

### VALLEY PARK

YAPTON





# WELCOME TO VALLEY PARK





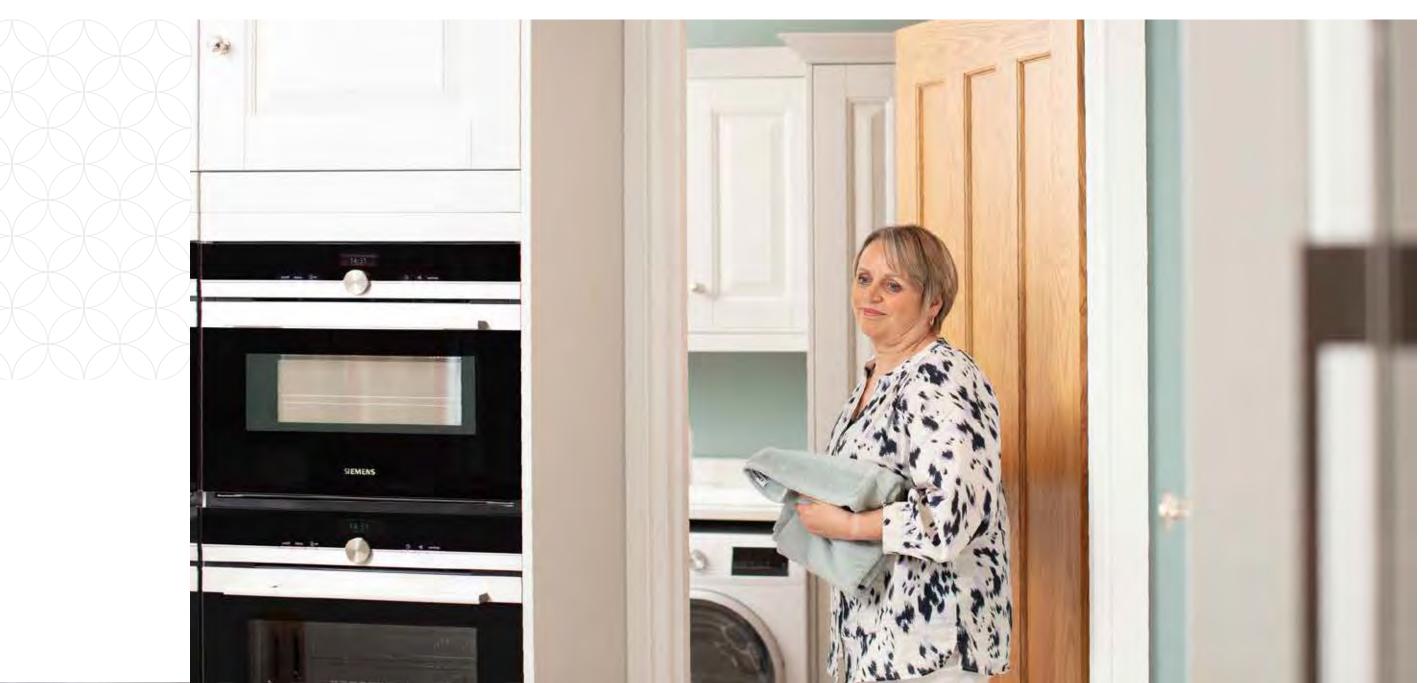
### A COLLECTION OF 3 AND 4 BEDROOM HOMES IN THE CHARMING VILLAGE OF YAPTON

Set in a pretty village close to some of Sussex's most vibrant towns and cities, with plentiful amenities close by but with some picturesque open green spaces on your doorstep, Valley Park offers all of the hallmarks of a highly desirable Redrow development. These stylish 3 and 4 bedroom homes are part of Redrow's award-winning Heritage Collection, blending the finery of the past with the sophistication of the present. With good schools and excellent transport links too, Valley Park offers a higher quality of living.



# DISCOVER A BETTER WAY TO LIVE

Life is not just about waking up in a beautiful home. It's about everything that goes with it. From stunning open plan kitchens and entertaining spaces, to places that make the most of the outdoors through to our outstanding customer experiences. Welcome to a better way of living.



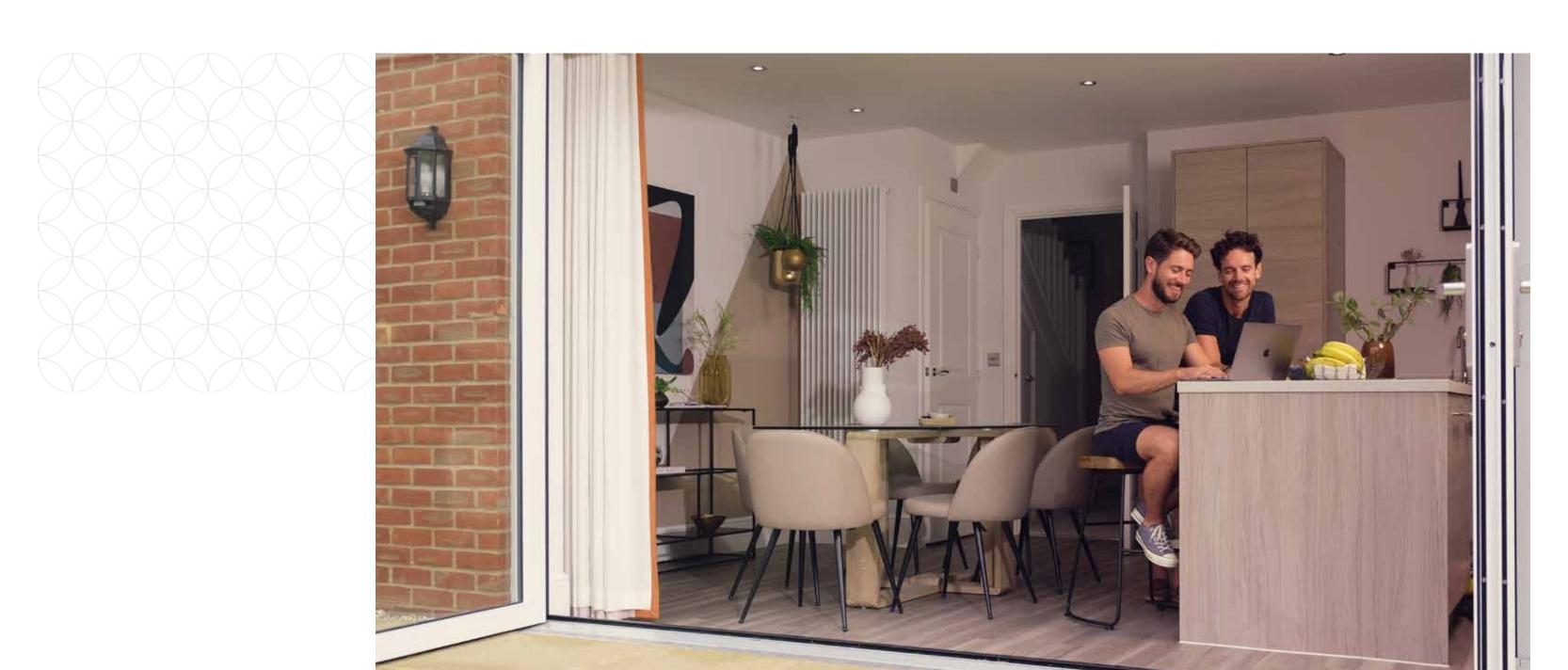


### BETTER BY DESIGN

Imagine how much better life would be, with a little more thought and a lot more space. Waking up in a home full of unique character where everything feels carefully considered inside and out. A place where you can relax, think, breathe, work and play in beautifully designed spaces. With Redrow, it's the level of care we bring, that makes all the difference.

## **BETTER**PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquility as you enjoy a new, relaxed lifestyle, away from the hustle and bustle. A place where there's a sense of community, of living life at your own pace amongst beautiful street scenes and green open spaces where neighbours and dog walkers meet. That's what sets your new neighbourhood apart.





## **BETTER**EXPERIENCES

There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow will help you get settled.





# AN INSPIRED **NEW HOME**

### Explore what makes this collection so unique

We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.

### WHAT MAKES THIS COLLECTION SO UNIQUE?

Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves 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 winning collection so enviable. and provide an anchoring effect.







