





WELCOME TO POETS GRANGE

Stratford-upon-Avon







A COLLECTION OF 1 & 2 BEDROOM APARTMENTS AND 2, 3 & 4 BEDROOM HOMES IN LONG MARSTON

Located in the heart of England, in a pretty village close to beautiful Stratford-upon-Avon, surrounded by rolling fields but with vibrant towns and cities within easy reach, Poets Grange offers a very special standard of living. This is a development that will inspire and impress on the inside and out, though, with these refined Heritage Collection homes providing stylish, contemporary living spaces but with an unmistakeable nod to the finery and attention to detail of the late 19th and early 20th centuries' elegant Arts and Crafts movement.









WELCOME TO Poets grange









AN INSPIRED **NEW HOME**

Explore what makes this collection so unique

We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.







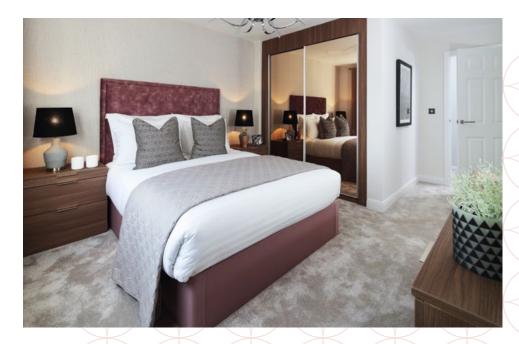
WHAT MAKES THIS COLLECTION SO UNIQUE?

Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this, combined with the modern, high end interiors we pride ourselves features add grandeur and on, that makes this award

Every inch of our homes has been carefully considered, from features such as traditional porches supported by timber posts with gallows brackets to brick plinths that run the whole way round the property. These depth to the front of the home winning collection so enviable. and provide an anchoring effect.

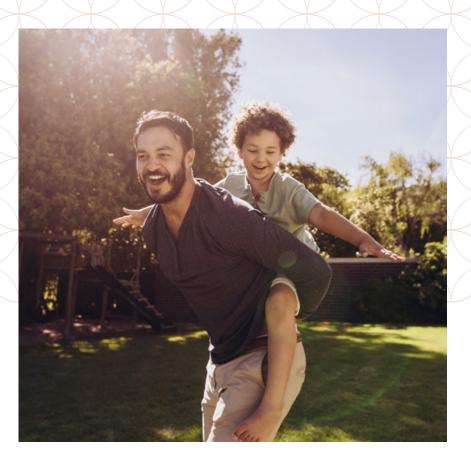












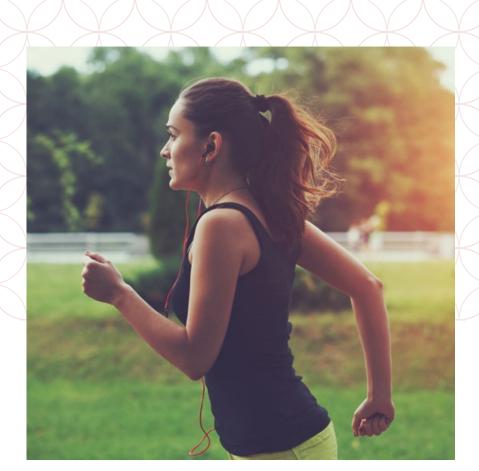
ENJOY The Area

Local amenities are in good supply in the area surrounding Poets Grange, with a Morrisons and Waitrose both located within a 20 minute drive of home, while Long Marston Post Office and Stratford's Londis convenience store are on your doorstep and the pharmacy in nearby Bidford is around 13 minutes away in the car. For retail therapy, Stratford's bustling high street has an array of household name stores within easy reach, while Evesham's Riverside Shopping Centre is around 10 miles away and also has a good selection of shops.

The wining and dining scene in Stratford and the surrounding area is as refined as it is diverse. The Mason's Arms, Bell Inn and Butchers Arms pubs are all within a 10 minute drive of Poets Grange and offer a warm welcome and varied and hearty food and drink menus. Stratford's many restaurants, meanwhile, include Lambs, Loxleys Restaurant & Wine Bar, and 33 The Scullery, all offering fine dining, and El Greco, serving delicious Greek dishes and meze banquets.







ENJOY AN ACTIVE **LIFESTYLE**

For fun, fitness and keeping active, the local options are plentiful. Meon Vale Leisure Centre is just over a mile from home and has a gym and sports hall with courts for badminton, basketball, indoor cricket, netball, football and table tennis. Outside, the allweather pitch is perfect for hockey and rugby training or five-a-side football. Walkers and cyclists can also explore more than 35 acres of woodland through the Meon Vale Greenway extension nearby, while youngsters can make use of the adjacent Meon Vale skatepark. Golfers, meanwhile, can enjoy a relaxing round at Welford-on-Avon Golf Course, just five minutes away by road.

For days out, Shakespeare's Birthplace and the Royal Shakespeare Theatre in Stratford need no introduction and offer a fascinating visitor experience, while Warwick Castle, a stately mansion and famous Medieval castle surrounded by gardens, lawns and woodlands, is also well worth a visit and is just half an hour away by road. Drayton Manor Theme Park is around an hour's drive and has a zoo and fun rides to enjoy.

Film fans can catch all the latest blockbusters, plus arthouse films and live opera and drama, at the Regal Cinema Evesham.

