





## HEDERA GARDENS

ROYSTON











#### A COLLECTION OF TWO, THREE AND FOUR BEDROOM HOMES SITUATED IN THE HISTORIC MARKET TOWN OF ROYSTON.

Hailing from Redrow's renowned Heritage Collection, these homes have been crafted with our distinct attention to detail and finished to a luxury standard, providing spaces that every member of the family can enjoy. At Hedera Gardens you'll benefit from an excellent location. Situated just on the outskirts of Royston, you'll be within easy reach of the town's array of amenities, pubs & restaurants and shopping & entertainment opportunities.

## WELCOME TO HEDERA GARDENS







## 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.



## WHAT MAKES THIS COLLECTION SO UNIQUE?

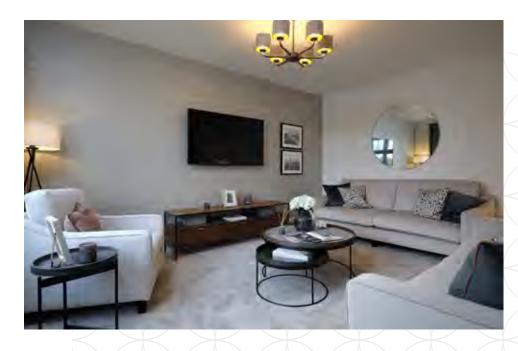
Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this combined with the modern, high end interiors we pride ourselves add grandeur and depth to the on that makes this award front of the home and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

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 around the property. These features















## SPEND MORE TIME **TOGETHER**

No matter what you might be craving, Royston and its surrounding villages, towns and cities are sure to satisfy. Head into Royston's town centre and you can find a delightful range of cosy pubs, all ideal for a quiet evening drink or a traditional Sunday lunch.

With so much to do and see, making the most of your downtime is easy whether you're a stickler for planning or run on impulse. Head into Royston's town centre and you can discover Royston Cave, hidden beneath Melbourne Street. It was discovered completely by accident in 1742, with theories suggesting it was once used by the Order of the Knights Templar as a secret meeting place, but the true origins remain a mystery to this day. Between April and September, you can enter the caves and discover its fascinating medieval carvings.

You'll also be within easy reach of IWM Duxford, just a 17-minute drive away, which offers a fantastic day out for every member of the family. As Britain's largest aviation museum, Duxford is home to a vast number of exhibits, with around 200 aircraft, military vehicles, artillery, and naval vessels to explore.







## ENJOY A Healthy Lifestyle

Whether it's to refresh the senses or connect with nature, there's an abundance of ways for you to enjoy the great outdoors. Benington Lordship Gardens is around half an hour away by car, where you can find the ruins of a Norman Keep, moat and a 17th-century house to explore, with its gardens open to visitors at selected times of year.

A wonderful family day out awaits at Shepreth Wildlife Park just a 15-minute drive away, offering a number of animals to see such as tigers, otters, lemurs, red pandas and birds of prey. Just a short drive from Shepreth Wildlife Park is Wimpole Hall, a beautiful working estate that features a magnificent country mansion, offering centuries of history to explore. It stands proudly against the beautiful backdrop of its elegant pleasure grounds, walled garden and parterre, in addition to the 300 acres of rich parkland ideal for relaxing dog walks and challenging hikes.

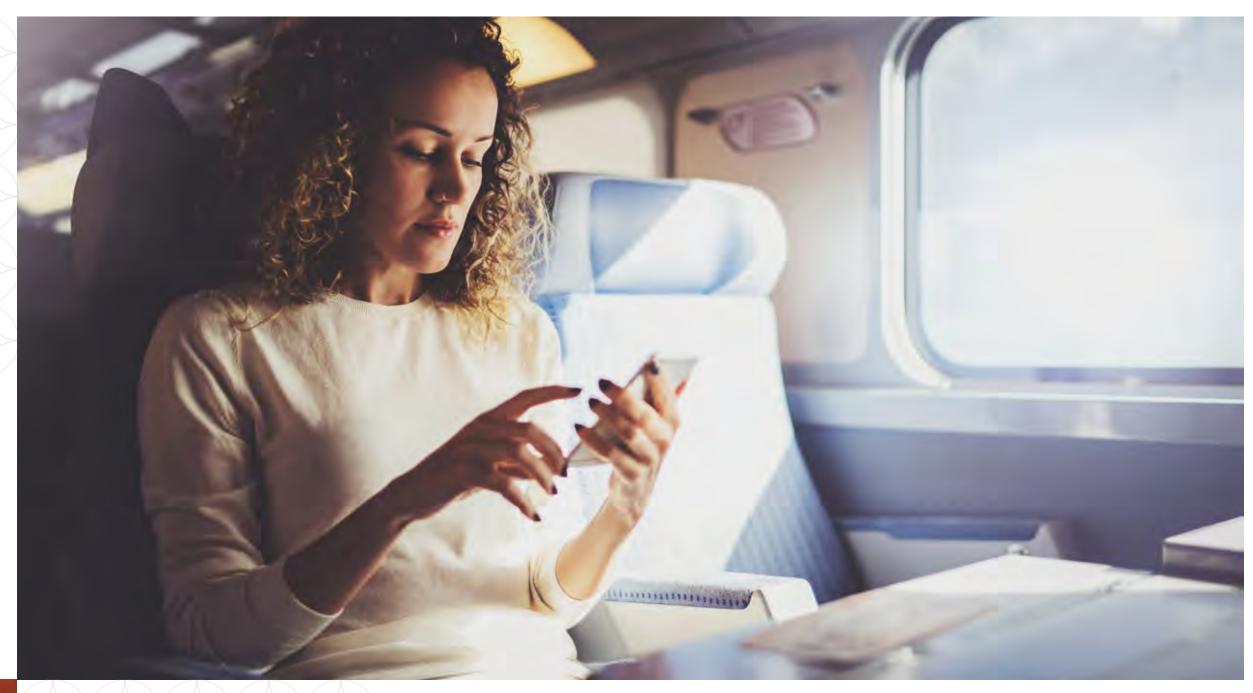
Avid golfers will be situated close to a number of clubs and courses, with Kingsway Golf Centre just a 12-minute drive away offering two 9-hole courses, ideal for a range of skill levels. In between rounds you can work on your long game at the on-site driving range or pop into the laid-back clubhouse for a quick drink or snack.

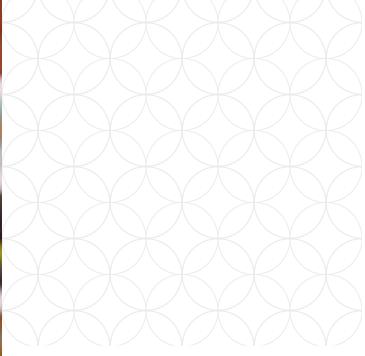


## MORE **OPPORTUNITIES**

From nursery right up to university, families will have a wealth of well-regarded schools and institutions close at hand. Royston and its surrounding towns and villages cater to primary and secondary pupils, whilst the city of Cambridge is within easy reach by road or rail, offering collections of renowned colleges and universities.







