

Balfour Beatty

HOMES



Our Customer Charter

Balfour Beatty Homes are committed to delivering you a quality new home with exceptional customer service throughout your buying journey and beyond. Our commitment to you is set out in this Customer Charter.

As part of our promise to you, our trained and knowledgeable team will be with you at each step of the way.

Before reserving your new home, our dedicated Sales Advisors will provide you with clear and concise information about your new home and what you can expect during your journey so you can make an informed decision.

Our Sales Advisors will continue to support you throughout your journey and will be available to answer any questions about your new home.

They will be there with you to help you when personalising your new home with your preferred colour choices and upgrades.

Our Sales Advisor will keep you updated on the legal progress of your new home and will ensure you are fully informed on when your home is likely to be ready to move into and dependant on the build stage will accompany you on your booked site visits.

Our experienced Site Managers are committed to delivering the highest quality standards and work closely with our skilled workforce to ensure these standards are met, at various stages of production the NHBC inspectors undertake independent Key Stage Inspections to ensure compliance with the latest building standards. Our Site Managers work closely with our Sales Advisors to ensure they are updated on production progress.

Prior to you moving in our Sales Advisor and Site Manager will carry out a full home demonstration with you to ensure you are familiar with your home

and how to get the best of your home in the early months.

During the home demonstration we will advise you of our Customer Service procedures and how to report any issues that might arise as well as providing our 24-hour emergency contact details.

Once your new home is build complete and prior to occupation, you will be able to, if you wish, employ a professional surveyor to inspect the property on your behalf. This will be at your own cost. They must be a registered surveyor with Indemnity insurance. They must also use the snagging document issued by the NHQB.

Health and safety is a prime concern of ours and we will provide you with health and safety advice ensure you and your family are kept clear of any construction activity.

We will also provide you with information about your new homes warranty provider and inform you of our internal formal complaints procedure in the unlikely event you feel you have not received the service you would have hoped for.

We are proud to partner with and are fully compliant with the requirements of the New Homes Quality Board, this replaces the Consumer Code and provides additional consumer safeguards. Copies of the code will be provided at the point of reservation and will be referred to throughout your home buying journey.

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balfourbeattyhomes.com