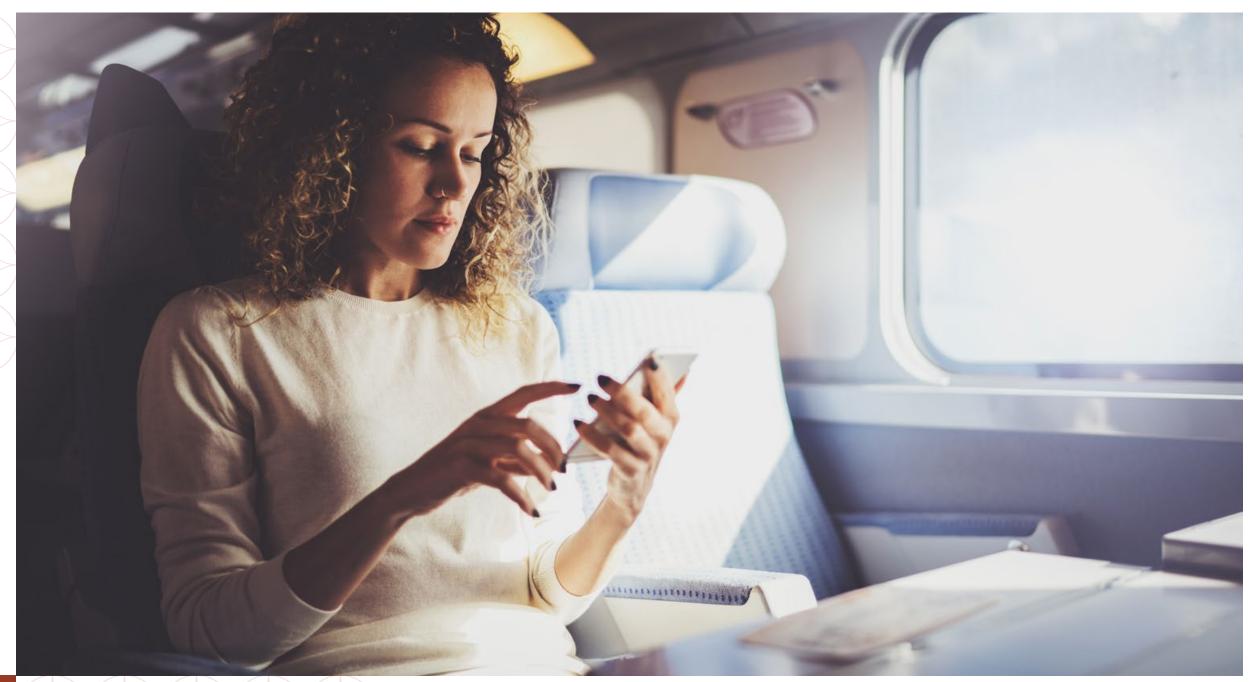


OPPORTUNITIES FOR LEARNING

Parents will be pleased to find a comprehensive selection of schools nearby, for youngsters of all ages. Tudor Grange Primary Academy also incorporates a nursery school and is around 15 minutes away in the car. Quinton Primary School in Stratford is less than five minutes away and is rated 'Good' by Ofsted, while Ilmington CofE Primary School is rated 'Outstanding' and is about six miles from home.

For older students, Chipping Campden School is around the same distance and has the same rating.





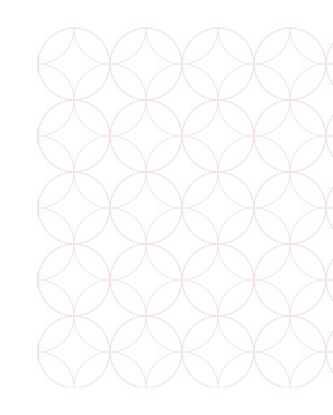


GETTING AROUND

Transport and travel connections are excellent, whatever your preferred method of travel. Birmingham is about 1 hour and 6 minutes away on the A435, while Oxford is a similar journey time, via the A3400 and A44. You can also reach Central London in around 2 hours and 13 minutes via the M40 motorway.

For train travel, Stratford-upon-Avon station is just 15 minutes away by road and offers services to Birmingham (48 minutes), Leamington Spa (31 minutes) and Kidderminster (1 hour and 40 minutes).

