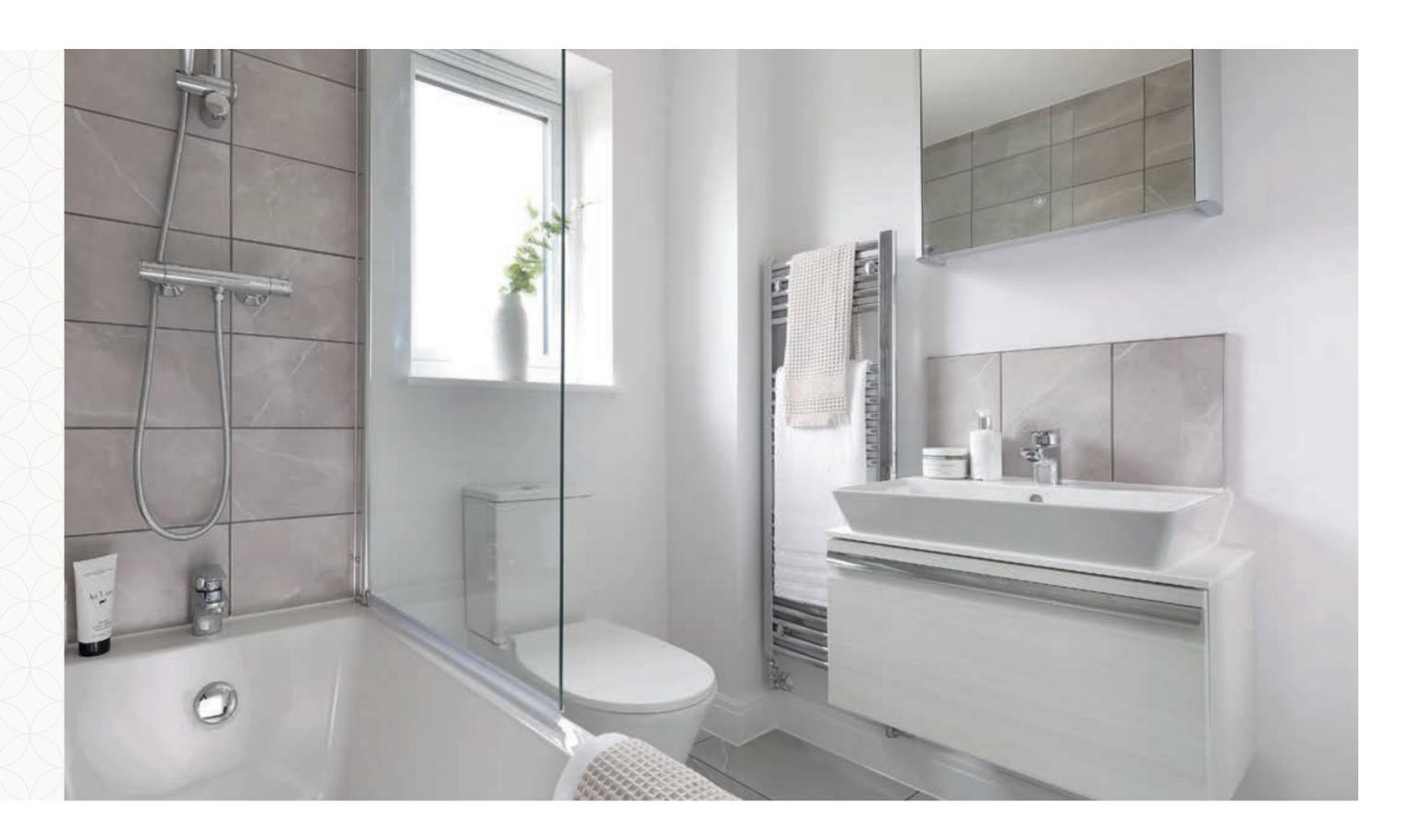
TV Point

TV Point finishes to match electrical accessories in room.

Electrical Sockets / Switch Plates GET

Ultimate low profile white electrical switch and socket plates together with GET pendant and batten lighting points. All lights to be pendant or batten holder lamps. Please refer to house drawings for all location details.

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



BATHROOM & CLOAKROOM

Bathroom, En-suite & Cloakroom

Sanitaryware Ideal Standard in White finish.

Bathroom & En-suite

Basin Sottini Arc 55cm with 1 tap hole, semi pedestal fitted with Sottini Tesino basin mixer including 5 litres/minute flow restrictor. Slotted basin waste click plug.

Cloakroom Basin

Sottini Arc 40cm basin with 1 tap hole, semi pedestal or Mavone 45cm 1 tap hole corner basin (please refer to drawing to confirm basin design). Fitted with Sottini Tesino Mini Mixer including 5 litres/minute flow restrictor. Slotted basin waste click plug.