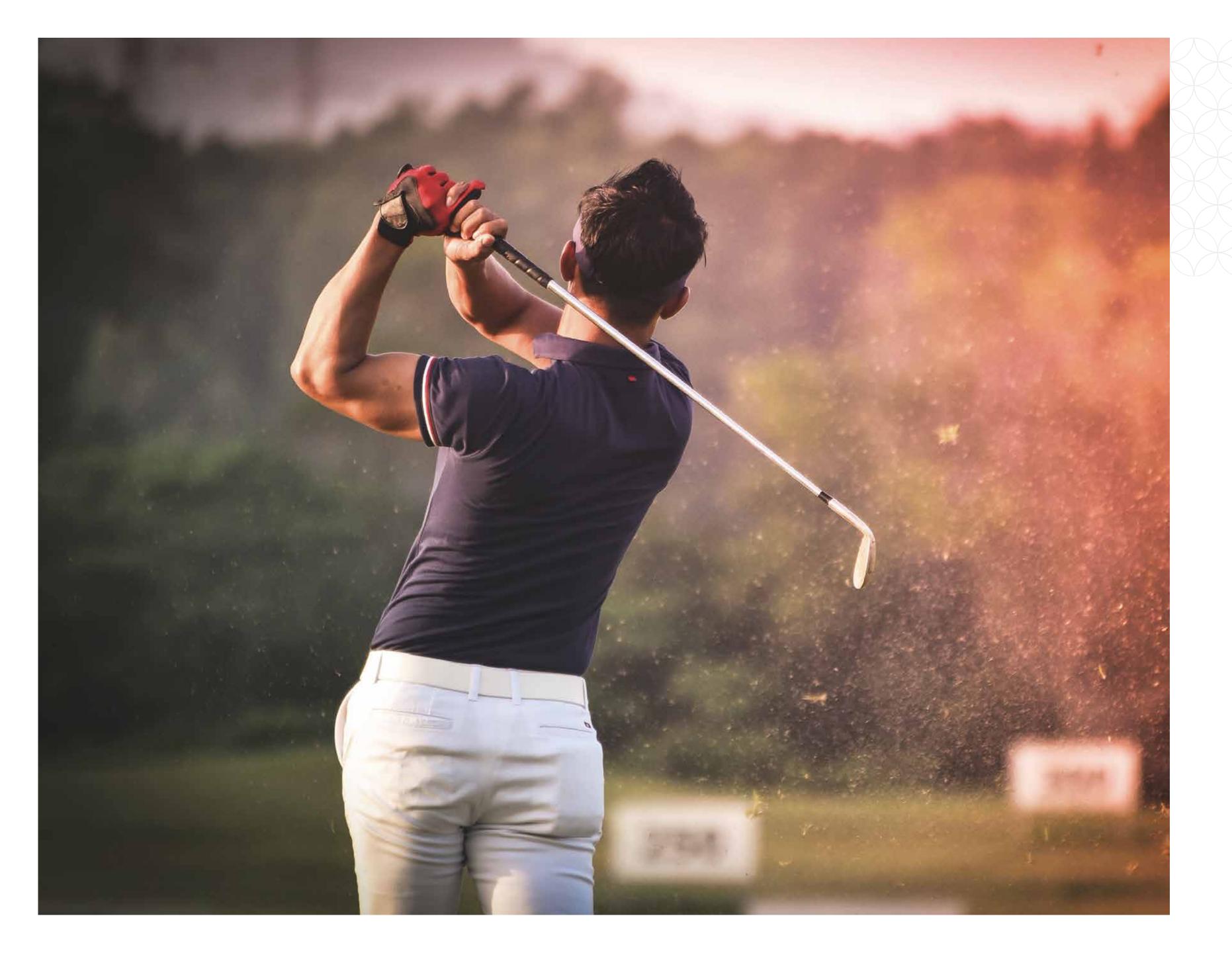


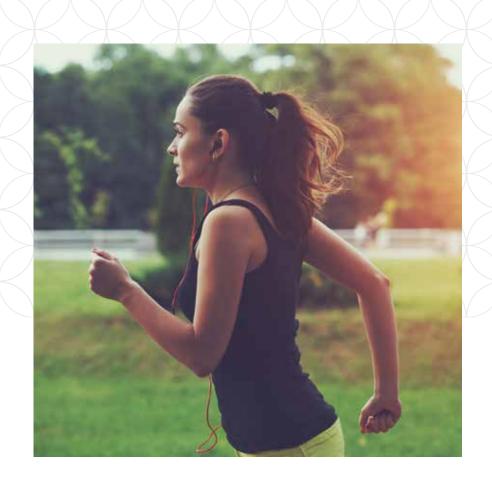


### ENJOY THE AREA

With Bognor Regis town centre little more than a 10 minute drive and vibrant Chichester around 20 minutes away, amenities will always be within easy reach. You'll find a Co-operative convenience store within a mile of home, which also incorporates a post office, with the local pharmacy also just 2 minutes away in the car. Anyone looking for some serious retail therapy can shop at an A to Z of household name stores in Chichester city centre, including Jack Wills, New Look, Warehouse, White Stuff, Waterstones and many more.

For eating and drinking out, there will also be plenty of choice, with local pubs The Holly Tree, the Maypole Inn and the Black Horse all located within a 5 minute drive of home. You'll also find eateries offering a variety of different styles and cuisines, whether it's hearty pub grub at the Oystercatcher, delicious curries at Passage to India or sumptuous sandwiches, scones and cakes at the Willow Tea Rooms.





# ENJOY AN ACTIVE LIFESTYLE

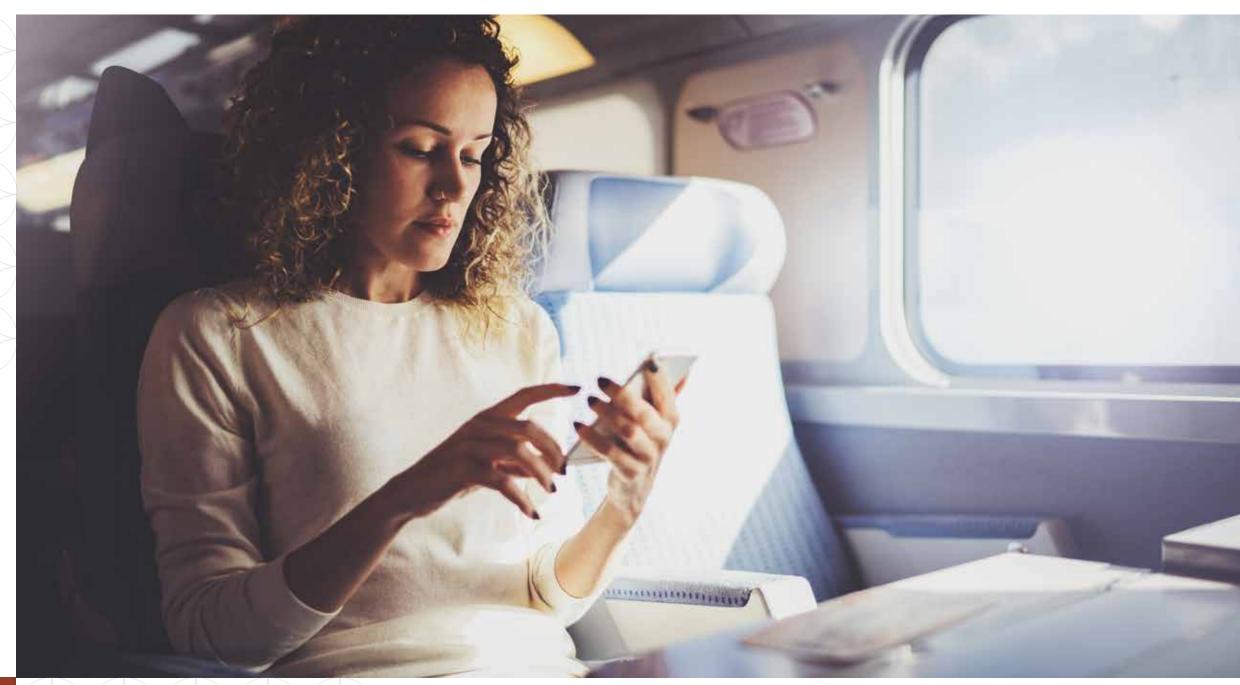
For those seeking fun, recreation and fitness, there is much to enjoy. Energie Fitness in Bognor Regis, the David Lloyd in Worthing, Arun Leisure Centre and Westgate Leisure Centre in Chichester offer plentiful options for gyms, sports halls, fitness classes and swimming between them, while golfers can enjoy a round or two at Avisford Park Golf Club in Walberton.

For family days out, you'll be spoilt for choice, with the Harbour Park Amusements and Funland Amusement Parks offering fun for all the family, including rollercoasters, rides and a bowling alley. Brookfield Park in Littlehampton, Staunton Country Park and Southwater Country Park are also ideal for relaxing walks, bike rides and picnics. For those looking to sample some history and culture, Littlehampton and Arundel museums are well worth a visit, as well as Chichester's scenic Bishop's Palace Garden, the picturesque Tinwood Estate vineyard and the historic Goodwood Racecourse.

## OPPORTUNITIES FOR LEARNING

Those with children will be pleased to find a good selection of schools for youngsters at different stages of their educational journeys. For younger children, Yapton and Barnham primary schools are both within easy reach of home and are both rated 'Good' by Ofsted.

For older children, the St Philip Howard Catholic High School in Bognor Regis is rated 'Outstanding', with Littlehampton Academy and Felpham Community College also providing good options for secondary and further education.





### GETTING AROUND

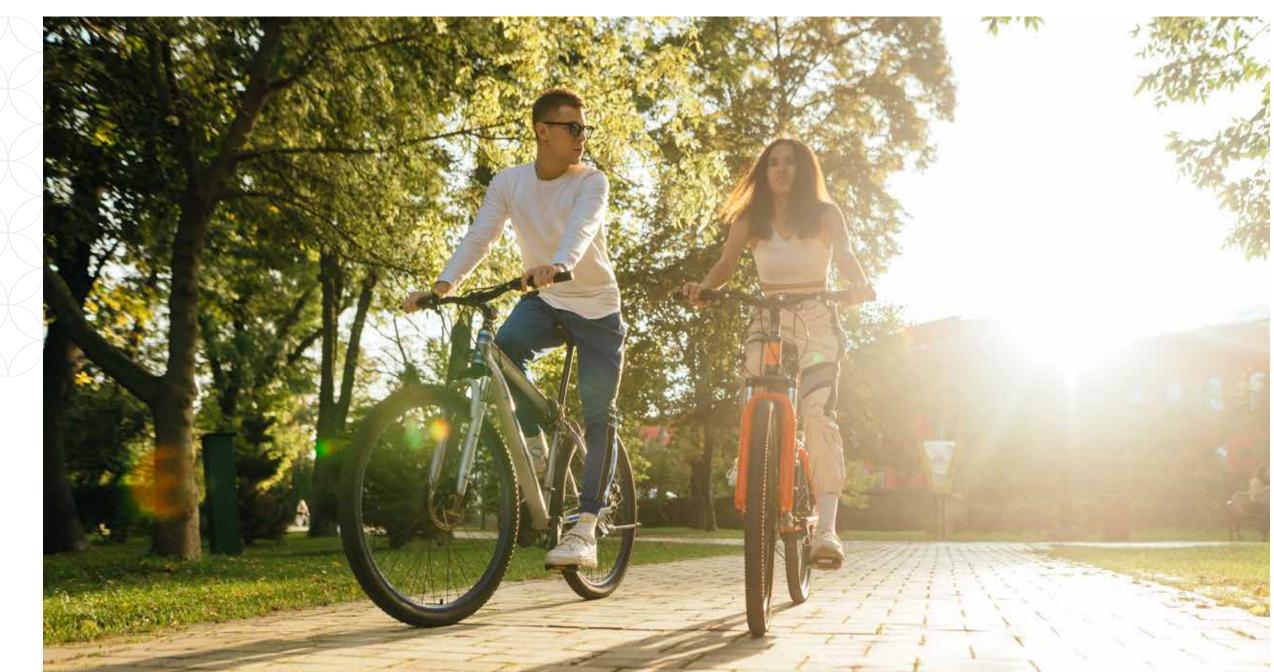
For those travelling by road or rail, transport connections are superb. The A259 trunk road, for Bognor Regis, and the A27, for Brighton, Worthing, Chichester, Portsmouth, and (via the M27) Southampton, are both around an 8 minute drive from home.

Those looking to travel by train can reach Barnham railway station in less than 5 minutes, for services to London Victoria (1 hour a nd 29 minutes), Portsmouth (45 minutes) Brighton (42 minutes) and Southampton (1 hour and 4 minutes).

