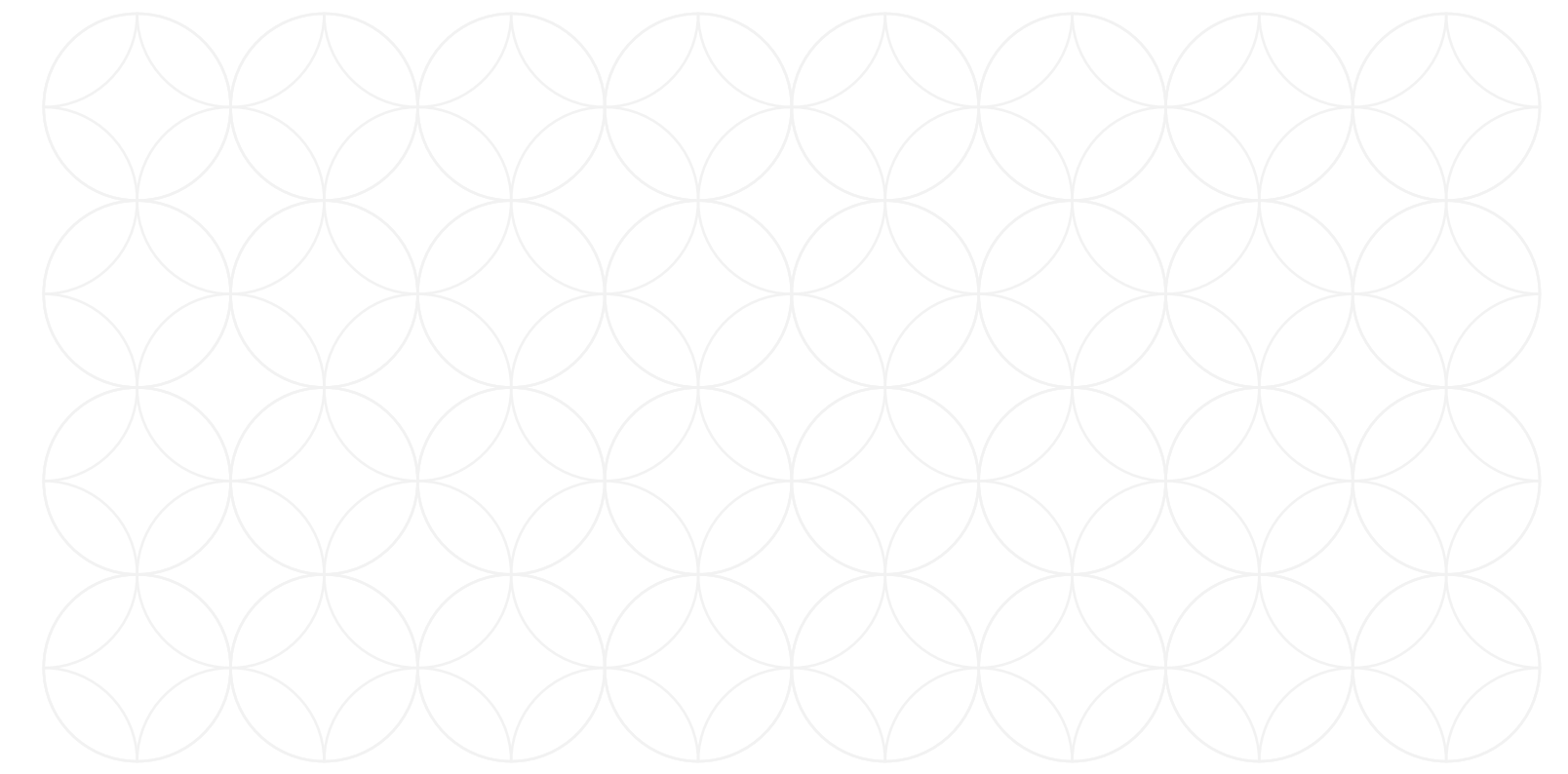


**DISCOVER**  
A BETTER WAY  
TO LIVE







## 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





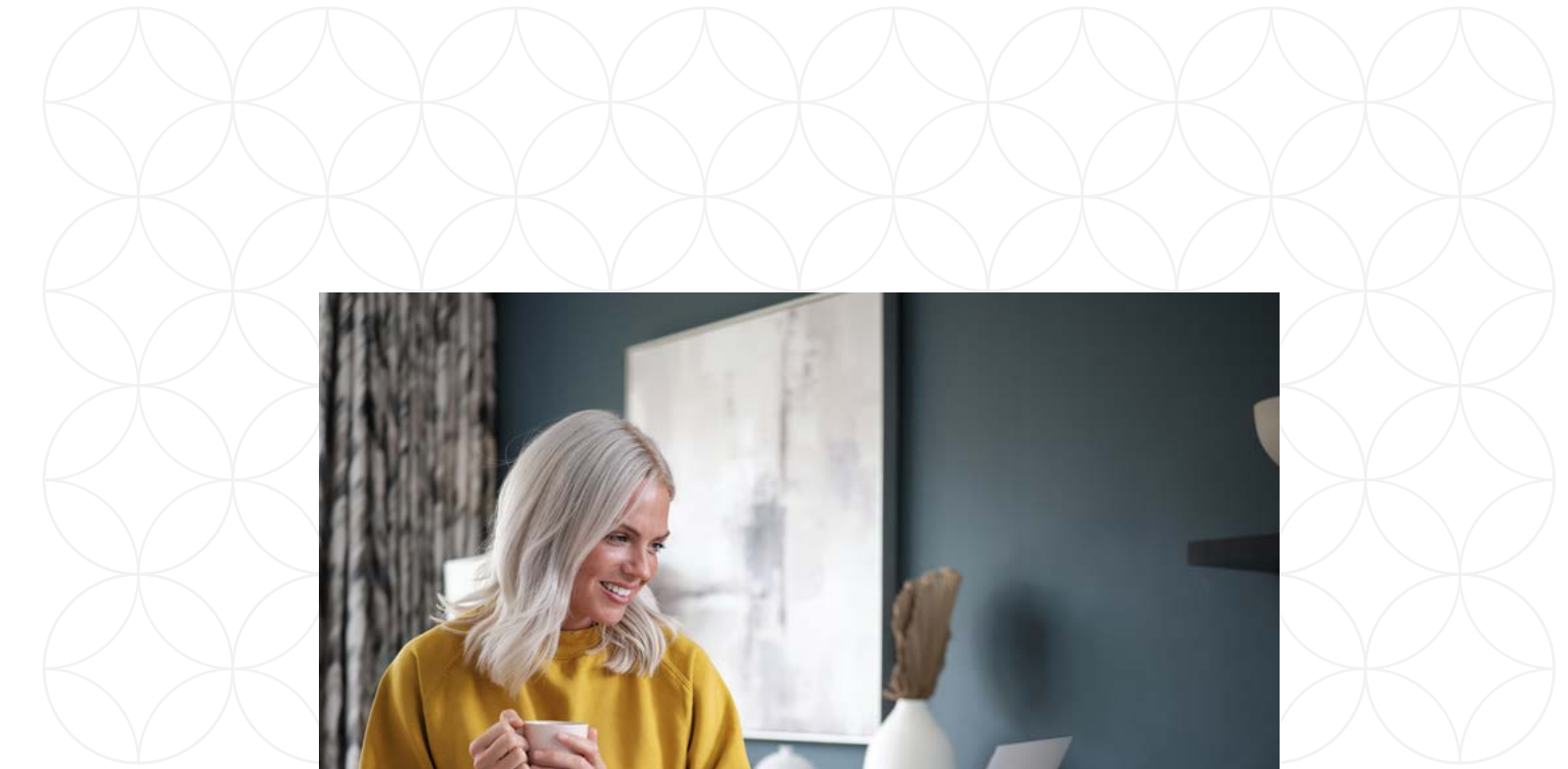
# BETTER BY DESIGN

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.