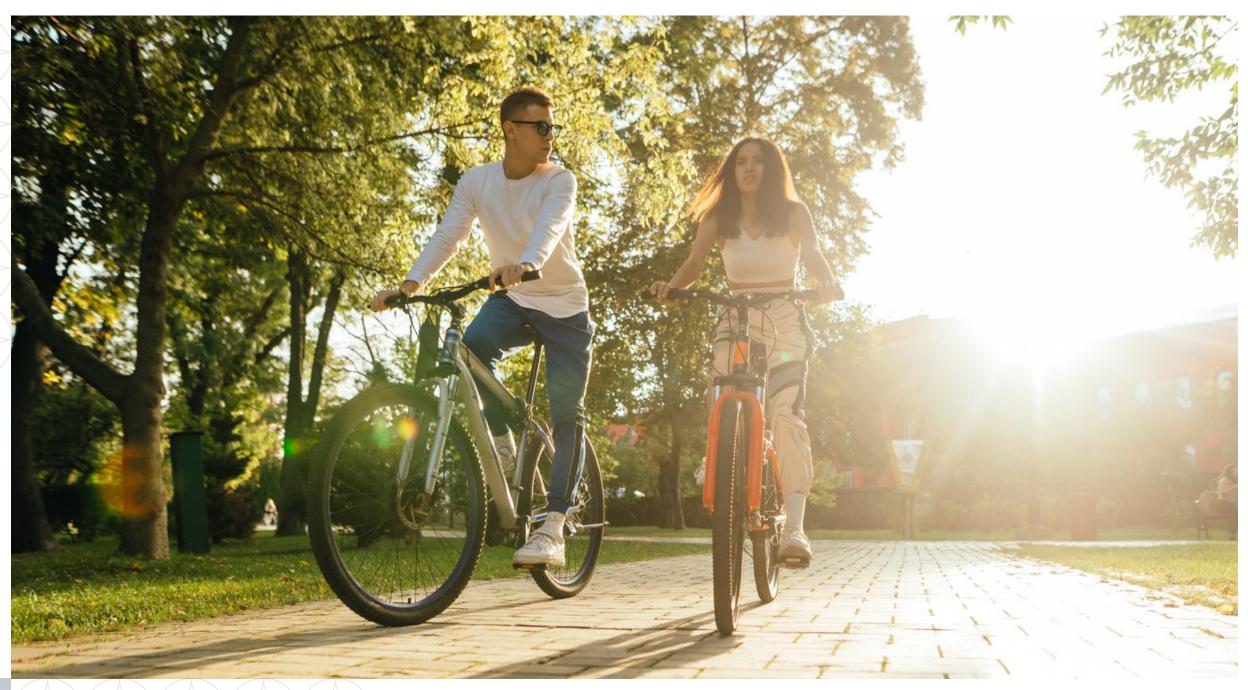
For international travel, Birmingham Airport is around a 50 minute drive, and East Midlands Airport around 1 hour and 22 minutes away by road, with both offering flights around the globe.

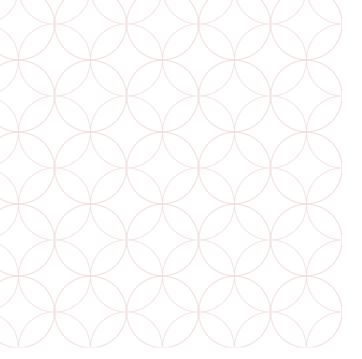


WE PUT More in

At Redrow we work hard to contribute to the existing facilities and create new ones, to dovetail our development into the local community. Below are some of the community benefits installed at **Poets Grange.**







SO YOU GET More out

- → Public Green Space and Children's Play Area
- → Cycleways & Footpaths
- → Affordable Housing
- → Multi Use Games Area
- → Local Equipped Areas of Play