## LESS TIME Traveling

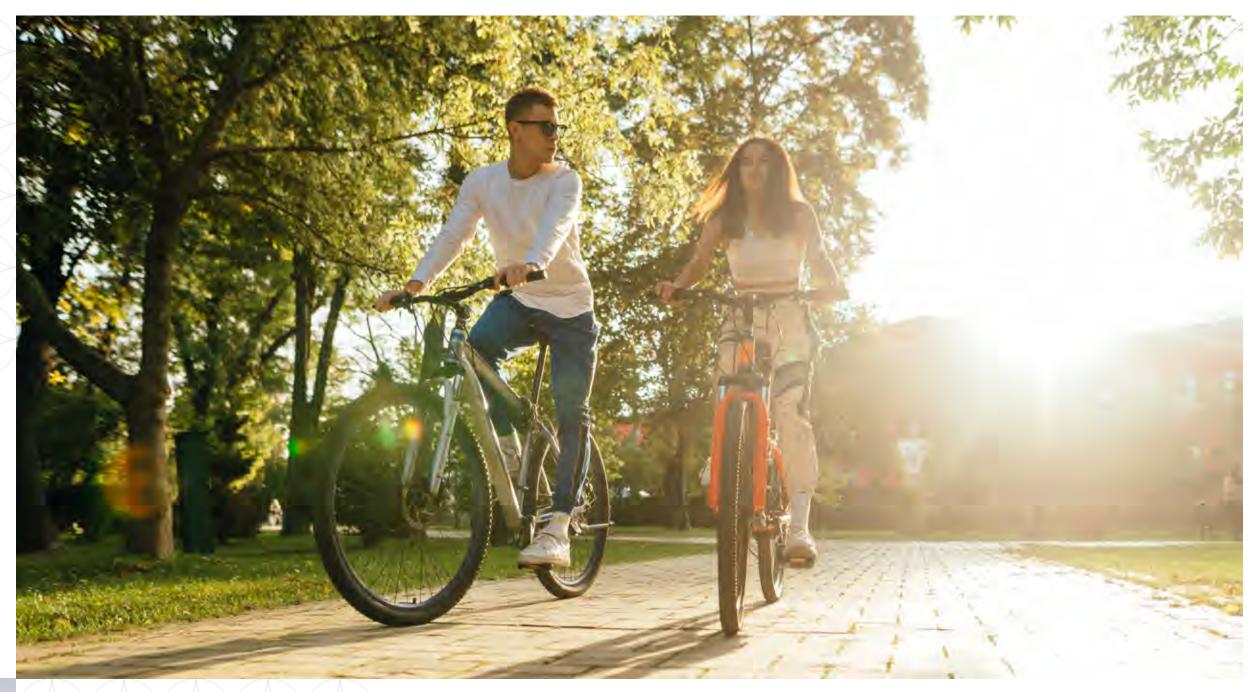
All your essentials in easy reach of home. Impressive shopping and dining opportunities aside, Royston offers a range of essential amenities including a hospital, veterinary centre, surgery and post office. Royston is also well served when it comes to transport, with the A10 providing connections to Cambridge and the M11, whilst Royston Station offers regular services to King's Lynn and London King's Cross.

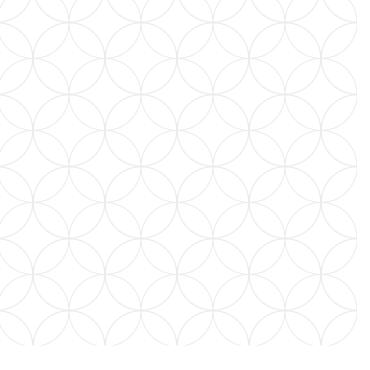


## WE PUT More in

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 **Hedera Gardens.** 







## SO YOU GET More out

- → Public open Spaces
- $\rightarrow$  Affordable housing
- $\rightarrow$  Cycleways and footpaths

## EXPLORE HEDERA GARDENS



**LEAP** – Local Equipped Area for Play **PS** – Pumping Station

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.















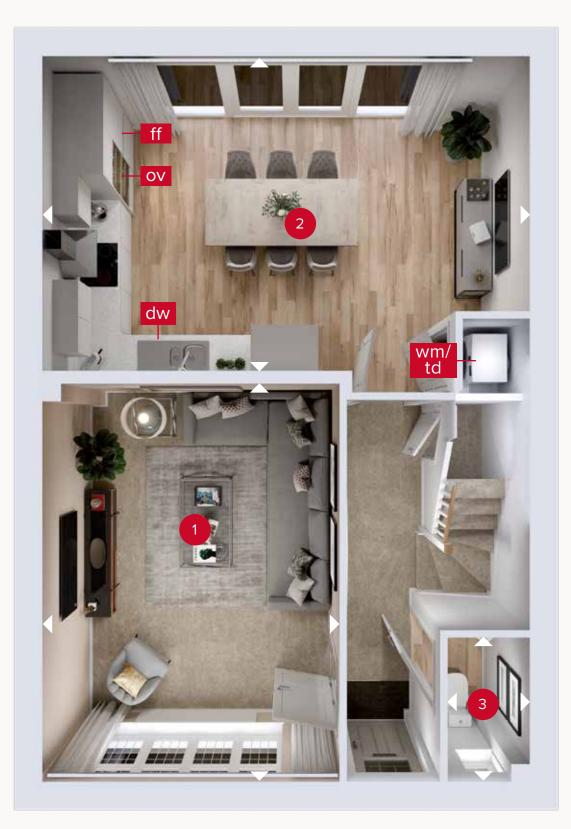


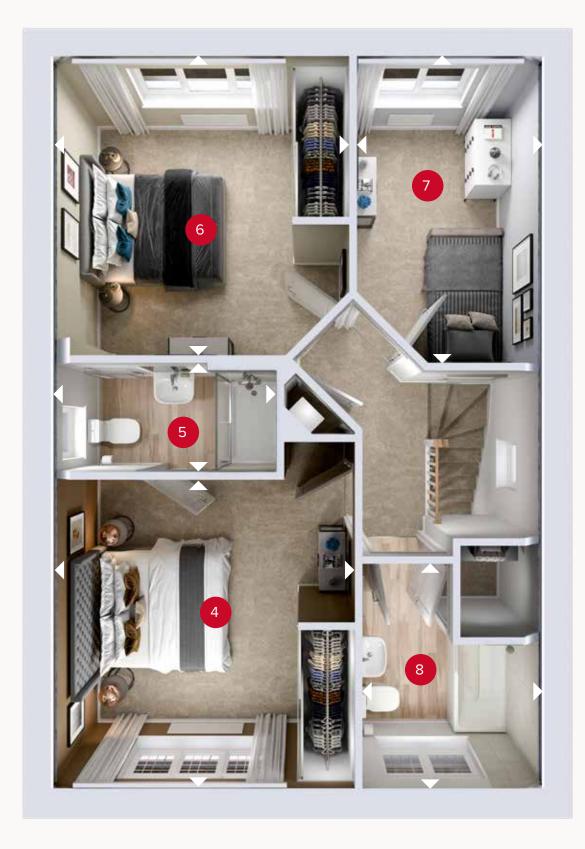
## WARWICK THREE BEDROOM HOME

THE











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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF\_WARW\_DM.6

Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven ff - fridge freezer dw - dishwasher space wm - washing machine space td - tumble dryer space

