

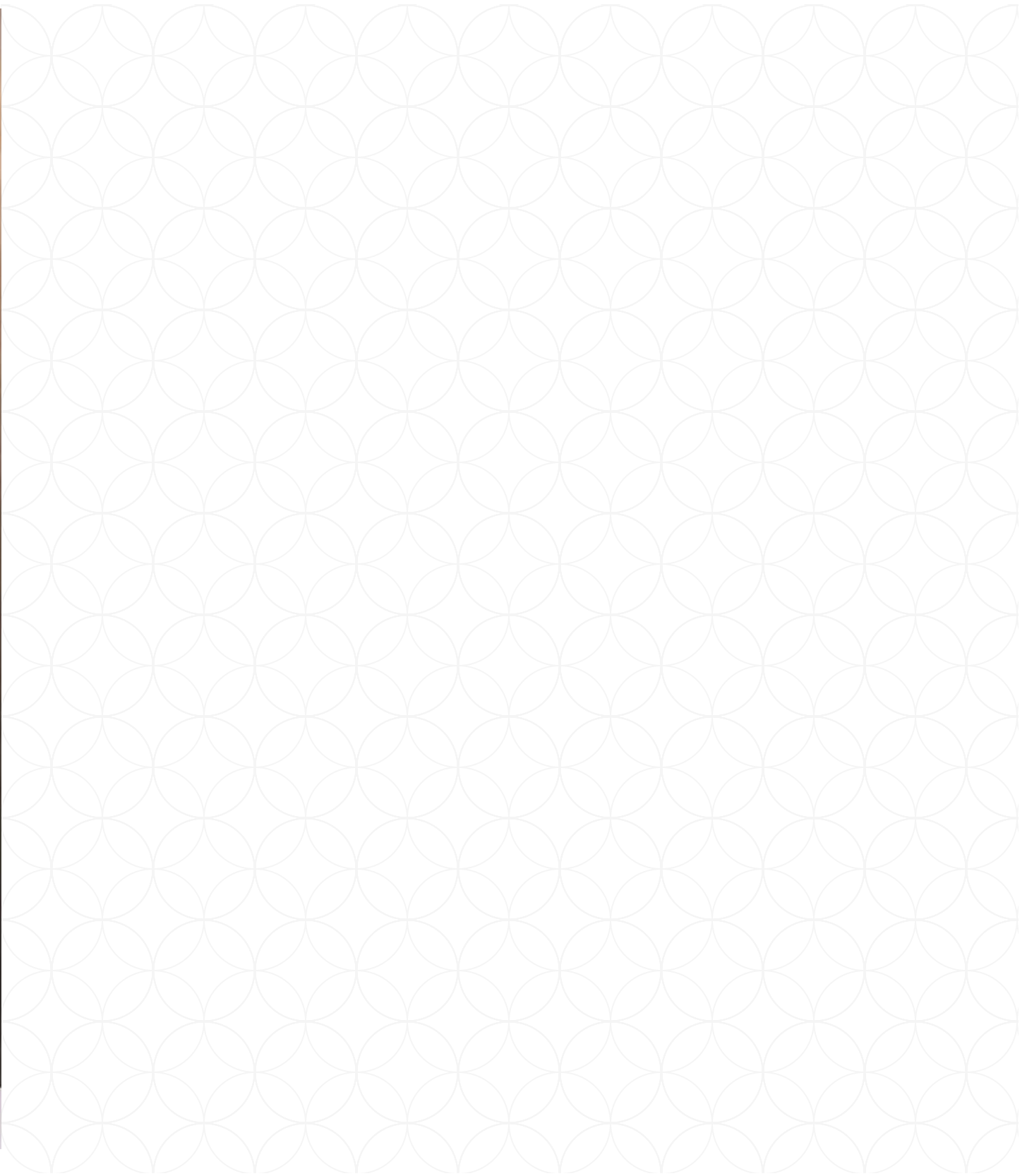
**HERITAGE**

- REDROW -

# THE LANDINGS

House specification for homes  
over 1500sq ft





## INTERIOR

### Walls

Crown white emulsion paint finish.