For international travel, London Gatwick Airport is around an hour's drive and London Heathrow around 1 hour and 21 minutes, 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 **Valley Park.** 





# SO YOU GET MORE OUT

- → Public Green Spaces
- → Cycleways & Footpaths
- → LEAP (local area of play)

### EXPLORE VALLEY PARK



### **KEY**





OXFORD LIFESTYLE 3 BEDROOM HOME





4 BEDROOM HOME





AFFORDABLE HOUSING 3 BEDROOM HOME



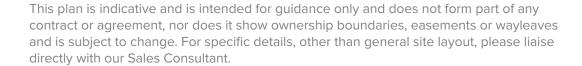
**B/S** – Bin Store for Affordable Housing

LAP - Local Area of Play

**V** – Visitor Parking

P/S - Pumping Station





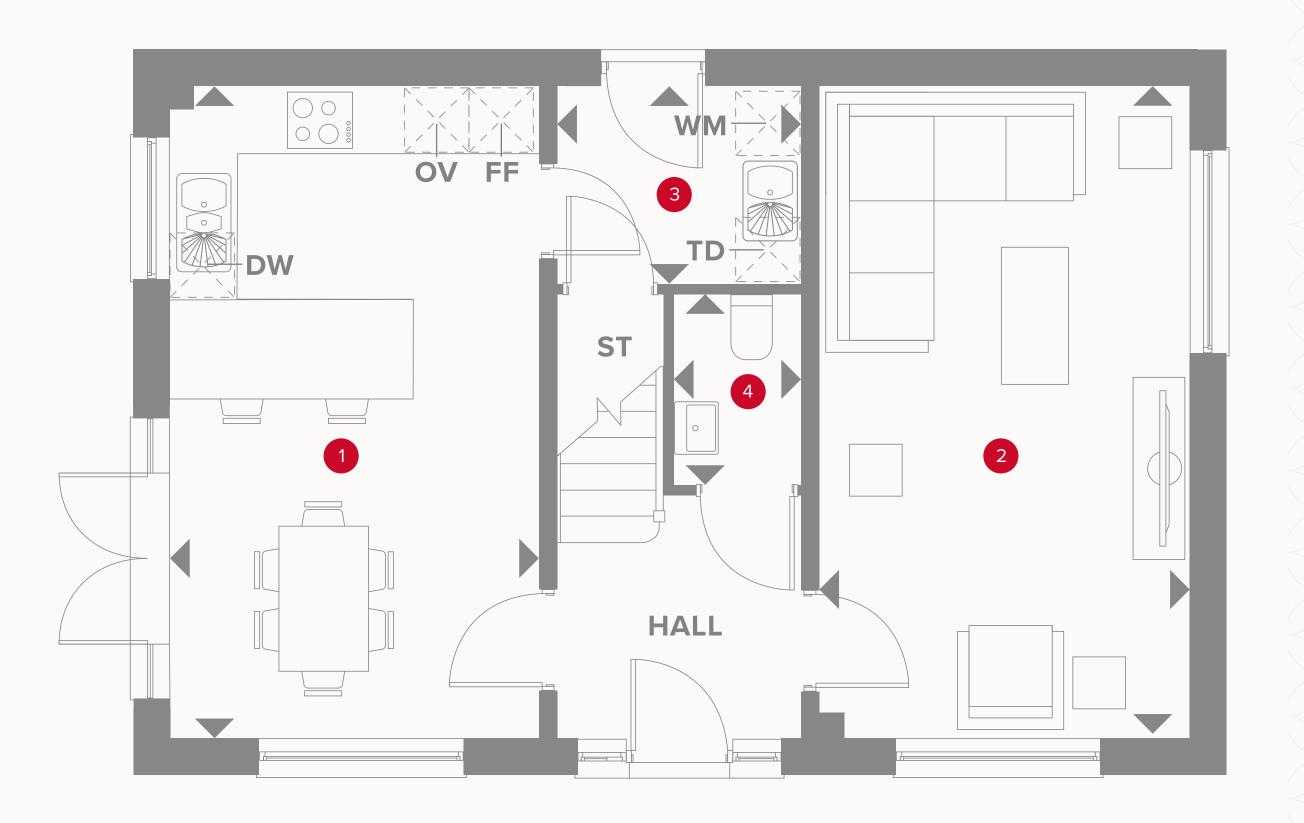






# AMBERLEY ANDERLEY





## THE AMBERLEY GROUND FLOOR

1 Kitchen/ Dining

18'11" × 10'9"

5.77 x 3.28 m

2 Lounge

18'11" x 10'9"

5.77 x 3.27 m

3 Utility

7'2" × 5'9"

2.18 x 1.75 m

4 Cloaks

5'7" x 3'9"

1.70 x 1.14 m





### **KEY**

<sup>∞</sup> Hob

**OV** Oven

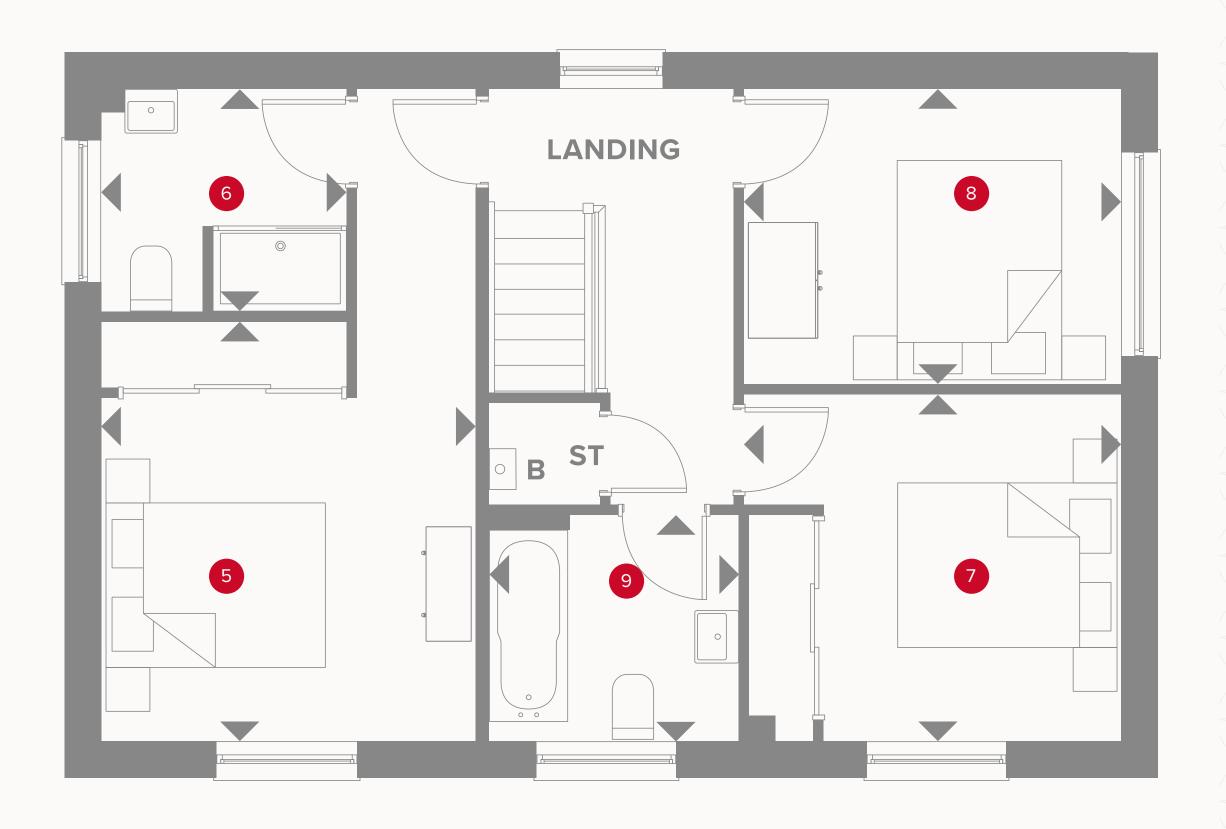
**FF** Fridge/freezer

**TD** Tumble dryer space

◆ Dimensions start

ST Storage cupboard

WM Washing machine spaceDW Dish washer space



### THE AMBERLEY FIRST FLOOR

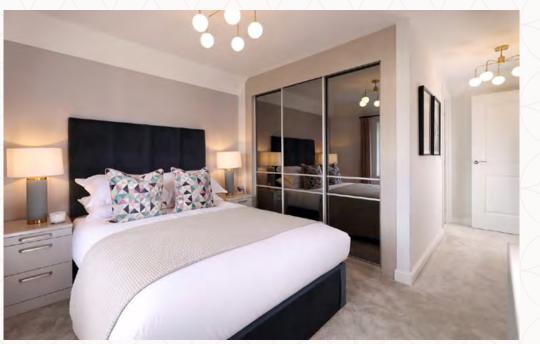
Bedroom	1	12'1"	$\times 10^{\circ}9$	"	

6 En-suite 2.18 x 2.00 m 7'2" x 6'6"

7 Bedroom 2 3.30 x 3.05 m 10'8" x 10'0"

8 Bedroom 3 3.35 x 2.63 m 11'0" × 8'6"

9 Bathroom 2.22 x 1.98 m 7'3" x 6'5"





3.68 x 3.31 m

### **KEY**



**B** Boiler



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.





