

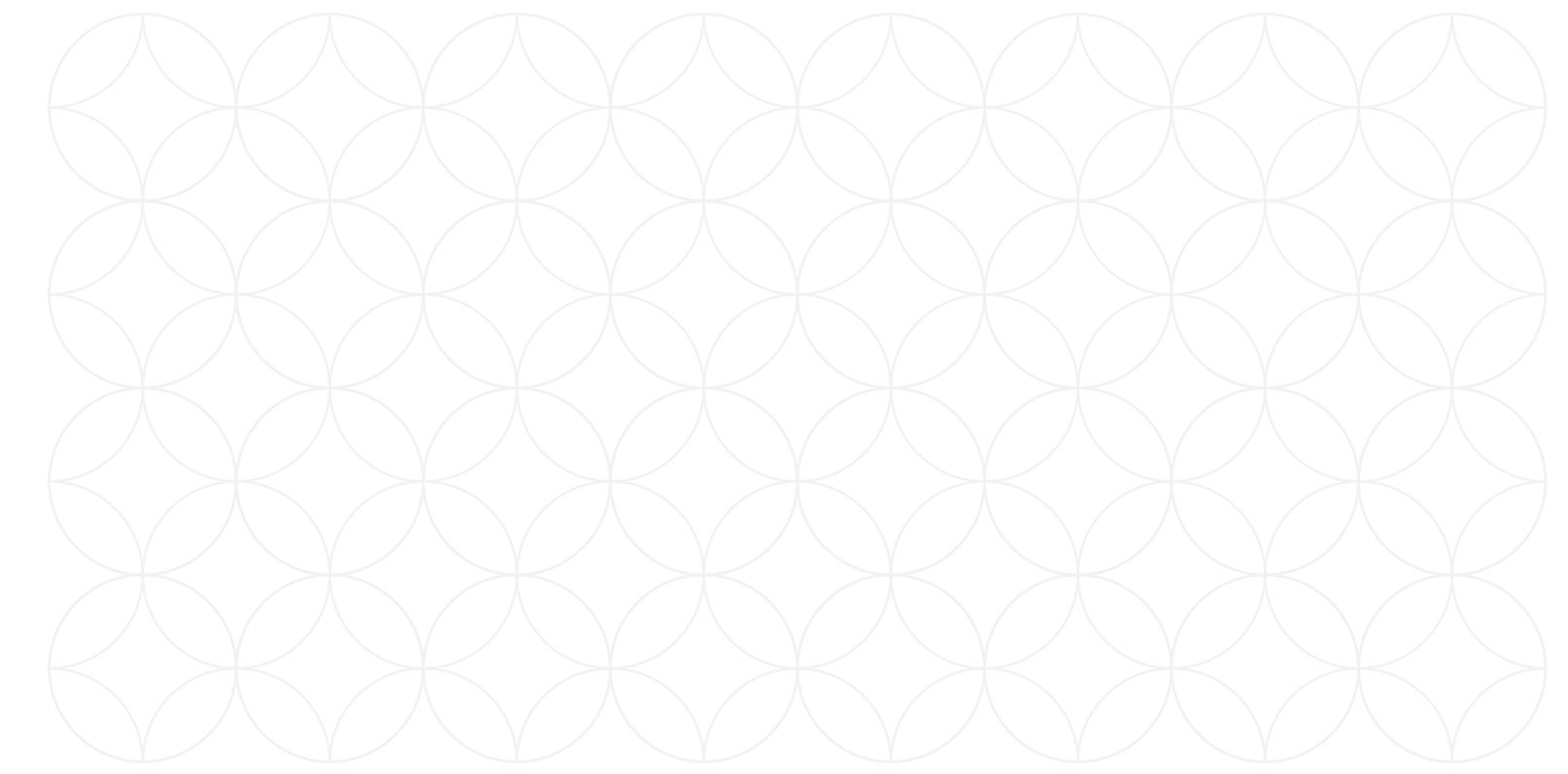
HERITAGE  
- REDROW -

# PILGRIMS CHASE

HARLINGTON







## CREATING A BETTER WAY TO LIVE

At Redrow we strive to give people a better way to live – building homes that offer a better quality of build, a more enjoyable lifestyle and a higher standard of living all round.

It's these three things that make Redrow better. Added together, they make our customers feel more inspired about moving to one of our new homes and feel more comfortable in our new communities. And better still, they'll be safe in the knowledge that we'll provide a service that goes way beyond their expectations.







# BETTER PLACES AND SPACES

We think first about the way our customers want to live when we design and build our new neighbourhoods, so we provide a better place to live.

At Redrow we put open space and nature at the forefront of what we do, so our new places will be well-considered and well-connected too. What's more, we give back to the areas we build in with contributions of our own, from sports centres to schools and shops.

The right pace of life is important to us, too. That's why we focus on nature when creating our new neighbourhoods, creating community spaces for customers to enjoy and making sure the great outdoors is always within easy reach.

We also work closely with a range of partners to make sure the natural world is always an important part of our communities. We are currently developing over 1,600 acres of green space across our developments, while we design our neighbourhoods with walking and cycling in mind, always encouraging healthy lifestyles