FIRST FLOOR

## 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" × 3'3"	1.71 x 0.98 m

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



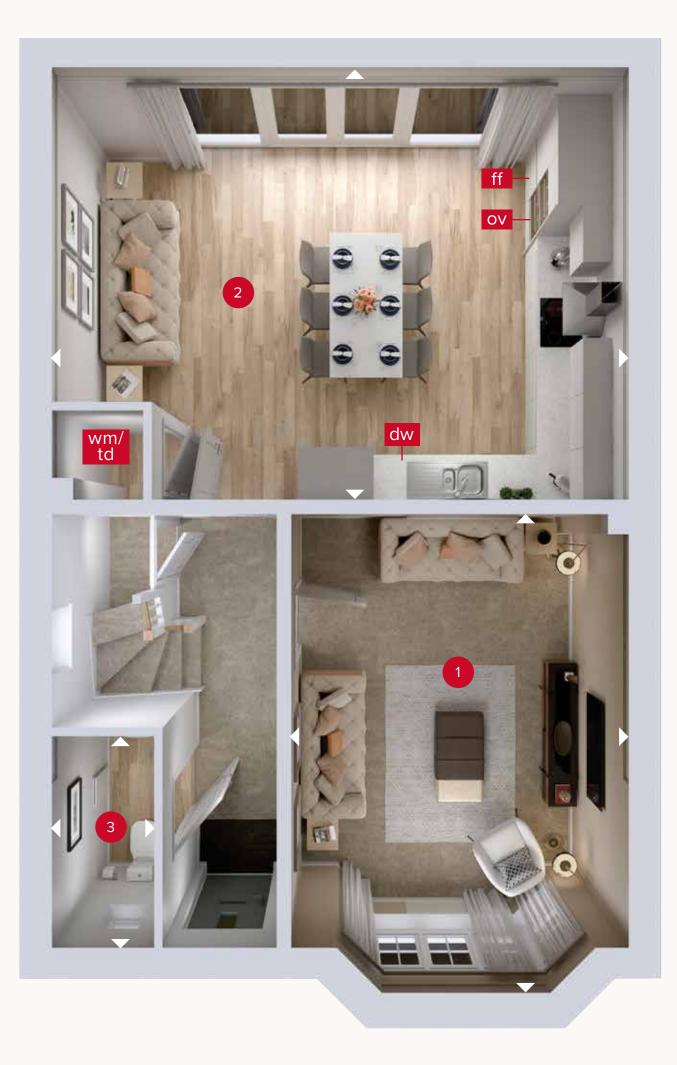


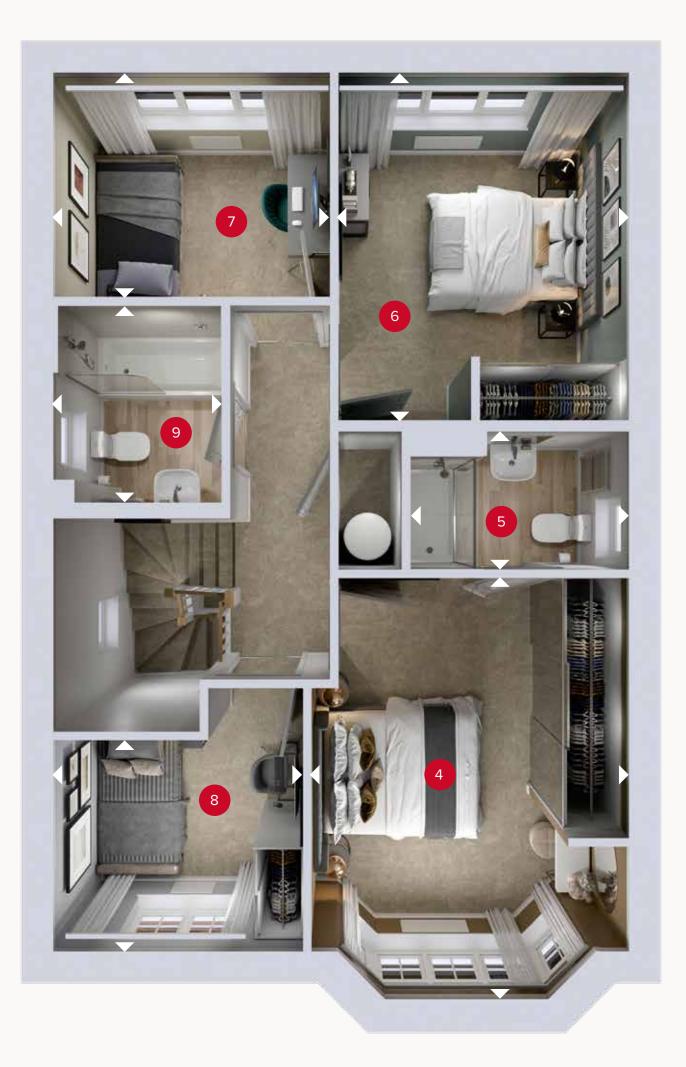


## THE STRATEORD FOUR BEDROOM HOME











Customers should note this illustration is an example of the Stratford 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF\_STRA\_DM.8

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ov - oven ff - fridge freezer dw - dishwasher space wm - washing machine space td - tumble dryer space

FIRST FLOOR

## THE STRATFORD

#### **GROUND FLOOR**

1 Lounge	16'4" × 11'6"	4.97 x 3.51 m
2 Family/ Kitchen/ Dining	19'8" × 14'9"	5.99 x 4.49 m
3 Cloaks	7'3" × 3'6"	2.20 x 1.07 m

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







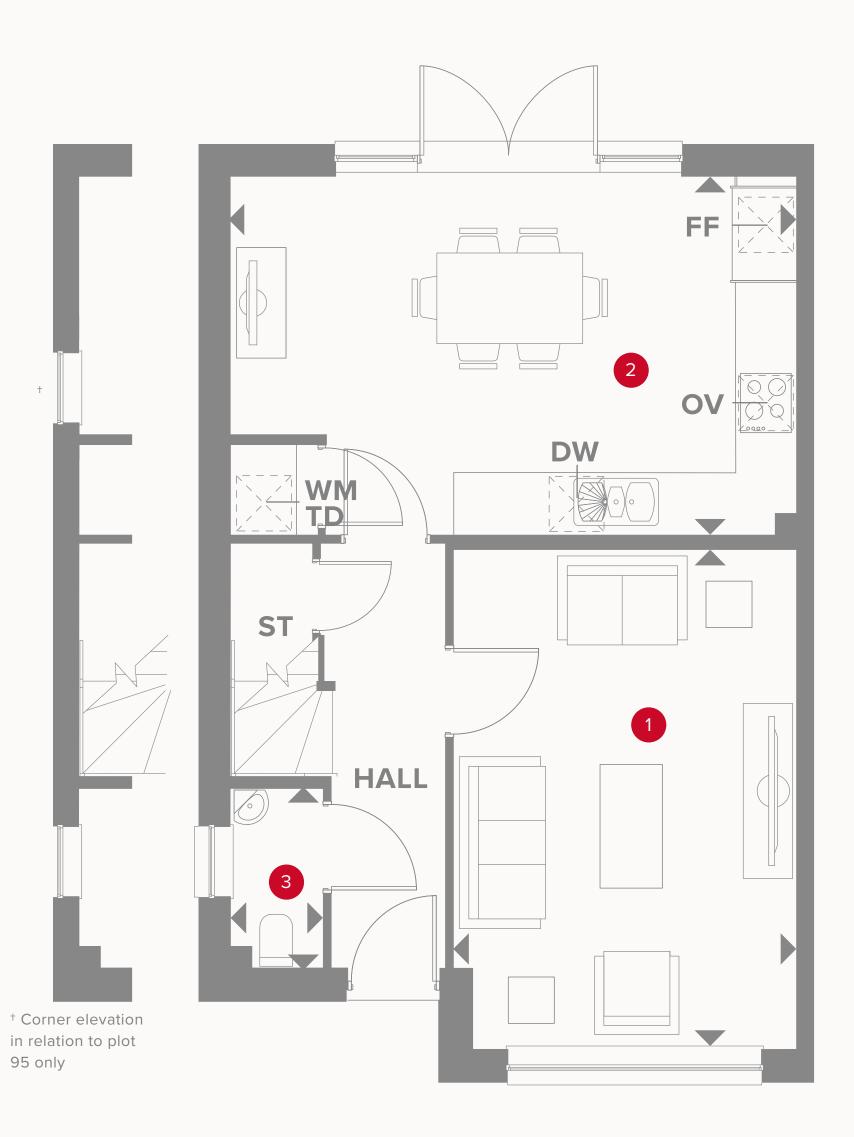


# THE LETCHWORTH

### THREE BEDROOM HOME







## THE LETCHWORTH GROUND FLOOR



15'11" x 11'0" 18'2" x 11'5"