EXPLORE POETS GRANGE

KEY



APARTMENTS 1+2 BEDROOM HOME





AMBERLEY 3 BEDROOM HOME

LETCHWORTH 3 BEDROOM HOME

OXFORD LIFESTYLE 3 BEDROOM HOME



SHAFTESBURY 4 BEDROOM HOME

HENLEY 4 BEDROOM HOME

STRATFORD LIFESTYLE 3 BEDROOM HOME







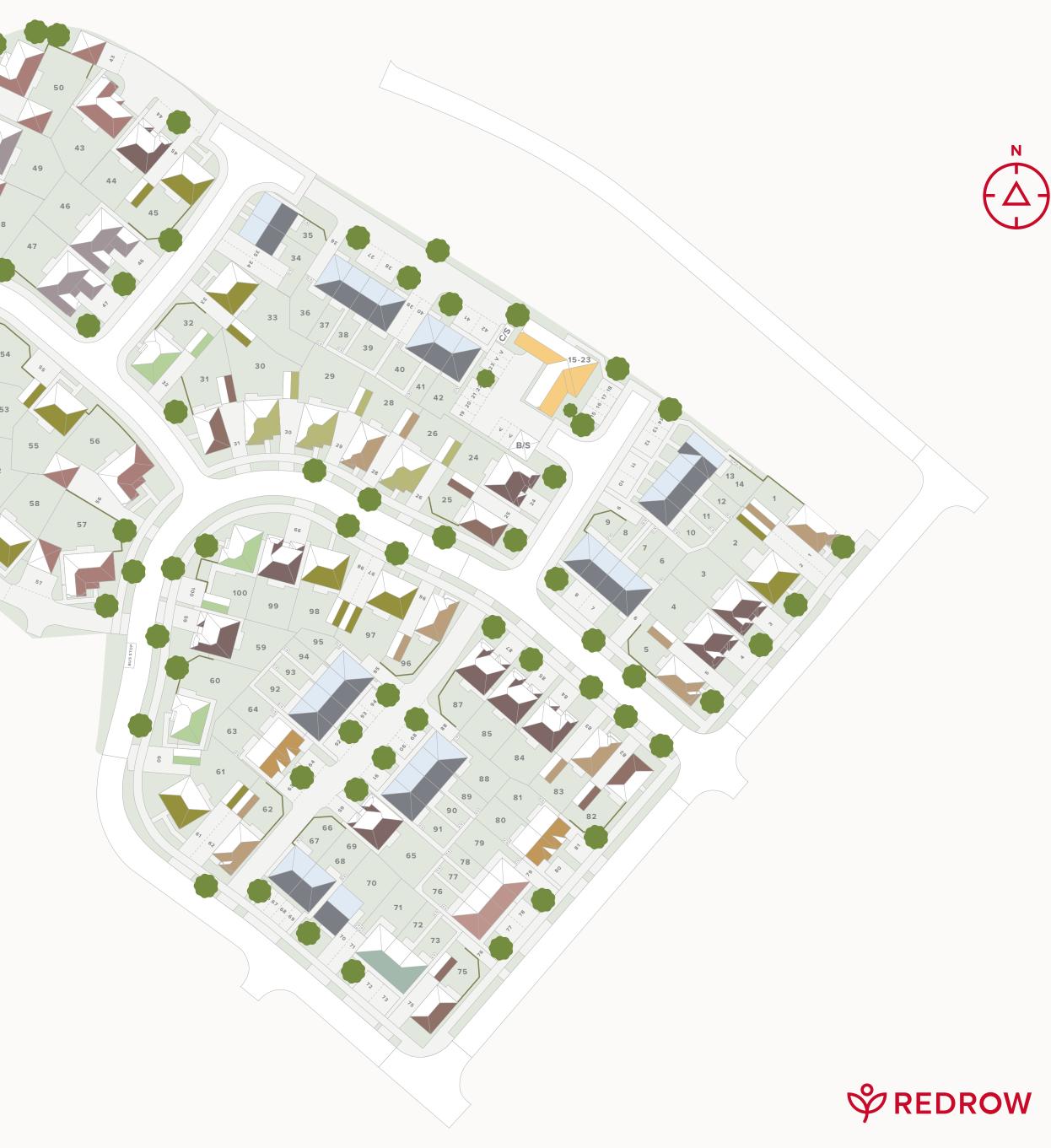


Affordable Housing: Bungalow – 70. Dart – 40-42, 88-95. Maisonettes - 13-14,66-69. Tweed - 34-35. Tavy – 6-12, 36-39, 71-73.

B/S – Bin Store C/S – Cycle Store

This plan is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change. For specific details, other than general site layout, please liaise directly with our Sales Consultant.





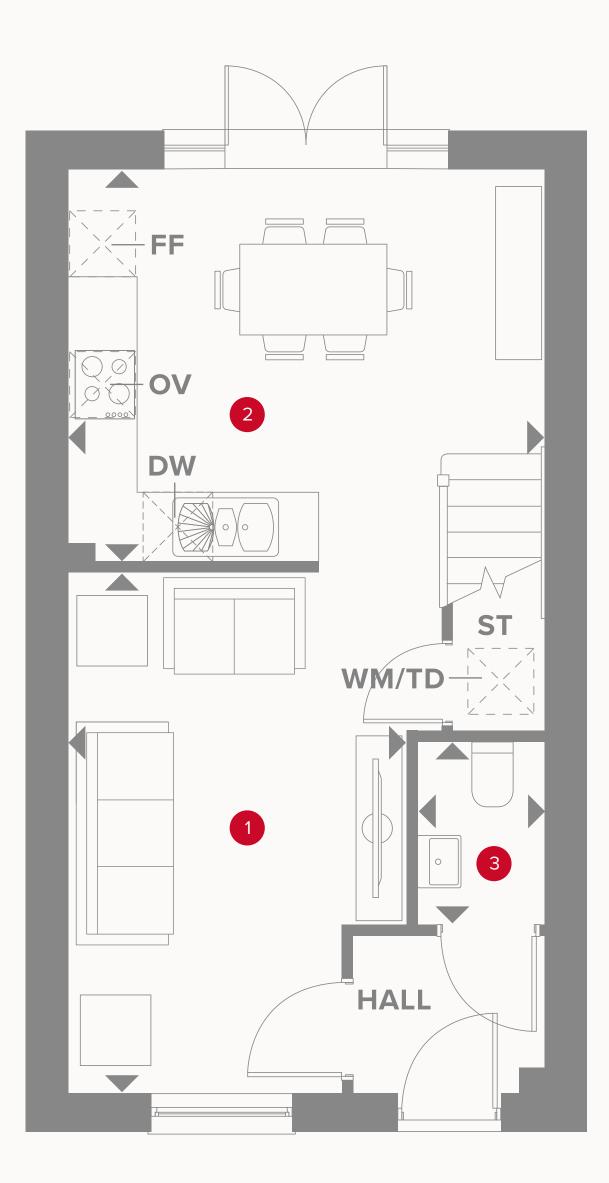




THE BUXTON HOME







THE BUXTON Ground Floor



14'9" x 10'8"

13'7" × 11'0"

5'3" x 3'8"