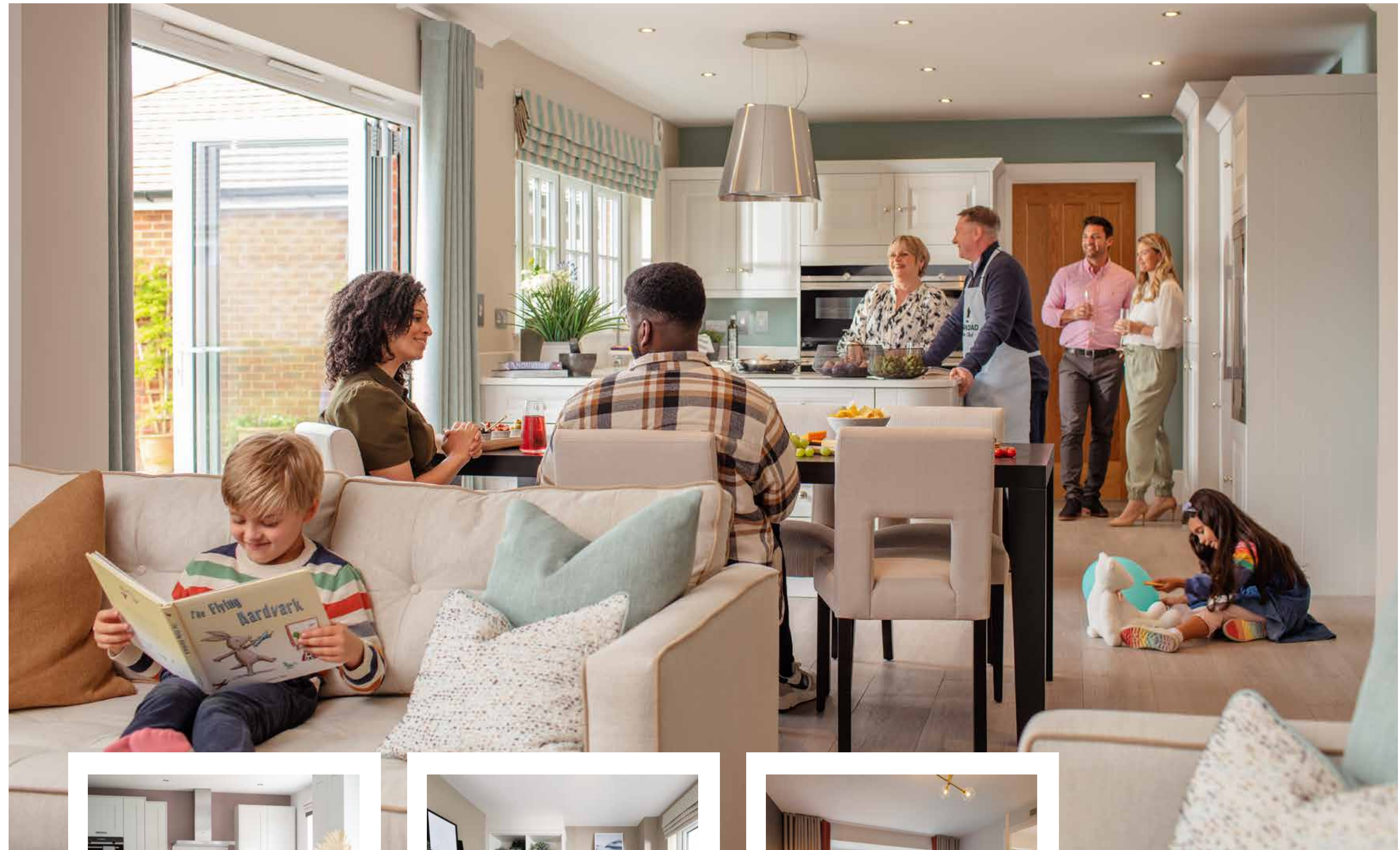




# BETTER BY DESIGN

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, it's inside where our homes come to life.

Everything we do at Redrow is focussed on quality. From where we build, to the bricks we use. The high quality of our homes never comes about by accident – it's all about our attention to detail at every stage of the build.







## BETTER EXPERIENCES

The thought of buying a new home can seem a little daunting at first, but from our expert sales and aftercare teams to our award-winning online platforms, we'll be there to help at every stage. Our customers would agree too - we're rated 'Excellent' on Trustpilot.







## WHAT'S SPECIAL ABOUT OUR **LATEST HOMES**

With our new generation Eco Electric homes, you can enjoy superb future-ready features, including air source heat pumps, even thicker insulation - and the wonderful warmth of underfloor heating. Your better way to live just got better.





## DESIGNED FOR YOUR LIFESTYLE- **AND YOUR BUDGET**

Living in an energy efficient Redrow home helps to significantly reduce your energy consumption and costs. Our newest homes can save you £2,575\* a year on your energy bills compared to a second hand home, leaving you to focus on the things that matter most.

Want to know how much you can save? Book an appointment at your nearest Redrow development to use our EPC calculator and get your personalised results.





## BRINGING PEOPLE **AND NATURE** TOGETHER




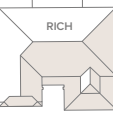

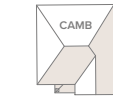

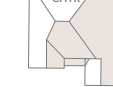




Bringing our homeowners together is a vital part of what we do, so we make sure we build safe open spaces and community areas, perfect for spending time with friends. Helping people connect with one another, creating wildlife habitats, encouraging healthy living and carefully considering the look and feel of the local area when we design our developments. It's about providing for local wildlife, building a meaningful future and leaving a lasting legacy.





# EXPLORE PILGRIMS CHASE

## KEY

	<b>BAKEWELL</b> 3 BEDROOM DETACHED HOME		<b>HARROGATE</b> 4 BEDROOM DETACHED HOME
	<b>STRATFORD LIFESTYLE</b> 3 BEDROOM DETACHED HOME		<b>RICHMOND</b> 4 BEDROOM DETACHED HOME
	<b>LEAMINGTON LIFESTYLE</b> 3 BEDROOM DETACHED HOME		<b>CAMBRIDGE</b> 4 BEDROOM DETACHED HOME
	<b>LINCOLN 3</b> 3 BEDROOM SEMI-DETACHED HOME		<b>CHESTER</b> 4 BEDROOM DETACHED HOME
	<b>SHREWSBURY 3</b> 3 BEDROOM DETACHED HOME		<b>HAMPSTEAD</b> 5 BEDROOM DETACHED HOME
	<b>OXFORD LIFESTYLE</b> 3 OR 4 BEDROOM DETACHED HOME		<b>AFFORDABLE HOUSING</b>

- - Air Source Heat Pumps
- V - Visitor Parking
- S/S - Sub Station
- LEAP - Locally Equipped Area of Play

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. Plots 4, 14, 16, 22, 32, 36, 53, 54, 60, 62, 63, 73, 122 & 125 are available as custom build homes, subject to build stage, please enquire about available configuration.







