

HERITAGE

- REDROW -

ST DAVID'S PARK

FIRST HOMES SPECIFICATION



PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

- White carcass, Medford White symphony kitchen with chrome handles..

Work Surfaces

Everest Black laminate worktop.

Upstand

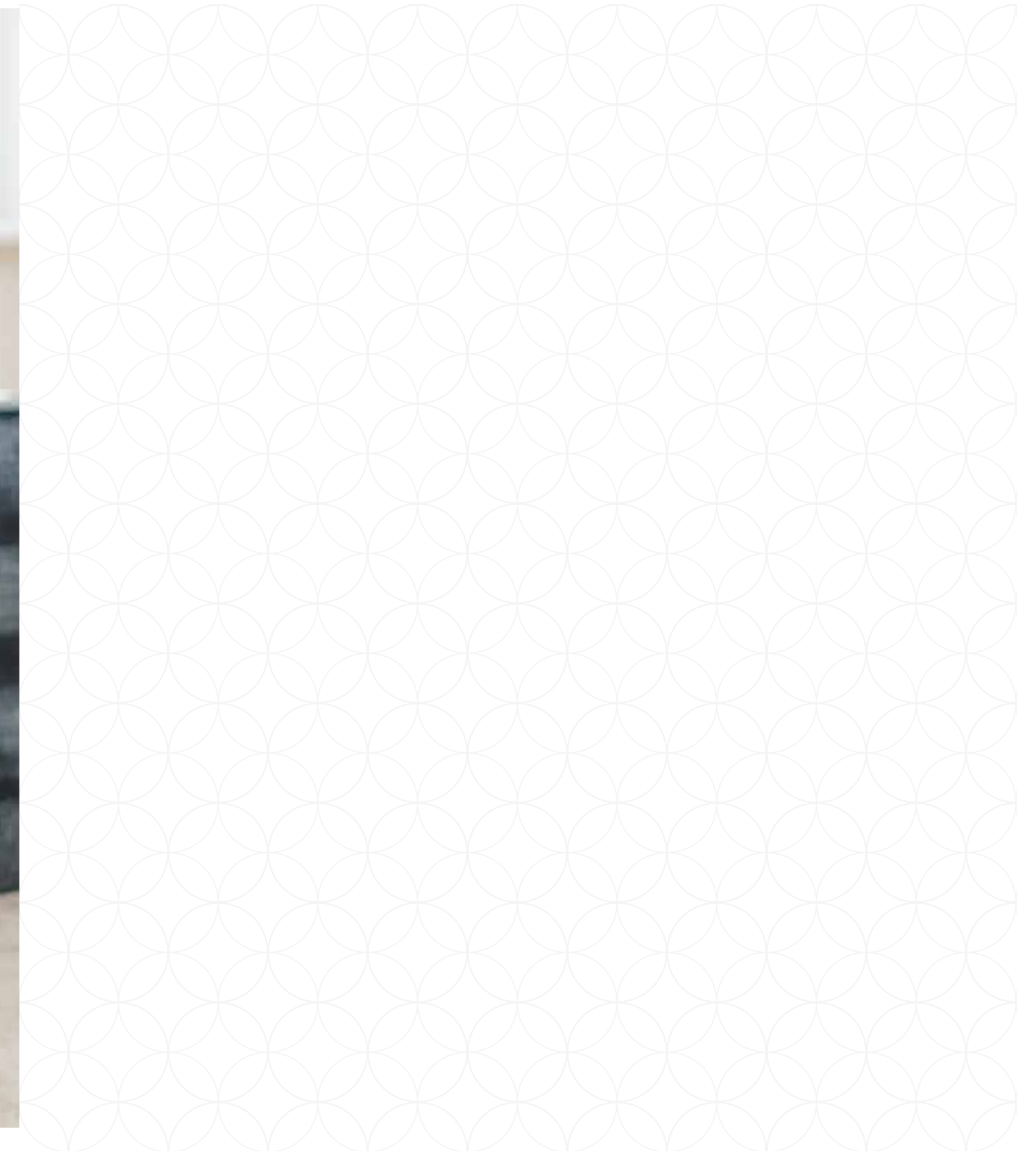
Laminate upstand to match worktop.