5'10" x 2'11"

5.53 x 3.47 m

1.76 x 0.90 m

4.84 x 3.35 m

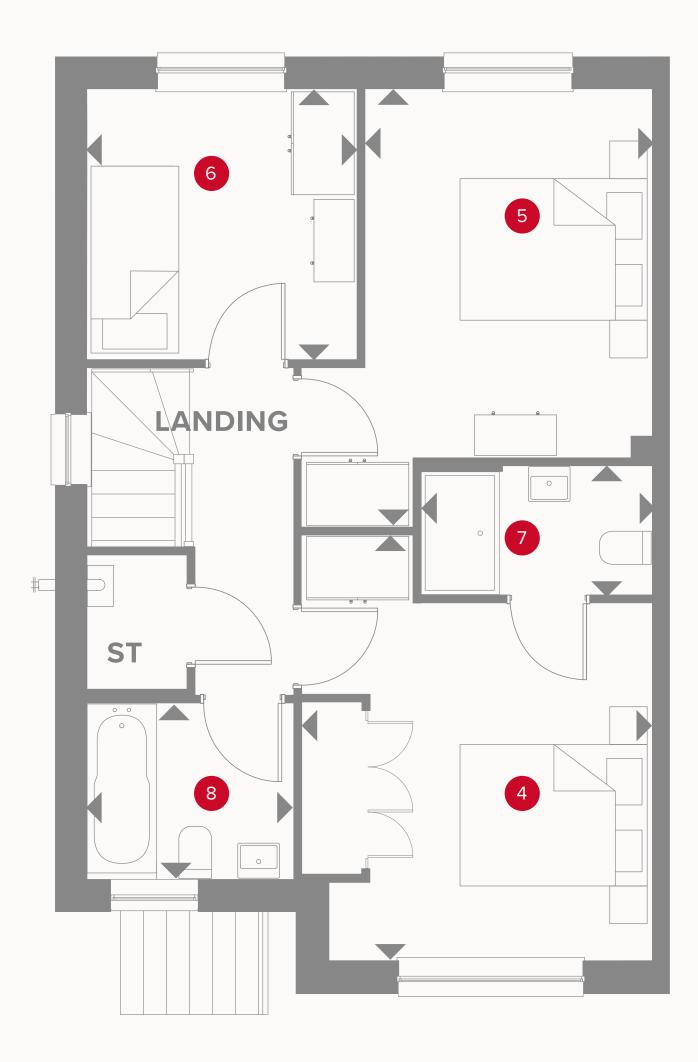


#### KEY

- 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



4.12 x 3.42 m 3.58 x 2.81 m 2.64 x 2.62 m 2.26 x 1.25 m 2.02 x 1.71 m





#### **KEY**

Dimensions start

**ST** Storage cupboard



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







# THE OXFORD LIFESTYLE

### THREE BEDROOM HOME









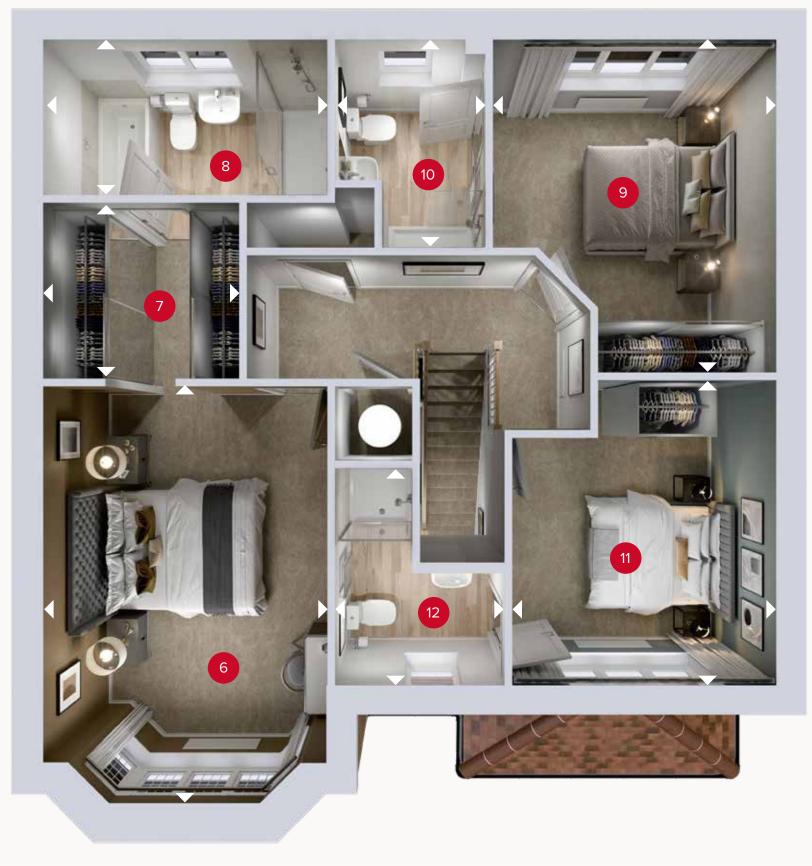
# THE OXFORD LIFESTYLE

### THREE BEDROOM HOME











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, 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG\_OXFOQ\_DM.2

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ov - oven ff - fridge freezer dw - dishwasher wm - washing machine space td - tumble dryer space

17.03.2022

### THE OXFORD LIFESTYLE

#### **GROUND FLOOR**

1 Kitchen/Dining	21'5" x 12'9"	6.53 x 3.88 m
2 Lounge	15'11" × 10'7"	4.85 x 3.23 m
3 Utility	6'7" × 5'10"	2.01 x 1.78 m
4 Cloaks	5'10" × 3'0"	1.78 x 0.92 m
5 Garage	19'4" × 9'8"	5.89 x 2.94 m

#### FIRST FLOOR

6 Bedroom 1	16'0" × 10'7"	4.87 x 3.23 m
7 Dressing	7'4" × 6'8"	2.24 x 2.03 m
8 En-suite 1	10'7" × 5'11"	3.23 x 1.80 m
9 Bedroom 2	12'7" × 10'8"	3.84 x 3.26 m
10 En-suite 2	7'11" × 5'8"	2.41 x 1.74 m
11 Bedroom 3	11'9" × 9'11"	3.57 x 3.02 m
12 En-suite 3	8'3" × 6'6"	2.51 x 1.98 m