HERITAGE  
- REDROW -

# THE BAKEWELL

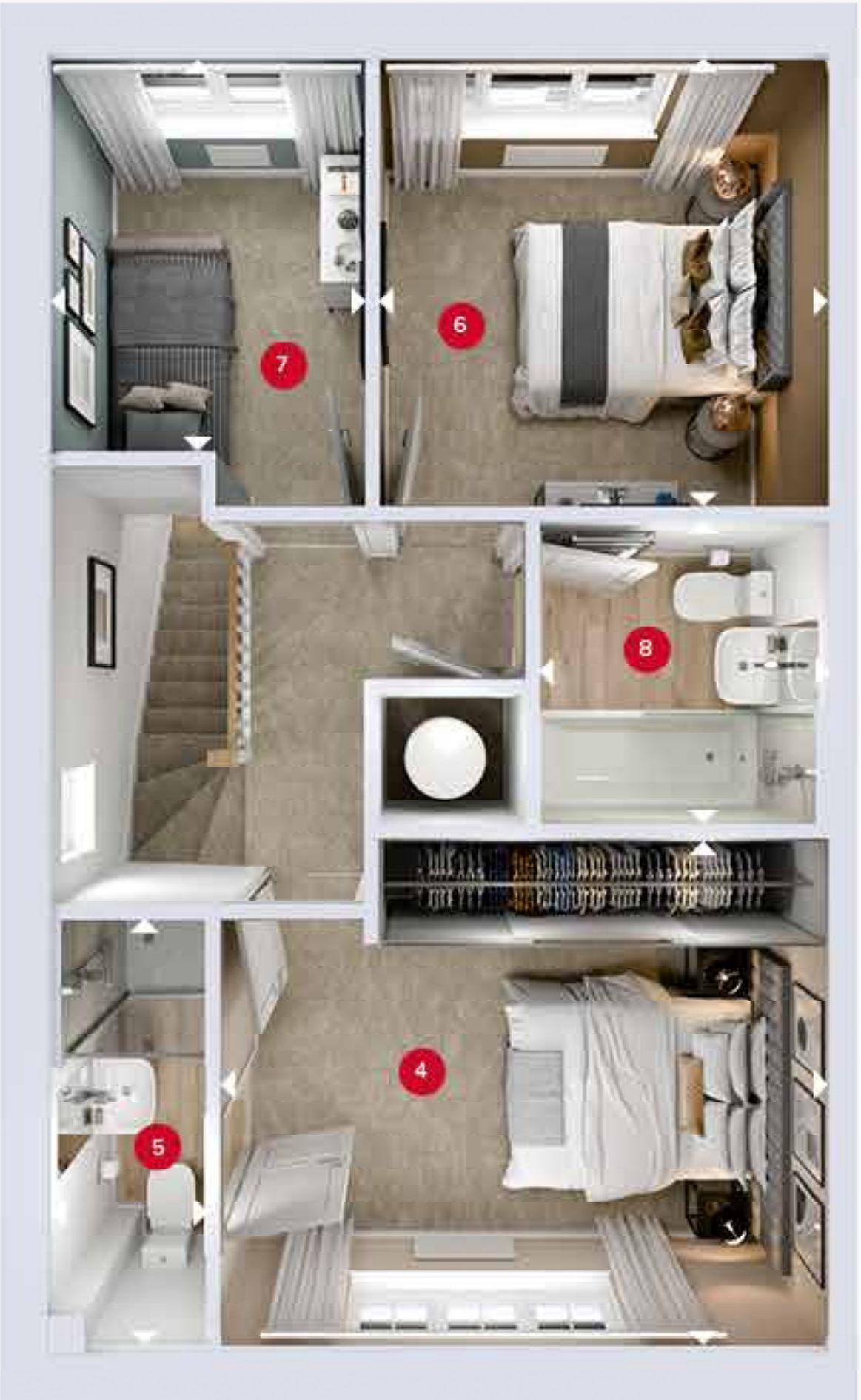
THREE BEDROOM TERRACED HOME







GROUND FLOOR



FIRST FLOOR

# THE BAKEWELL

## GROUND FLOOR

1	Kitchen/ Dining	15'8" x 10'7"	4.78 x 3.23 m
2	Lounge	15'2" x 11'9"	4.63 x 3.58 m
3	Cloaks	5'3" x 3'8"	1.60 x 1.11 m

## FIRST FLOOR

4	Bedroom 1	12'4" x 10'4"	3.75 x 3.14 m
5	En-suite	8'8" x 3'1"	2.64 x 0.94 m
6	Bedroom 2	9'1" x 9'1"	2.77 x 2.76 m
7	Bedroom 3	7'11" x 6'4"	2.42 x 1.92 m
8	Bathroom	6'2" x 5'10"	1.88 x 1.78 m

Please note the following plots 75 and 115 are corner variations and will have additional windows to the side elevations, speak to the sales consultants for further information.





**HERITAGE**

- REDROW -

# THE LINCOLN 3

THREE BEDROOM SEMI-DETACHED HOME







**HERITAGE**

- REDROW -

# THE LINCOLN 3

THREE BEDROOM SEMI-DETACHED HOME

 **REDROW**





GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

## THE LINCOLN 3

### GROUND FLOOR

1 Kitchen/ Dining	17'9" x 10'11"	5.40 x 3.32 m
2 Lounge	15'1" x 10'6"	4.60 x 3.20 m
3 Cloaks	5'11" x 3'2"	1.79 x 0.98 m

### FIRST FLOOR

4 Bedroom 1	15'3" x 10'8"	4.66 x 3.26 m
5 En-suite 1	10'3" x 6'9"	3.13 x 2.05 m
6 Bedroom 3	10'11" x 9'7"	3.32 x 2.93 m
7 Bathroom	7'10" x 5'7"	2.38 x 1.71 m