### Ceilings

Flat finish with Crown white emulsion paint decoration.

### Internal Doors

"Cambridge" 2 panel internal moulded door.

### Internal Door Furniture

Polished chrome effect door furniture.

### TV Point

Located as follows: one in lounge and one in bedroom. See layout for details.

### Underfloor Heating

To be installed within screeded floors on the ground.

### Wardrobe

Wardrobes to bed 1 only on properties over 1600sq ft. House type specific. See Sales Consultant for details.

### Phone Point

1 point in the lounge. Fittings to match electrical accessories as indicated on the drawings. Refer to Sales Consultant for details.

Air Source Heat Pump - Refer to Sales Consultant for details.

### Radiators

Myson radiators to upper floors.

### Electrical Sockets / Switch Plates

Low profile white electrical switch and socket plates together with pendant and batten lighting points. See electrical layout drawings for details.

# PLAN YOUR DREAM HOME



## KITCHEN & UTILITY

### Kitchen Styles

Exclusive kitchen designs. Please see latest kitchen styles offered on My Redrow or Sales Consultant for details. Subject to build stage.

### Upstand

To match above worktops with stainless steel splashback behind hob.

### Under Wall Unit

LED downlights provided (where shown on kitchen layout). See drawings for details.

### Sink

Kitchen stainless steel double bowl sink with mixer tap. Single bowl sink to utility room. Please refer to drawing for details.

### Appliances AEG / Electrolux / Zanussi

80cm / 90cm Hob

Double oven

80cm / 90cm chimney extract

2x 50/50 fridge freezer split next to each other excluding Hampstead house type. See sales consultant for details.

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



## BATHROOM, EN-SUITE & CLOAKROOM

### Bathroom / En-suite & Cloakroom Styles

Ideal Standard in White finish.

### Bathroom / En-suite & Cloakroom Basin

Ideal Standard or corner basin with chrome trap.  
Please refer to drawings to confirm basin design.

### WC

Ideal standard close coupled back-to-wall pan with  
dual flush cistern.

### Bath

Ideal standard Tempo cube bath with Meridian Isocore  
bath panel.

### Brassware

Ideal Standard single lever tap.

### Wall Tiles

Choice of wall tiles to bathroom, en-suite and  
cloakroom. See My Redrow for details.  
Subject to build stage.

### Towel Warmer

Dual fuel towel warmer in chrome effect finish to  
bathroom and en-suite.

### Shower Over Bath

Shower valve and screen to be provided above  
bath where there is no separate shower enclosure  
in the bathroom.