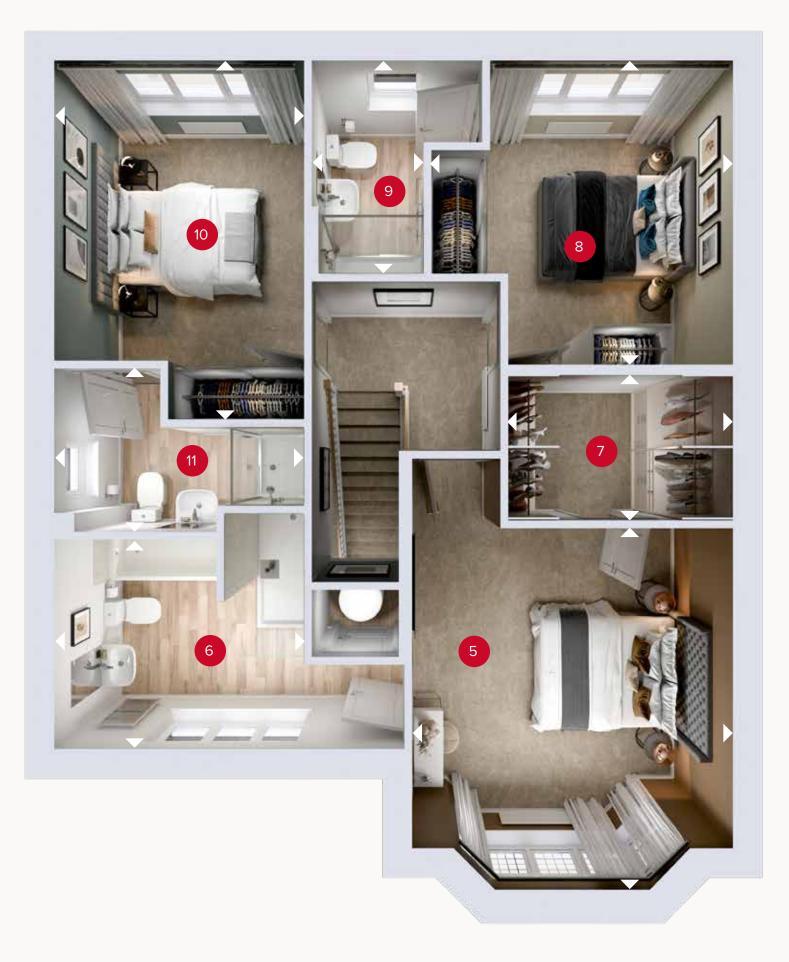
# THE LEAMINGTON LIFESTYLE

### THREE BEDROOM HOME











Customers should note this illustration is an example of the Leamington 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, 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG\_LEAMQ\_DM.2

> Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven ff - fridge freezer dw - dishwasher

wm - washing machine space td - tumble dryer space

09.02.2023

FIRST FLOOR

### THE LEAMINGTON LIFESTYLE

#### **GROUND FLOOR**

1 Kitchen/Dining/ Family	25'0" x 12'8"	7.62 x 3.87 m
2 Lounge	17'9" × 11'8"	5.42 x 3.57 m
3 Cloaks	6'6" × 5'11"	1.99 x 1.80 m
4 Utility	6'1" × 5'11"	1.85 x 1.80 m

5 Bedroom 1	13'5" x 11'8"	4.09 x 3.57 m
6 En-suite 1	9'3" × 7'9"	2.83 x 2.37 m
7 Wardrobe	8'2" × 5'5"	2.49 x 1.65 m
8 Bedroom 2	11'5" × 11'0"	3.49 x 3.35 m
9 En-suite 2	8'1" × 4'2"	2.46 x 1.26 m
10 Bedroom 3	13'6" × 9'3"	4.13 x 2.83 m
11 En-suite 3	9'3" × 6'0"	2.83 x 1.83 m











### FOUR BEDROOM HOME











Customers should note this illustration is an example of the Oxford 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF\_OXFO\_DM.5

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angle Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven ff - fridge freezer dw - dishwasher wm - washing machine space td - tumble dryer space

THE OXFORD

#### **GROUND FLOOR**

1 Lounge	15'9" × 10'10"	4.80 x 3.29 m
2 Kitchen/ Dining	21'8" x 12'9"	6.60 x 3.88 m
3 Utility	6'8" × 5'10"	2.02 x 1.78 m
4 Cloaks	5'10" × 3'1"	1.78 x 0.94 m
5 Garage	19'1" × 9'10"	5.81 x 3.00 m

**FIRST FLOOR** 

6 Bedroom 1	16'9" × 10'10"	5.10 x 3.29 m
7 En-suite	8'3" × 6'5"	2.51 x 1.96 m
8 Bedroom 2	14'2" × 10'0"	4.33 x 3.05 m
9 Bedroom 3	11'11" × 10'10"	3.63 x 3.29 m
10 Bedroom 4	9'11" × 9'9"	3.03 x 2.97 m
11 Bathroom	7'11" × 6'8"	2.42 x 2.04 m







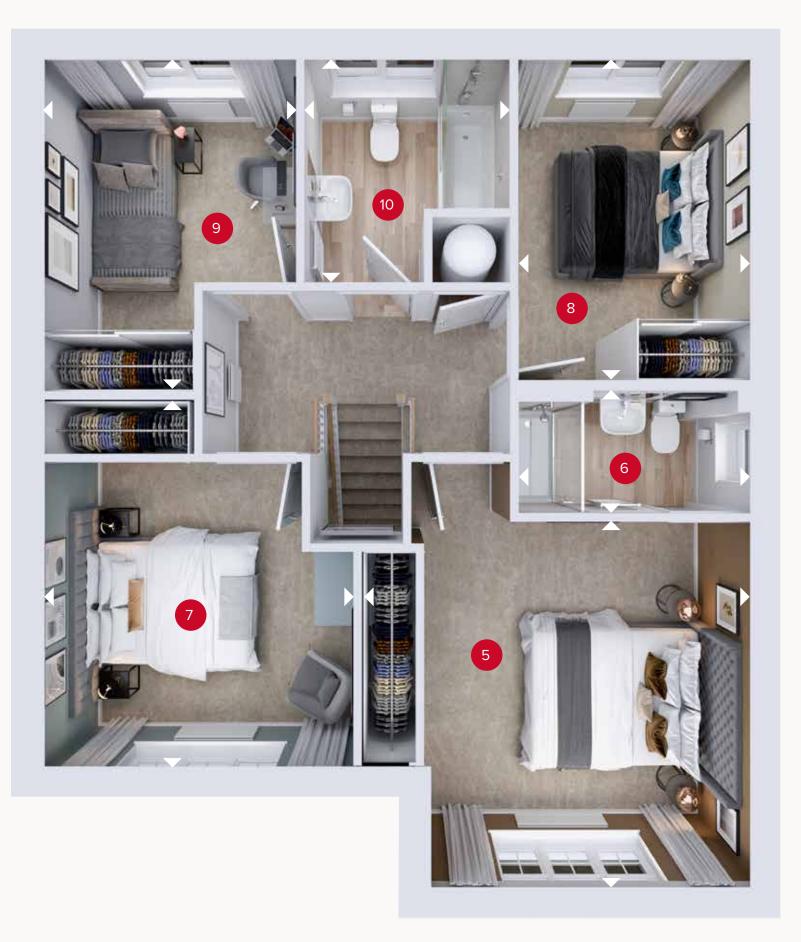


## THE CANBRIDGE FOUR BEDROOM HOME











Customers should note this illustration is an example of the Cambridge 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF\_CAMB\_DM.8

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angle Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven ff - fridge freezer dw - dishwasher space

wm - washing machine space td - tumble dryer space

FIRST FLOOR

## THE CAMBRIDGE

#### **GROUND FLOOR**

1 Lounge	16'4" × 12'1"	4.99 x 3.68 m
2 Kitchen/Dining/ Family	25'4" x 12'8"	7.73 x 3.87 m
3 Utility	6'0" × 5'11"	1.83 x 1.80 m
4 Cloaks	6'8" x 5'11"	2.02 x 1.80 m