### SECOND FLOOR

8 Bedroom 2	14'0" x 12'9"	4.27 x 3.88 m
9 En-suite 2	8'5" x 6'3"	2.57 x 1.91 m





**HERITAGE**

- REDROW -

# THE LEAMINGTON LIFESTYLE

THREE BEDROOM DETACHED HOME

 **REDROW**





**HERITAGE**

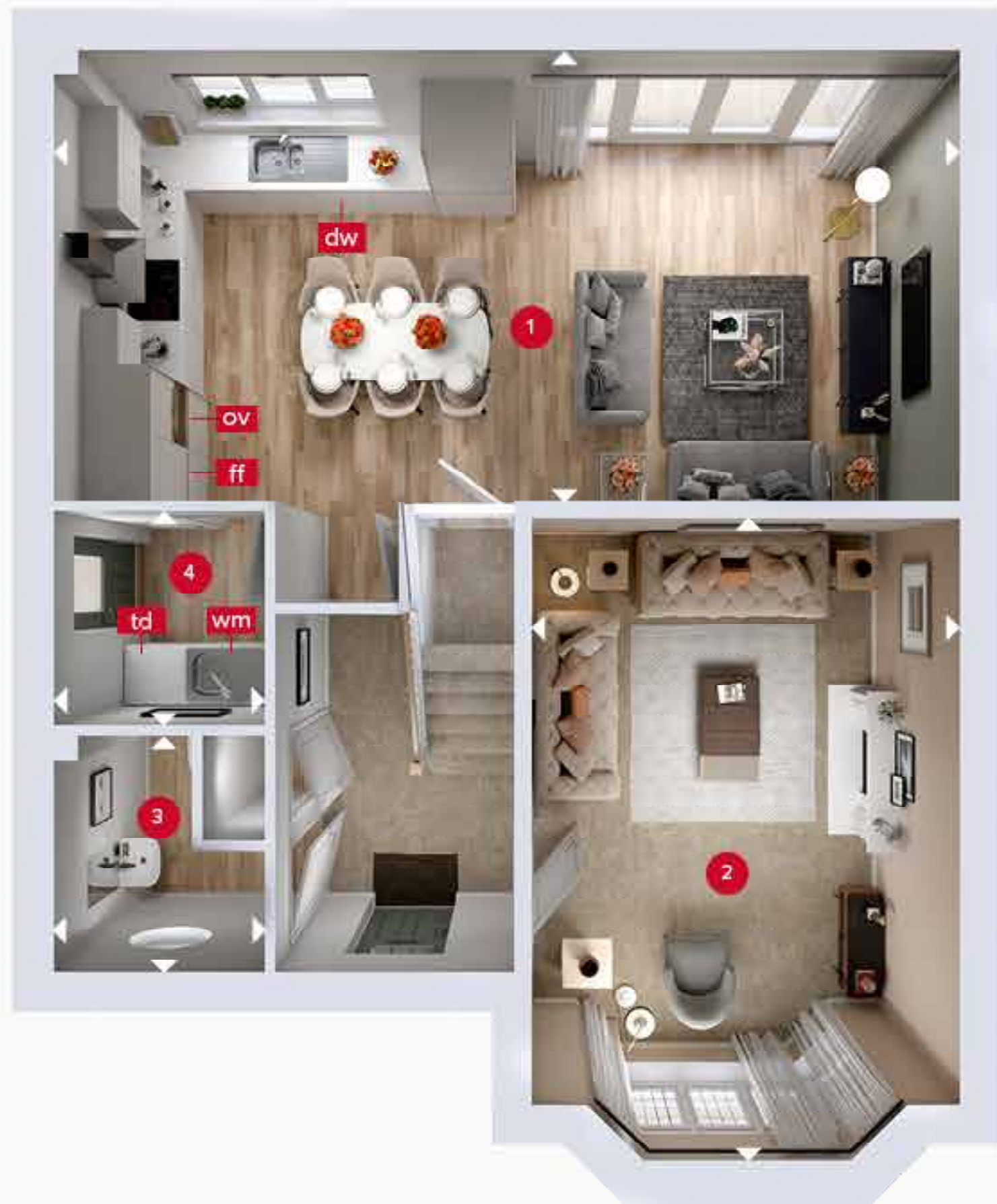
- REDROW -

# THE LEAMINGTON LIFESTYLE

THREE BEDROOM DETACHED HOME







GROUND FLOOR



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" x 11'8"	5.42 x 3.57 m
3	Cloaks	6'6" x 5'11"	1.99 x 1.80 m
4	Utility	6'1" x 5'11"	1.85 x 1.80 m

## FIRST FLOOR

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

Please note the following plot 7 is a corner variation and will have additional windows to the side elevations, speak to the sales consultants for further information





**HERITAGE**

- REDROW -

# THE OXFORD LIFESTYLE

THREE BEDROOM DETACHED HOME

 **REDROW**





HERITAGE

- REDROW -

# THE OXFORD LIFESTYLE

THREE BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE OXFORD LIFESTYLE

## GROUND FLOOR

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

## FIRST FLOOR

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

Please note the following plots 4, 14, 36, 62 and 125 are corner variations and will have additional windows to the side elevations, speak to the sales consultants for further information.



NEW  
HOMES  
QUALITY  
CODE

17.03.2022

Plots 4, 14, 16, 22, 32, 36, 53, 54, 60, 62, 63, 73, 122 & 125 Oxford Lifestyle house types are available as custom build homes, subject to build stage, please enquire about available configuration. 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 reservation. Please note that the specification shown in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. 04246-05\_EG\_OXFQQ\_DM2

