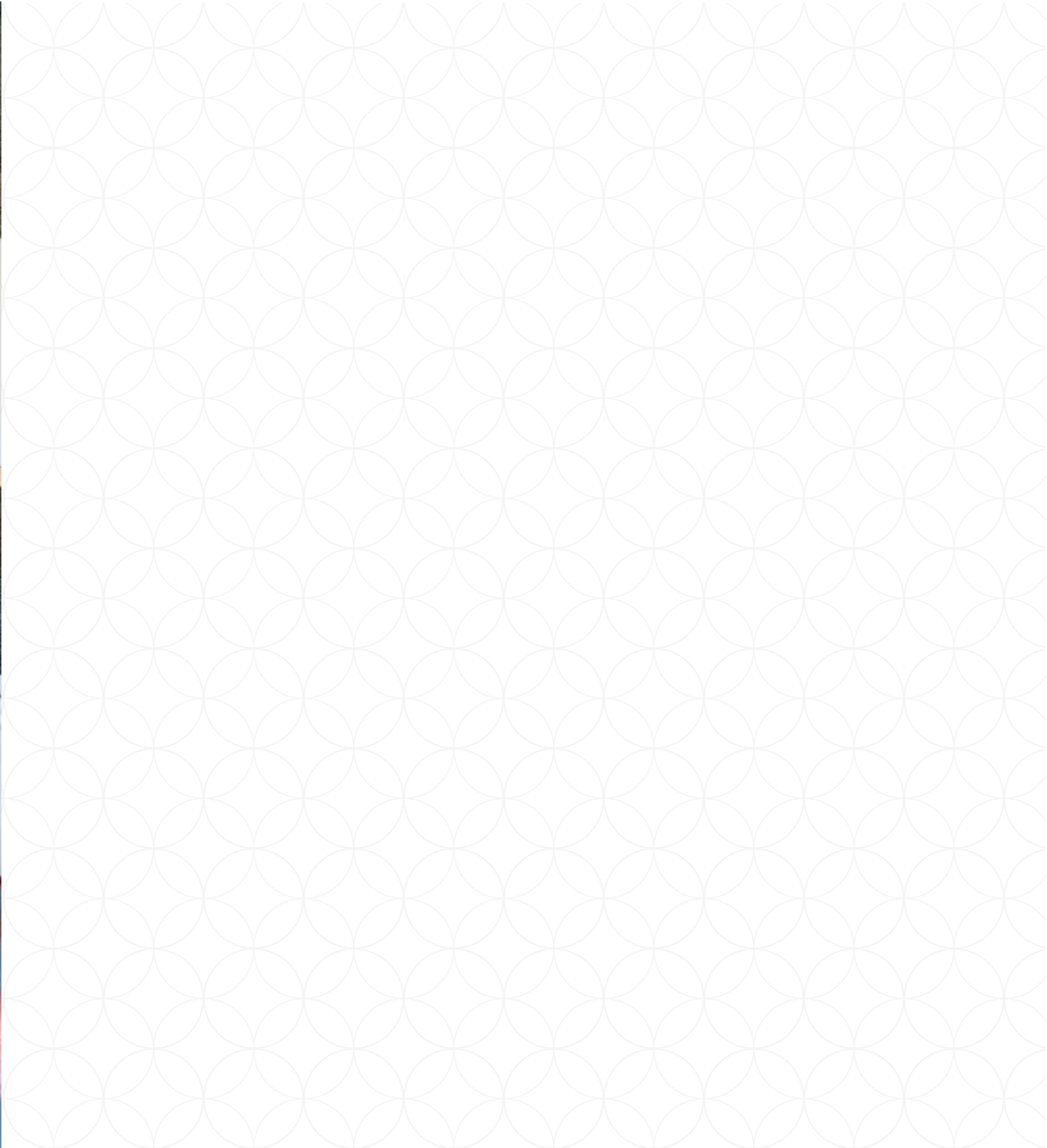


TAILORED
- REDROW -

STONEHAVEN PARK

Specification for apartments





INTERIOR

Walls

Crown White emulsion paint finish. See Sales Consultant for details.

Ceilings

Crown White emulsion paint finish. See Sales Consultant for details.

External Doors

Contemporary oak entrance door.

Internal Doors

5 panel internal moulded door in satin white.

Internal Door Furniture

Polished Satin combination chrome effect lever handle on square rose plate.

TV Point

Located in lounge and bedroom 1. See drawings or Sales Consultant for details.

Phone Point

1 point to living area please refer to drawing for details.

Central Heating / Hot Water

Domestic electric hot water heat pump with programmable electric panel radiators .

Wardrobes

Wardrobes to bedroom 1 only. See Sales Consultant for details. Subject to build stage.

Lighting

Polished chrome downlights to kitchen, bathroom and ensuite where applicable. Refer to drawings for details.

Electrical Sockets / Switch plates

Low profile white electrical sockets and plates.



PLAN YOUR DREAM HOME



KITCHEN

Kitchen Styles

Exclusive linear handleless accent kitchen designs. Subject to build stage. See Sales Consultant for details.

Up-stand

Matching up-stand above worktop with stainless steel splashbacks behind hob.

Sink

Stainless steel bowl and half sink.

Kitchen Lighting

LED under cupboard downlights provided where shown on kitchen layout drawings. Refer to drawings for details.

AEG / Electrolux / Zanussi Appliances

60cm ceramic hob with 4 heat zones.

Integrated fridge/freezer 50/50 split.

Single oven and microwave.

60cm extractor hood.

See kitchen layout or Sales Consultant for details

Free standing washer/dryer to cupboard.

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



BATHROOM, ENSUITE & CLOAKROOM

Sanitaryware Contemporary white Ideal Standard sanitaryware.	Mirror Mirror to be fitted to bathroom and en-suite above basin where applicable. See Sales Consultant for details.
Bathroom Tempo Bath Tempo Arc 170cm x 70cm, water saver. Bath in white.	Towel Warmer Towel warmer in chrome effect finish to bathroom and en-suite where applicable.
Wall Tiles Choice of wall tiles to bathroom and en-Suite where applicable. Full height tiling to shower enclosure. Full Height tiling around bath including shower valve and screen where applicable See Sales Consultant for details. Subject to build stage.	Shaver Socket Shaver socket in bathroom and en-suite where applicable.



COMMUNAL AREA

Main Entrance

GRP/steel door to main entrance.

Entry System

Audio telephone entry system.

Mail System

External bank of post boxes.

Flooring

Carpet to communal areas.

Storage

Bin & Cycle stores.

Light to Front

PIR lighting control sensors.

External light to apartments.

Landscaping

Landscaping to communal areas and Courtyard.

Parking

Allocated car parking space. See Sales Consultant for details.

Electric car charging points. See Sales Consultant for more details.

Balconys

Balconys with railings to selected plots. See drawings or Sales Consultant for details.

Access

Otis Passenger lift to each floor with LED lighting and half height mirror.

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.