# LETCHWORTH

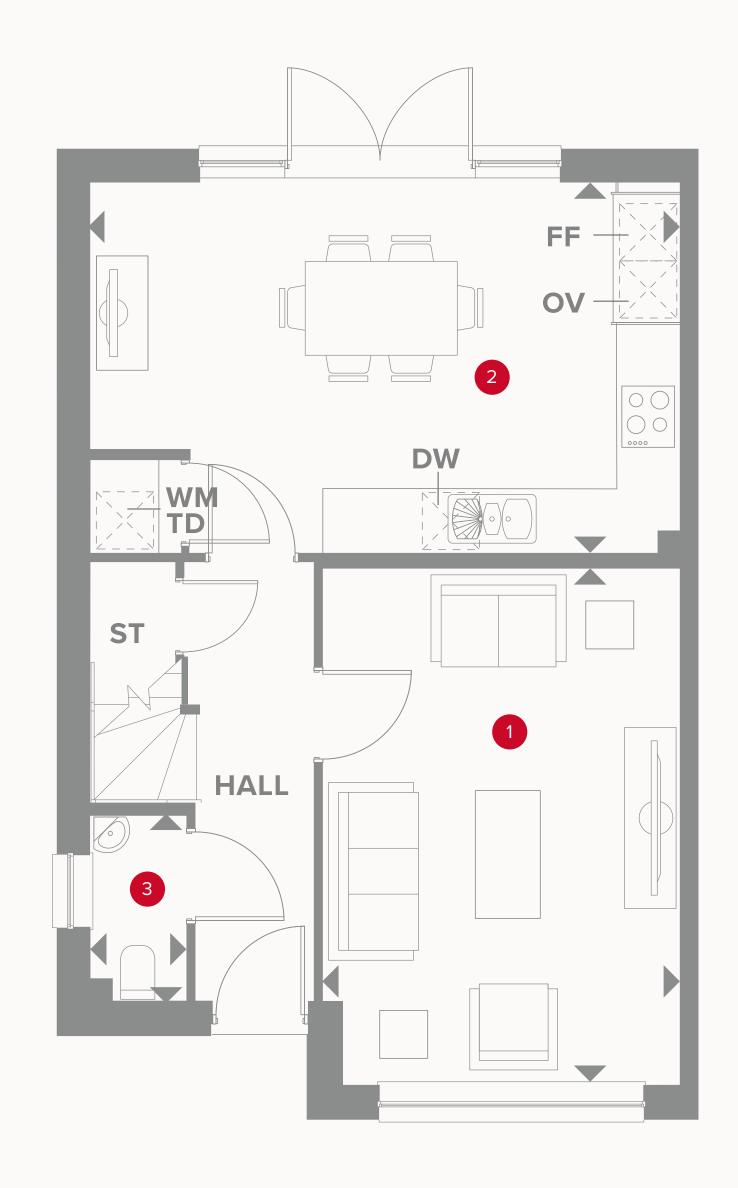






# LETCHWORTH





## 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**

<sup>∞</sup> Hob

**OV** Oven

**FF** Fridge/freezer

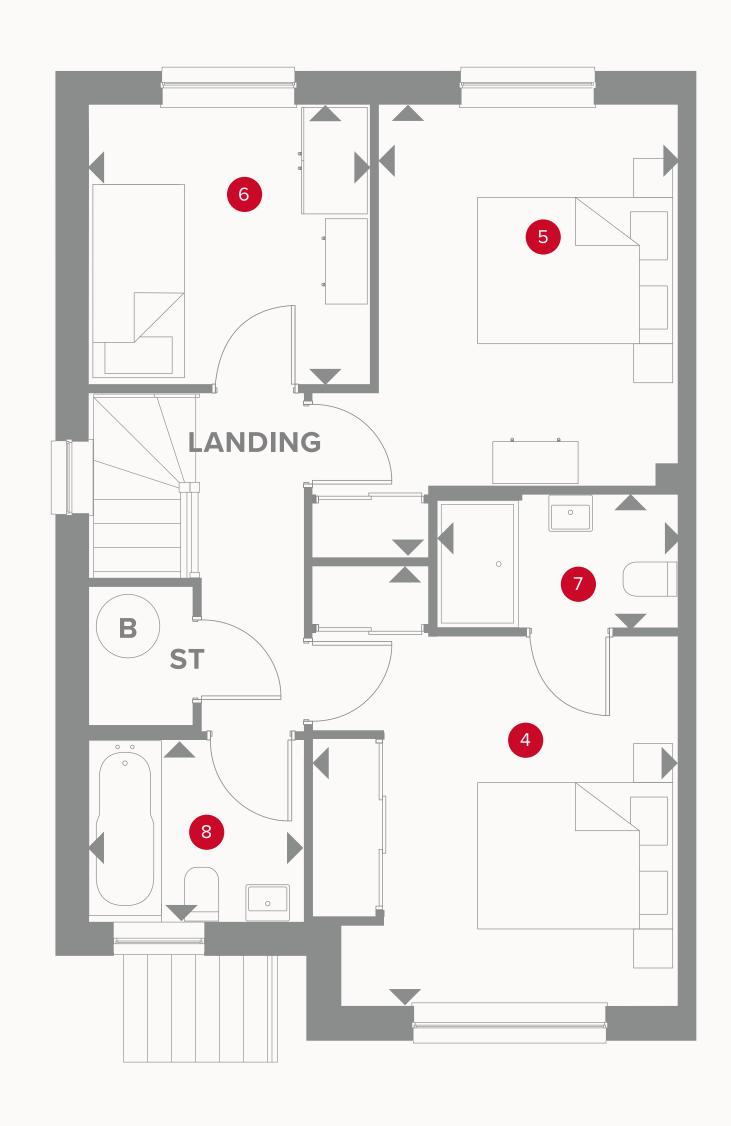
**TD** Tumble dryer space

Dimensions start

ST Storage cupboard

**WM** Washing machine space

**DW** Dish washer space



## THE LETCHWORTH FIRST FLOOR

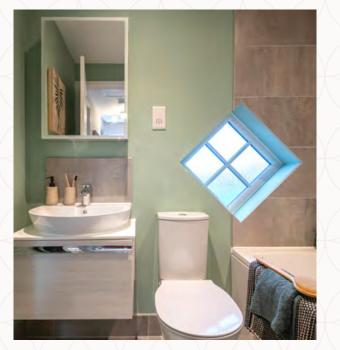
4 Bedroom 1 13'5" x 11'3" 4.13 x 3
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5 Bedroom 2 11'9" x 9'3" 3.58 x 2.81 m

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

7 En-suite 7'5" x 4'1" 2.26 x 1.25 m

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





### **KEY**

Dimensions start

**ST** Storage cupboard

**B** Boiler



Customers should note this illustration is an example of the Letchworth house type.

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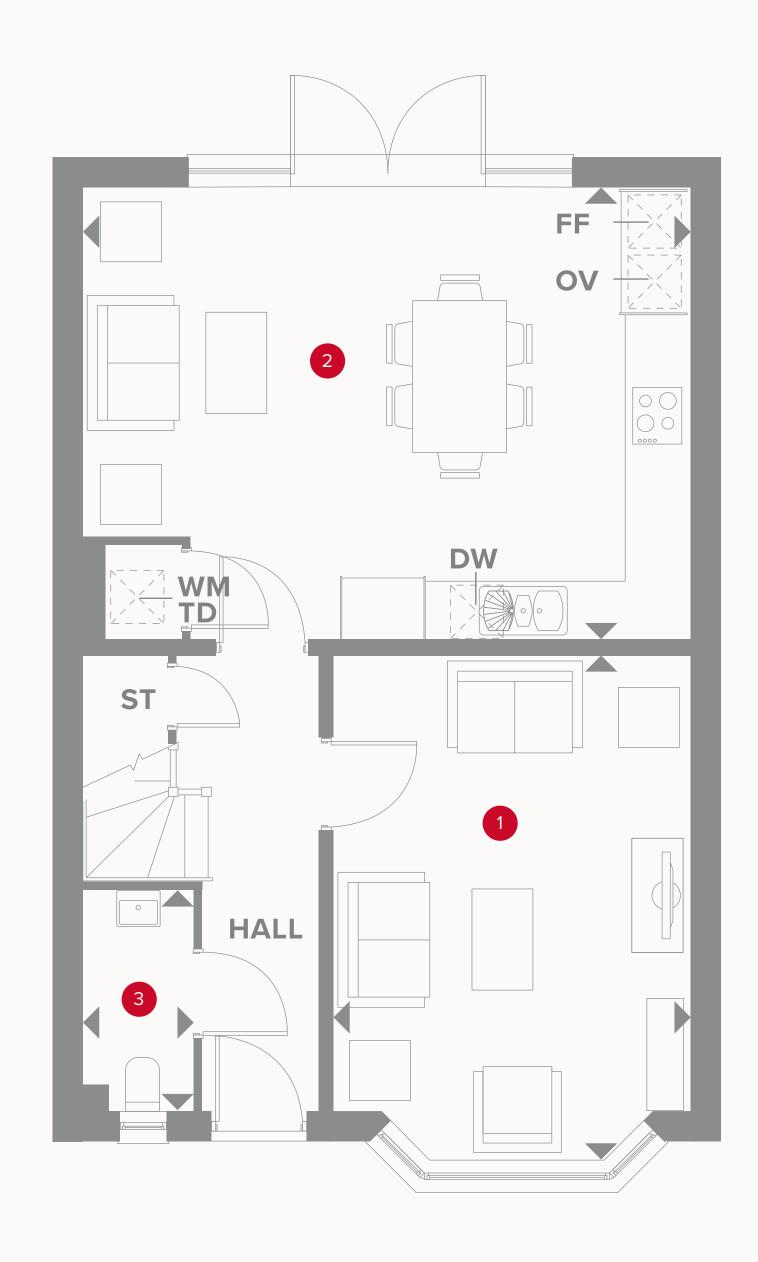
All wardrobes are subject to site specification. Please see Sales Consultant for further details.





# STRATFORD LIFESTYLE





## THE STRATFORD LIFESTYLE 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 7'2" x 3'6" 2.20 x 1.06 m





### **KEY**

<sup>∞</sup> Hob

**OV** Oven

**FF** Fridge/freezer

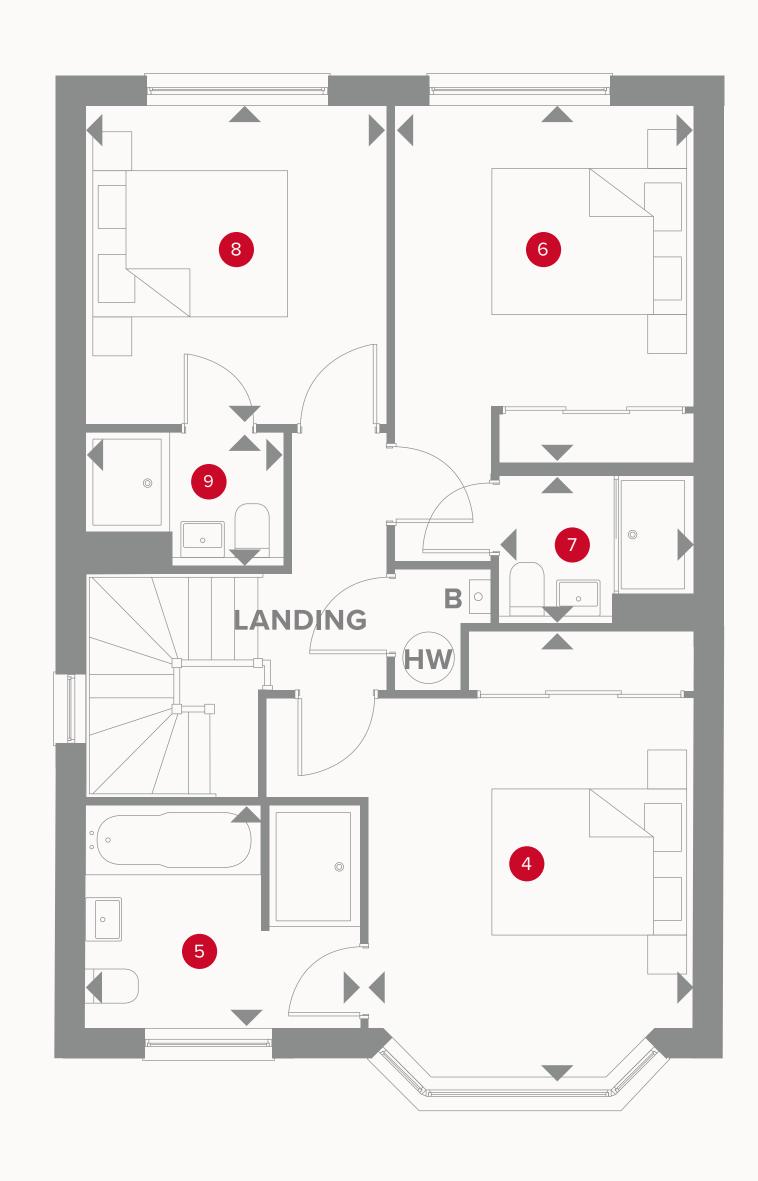
**TD** Tumble dryer space

Dimensions start

ST Storage cupboard

**WM** Washing machine space

**DW** Dish washer space



### THE STRATFORD LIFESTYLE FIRST FLOOR

4	Bedroom 1	14'4" × 10'6"	4.36 x 3.21 m

5 En-suite 1 2.70 x 2.20 m 8'10" x 7'3"

6 Bedroom 2 3.50 x 2.66 m 11'4" × 8'9"

7 En-suite 2 6'2" x 4'6" 1.93 x 1.76 m

8 Bedroom 3 3.15 x 2.97 m 10'4" x 9'9"

9 En-suite 3 1.93 x 1.24 m 6'4" × 4'1"





### **KEY**

Dimensions start

**HW** Hot water storage

**B** Boiler



Customers should note this illustration is an example of the Stratford 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, 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.