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







**HERITAGE**

- REDROW -

# THE SHREWSBURY 3

THREE BEDROOM DETACHED HOME

 **REDROW**





**HERITAGE**

- REDROW -

# THE SHREWSBURY 3

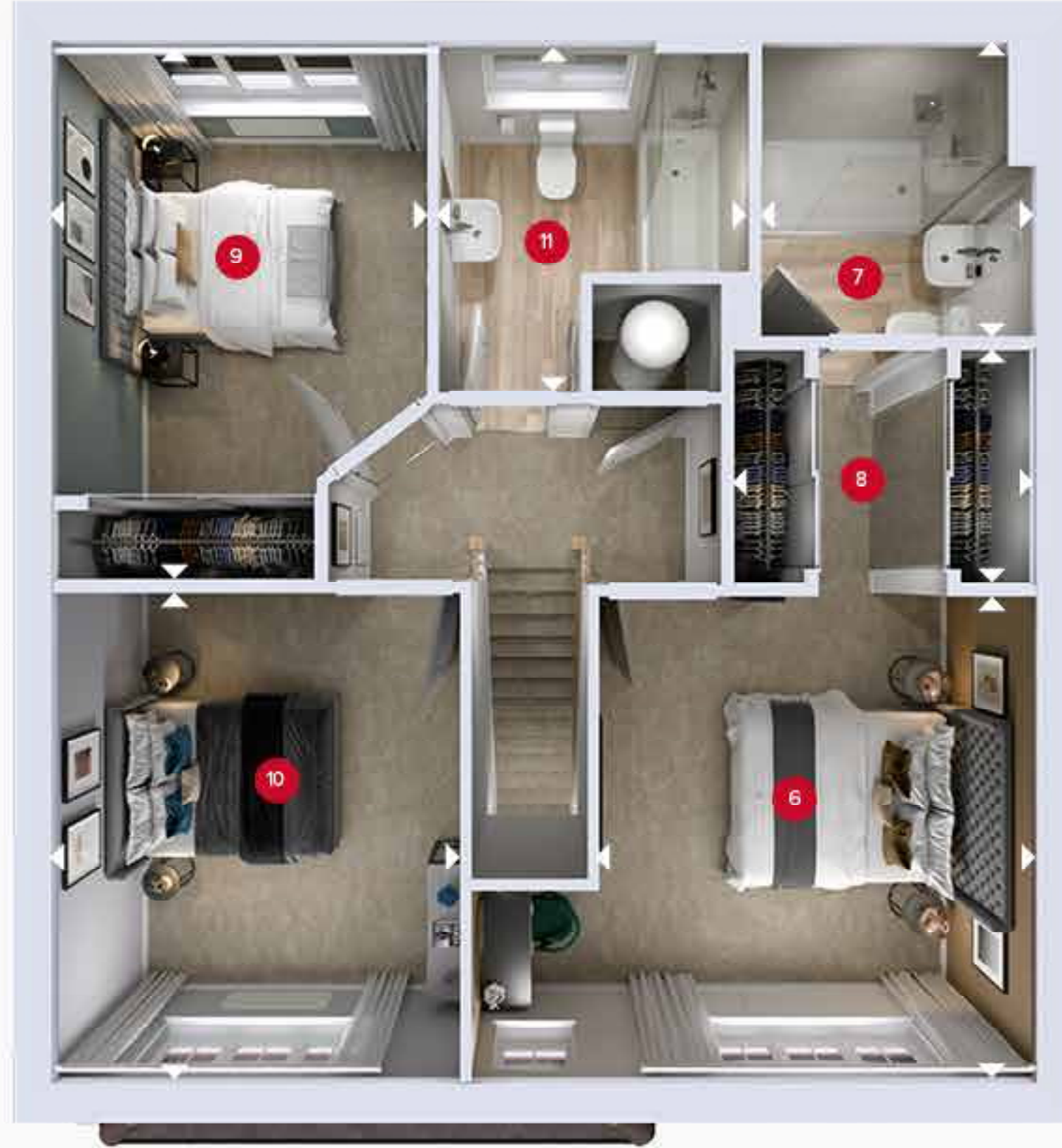
THREE BEDROOM DETACHED HOME

 **REDROW**





GROUND FLOOR



FIRST FLOOR

# THE SHREWSBURY 3

## GROUND FLOOR

1 Lounge	15'6" x 10'10"	4.72 x 3.31 m
2 Kitchen/Dining	18'6" x 10'8"	5.63 x 3.26 m
3 Utility	7'0" x 5'10"	2.14 x 1.78 m
4 Cloaks	5'10" x 3'5"	1.78 x 1.03 m
5 Garage	19'3" x 10'0"	5.88 x 3.04 m

## FIRST FLOOR

6 Bedroom 1	14'1" x 12'2"	4.29 x 3.71 m
7 En-suite	7'7" x 6'10"	2.30 x 2.09 m
8 Dressing Room	7'7" x 6'0"	2.31 x 1.83 m
9 Bedroom 2	13'11" x 9'4"	4.24 x 2.84 m
10 Bedroom 3	12'3" x 10'3"	3.74 x 3.12 m
11 Bathroom	9'2" x 7'10"	2.78 x 2.40 m

Please note the following plot 61 is a corner variation and will have additional windows to the side elevations, speak to the sales consultants for further information





HERITAGE

- REDROW -

# THE STRATFORD LIFESTYLE

THREE BEDROOM DETACHED HOME







HERITAGE

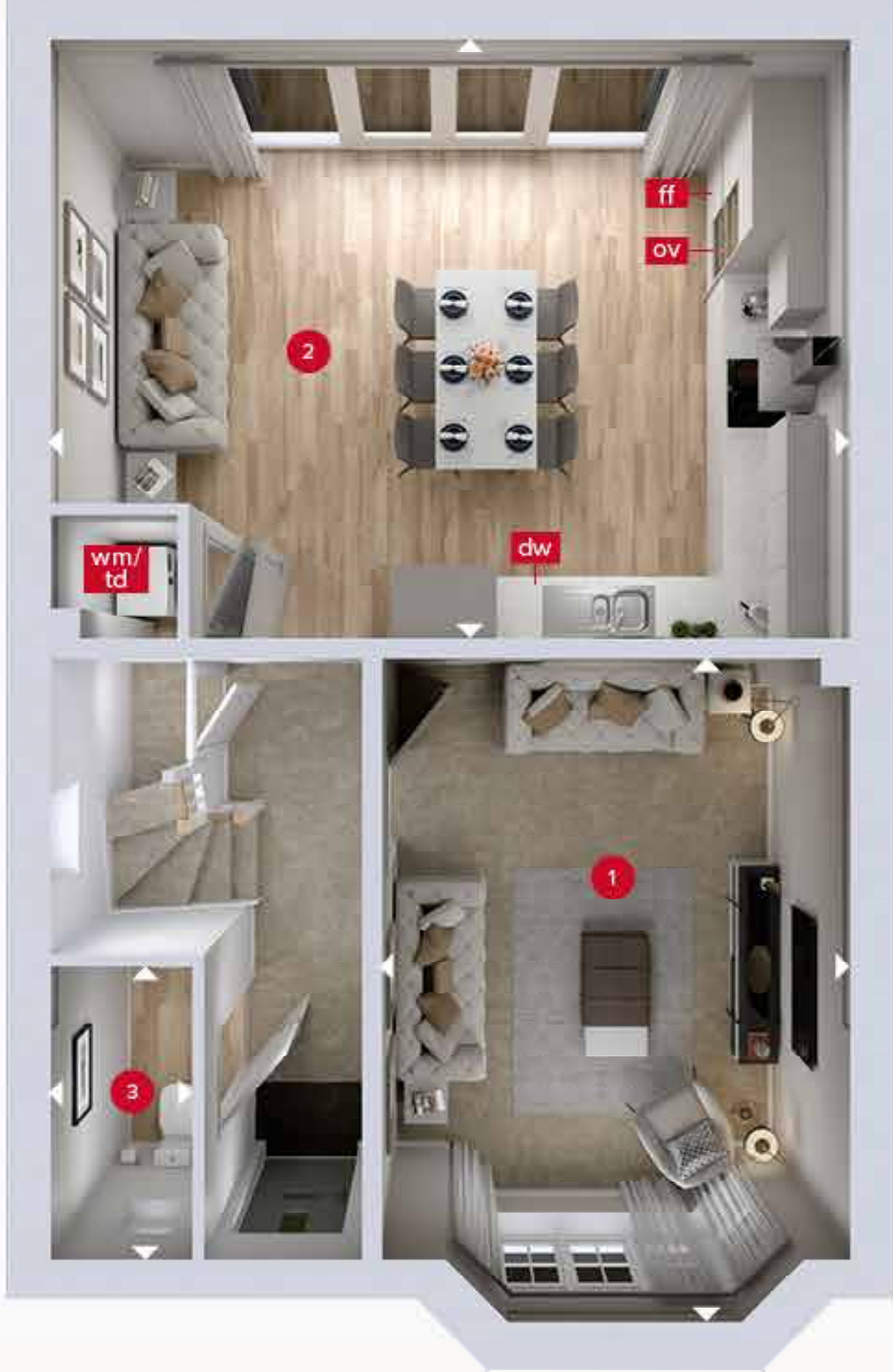
- REDROW -

# THE STRATFORD LIFESTYLE

THREE BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE STRATFORD LIFESTYLE