5 Bedroom 1	13'11" × 12'10"	4.25 x 3.92 m
6 En-suite	8'6" × 3'11"	2.59 x 1.19 m
7 Bedroom 2	13'5" x 11'2"	4.09 x 3.41 m
8 Bedroom 3	11'9" × 8'6"	3.57 x 2.59 m
9 Bedroom 4	12'1" × 9'2"	3.69 x 2.80 m
10 Bathroom	8'3" x 7'3"	2.52 x 2.21 m





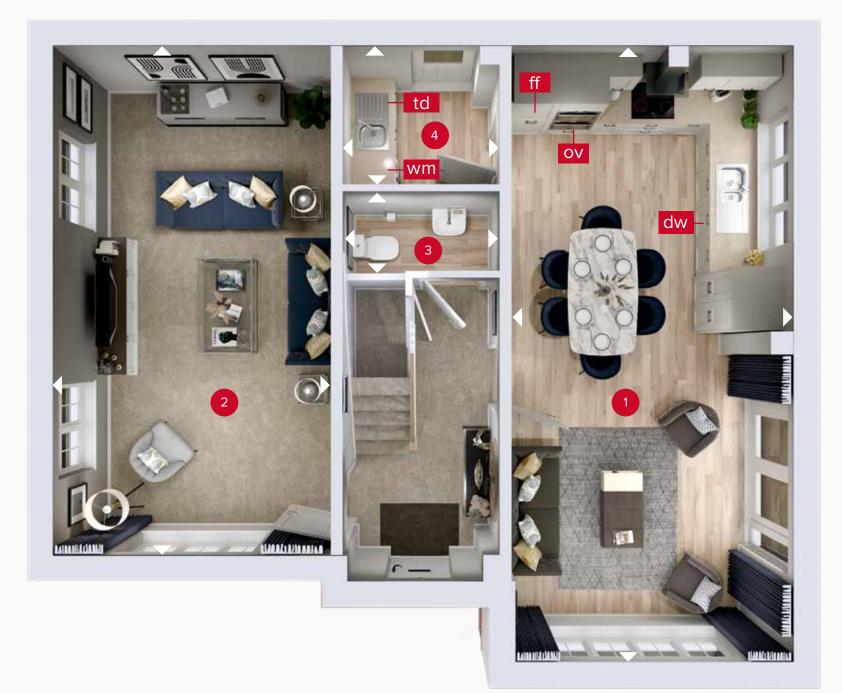


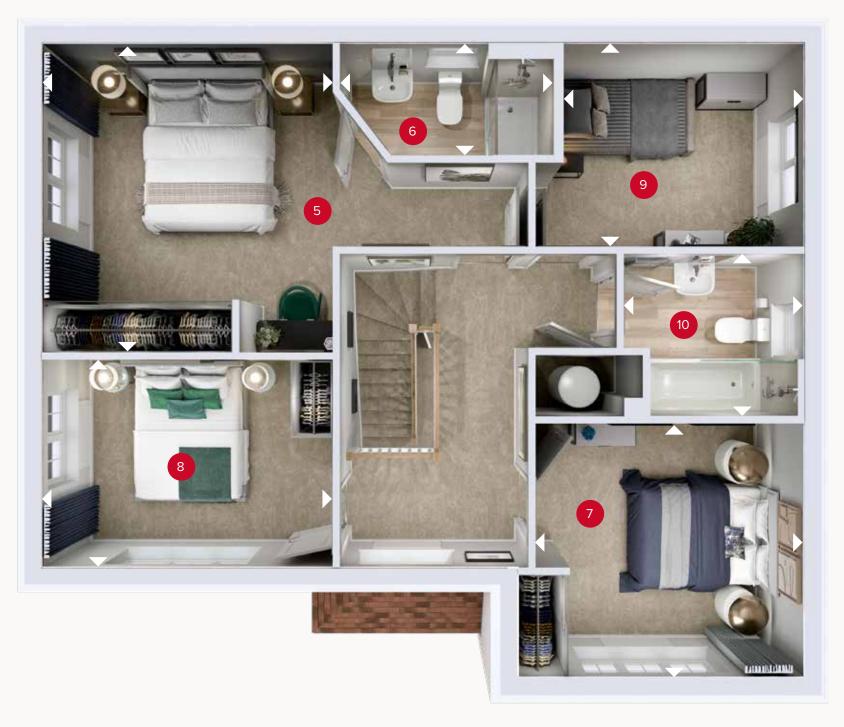
# THE SHAFTESBURY

### FOUR BEDROOM HOME











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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG\_SHAF\_DM.2

> Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven ff - fridge freezer dw - dishwasher

wm - washing machine space td - tumble dryer space

21.03.2023

FIRST FLOOR

## THE SHAFTESBURY

#### **GROUND FLOOR**

1 Kitchen/Dining/ Family	25'4" x 11'9"	7.73 x 3.57 m
2 Lounge	20'11" × 11'8"	6.38 x 3.56 m
3 Cloaks	6'6" × 3'4"	1.99 x 0.97 m
4 Utility	6'6" × 5'9"	1.99 x 1.79 m

5 Bedroom 1	12'3" × 11'11"	3.74 x 3.62 m
6 En-suite	8'6" × 4'5"	2.58 x 1.35 m
7 Bedroom 2	11'0" × 10'0"	3.35 x 3.05 m
8 Bedroom 3	11'11" × 8'4"	3.62 x 2.55 m
9 Bedroom 4	9'10" × 8'1"	3.01 x 2.45 m
10 Bathroom	7'5" x 6'9"	2.26 x 2.05 m