### HERITAGE - REDROW -

# THE WARWICK

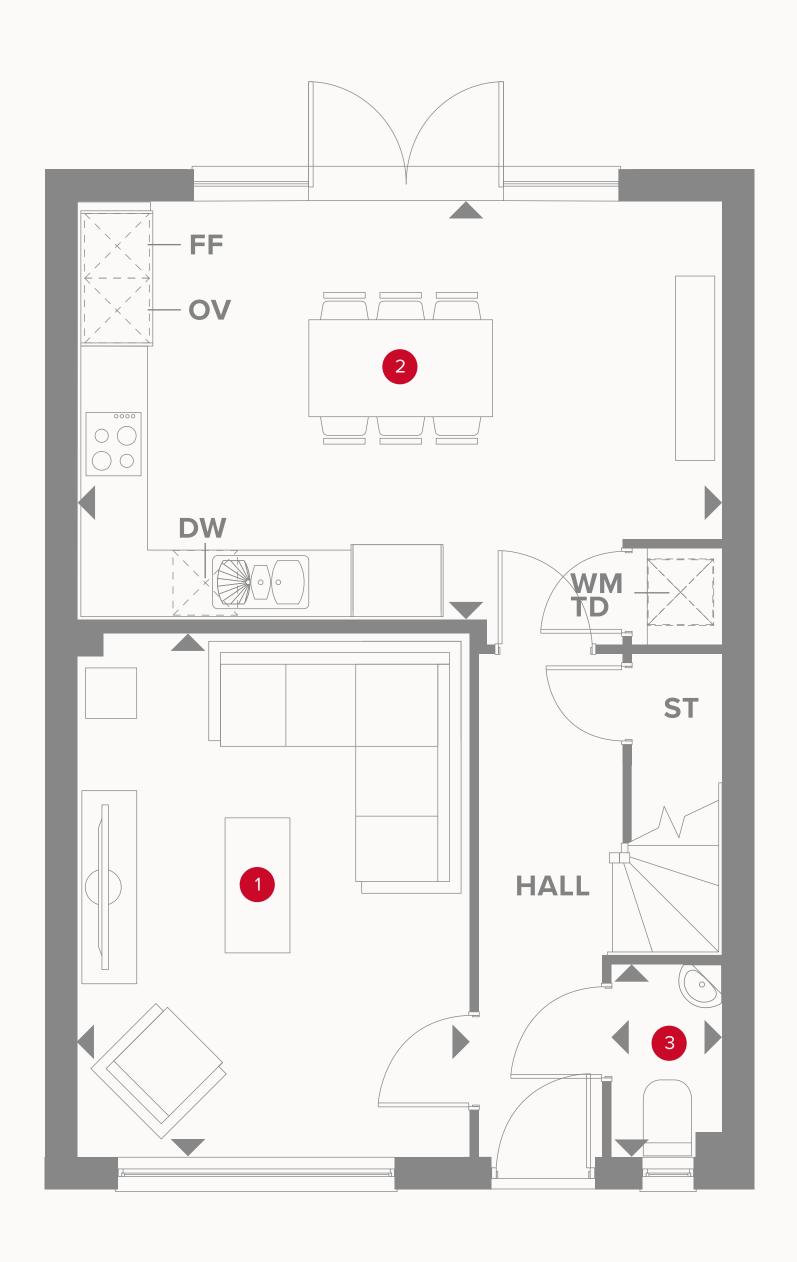




### HERITAGE - REDROW -

# THE WARWICK



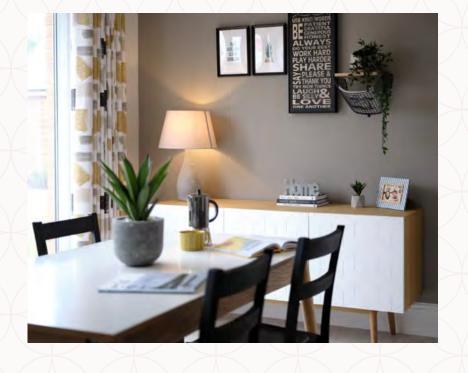


## THE WARWICK GROUND FLOOR

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

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

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





### **KEY**

oo Hob

**OV** Oven

**FF** Fridge/freezer

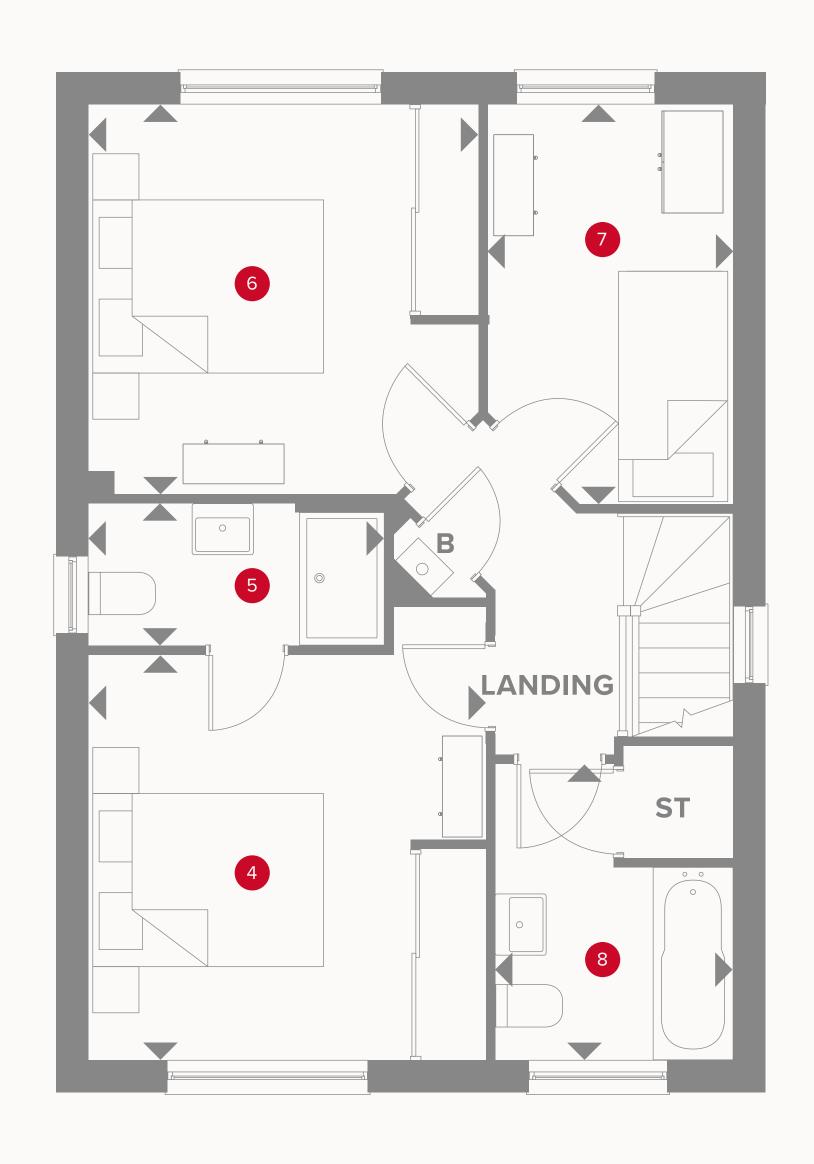
**TD** Tumble dryer space

Dimensions start

ST Storage cupboard

**WM** Washing machine space

**DW** Dish washer space



### THE WARWICK FIRST FLOOR

4 Bedroom 1	11'11" x 11'8"	3.63 x 3.55 m
5 En-suite	8'8" x 4'2"	2.64 x 1.28 m
6 Bedroom 2	11'5" x 11'5"	3.49 x 3.49 m
7 Bedroom 3	11'9" x 7'2"	3.58 x 2.19 m
8 Bathroom	8'8" × 7'0"	2.65 x 2.13 m





### **KEY**



**B** Boiler



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.





