

J.S Crawford 3rd Generation Ltd & Rural Renaissance Ltd

Customer Charter

J.S Crawford 3rd Generation Ltd & Rural Renaissance Ltd's Customer Charter sets out our commitments to provide our customers with service, procedures and information throughout the purchase of your new home.

As a new Home Buyer, you will have the benefit of a 10-year Structural Warranty and resolution service. You will also have our commitment to abide by the requirements of the Consumer Code for Home Builders. We at J.S Crawford 3rd Generation Ltd & Rural Renaissance Ltd are committed to providing home buyers with the highest standards of customer service.

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.js Crawford.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 and service to enable you to make a well-informed and enjoyable 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.

During the purchase of your new house we shall contact you at various stages to discuss the home buying process, selection of client choice items and our construction progress.

3. Our Sales Manager Gill Girrity is responsible for dealing with any questions you may have at any stage during the purchase of your new house. Please do not hesitate to contact Gill on Tel: 01896 822030 (office), or e-mail: gill.girrity@jscrawford.co.uk.

4. We will issue you with all pre-contract information required to conclude Missives.

J.S Crawford 3rd Generation 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.

All sales incentives which cash discounts or cash deductions are reducing the sale price will be disclosed on both the sales reservation form and the sale contract, with the resulting balance shown as the net sale price.