4.57 x 3.24 m

4.14 x 3.36 m

1.60 x 1.11 m

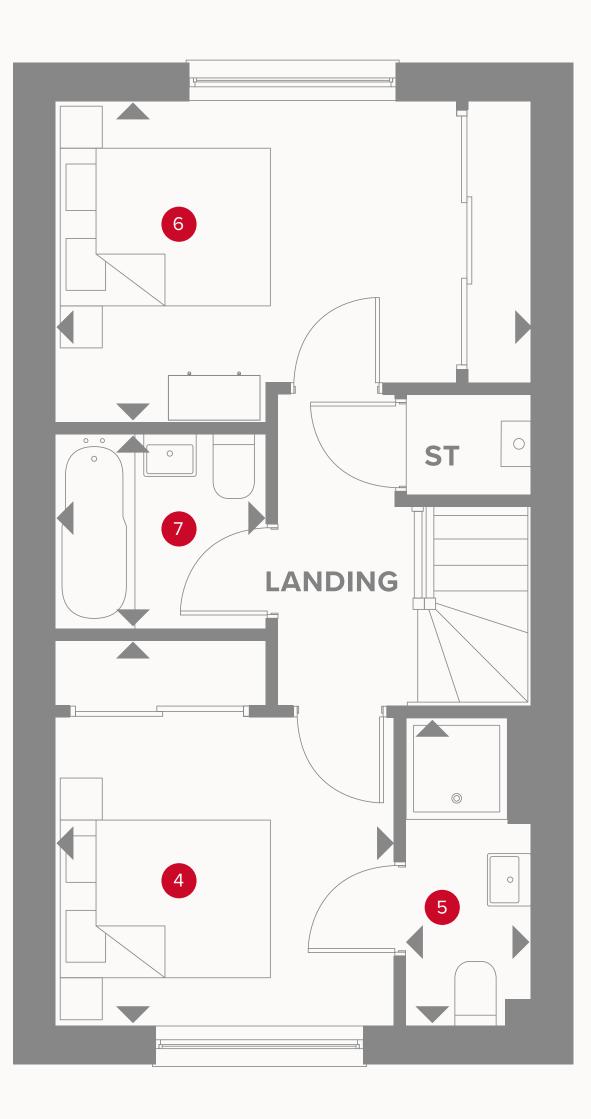


KEY

- Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space



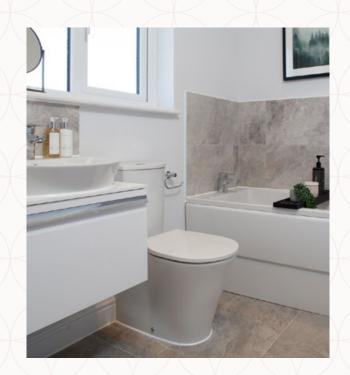


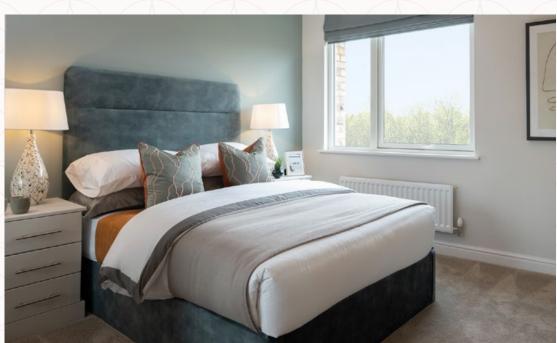
THE BUXTON FIRST FLOOR



10'11" × 9'8" 8'10" × 3'7" 13'7" × 9'2" 6'0" × 5'7"

3.34 x 2.95 m 2.68 x 1.10 m 4.14 x 2.80 m 1.84 x 1.71 m







Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Buxton house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.







THE LETCHWORTH

THREE BEDROOM HOME







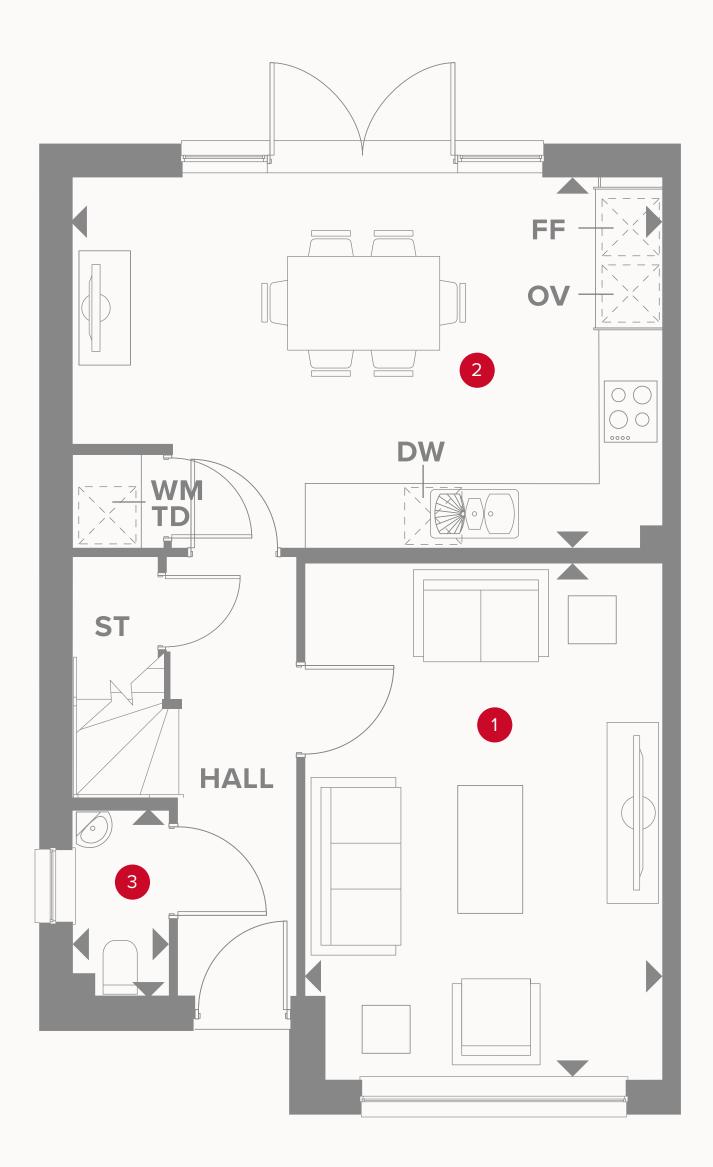


THE LETCHWORTH

THREE BEDROOM HOME







THE LETCHWORTH GROUND FLOOR



15'11" × 11'0" 18'2" × 11'5"