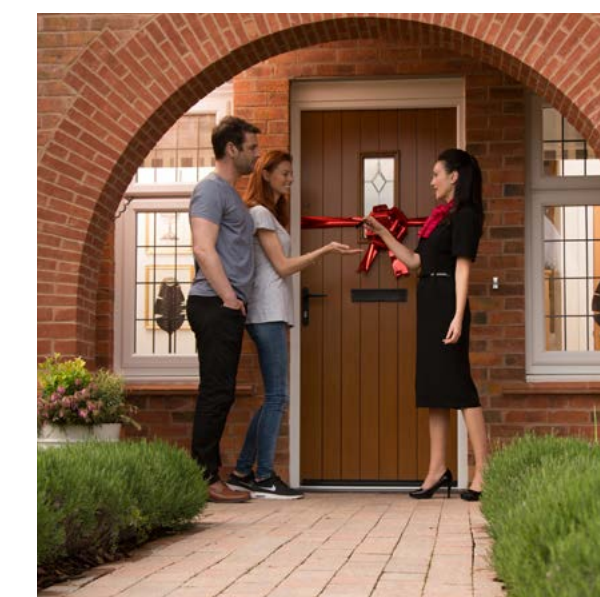






## BETTER EXPERIENCES

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.







## 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.





# 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.







Discover a better way to live.