



# LANCET HOMES

## CUSTOMER CHARTER

### Our Customer Promise

At **Lancet Homes** we understand that buying a new home is one of the most important decisions you will make.

We are committed to providing a professional, transparent and supportive service throughout your home-buying journey and after you move in.

We promise to:

- ✓ **Be clear and honest**
- ✓ **Treat you fairly and with respect**
- ✓ **Support you throughout your purchase**
- ✓ **Keep you informed**
- ✓ **Provide quality and protection**
- ✓ **Care for you after you move in**
- ✓ **Listen and improve**



Protection for new-build home buyers



# LANCET HOMES

## **Our Charter**

At **Lancet Homes**, we are committed to delivering a high standard of customer service throughout the purchase of your new home and after you move in.

This Customer Charter outlines the standards of service you can expect from us and reflects our commitment to fairness, transparency and professionalism throughout the home-buying journey.

Full details of the information and guidance relating to your new home are contained within our **Home User Guide**, which will be provided to you when you complete on your home.

## **Our Commitment to You**

### **Clear and Honest Information**

We will provide clear, accurate and relevant information about our homes, developments and the home-buying process so that you can make informed decisions.

### **Responsible Marketing**

All of our marketing and advertising material will be clear, truthful and not misleading. We will ensure that any information provided about our homes, specifications and developments is presented accurately.

### **A Transparent Sales Process**

We will ensure that the reservation and purchase process is explained clearly, including the reservation agreement, purchase price, deposit arrangements, and anticipated timescales for exchange and completion.

### **Fair Contract Terms**

Our sales contracts will contain fair and transparent terms and conditions. We strongly recommend that you seek independent legal advice before entering into a contract.



Protection for new-build home buyers



# LANCET HOMES

## Knowledgeable and Supportive Staff

Our trained and knowledgeable Sales and Customer Service teams will support you throughout the buying process. They will be available to answer your questions, provide appropriate contact details, and keep you informed about the progress of your home, including key construction milestones and anticipated completion dates.

## Warranty and Protection

We will provide clear information about your new home warranty and any other insurance or protection cover that applies to your purchase.

## Access During Construction

For health and safety reasons, customers cannot have open access to properties during the construction process. However, shortly before legal completion you will be invited to attend a **Home Demonstration**, where members of our Site and Sales team will show you around your new home, explain how its systems and appliances operate, and answer any questions you may have.

## After-Sales Care

After legal completion and occupation of your home, we will provide information on how to report any issues and how they will be managed through our customer care service.

## Complaints Procedure

If at any stage you believe we have not met the commitments outlined in this Charter, we will provide details of our complaints procedure and how to escalate a complaint if necessary.

If a complaint cannot be resolved directly with us, you may have access to an independent dispute resolution service through the New Homes Ombudsman Service.

## Feedback

We welcome feedback on the service we provide. If you have any comments, suggestions or concerns, please contact us at:

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



Protection for new-build home buyers