5'10" x 2'11"

4.84 x 3.35 m 5.53 x 3.47 m

1.76 x 0.90 m

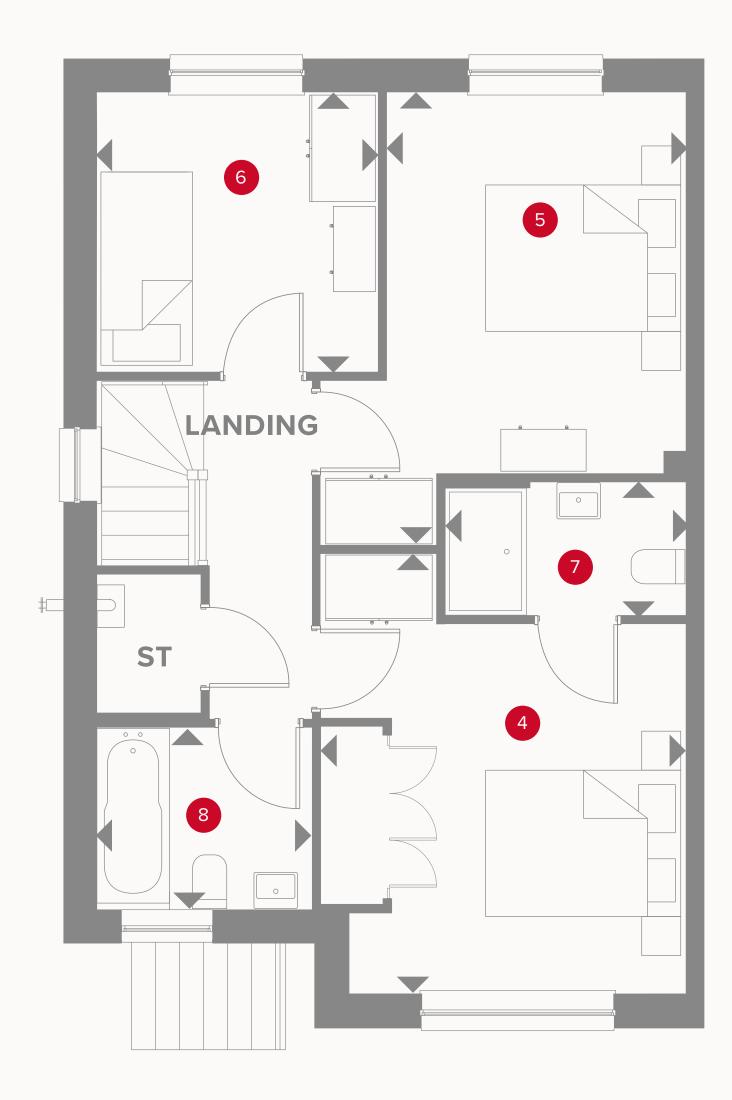


KEY

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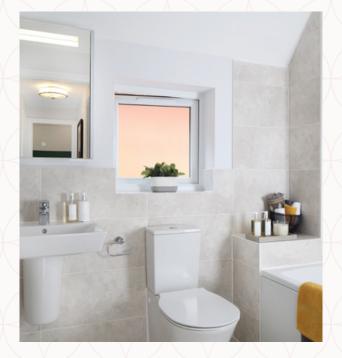


THE LETCHWORTH **FIRST FLOOR**



13'5" × 11'3"
11'9" × 9'3"
8'8" x 8'7"
7'5" x 4'1"
6'8" x 5'7"

4.13 x 3.42 m 3.58 x 2.81 m 2.64 x 2.62 m 2.26 x 1.25 m 2.02 x 1.71 m





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Letchworth house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semidetached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.