# THE OXFORD LIFESTYLE

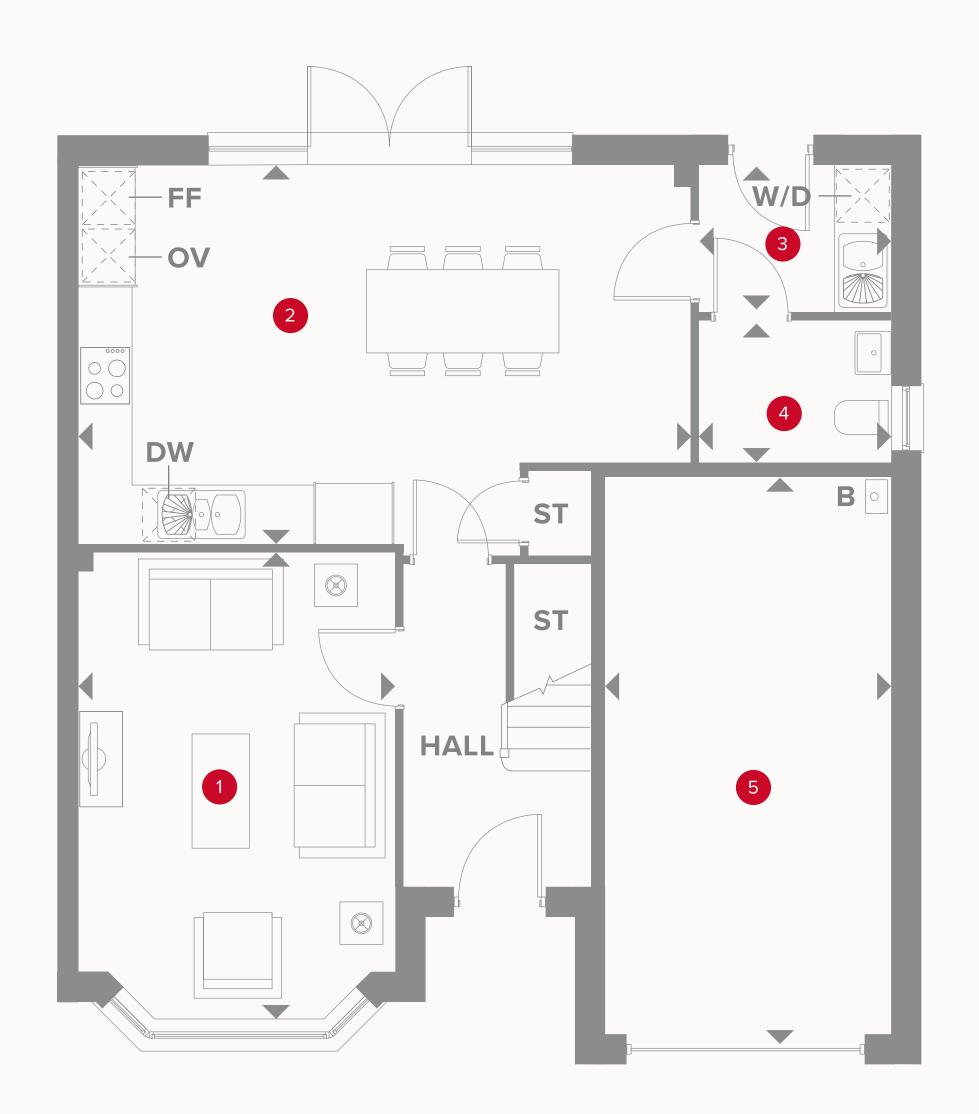






# THE OXFORD LIFESTYLE





## THE OXFORD LIFESTYLE GROUND FLOOR

<b>1</b> L	ounge		15'8	" × 10'	10"	4.77>	(3.29 m

2 Kitchen/ Dining 21'0" x 12'8" 6.41 x 3.87 m

3 Utility 6'6" x 4'11" 1.97 x 1.50 m

4 Cloaks 6'6" x 4'9" 1.97 x 1.45 m

5 Garage 19'7" x 9'10" 5.97 x 2.99 m





### **KEY**

<sup>∞</sup> Hob

**OV** Oven

**FF** Fridge/freezer

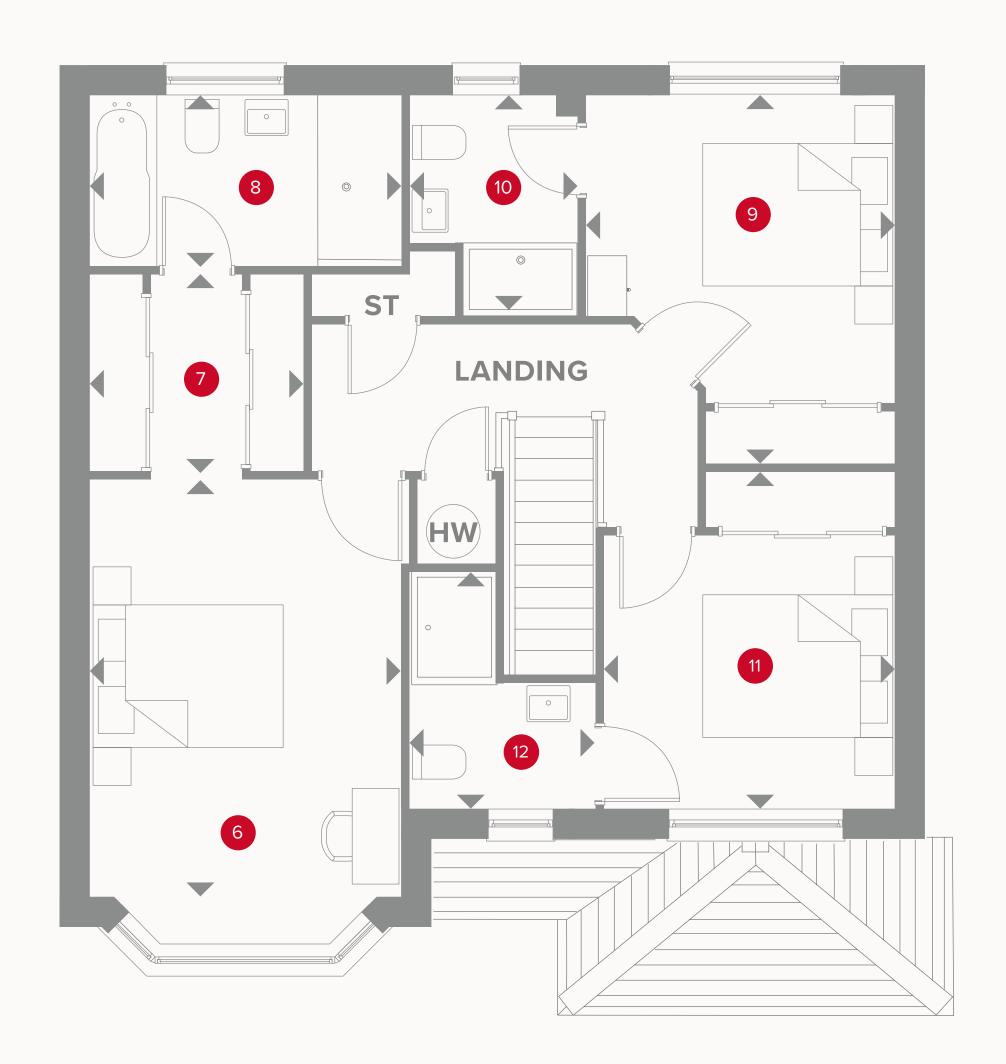
◆ Dimensions start

ST Storage cupboard

**DW** Dish washer space

**W/D** Washer / Dryer space

**B** Boiler



### THE OXFORD LIFESTYLE FIRST FLOOR

6	Bedroom 1		14'3" x	10'10"	4.3	5 x 3	.29 m

7 Dressing 2.28 x 2.03 m 7'6" x 6'8"

8 En-suite 1 3.29 x 1.80 m 10'10" × 5'11"

9 Bedroom 2 10'9" x 12'7" 3.27 x 3.84 m

10 En-suite 2 7'6" x 5'9" 2.29 x 1.75m

11 Bedroom 3 11'6" × 10'0" 3.51 x 3.05 m

12 En-suite 3 8'1" x 6'5" 2.46 x 1.95 m





### **KEY**

■ Dimensions start **HW** Hot water storage

**ST** Storage cupboard



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

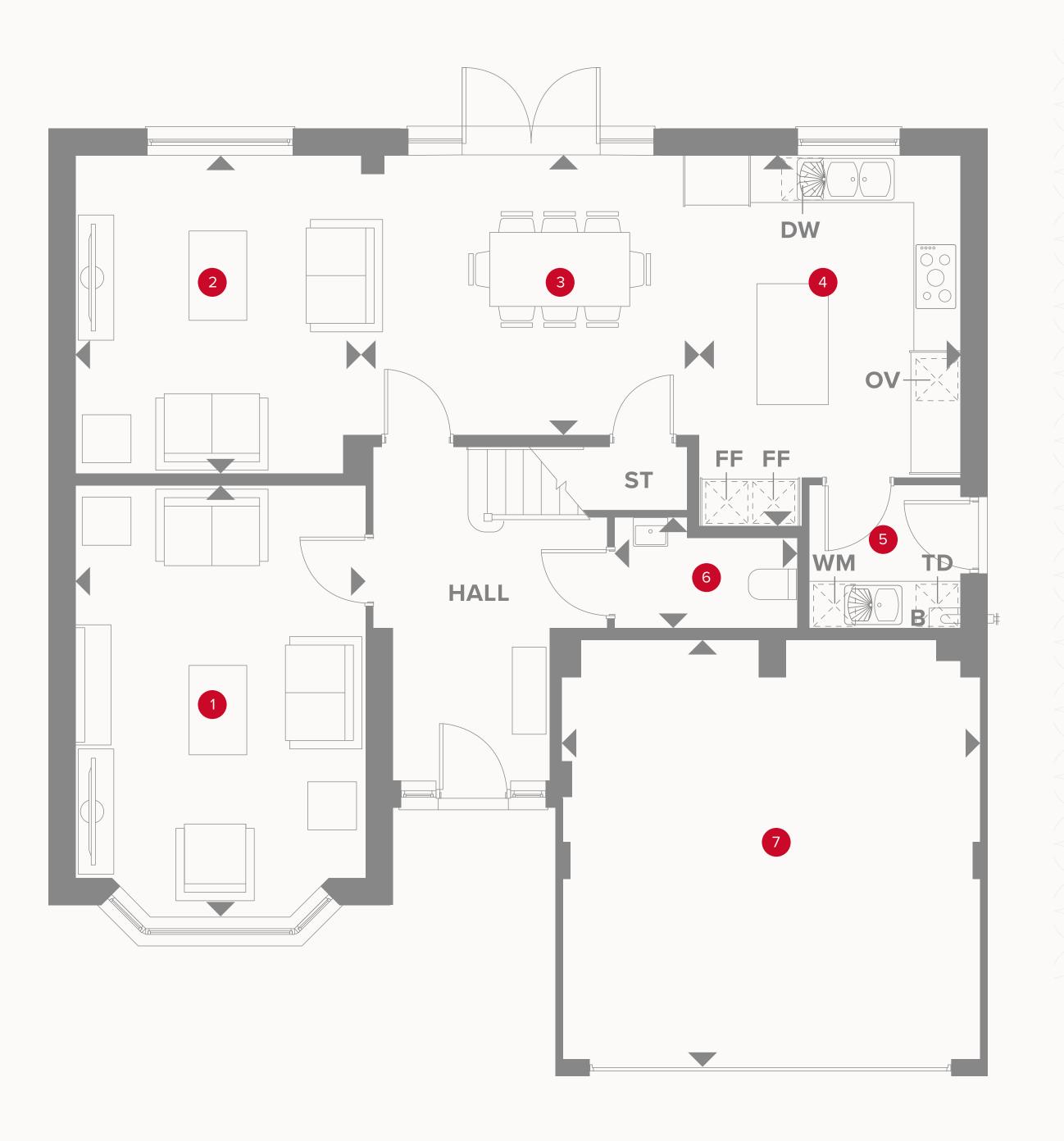




# HENLEY

FOUR BEDROOM HOME





## THE HENLEY GROUND FLOOR

1	Lounge	17'7" × 11'11"	5.37 x 3.63 m
	/ $/$ $$ $/$ $/$		

2 Family	13'1" × 11'7"	3.98 x 3.58 m

3 Dining 13'9" x 11'3" 4.20 x 3.49m

4 Kitchen 15'2" x 10'8" 4.68 x 3.30m

5 Utility 6'3" x 5'8" 1.90 x 1.79 m

6 Cloaks 7'6" x 4'5" 2.28 x 1.38 m

7 Garage 17'7" x 17'0" 5.35 x 5.18 m





### **KEY**

oo Hob

**OV** Oven

FF Fridge/freezer

**TD** Tumble dryer space

◆ Dimensions start

ST Storage cupboard

**DW** Dish washer space

**WM** Washing machine space

**B** Boiler

# 12 10 (HW) LANDING

## THE HENLEY FIRST FLOOR

8 Bedroom 1 16	6'10" × 11'11"	$5.12 \times 3.63 \text{ m}$
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9 En-suite 1 8'6" x 6'6" 2.63 x 1.98 m

