

HERITAGE

- REDROW -

ROYAL OAKS

GILLINGHAM



PLAN YOUR DREAM HOME



KITCHEN & UTILITY

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

Handles Refer to agreed group specifications – My Redrow.

Plinth Refer to agreed group specifications – My Redrow.

General Kitchens to include smooth door closers and plastic cutlery tray.

Work Surfaces Square Edged worktops. Refer to agreed group specifications – My Redrow for choices.

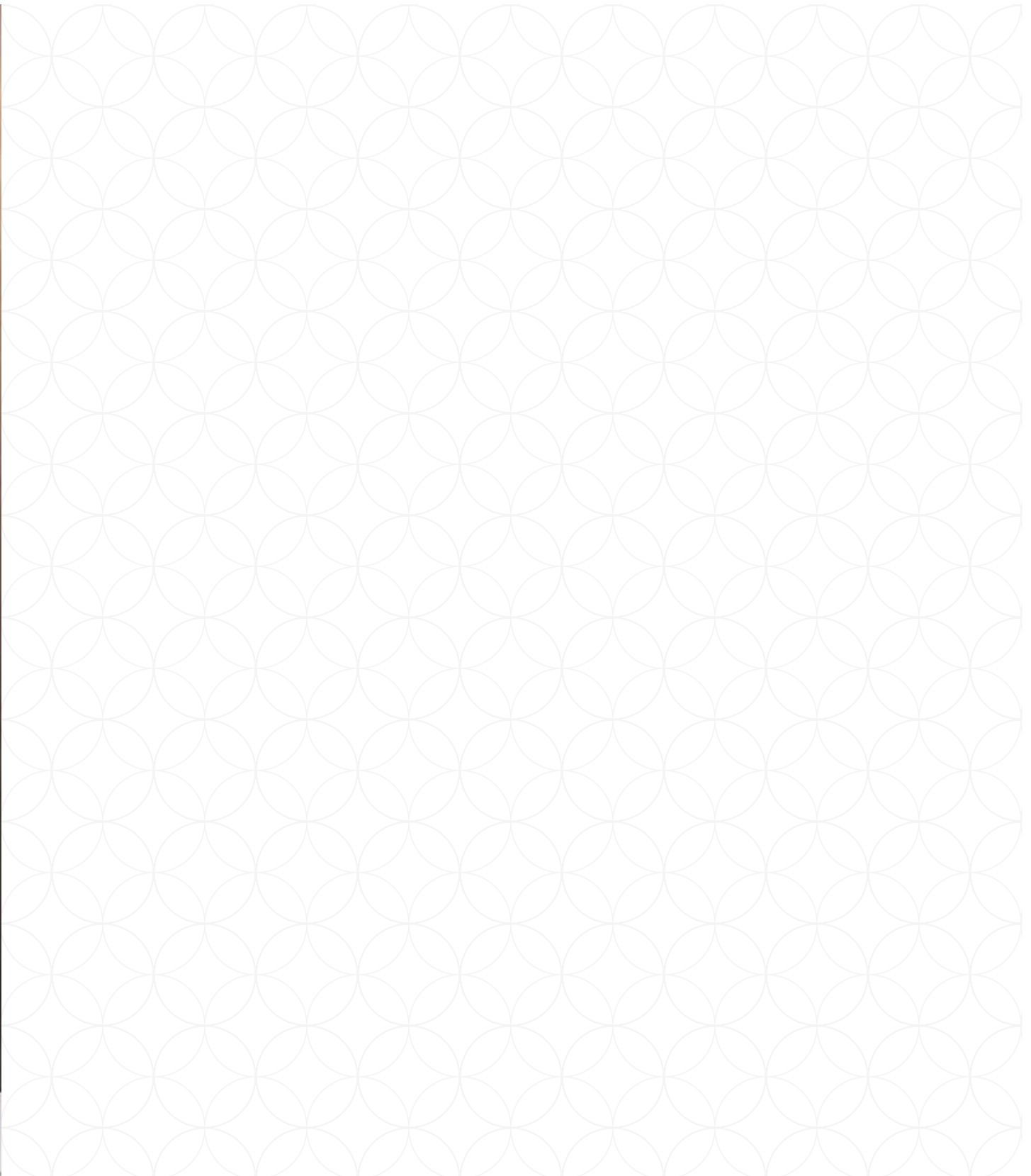
Upstand Matching above worktops, with stainless steel splash-back behind Hob.