## GROUND FLOOR

1 Lounge	16'4" x 11'6"	4.97 x 3.51 m
2 Family/ Kitchen/ Dining	19'5" x 14'11"	5.93 x 4.54 m
3 Cloaks	7'3" x 3'6"	2.20 x 1.07 m

## FIRST FLOOR

4 Bedroom 1	14'5" x 10'10"	4.40 x 3.30 m
5 En-suite 1	8'4" x 7'3"	2.54 x 2.20 m
6 Bedroom 2	11'11" x 9'5"	3.62 x 2.87 m
7 En-suite 2	6'1" x 4'7"	1.86 x 1.39 m
8 Bedroom 3	10'6" x 9'9"	3.20 x 2.97 m
9 En-suite 3	6'4" x 4'1"	1.93 x 1.24 m

Please note the following plots 28, 51, 118 and 123 are corner variations and will have additional windows to the side elevations, speak to the sales consultants for further information





**HERITAGE**

- REDROW -

# THE CAMBRIDGE

FOUR BEDROOM DETACHED HOME

 **REDROW**





**HERITAGE**

- REDROW -

# THE CAMBRIDGE

FOUR BEDROOM DETACHED HOME

 **REDROW**





GROUND FLOOR



FIRST FLOOR

# THE CAMBRIDGE

## GROUND FLOOR

1	Kitchen/Dining/ Family	25'0" x 12'8"	7.62 x 3.87 m
2	Lounge	16'3" x 11'8"	4.95 x 3.57 m
3	Utility	6'1" x 5'11"	1.85 x 1.80 m
4	Cloaks	6'6" x 5'11"	1.99 x 1.80 m

## FIRST FLOOR

5	Bedroom 1	13'8" x 12'11"	4.16 x 3.94 m
6	En-suite	8'2" x 4'3"	2.49 x 1.30 m
7	Bedroom 2	13'8" x 11'0"	4.17 x 3.36 m
8	Bedroom 3	11'7" x 8'2"	3.52 x 2.49 m
9	Bedroom 4	11'9" x 9'1"	3.58 x 2.76 m
10	Bathroom	8'4" x 7'2"	2.53 x 2.19 m

Please note the following plots 30 and 128 are corner variations and will have additional windows to the side elevations, speak to the sales consultants for further information





**HERITAGE**

- REDROW -

# THE CHESTER

FOUR BEDROOM DETACHED HOME







**HERITAGE**

- REDROW -

# THE CHESTER

FOUR BEDROOM DETACHED HOME

 **REDROW**





GROUND FLOOR



FIRST FLOOR

# THE CHESTER

## GROUND FLOOR

1	Lounge	16'4" x 10'11"	4.98 x 3.34 m
2	Kitchen	11'8" x 9'11"	3.56 x 3.03 m
3	Dining	10'0" x 9'8"	3.04 x 2.96 m
4	Family	12'7" x 10'7"	3.84 x 3.23 m
5	Utility	9'6" x 5'1"	2.88 x 1.55 m
6	Cloaks	5'8" x 3'7"	1.74 x 1.09 m
7	Garage	18'6" x 10'0"	5.63 x 3.05 m

## FIRST FLOOR

8	Bedroom 1	13'3" x 10'1"	4.04 x 3.08 m
9	En-suite	7'11" x 3'11"	2.41 x 1.20 m
10	Bedroom 2	12'10" x 9'8"	3.91 x 2.96 m
11	Dressing Room	6'10" x 4'2"	2.07 x 1.26 m
12	Bedroom 3	12'0" x 8'4"	3.66 x 2.54 m
13	Bedroom 4	11'8" x 8'8"	3.56 x 2.64 m
14	Bathroom	8'10" x 6'1"	2.69 x 1.86 m