### Shower Valve

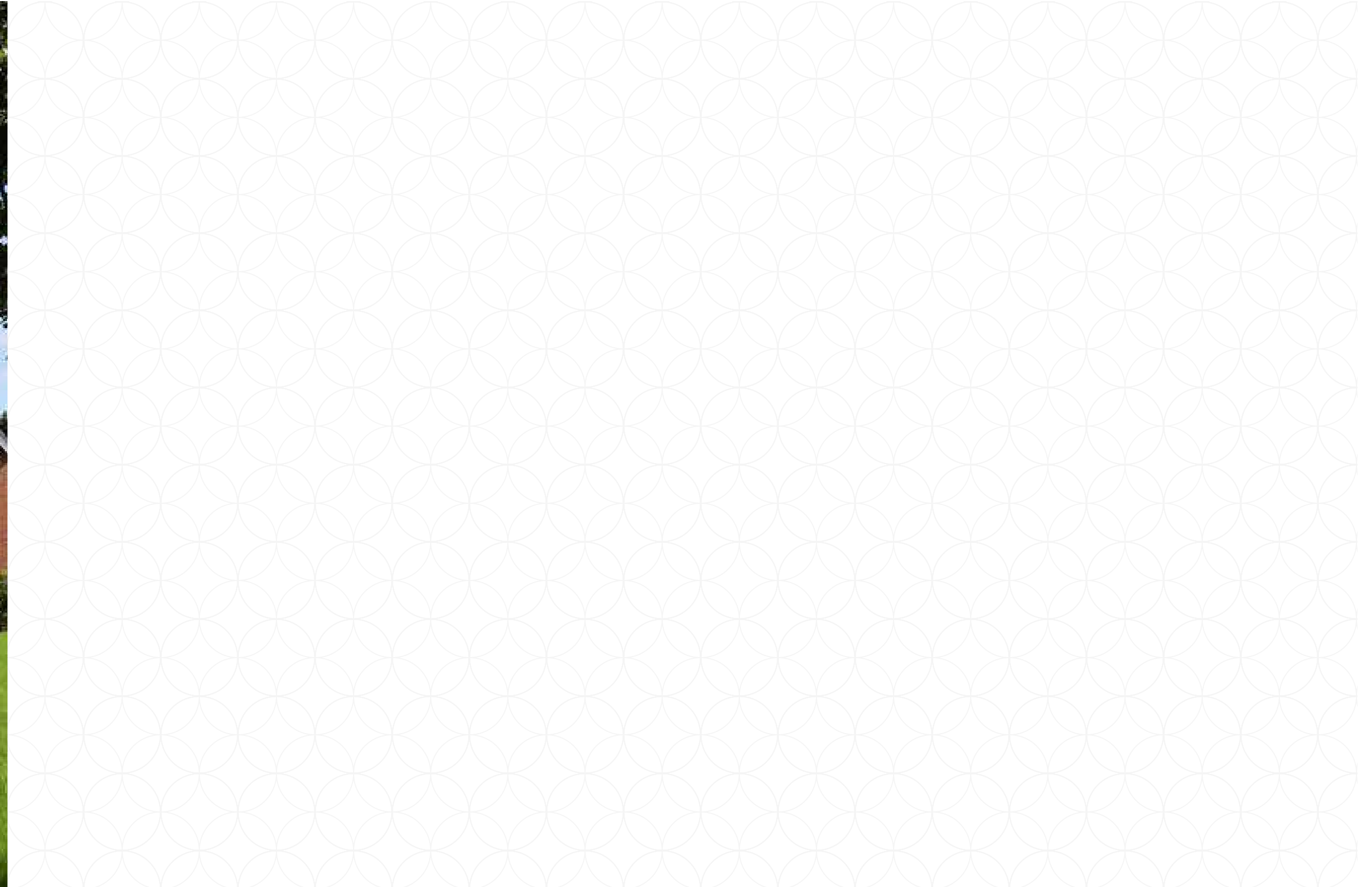
Aqualisa shower valve.

### Shaver Sockets

In bathroom and en-suite where applicable

### Mirrors

To be fitted above bathroom and en-suite wash  
basins where applicable. See Sales consultant  
for details.



## EXTERIOR

### External Doors

#### Front

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

#### Rear

GRP door with patterned obscured glass, finished internally and externally in white.

### Security

Multi point locking system to front and rear doors of house.

### External Front Lights

Coach down lantern.  
Downlight where entrance is recessed.

### Garage

To specific plots, see Sales Consultant for more information.

### Garage Doors

Hörmann "Ilkley" style steel up & over to front.  
Door finish to be painted to match front door colour.

### Power to Garage

Double power point and lighting pendant (to properties with an integral garage and where garage lies within the curtilage of the property).

### Car Charging Points

Car Chargers to every home - see Sales Consultant for details and location.

### Garden

**External Fencing** – Refer to layouts.

### External Fencing / Gates

**Side & Rear** – Vertical boarding 1.8m high.

**Gate** – 1.8 High timber gate.

**Paving** – Buff riven faced flags as indicated on drawing.

**Turfing** – Turf to front gardens. Refer to layout or Sales Consultant for landscaping details.

**Turfing** – Turf to rear gardens on properties over 1600sq ft. Property specific. See Sales Consultant for details.

**Top Soil** – To rear gardens.

**Outside Tap** – Refer to drawing for location.

# 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](http://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

## 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.

