

HERITAGE
- REDROW -

HEDERA GARDENS

HOUSE SPECIFICATION





PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

A range of quality kitchen styles from Moores. 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.

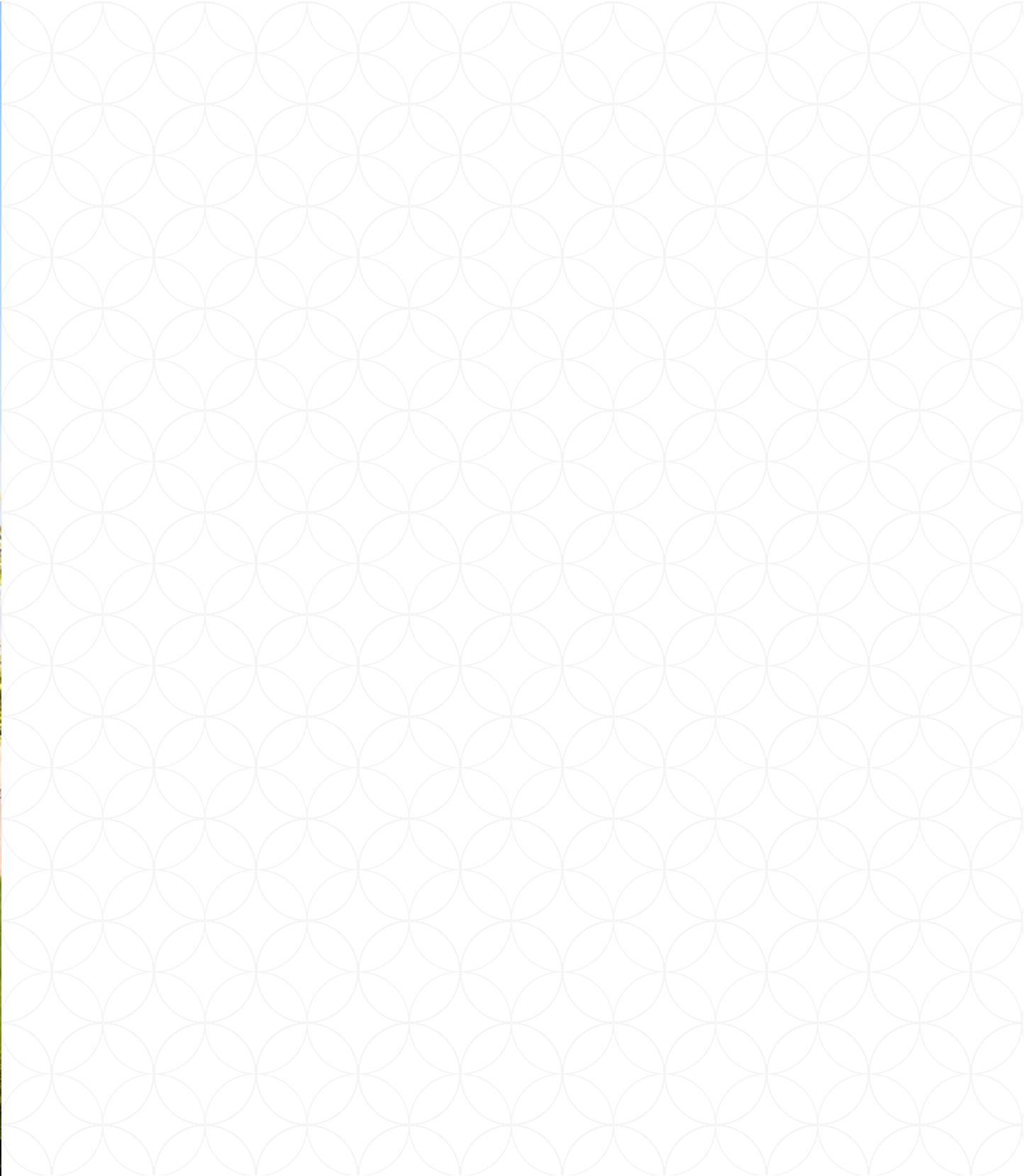
Wall Tiles to Cloakroom, Bathroom & En-suite

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.

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.