**HERITAGE**  
- REDROW -

# THE HARROGATE

FOUR BEDROOM DETACHED HOME

 **REDROW**





**HERITAGE**

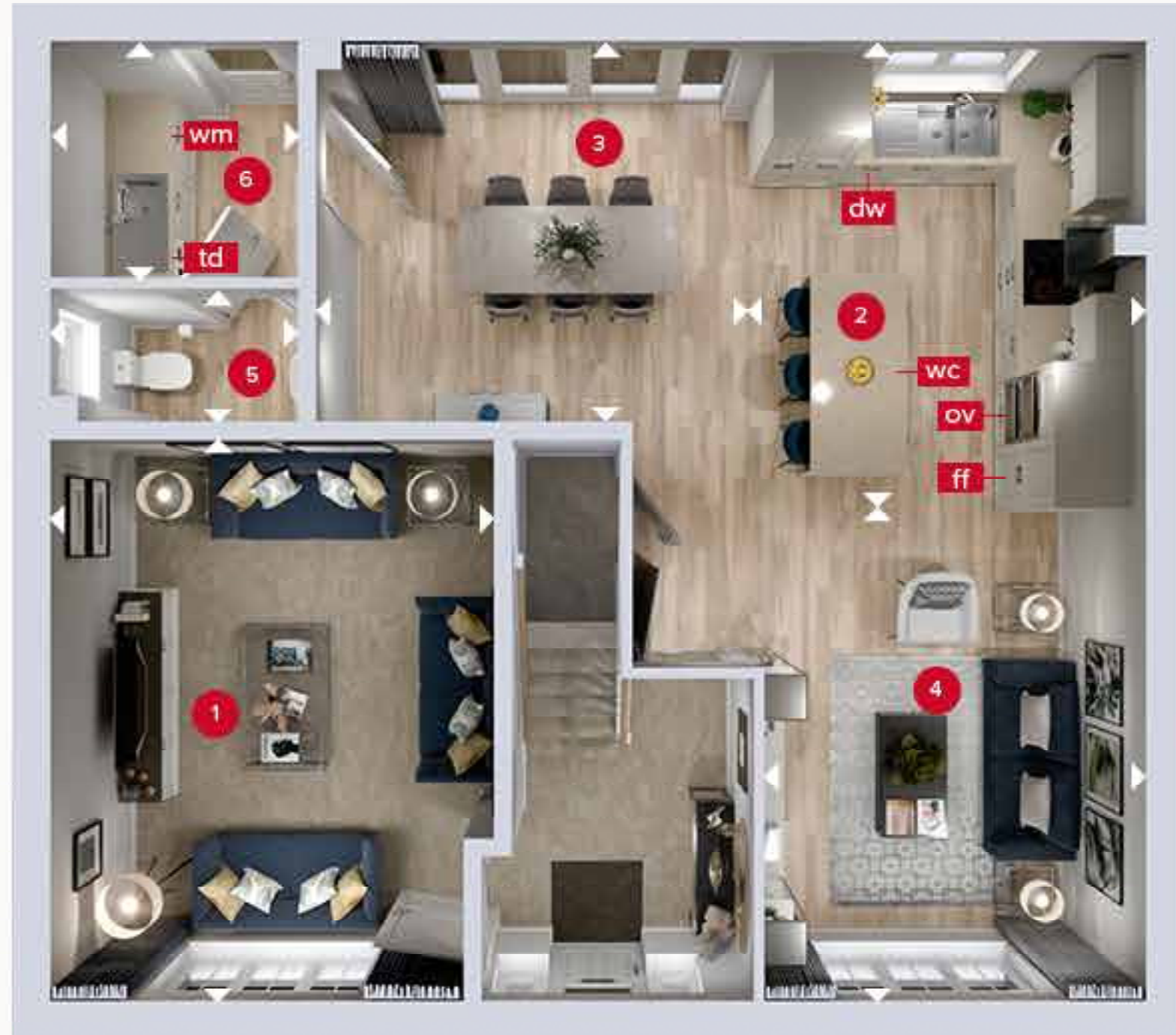
- REDROW -

# THE HARROGATE

FOUR BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE HARROGATE

## GROUND FLOOR

1	Lounge	15'4" x 12'0"	4.68 x 3.65 m
2	Kitchen	12'5" x 10'1"	3.79 x 3.09 m
3	Dining	13'1" x 10'3"	4.00 x 3.13 m
4	Family	13'8" x 10'1"	4.17 x 3.08 m
5	Cloaks	5'8" x 3'7"	1.73 x 1.09 m
6	Utility	6'5" x 5'8"	1.94 x 1.73 m

## FIRST FLOOR

7	Bedroom 1	12'2" x 10'10"	3.72 x 3.30 m
8	Dressing	6'10" x 6'5"	2.09 x 1.96 m
9	En-suite	8'1" x 5'6"	2.47 x 1.69 m
10	Bedroom 2	13'8" x 10'0"	4.18 x 3.05 m
11	Bedroom 3	12'1" x 10'0"	3.69 x 3.05 m
12	Bedroom 4	11'2" x 9'2"	3.40 x 2.79 m
13	Bathroom	7'7" x 5'9"	2.31 x 1.76 m

Please note the following plots 11, 18, 24, 72 and 127 are corner variations and will have additional windows to the side elevations, speak to the sales consultants for further information





**HERITAGE**

- REDROW -

# THE RICHMOND

FOUR BEDROOM DETACHED HOME

 **REDROW**





**HERITAGE**

- REDROW -

# THE RICHMOND

FOUR BEDROOM DETACHED HOME

 **REDROW**





**GROUND FLOOR**



**FIRST FLOOR**

# THE RICHMOND

## GROUND FLOOR

1	Lounge	17'7" x 12'10"	5.35 x 3.90 m
2	Family	14'0" x 11'3"	4.28 x 3.42 m
3	Dining	11'3" x 11'3"	3.43 x 3.42 m
4	Kitchen	15'5" x 14'3"	4.69 x 4.35 m
5	Utility	11'3" x 5'3"	3.42 x 1.60 m
6	Cloaks	5'6" x 3'8"	1.68 x 1.12 m
7	Garage	17'9" x 16'6"	5.41 x 5.03 m

## FIRST FLOOR

8	Bedroom 1	14'8" x 12'10"	4.46 x 3.90 m
9	En-suite 1	7'9" x 7'2"	2.37 x 2.17 m
10	Wardrobe	7'2" x 6'9"	2.17 x 2.06 m
11	Bedroom 2	12'5" x 11'5"	3.78 x 3.49 m
12	En-suite 2	8'9" x 4'2"	2.66 x 1.28 m
13	Bedroom 3	11'7" x 9'8"	3.54 x 2.93 m
14	Bedroom 4	11'5" x 9'0"	3.47 x 2.74 m
15	Bathroom	10'10" x 6'1"	3.30 x 1.86 m

Please note the following plot 19 is a corner variations and will have additional windows to the side elevations, speak to the sales consultants for further information





**HERITAGE**

- REDROW -

# THE HAMPSTEAD

FIVE BEDROOM DETACHED HOME

 **REDROW**





**HERITAGE**

- REDROW -

# THE HAMPSTEAD

FIVE BEDROOM DETACHED HOME







**GROUND FLOOR**



**FIRST FLOOR**

# THE HAMPSTEAD

## GROUND FLOOR

1 Kitchen	12'3" x 10'9"	3.74 x 3.28 m
2 Dining	11'7" x 11'1"	3.53 x 3.37 m
3 Family	13'8" x 11'6"	4.16 x 3.50 m
4 Lounge	17'7" x 11'8"	5.35 x 3.56 m
5 Cloaks	5'8" x 3'7"	1.72 x 1.09 m
6 Utility	7'3" x 6'0"	2.20 x 1.83 m
7 Garage	16'10" x 15'2"	5.12 x 4.63 m

## FIRST FLOOR

8 Bedroom 1	14'10" x 13'2"	4.51 x 4.01 m
9 En-suite 1	7'8" x 6'0"	2.34 x 1.83 m
10 Bedroom 2	10'11" x 10'2"	3.32 x 3.11 m
11 En-suite 2	7'7" x 4'6"	2.30 x 1.36 m
12 Bedroom 3	14'9" x 10'6"	4.49 x 3.21 m
13 Bedroom 4	11'3" x 9'9"	3.43 x 2.98 m
14 Bedroom 5/Study	11'3" x 7'9"	3.43 x 2.37 m
15 Bathroom	9'7" x 7'3"	2.91 x 2.20 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







# PLAN YOUR DREAM HOME



## KITCHEN & UTILITY

### Kitchen Styles

A range of quality kitchen styles from Symphony. Please see Sales Consultant for details.