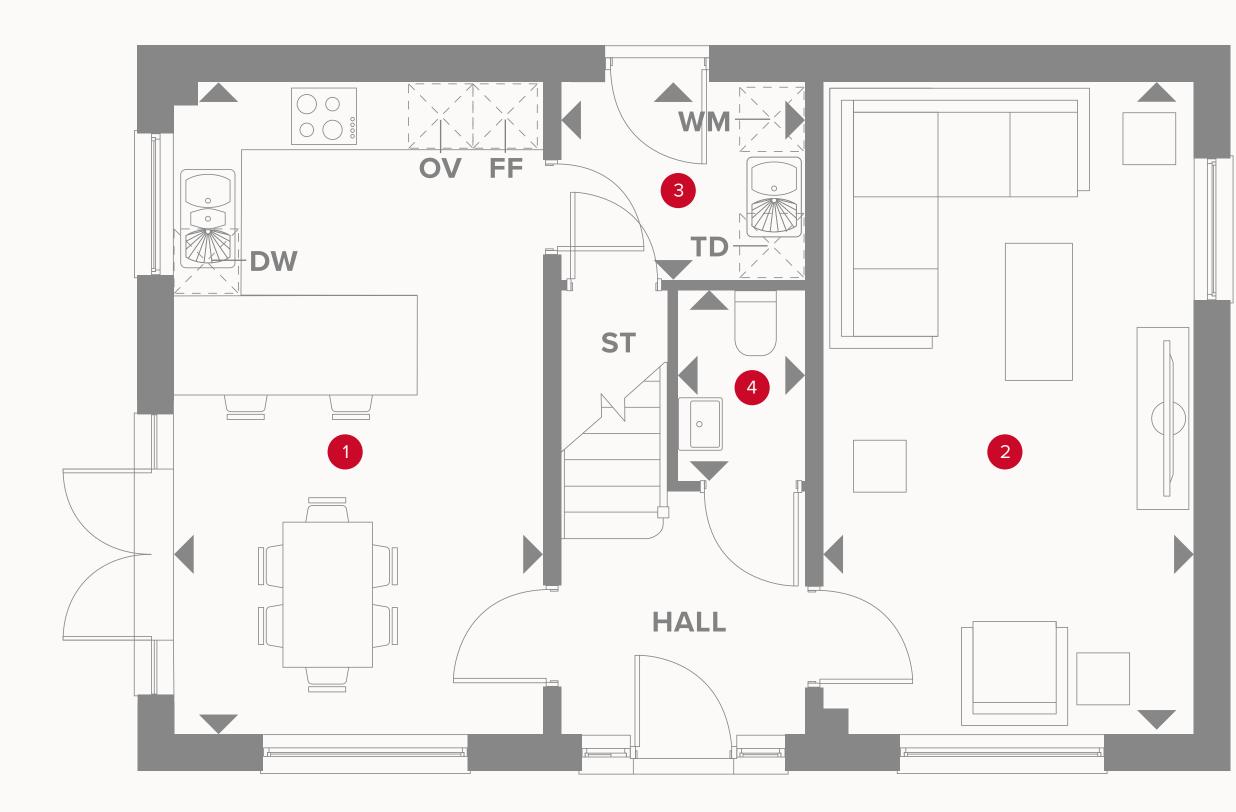




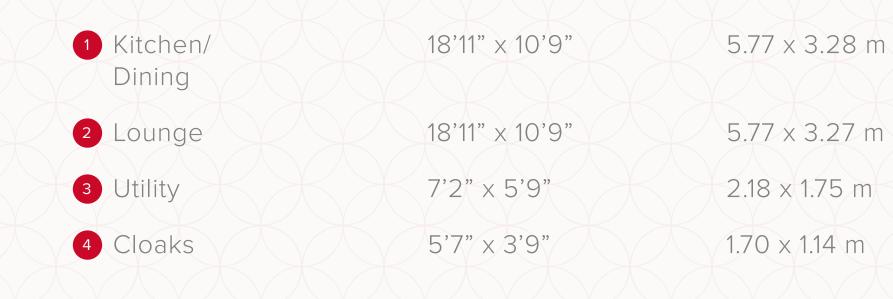
THREE BEDROOM HOME







THE AMBERLEY GROUND FLOOR



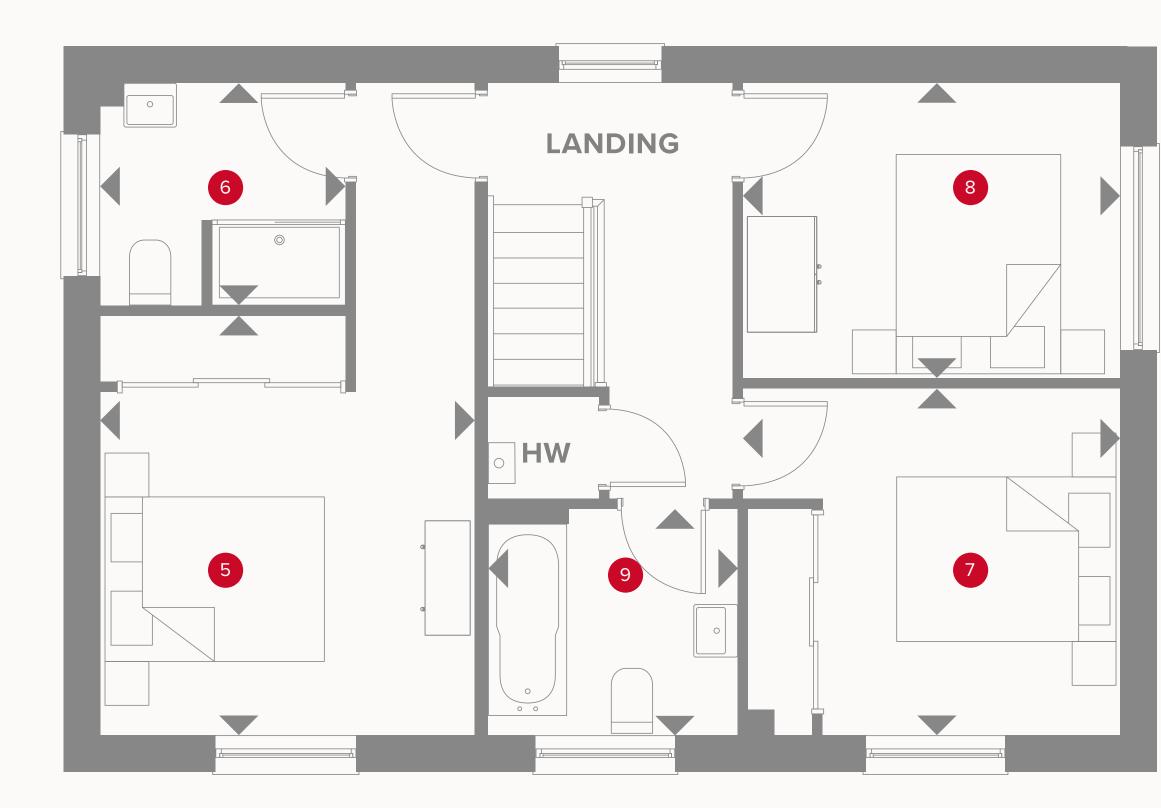


KEY

- Hob
- OV Oven
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- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space



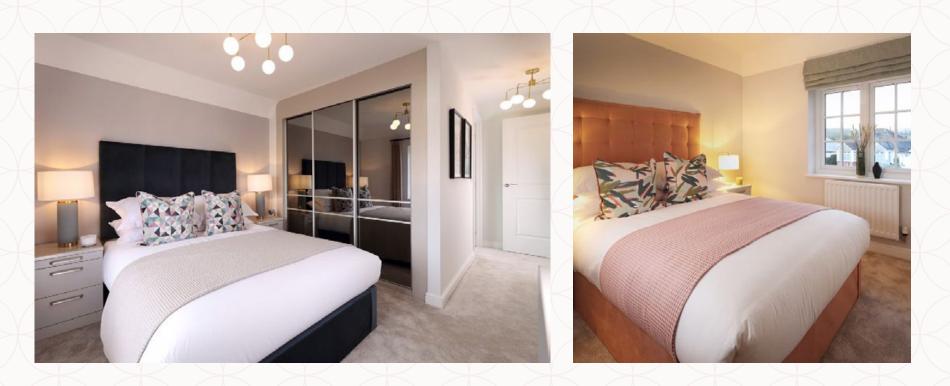


THE AMBERLEY FIRST FLOOR