Towel Rail 'Curved style' wet-feed towel warmers in Chrome finish to be installed in Bathrooms and all En-suites.

Shower over Bath

Sottini Tesino 1TH bath filler. Blender valve to be fitted on supply. slotted bath waste click plug Shower Shower valve & screen to be provided above the bath except when there is a separate shower enclosure within the bathroom. Thermostatic shower valve (as development specification) above the bath including bath screen - Twyford Geo6.

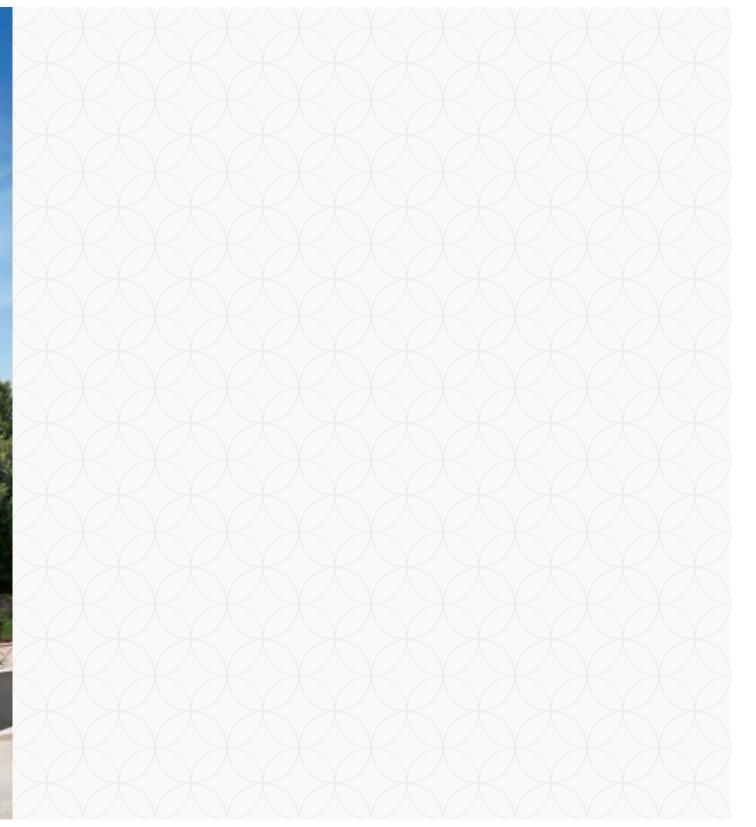
Low Profile Tray Acrylic capped low profile shower tray with concealed waste and upstands to all four sides.

Tray to be Twyford "Twylite". Shower Screen Polished Chrome effect finish shower door manufactured by "Twyford Geo6".

Please refer to drawings to confirm whether Pivot or Bifold style door is to be fitted.

Wall Tiles Bathroom – full-height tiling around bath, if bath does not have a shower then halfheight tiling only. Cloakroom – one tile high splash-back to basin.





EXTERIOR

Fascia & Soffit

15mm Swish Vanquish uPVC fascia and vented soffit board, in white profile.

Rainwater System

Rainwater half-round gutters and downpipes to be finish in black for brick and render elevations as per group deals.

Windows

Sealed double-glazing uPVC windows in white finish with stainless steel easy-clean hinges. Obscure glazing to be provided for all WC and Bathroom windows. Dummy casements to be provided to the front elevation all as indicated on the plot type drawings. White handles to match windows & doors.

External Doors

GRP primed door with patterned glass. Style of door to be all as indicated on house plan, finished in solid colour applicable, refer to landscaping layout for details. Rear externally and white finish internally. Frame to be uPVC.

House Numeral

To front of property on numeral plaque from Bennetts to match the colour of the front door except when white when numeral to be black.

Rear Door

Steel door with patterned glass manufactured by IG. Style of door to be NG06 pattern, finished internally and externally in white. Frame to be uPVC.

External Lights

Front lamp provided as standard position as indicated on plot specific drawings. Rear Lights are available to houses as an optional upgrade – refer to My Redrow.

Garden

Front Quality turf to front garden with planting where Gardens topsoil in accord with NHBC requirements.

Garage

Detached garages to receive double socket point and lighting pendant if access from plot is not through a communal courtyard. Integral garages to receive double socket point and lighting pendant as standard. Garage doors to be Novofern Berwick style or similar steel up & over with window panels to top. Door & frame finish to be painted to match front door colour.

Door Bell

Black bell push with transformer.

Fencing

All plots to receive 1800mm high close board fencing where screen walls are not indicated. All plots to receive 1800mm high close board framed, ledged and braced gate.

ॐ 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.





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.



MAPLEWALK

Longmoor Road, Liphook, Hampshire GU30 7NZ

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