### Work Surfaces

Square Edged worktops. Refer to agreed group specifications – Speak to sales consultant for details.

### Upstand

Matching above worktops, with stainless Steel splashback behind Hob.

### Bowl & Tap

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).

### Appliances AEG

- AEG Ceramic Hob
- AEG Double oven
- Electrolux Chimney extract
- Zanussi Integrated fridge/freezer 50/50





## INTERIOR

### Walls

Crown Pale Cashew and White paint finish.

### Internal Doors

Internal moulded door.

### Internal Door Furniture

Internal Door Furniture to be polished chrome effect door furniture from Carlisle Brass.

### Architrave

Torus profile MDF, 69 x 14.5mm section size with satin white paint finish.

### Skirting Boards

Torus profile MDF, 194 x 14.5mm section size with satin white paint finish.

### Staircase

41mm Square plain spindles with 90mm square newels in satin white paint finish complete with light ash hardwood, or similar, handrail.

### Ceilings

Crown Pale Cashew and White 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 Consultant.

### Wardrobes

Goodings wardrobes to all bedrooms are available as an optional upgrade.

### 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. Please refer to drawings for types and 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.

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

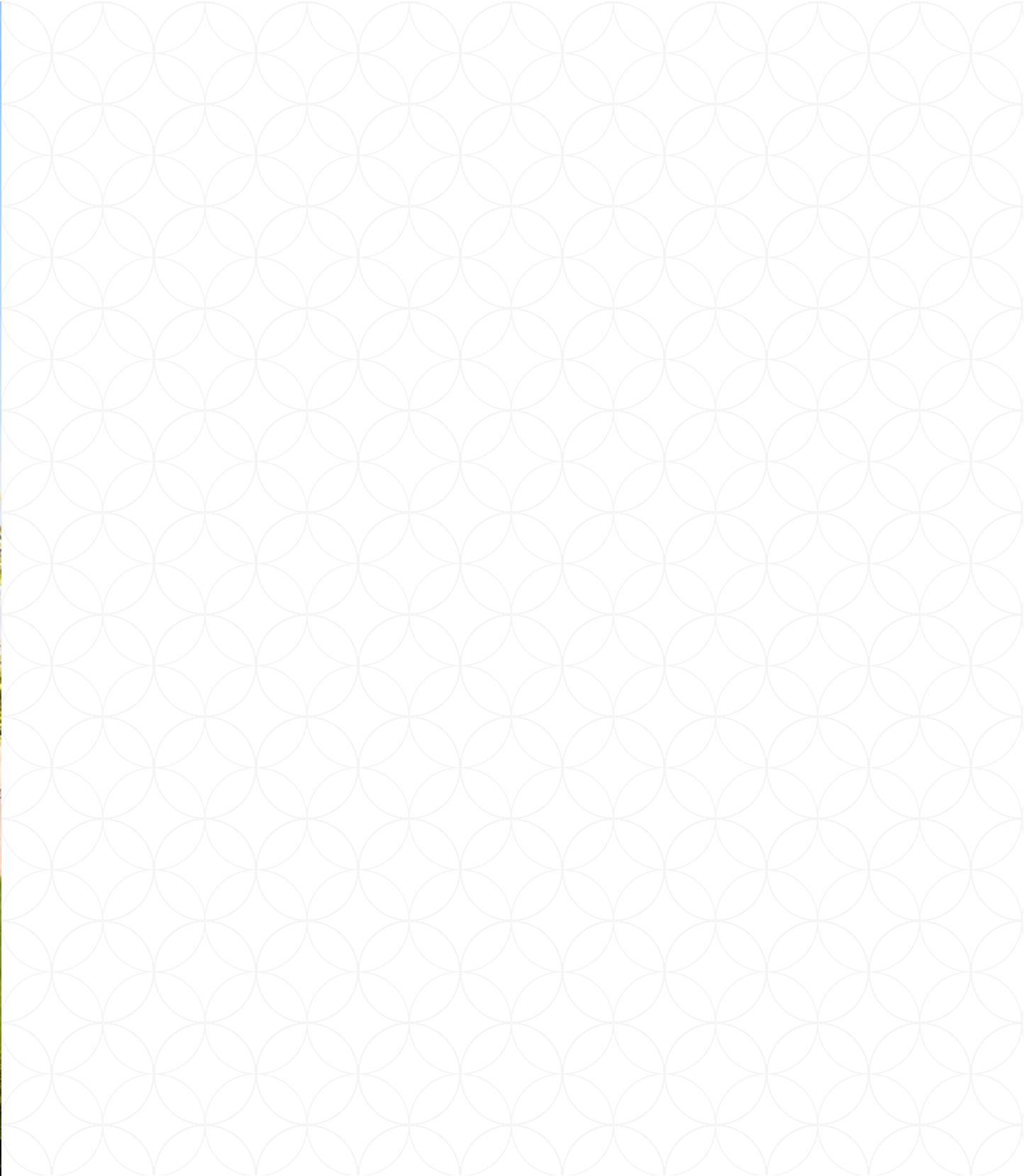
Splash back to basin and full-height tiling around bath, if bath does not have a shower then half-height tiling only. Dual fuel Towel Radiator 'Curved style' wet-feed towel warmers in Chrome finish to be installed in Bathrooms and all En-suites.

### Shower over Bath

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.  
Low profile Tray Acrylic capped low profile shower tray.  
Shower Screen Polished Chrome effect finish shower door.





## 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.

### 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. Rear steel door with patterned glass, finished internally and externally in white.

### 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.

### External Lights

Front lamp provided as standard position as indicated on plot specific drawings.

### Garden

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

Doors Novofern Berwick style or similar steel up & over with window panels to top. Door & frame finish to be painted to match front door colour.

### Door Bell

Black bell push with transformer.





# A THRIVING PARTNERSHIP

Our 'Nature for people' biodiversity strategy was developed alongside our long-standing partners, The Wildlife Trusts. The strategy focuses on three key themes – Nature Gains, Rewilding Lives and Flourishing Legacy with a view to improving people's well-being through nature.

Find out more at [redrowplc.co.uk/sustainability](https://redrowplc.co.uk/sustainability)

Working in close partnership with





# 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

## 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.







# PILGRIMS CHASE



Sundon Road, Harlington, Bedfordshire LU5 6LW

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