

This Customer charter sets out our commitments to you as a purchaser to provide you with service, procedures and information at the appropriate stages during your purchase of a Pye Homes property.

1. We will give you a copy of this Customer Charter if you ask for one. We will automatically give you a copy if you reserve a Pye Homes property.
2. We will follow set procedures to meet the commitments we have stated in the Customer Charter.
3. We will give you pre-contract information enabling you to make an informed decision about buying a Pye Home property.
4. We will seek to ensure that you appoint your own professional legal representative to carry out the legal formalities of buying your chosen property.
5. We will advise you on:
 - 5.1 *Who to contact at each stage of the buying process and afterwards if you have any queries or concerns.*
 - 5.2 *Any relevant choices subject to the stage of construction.*
6. We will give you safety advice to reduce, as far as possible, the risk of danger on a development site during the construction period.
7. Our sales and marketing literature will be clear and truthful.
8. Our reservation procedure will demonstrate the terms of the sale and your cancellation rights.
9. We will give you reliable information about the NHBC Buildmark cover and any guarantees and warranties from which you will benefit.
10. We will give you information about when we expect the approximate construction of your property to be completed which will become more definite as building work nears completion. Once the property has been completed, signed off by the NHBC and has received a completion certificate, a legal completion date can be fixed.
11. Once a completion date has been confirmed and exchange of contracts has taken place, an appointment will be set up for you to visit your new home with our Customer Liaison Manager. As soon as exchange of contracts has taken place you are then responsible for insuring your new home.
12. On completion day, your legal representative will forward the balance of funds enabling the release of keys to be authorised. Our Customer Liaison Manager will then hand over your home along with your Handover pack which contains appliance instructions and other important information.
13. We hope there will be no problems after you have moved in to your new home but our commitment continues with our After Sale Service that we provide for two years after completion.
14. If you are not satisfied with any area of our service we will inform you about our procedures for dealing with complaints including the availability of any services that can help resolve concerns about warranties. We will co-operate with appropriately qualified professional advisors you may appoint.

Our Customer Charter commitments do not affect your statutory rights.

For more information on the code visit:

www.consumercodeforhomebuilders.com