

J.S Crawford Contracts Borders Ltd & Rural Renaissance Ltd
Customer Charter

J.S Crawford Contracts Borders Ltd & Rural Renaissance Ltd's Customer Charter sets out our commitments to provide our customers with procedures and information throughout the purchase of your new home.

As a new Home Buyer you will have a Structural Warranty and resolution service. This is by a third party and the provider is development specific. You will also have our commitment to abide by the requirements of the Consumer Code for Home Builders.

1. A copy of our Charter and the Consumer Code for Home Builders is available from our sales office or can be viewed on our website at www.jscrawford.co.uk. A copy of our Customer Charter will be available to you at time of placing a reservation fee as part of your customer choice pack. If for any reason you do not receive a copy at that point please do not hesitate to request a copy.
2. We have systems and procedures directed towards ensuring that you receive accurate information to enable you to make a well-informed purchase.

The information given will be jargon free, fair and reliable and will include:

- A written Reservation Agreement
- An explanation of the 10 year Structural Warranty Cover
- A description of any Management services and charges to which you will be committed; and an estimate of their costs (where applicable).

During the purchase of your new house we shall contact you at various stages to discuss the home buying process and selection of client choice items (where applicable).

3. Our Sales Manager is responsible for dealing with any questions you may have during the purchase of your new house. Please do not hesitate in contacting Christine Stevenson at any time on 01896 822030.
4. We will issue your Solicitor with all pre-contract information required to conclude Missives.

J.S Crawford Contracts Borders Ltd & Rural Renaissance Ltd will provide customers with a sales reservation confirmation showing the gross sale price and any sales incentives, whether in cash or otherwise.

The sales reservation will be made available to the buyer's conveyancer as a matter of course and to the lender and/or surveyor on request.

All payments to third parties relating to the sale, above five per cent (5%) (Including introductory and commission payments, but excluding payments to instructed selling agents) will be disclosed to the buyer's conveyancer.

Any sales incentives provided to the customer after the date of reservation but prior to conclusion of Missives will be notified to the buyer's conveyancer who is under a duty to disclose them to the lender.

Once you have reserved a particular property we shall discuss your plot specific client choice information which will contain intended floor plans and elevations of your new house, specifications detailing any fixtures and fittings which are included as part of the agreed specification (the Missives explain where these plans/specifications may still remain subject to change, usually for Planning or Building Control reasons).

It is a client's responsibility to select and appoint a Solicitor (Scottish Law) to represent their interest and deal with the legal formalities of buying a new property including conclusion of Missives and date of entry/handover.

5. Your normal point of contact will be our Sales Manager, Christine Stevenson who can be contacted through our Priorwood office on Tel: 01896 822030 or alternatively 07867 359 675. We will give you the name and contact details of any other staff that will be responsible for helping you during the buying process. We will also explain how we will deal with your questions.
6. On day of Handover we shall give you an Information file relating to your new house.

We appreciate that you may wish to view your new house during the construction process. Due to Health and Safety reasons a Purchaser is not permitted to visit a development for the purpose of inspecting the subjects of sale without having made prior arrangements through our office. Any such visits will be entirely at a purchasers risk for themselves and any other persons who accompany them. No person under the age of 18 years is permitted at or on the development without prior consent.

Any client visiting a development shall be required to wear appropriate clothing including protective footwear and headgear and be accompanied by a member of our team. Please contact Christine Stevenson to arrange a site visit.

7. We endeavour to ensure that all our marketing literature and advertisements are correct at time of press and comply with relevant laws and advertising codes.
8. Our Missives (Offer of Sale) that we enter into with you will be clear and fair and will comply with the Unfair Terms in Consumer Contracts Regulations 1999. Missives must be concluded to form a binding legal contract within the period stipulated on the reservation agreement.
9. Your Solicitor should make clear to you any applicable cancellation rights. In Scotland where Missives are concluded they will represent a binding contract on both the Purchasers and Sellers.

We will give you reliable information about your guarantees and warranties. Your new home will benefit from 10 year Warranty Cover. This is included as part of the purchase price of the property.

You will find details of the cover in your own Warranty documents which you will receive through your Solicitor.

11. We shall protect any property reservation that we receive from you. To reserve a property it is our practice to require a non-returnable reservation fee from £200.00 with a further deposit of 2% of the agreed purchase price (or alternative agreed sum) payable on the conclusion of Missives. The reservation fee and deposit will be credited against the final adjusted price at settlement of the transaction.
12. Once you have reserved your property we shall issue our Offer of Sale to your appointed Solicitor. Once we have been notified by our Solicitor that Missives are concluded we shall contact you to arrange a meeting with our Sales Manager at which we discuss/confirm client choices. Once all client choice items are complete we shall write giving you our indication of an entry date. Such a date can only be indicative and shall be subject to change dictated by the building or approvals process or other considerations applicable.
13. Handover shall take place once the sale has been legally completed and all money is paid to us. To avoid any delay and disappointment please ensure that you're Solicitor and any Mortgage Providers/Lenders are fully aware of your timetable and arrangements.
14. We hope that there will be no problems after you have moved into your new home. Our Information pack given to you at Handover contains contact information on our After Sales Procedure. All snagging/after sales items must be submitted to us in writing which can be emailed to aftersales@jscrawford.co.uk

We shall endeavour to repair any defects in your new home under the terms of your Warranty Cover. We are not responsible for problems caused by wear and tear, decorating or routine maintenance. You are responsible for these items.

By emergency we mean a problem that is, or seems to be an immediate danger to your property or to health, safety or security. This does not include:

- Anything caused by failing to follow operating instructions or take reasonable precautions;
- Fair wear and tear;
- Events such as storm damage that are outside J.S Crawford Contracts Borders Ltd or Rural Renaissance Ltd's control and normally covered by household insurance.

15. If you are dissatisfied with any part of the service you have received from us under our Charter please write to The Managing Director, J.S Crawford Contracts Borders, Priorwood, Melrose. TD6 9EG.
16. We will co-operate with appropriately qualified professional advisors, if required, to help resolve any disputes.

Our Customer Charter commitments do not affect your statutory rights.