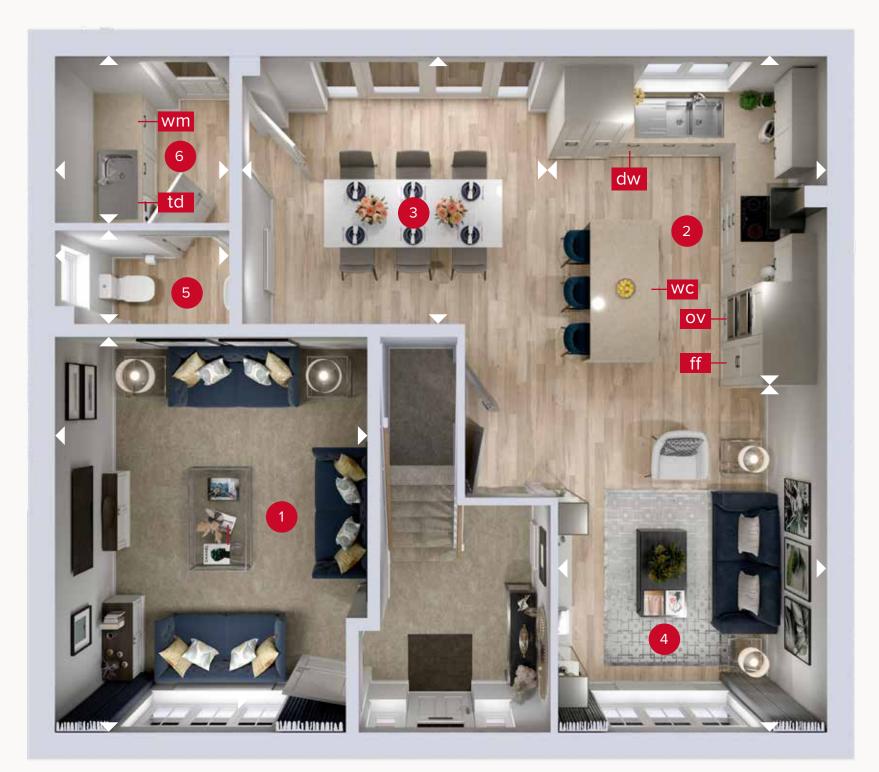


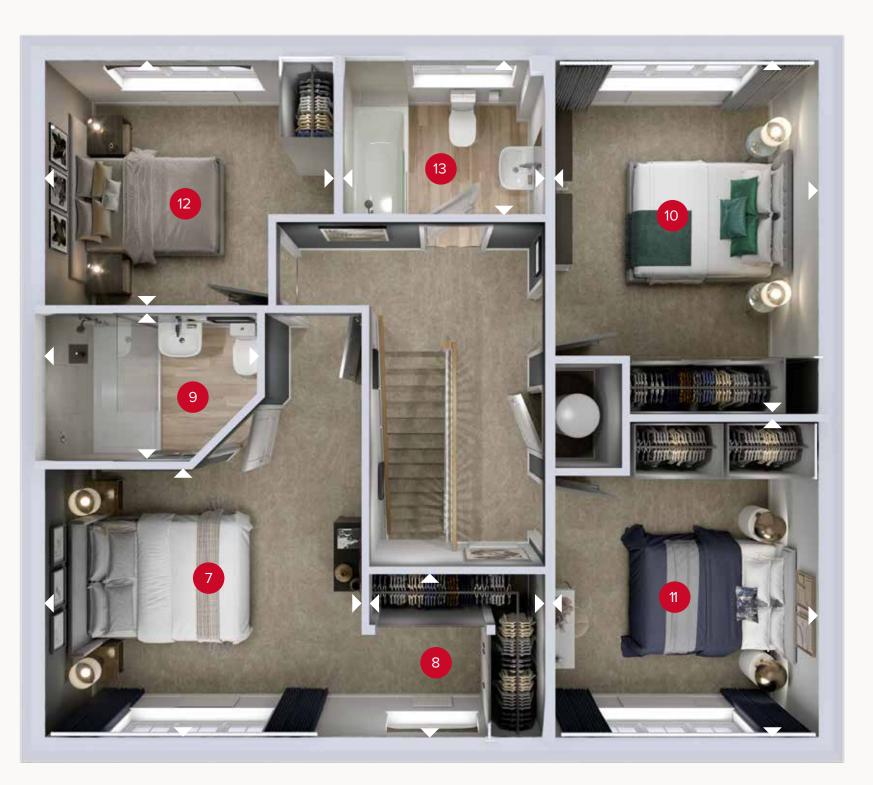


## THE HARROGATE FOUR BEDROOM HOME











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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EF\_HARR\_DM.9

Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven ff - fridge freezer dw - dishwasher space wc - wine cooler

wm - washing machine space td - tumble dryer space

FIRST FLOOR

## THE HARROGATE

#### **GROUND FLOOR**

1 Lounge	15'2" × 12'0"	4.63 x 3.65 m
2 Kitchen	12'5" × 10'1"	3.79 x 3.08 m
3 Dining	13'1" × 10'3"	4.00 x 3.13 m
4 Family	13'6" × 10'4"	4.12 x 3.15 m
5 Cloaks	5'11" x 3'7"	1.80 x 1.09 m
6 Utility	6'5" × 5'10"	1.95 x 1.79 m

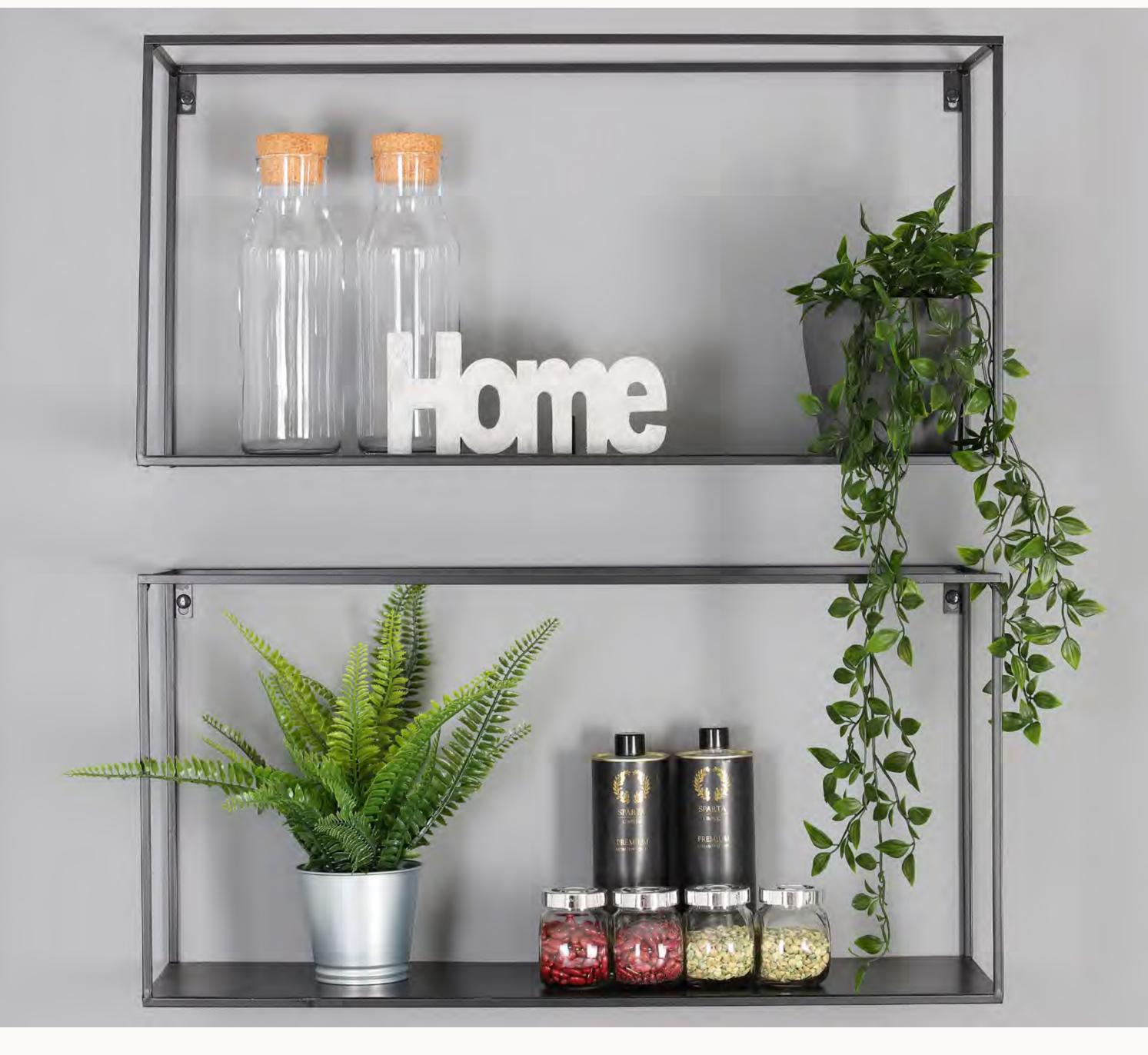
7 Bedroom 1	12'2" × 10'4"	3.72 x 3.15 m
8 Wardrobe	6'10" × 6'5"	2.09 x 1.96 m
9 En-suite	8'4" × 5'7"	2.53 x 1.69 m
10 Bedroom 2	13'7" × 10'2"	4.13 x 3.11 m
11 Bedroom 3	12'1" × 10'2"	3.69 x 3.11 m
12 Bedroom 4	11'2" × 9'6"	3.40 x 2.89 m
13 Bathroom	7'7" × 6'1"	2.31 x 1.86 m





## SKILFUL **EXECUTION**

Quality is never an accident, it is always the result of high attention to detail, it represents the wise choice of many alternatives









### KITCHEN & UTILITY

#### Kitchen Styles

A range of quality kitchen styles are available. Please see sales consultant for details.