Sink Stainless steel 1.5 Bowl with mixer tap to units (in housetypes under 1600sqft). Double Bowl sink with mixer tap to units (in housetypes over 1600sqft).

Utility (Where applicable) Doors/drawer handles to match kitchen. Stainless steel single bowl with mixer tap.

Appliances

- AEG Electric Ceramic Hob
- AEG Double Oven – Double Oven
- Electrolux 60cm Cooker Hood (in housetypes upto 1600sqft)
- Electrolux 90cm Chimney extract (in housetypes over 1600sqft)
- Zanussi Integrated fridge/freezer 50/50 (in housetypes up to 1600 sqft)
- 2x Zanussi Integrated fridge/freezer 50/50 (in housetypes over 1600sqft)



INTERIOR

Walls

Crown White paint finish.

Internal Doors

Internal moulded door.

Internal Door Furniture

Internal Door Furniture to be polished chrome effect.

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 White paint finish.

Central Heating

Air source heat pump, please ask sales consultant for more information.

Underfloor Heating & Radiators

Myson underfloor heating is fitted as standard to the ground floor. This is with a touch control thermostat and is separated into different areas. Upstairs will have Myson Premier round top radiators fitted as standard.

Wardrobes

Hammonds wardrobes to all bedrooms are available as an optional upgrade – refer to My Redrow.

Data Point

Data 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.

WC

Connect Air CC BTW Pan with access point. Connect Air cistern with dual flush valve and Connect Air seat. Soft close seats can be fitted as an upgrade.

Bath

Tempo Arc Bath 700 wide by 1700mm long, with slotted click plug style waste.

Bath Panel

Uniline 170cm front bath panel.

Low Profile Tray

Acrylic capped low profile shower tray with concealed waste and upstands to all four sides. Tray to be Twyford "TwyLite".

Shower

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 – Twyford Geo6.

Shower Screen

Polished Chrome effect finish shower door manufactured by "Twyford Geo6". Please refer to drawings to confirm whether Pivot or Bifold style door is to be fitted.

Wall Tiles

Johnsons Tiles, full-height tiling around all baths. If bath does not have a shower then there will be half-height tiling. To sinks, one tile as a splash back is standard. Please speak to our sales consultants for optional upgrades.