10 Bedroom 2 14'1" x 10'3" 4.29 x 3.11 m

11 En-suite 2 7'4" x 5'1" 2.27 x 1.55 m

12 Bedroom 3 11'8" x 9'11" 3.55 x 3.02 m

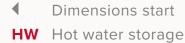
13 Bedroom 4 12'2" x 8'7" 3.71 x 2.63 m

14 Bathroom 8'5" x 7'11" 2.57 x 2.41 m





### **KEY**

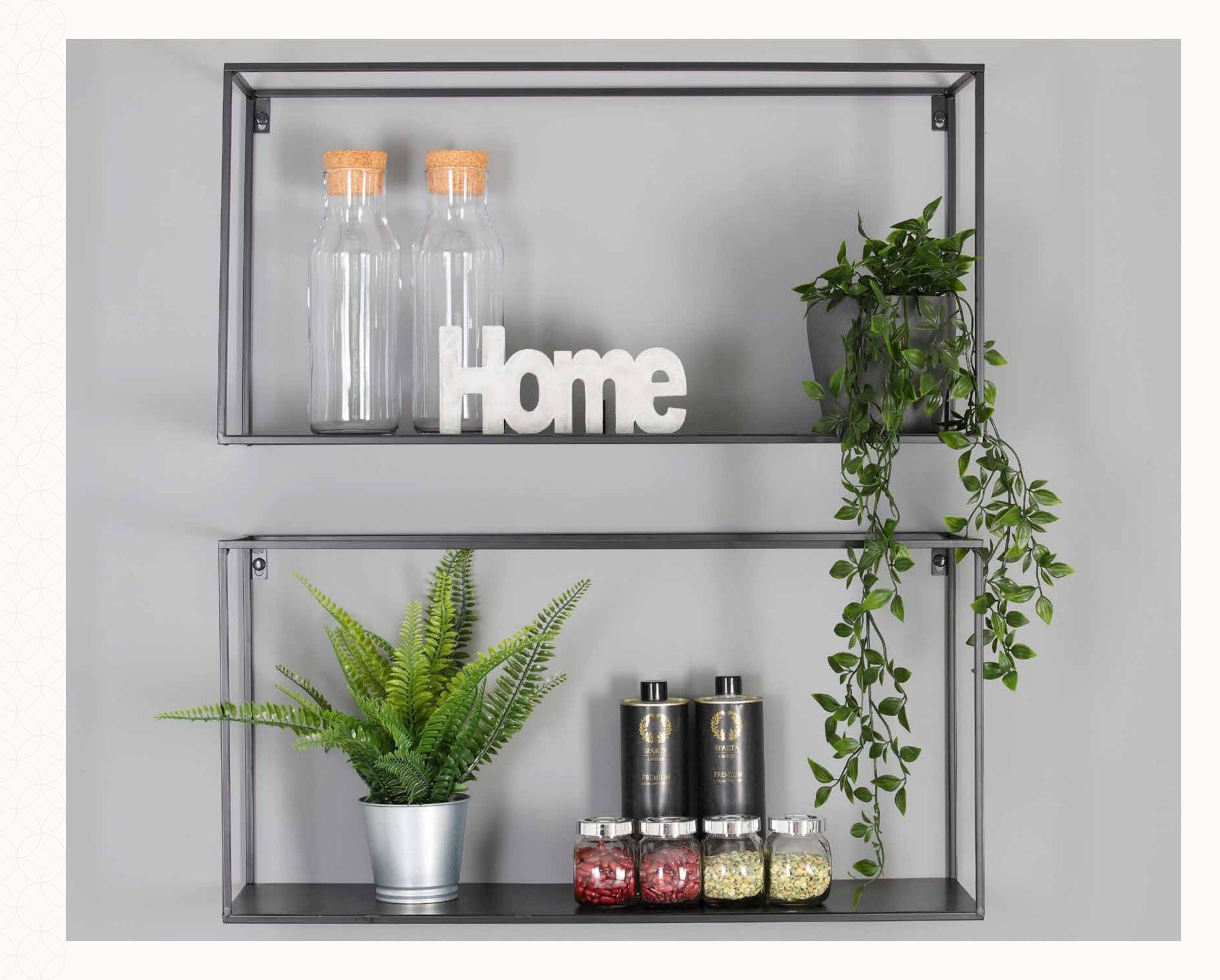




Customers should note this illustration is an example of the Henley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials 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.

### 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 Symphony. Please see Sales Consultant for further details.

**Handles** Refer to agreed group specifications – My Redrow.

**Plinth** Refer to agreed group specifications – My Redrow.

**General** Kitchens to include smooth door closers and plastic cutlery tray.

**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.

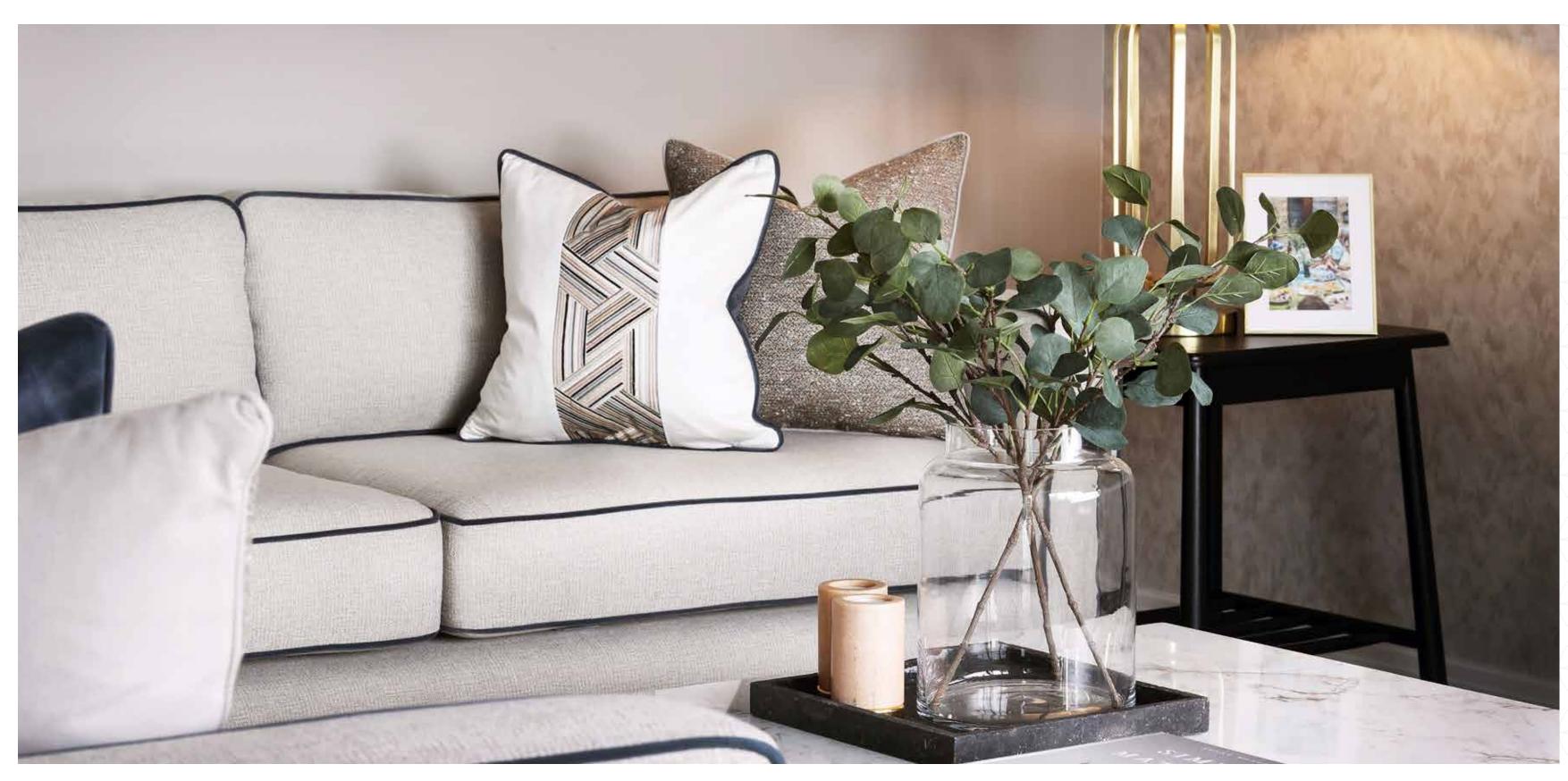
**Sink** Stainless steel 1 Bowl with mixer tap to units (in housetypes under 1600sqft). Double Bowl sink with mixer tap to units (in housetypes over 1600sqft).

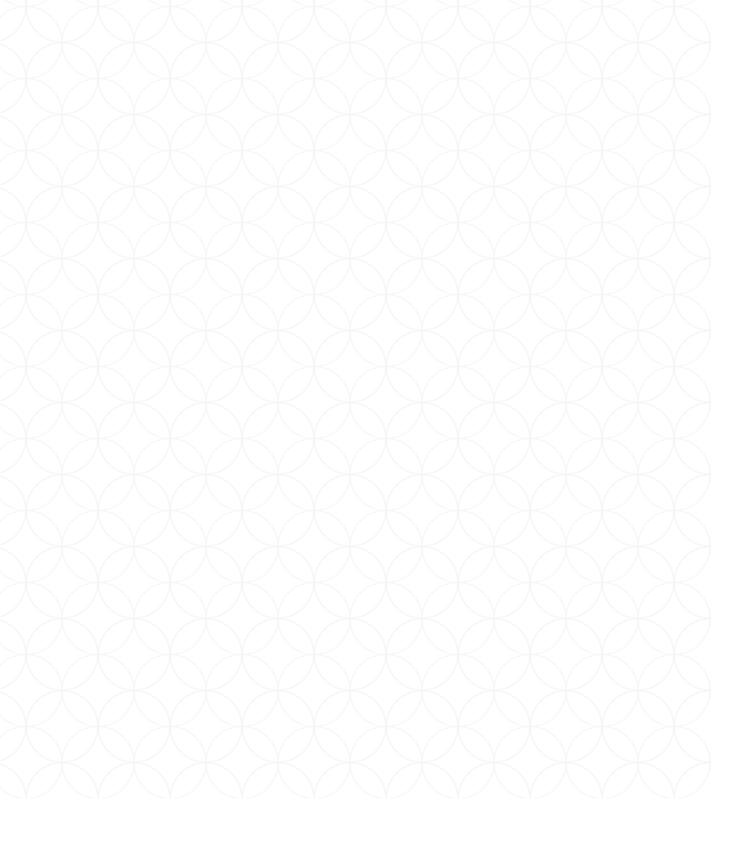
Utility (Where applicable)

Doors/drawer handles to match kitchen. Stainless steel single bowl with mixer tap.

### **Appliances** AEG

AEG Double Oven – Double Oven
Electrolux 60cm Chimney extract
(in housetypes upto 1600sqft)
Electrolux 90cm Chimney extract
(in housetypes over 1600sqft)
Zanussi Integrated fridge/freezer
50/50 (in housetypes upto 1600 sqft)
Zanussi Integrated fridge/freezer
50/50 (in housetypes over 1600 sqft)





### INTERIOR

Walls Tape and jointed finish with White (Crown).