#### Work Surfaces

A range of quality work surfaces are available. Please see sales consultant for details.

#### Upstand

100mm high matching upstand above work surfaces. Stainless Steel Splashback

#### Bowl & Tap

Stainless steel 1.5 bowl sink with chrome mixer tap.

#### Appliances

- 60cm Ceramic Hob
- Single oven
- Cooker Hood



INTERIOR

Dulux off white emulsion paint finish.

#### **Internal Doors**

Walls

Smooth finished, six panelled style door finish in satin white.

#### Internal Door Furniture

Mitred Lever Handle door furniture in polished or satin chrome effect.

#### Architrave

Lambs Tongue profile MDF, satin white paint finish.

#### **Skirting Boards**

Lambs Tongue profile MDF, satin white paint finish to match architrave.

#### Staircase

Square plain spindles, square newels with square caps all painted in satinwood white

Ceilings

Dulux white emulsion paint finish.

#### **Central Heating**

Vaillant Air Source Heat Pump with underfloor heating. Please see sales consultant for details.

#### Radiators

Myson Premier round top radiators fitted as standard to first floor. Feature radiators fitted in selected house types – for more information please speak to our Sales team.

#### **Electrical Sockets & Switch Plates**

Schneider Electric low profile white electrical switch and socket plates. Refer to drawings for types and locations.

#### Lighting

Pendant and batten lighting points.

#### Consumer Unit

Surface mounted BG consumer unit or semi recessed BG consumer unit to be installed. Please refer to drawings for locations.

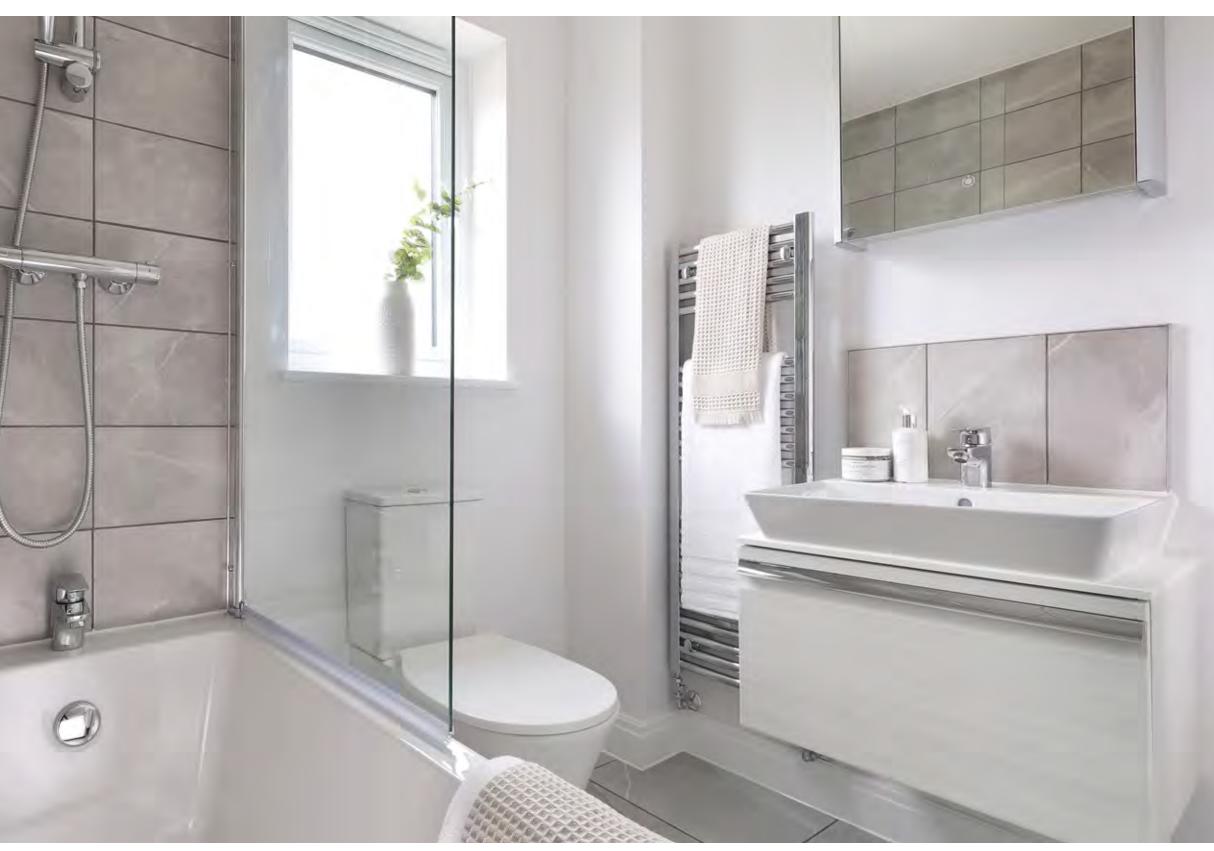
#### Smoke Detectors

Fitted as standard to every property. These are connected to the mains electricity supply and have provision for battery back up in the event of a power cut.



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

BATHROOM & CLOAKROOM



### Bathroom, En-suite & Cloakroom styles

Tempo by Ideal Standard.

#### Shower to En-suite (where applicable)

Shower Valve Scudo bar valve.

Shower Tray Acrylic capped low profile shower tray. Shower Screen Polished chrome effect finish shower door. shower area, as indicated on drawings. Please see sales

#### Brassware

Basin Calista mixer tap with single lever control complete with click plug waste.

Bath Calista mixer tap with single lever control complete White finish to match sockets and switch plates. with click plug waste.

#### Bath

Tempo Arc bath with Uniline panel.

#### Wall Tiles to Cloakroom, Bathroom & En-suite

Splash back to basins and around bath with full height to consultant for further information.

#### Shaver Socket to En-suite

(where applicable)





### EXTERIOR

#### Fascia & Soffit

PVCue square fascia & vented soffit board in white profile.

**Rainwater System** Rainwater gutters and down pipes in black finish.

Windows Sealed double glazed uPVC windows in white finish.

#### Patio Doors

uPVC French patio doors as indicated on the drawings.

#### **External Doors**

Front GRP front door with pre-glazed units designed with obscure pattern glass and chrome door furniture internally and externally. Rear GRP door, finished white both internally and externally with chrome lever handle.

House Numeral

Colour to match front door.

Door Bell Chrome effect bell push with transformer.

External Lights Modern stainless steel downlight.

#### Garage

Door Novoferm 'Thornby' style or Hörmann steel up and over door. Door finish to be painted to match front colour.

Light & Power (where applicable) Double socket point and pendant light fitting. Please see sales consultant for details.

#### Driveway

Tarmac drive (or as shown on external works layout).

#### Patio/Paving

Urbex Natural or equal approved concrete flags laid as indicated on drawing.

#### **External Fencing**

Side Rail & post. Rear Vertical boarding 1.8m high.

#### Garden

Front Good standard turfing to front garden. Refer to layout for landscaping details. Rear Topsoil laid across the garden.



## 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.







Baldock Rd, Royston, Hertfordshire SG8 9NU

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## HEDERA GARDENS