Bathroom & En-suite Basin

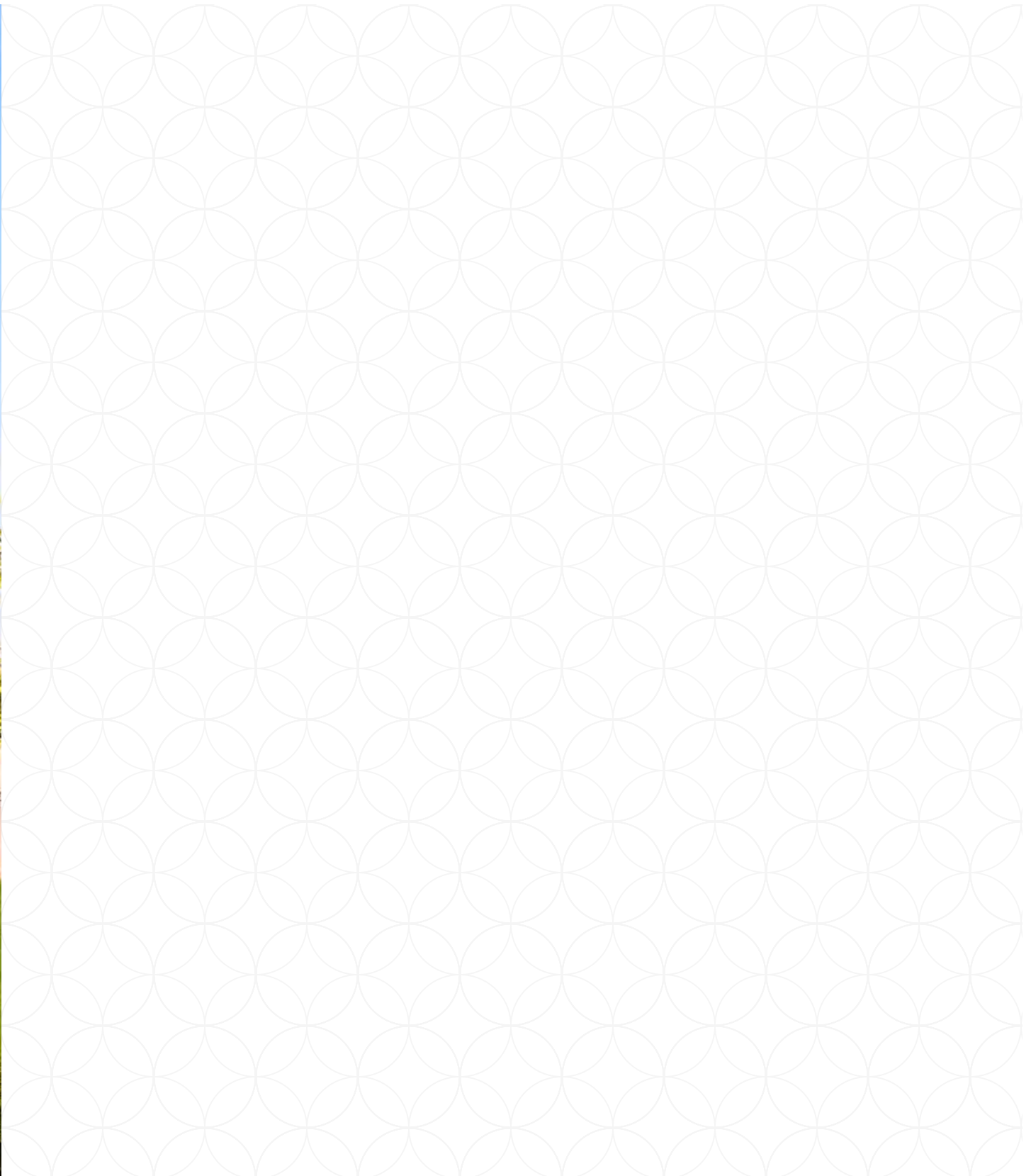
Connect Air 55cm with 1 tap hole, semi pedestal fitted with Ceraplan basin mixer, Slotted basin waste click plug.

Cloakroom Basin

Connect Air 40cm basin with 1 tap hole (please refer to drawing to confirm basin design). Fitted with Ceraplan basin mixer, Slotted basin waste click plug.

Towel Rail

'Curved style' wet-feed towel warmers in Chrome finish to be installed in Bathrooms and all En-suites.



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

Quality turf to front garden with planting where applicable, refer to landscaping layout for details. Rear Gardens topsoil in accord with NHBC requirements.

Fencing

All plots to receive 1800mm high close board fencing where screen walls are not indicated. All plots to receive 1800mm high close board framed, ledged and braced gate.

Garage

Detached garages to receive double socket point and lighting pendant if access from plot is not through a communal courtyard. 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. Electric EV car charging points fitted as standard.

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.





ROYAL OAKS



SHAFTESBURY ROAD, GILLINGHAM, DORSET SP8 5NG

Discover a better way to live
[redrow.co.uk](https://www.redrow.co.uk)