

## OUR CUSTOMER CHARTER

At Lancet Homes, we are 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 service are covered within our Home User Guide a copy of which will be provided to you when you reserve your new home.

We will also comply with the requirements of the Customer Code for Home Builders (consumer code).

- The Consumer code for Home Builders is displayed in our Sales Centre, copy of the Code is also on our website at [www.lancet-homes.co.uk](http://www.lancet-homes.co.uk)
- We will provide you with full details and clear information about your chosen home.
- We will endeavour to ensure all our marketing and advertising is clear and truthful, and use clear and fair terms and conditions in our sale contract.
- We will provide trained and knowledgeable staff to assist you in the buying process, who will be available to answer any questions you may have and will provide you with any relevant contact details and updates. They will keep you fully informed about the completion and occupation of your new home.
- We will provide you with reliable information about the LABC cover and any other cover from which you will benefit.
- We are prevented by Health and Safety from giving you open access to your home during the construction process, however a short time before legal completion our Customer Care Manager will invite you to your home to carry out a 'Home Demonstration' where you will be shown round your new home and any questions you may have will be answered.
- We will inform you about the after-sales service we provide, as set out in the Home User Guide. Our aim is to deal effectively 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.
- If you have any comments, suggestions or views you wish to express please write to:

Lancet Homes  
Prospect House  
168-170 Washway Road  
Cheshire  
Sale  
M33 6RH  
Tel: 0161-969-1002  
Email: [customercare@lancet-homes.co.uk](mailto:customercare@lancet-homes.co.uk)