Sink

Stainless steel single bowl.

Tiles

Smooth white splashback tiling above worktop to cooker space only.



INTERIOR

Walls

Crown White paint finish.

Ceilings

Crown White paint finish.

Internal Doors and Door Furniture

2 panel internal door and handles.

TV Point

Position as indicated on electrical drawings, see layout for details.

Phone Point

Position as indicated on electrical drawings, see layout for details.

Central Heating/Radiators

Spey- Myson Radiators throughout (electric) and hot water via an electric cylinder/ water pump.

Tavy- Air source heat pumps with wet radiators throughout, hot water via air source heat pump.

Electrical Sockets / Switch Plates

Electrical white switch and socket plates.

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



BATHROOM, EN-SUITE & CLOAKROOM

Sanitaryware

Ideal Standard in white finish
Bath Panel – Roper Rhodes Isocore

Brassware

Ideal Standard.

Shaver Sockets

1 socket located in bathroom.

Wall Tiles

HR Johnson tiles 150mm x 150mm white gloss.
Full height around bath with 2 course splash
back to wash hand basin in Cloakroom and En-
suite.

Mirrors

Mirrors to be fitted above the Bathroom and
En-suite washbasins (where applicable).



EXTERIOR

External Doors

Front

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

Security

Multi point locking system to front and rear doors.

External Front Lights

Low energy lantern to front and rear entrance with solar sensor.

Doorbell

Black effect bell push.

Fencing

Side & Rear Fencing – Vertical boarding 1.8m high.

Gate

1.8m high timber gate

Turf

Turf to front gardens.

Outside Tap

Outside tap - Refer to drawings for location.

Car Charging Points

Electric car charging point .

Paving

Buff Riven faced flags as indicated on drawings.

OUR COMMITMENT TO HOME-BUYERS

Customer charter

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

Full details of our services will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the New Homes Quality Code, which is displayed in our Customer Experience Suites and Sales Centres. A copy of the Code is also on our website at www.redrow.co.uk

- Please ask a Sales Consultant if you require a printed hard copy.
- We will provide you with full details and clear information about your chosen home.
- We will provide trained and knowledgeable staff to assist you in the home buying process.
- We will be available to answer any questions you may have and will provide you with any relevant contact details.
- We will ensure our services are accessible, meeting differing customer needs to ensure transparency and equality throughout every contact with us.
- We will assist you during the selection of Standard Choices and Optional Extras for your new home.
- We will provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in.
- We will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We will keep you fully informed about the completion and occupation of your new home and offer you the ability to visit and view your new home with an accredited person before you move in.
- We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in and that you have access to information to continue to assist with this once you move in.
- We will inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.
- We will always treat our customers with respect and civility and ask that you show our colleagues and working partners the same courtesy. Where necessary to protect our colleagues, we are within our rights to take action which may include limiting or ceasing communication.



OUR REQUIREMENTS AS HOME-BUILDERS

The New Homes Quality Code: Statement of Principles

This **Statement of Principles** (the core principles) sets out the main principles which registered developers agree to follow to benefit their customers.

1. FAIRNESS

Treat customers fairly throughout the buying and after-sales process.

2. SAFETY

Carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.

3. QUALITY

Complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).

4. SERVICE

Have in place systems, processes and staff training to meet the customer service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.

5. RESPONSIVENESS

Have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.

6. TRANSPARENCY

Provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.

7. INDEPENDENCE

Make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.

8. INCLUSIVITY

Take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including in appropriate formats and languages.

9. SECURITY

Make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.

10. COMPLIANCE

Meet the requirements of the code and the New Homes Ombudsman Service.