**Internal Doors** Internal moulded door.

**Internal Door Furniture** Internal Door Furniture to be polished chrome effect door furniture from Carlisle Brass. **Ceilings** Tape & Jointed finish with Dulux White Emulsion

**Architrave** Torus profile mdf, 69 x 14.5mm section size with satin white paint finish. Houses upto 1400sqft – 1st floor to be Torus profile mdf 58mm x 14.5mm section size to be fitted with satin white paint finish. In houses over 1,400sqft – 1st floor to be 69mm x 14.5mm section size to be fitted with satin white paint finish.

**Skirting boards** Torus profile mdf, 194 x 14.5mm section size with satin white paint finish. Houses upto 1400sqft – 1st floor to be Torus profile mdf 119mm x 14.5mm section size to be fitted with satin white paint finish. Houses over 1,400sqft — 1st floor to be 194mm x 14.5mm section size to be fitted with satin white paint finish.

**Staircase** 41mm Square plain spindles with 90mm square **Wardrobes** Goodings wardrobes to all Bedrooms are 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.

paint decoration.

Central Heating Full gas central heating with energy efficient wall mounted boiler. Mains pressure domestic hot water provided to all houses either by Unvented pre-plumbed mains pressure cylinders or Combi Boiler, refer to drawing for details. Load Compensator Programmer/Control to be installed in order to increase the operating efficiency of the heating system.

**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.

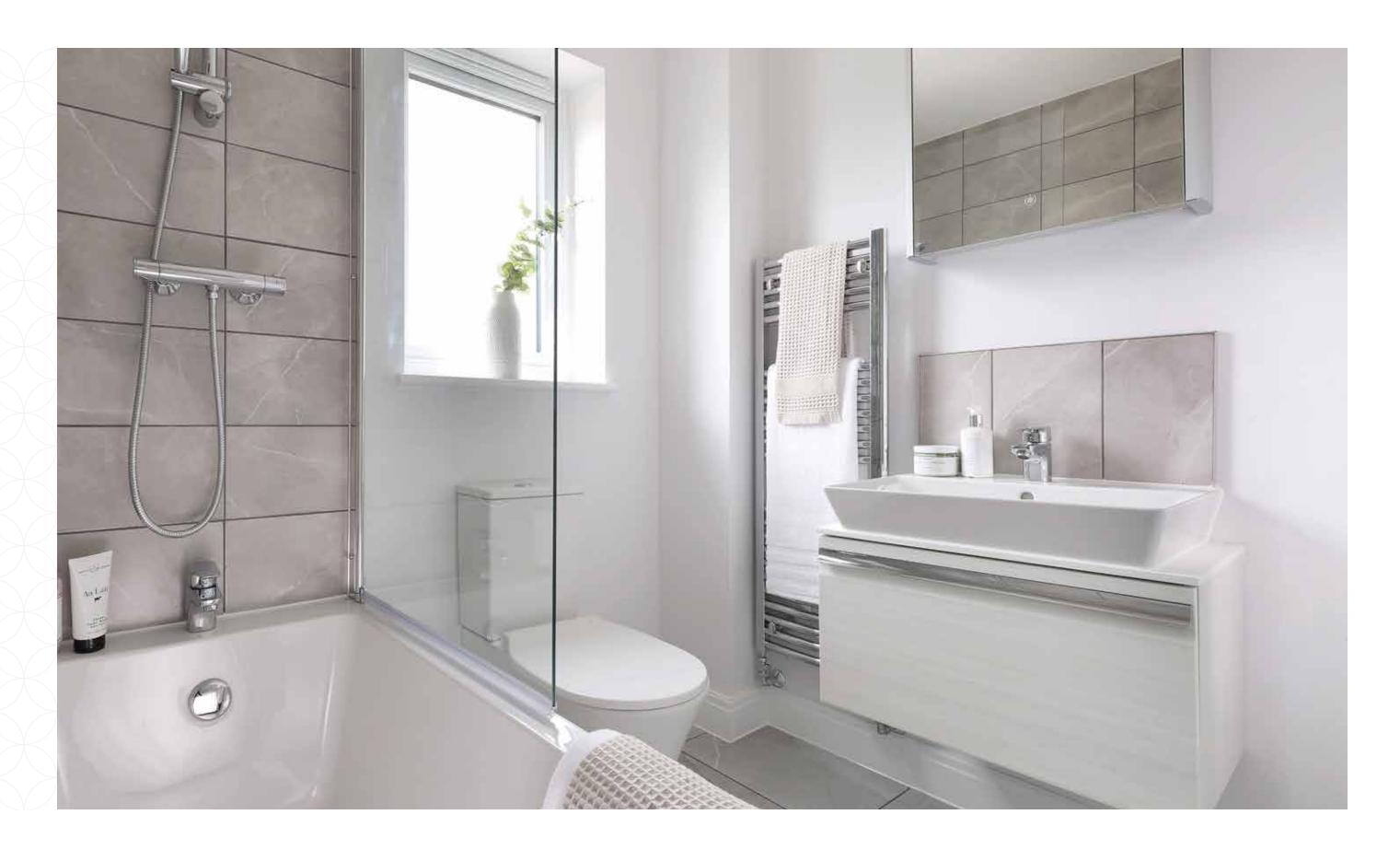
available as an optional upgrade – refer to My Redrow. Refer to house plan to confirm if bedroom is available in hinged/sliding options. Subject to both options being available, customer can select either system.

**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 BG white electrical switch and socket plates together with 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.

**WC** Sottini CC BTW Pan with access point, Sottini Arc Cistern with dual flush valve – 4/2.6 litre flush, Sottini Arc Seat with normal close.

**Bath** Tempo Arc Bath 700 wide by 1700mm long, with slotted click plug style waste.

Bath Panel Uniline 170cm front bath panel.

**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 click plug. door manufactured by "Twyford Geo6". Please refer to drawings to confirm whether Pivot or Bifold style door is to be fitted.

Towel Rail in Chrome

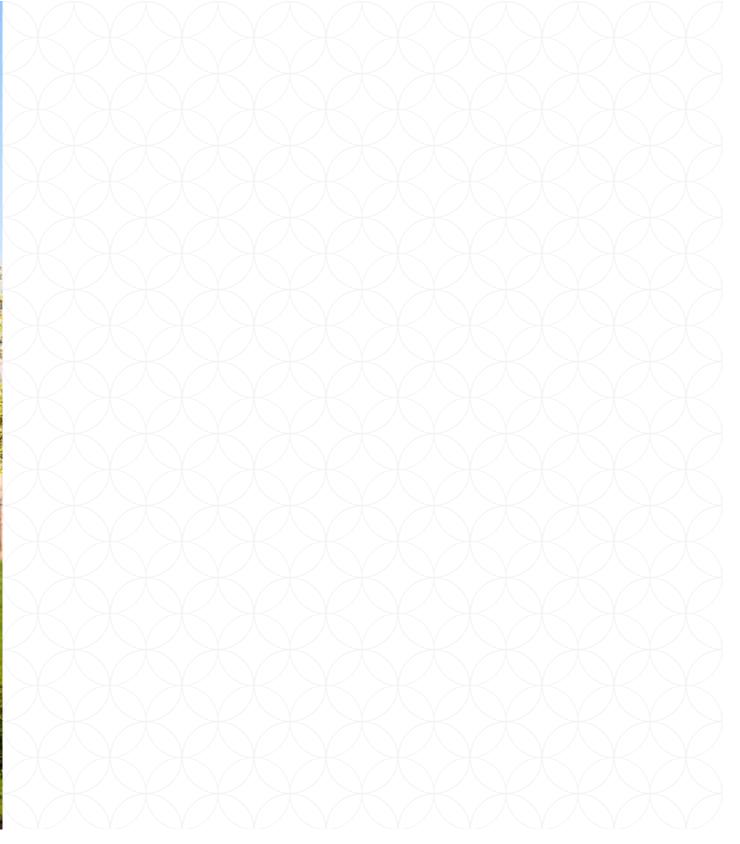
**Wall Tiles** Johnsons Tiles (Bathroom) – full-height tiling around bath, if bath does not have a shower then half-height tiling only. Cloakroom – one tile high splash-back to basin.

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.





### EXTERIOR

**Fascia & Soffit** 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 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.

External tap only as standard

**Front** Quality turf to front garden with planting where applicable, refer to landscaping layout for details.

**Rear** 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.

Car Charging 7 KWH car chargers to all plots

**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.

### 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:

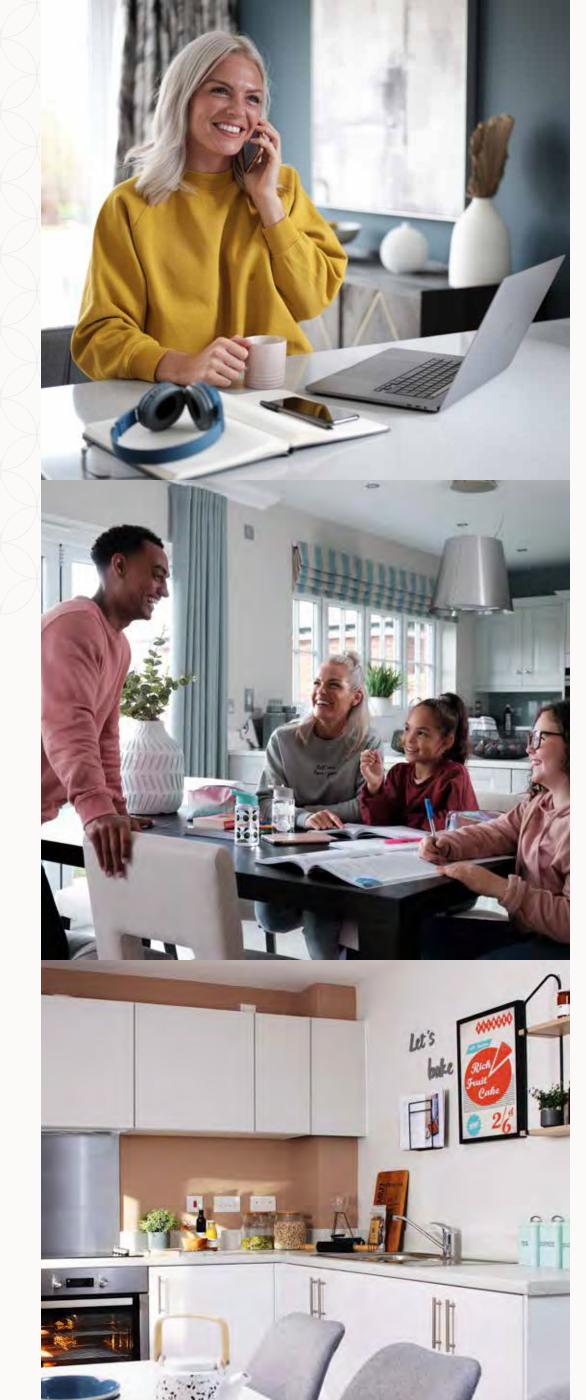
- a brochure or plan illustrating the general layout, appearance and plot position of the Home;
- a list of the Home's contents;
- the standards to which the Home is being built.

### 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.



### VALLEYPARK

Maypole Lane, Yapton, Sussex BN18 0DT

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