12'1" × 10'10"
7'2" × 6'7"
10'10" x 10'0"
11'0" × 8'8"
7'3" × 6'6"

3.68 x 3.31 m 2.18 x 2.00 m 3.30 x 3.05 m 3.35 x 2.63 m 2.22 x 1.98 m



KEY

Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Amberley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



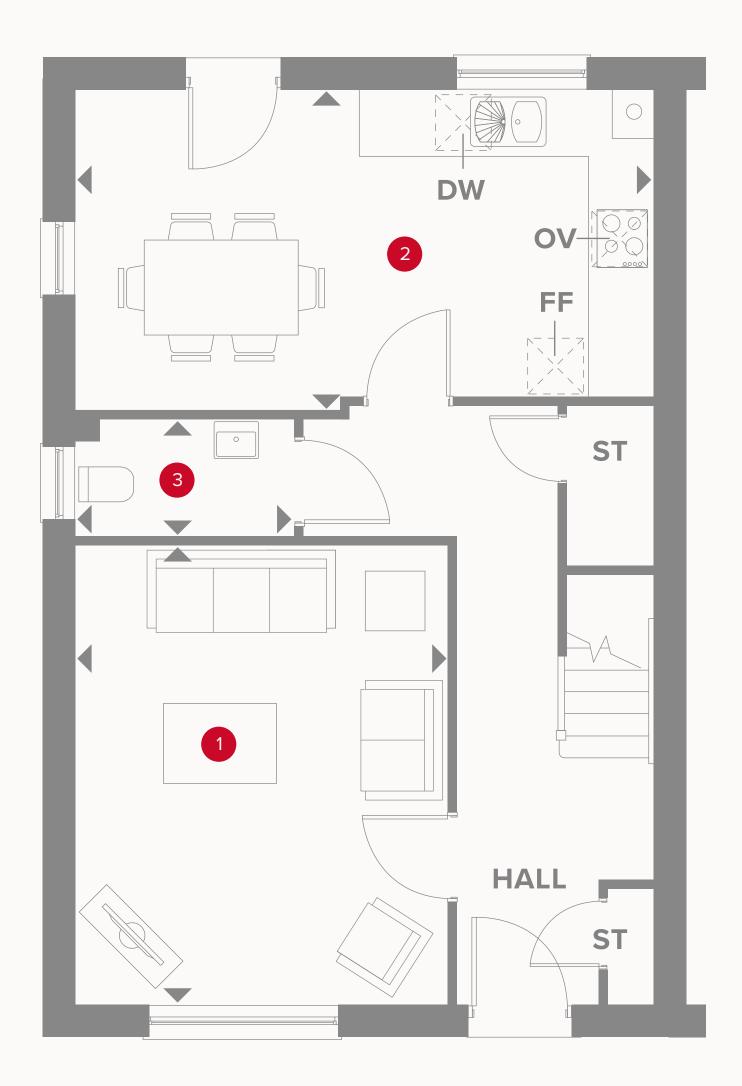












THE TWEED Ground Floor



14'2" × 11'7"

17'9" × 9'9"

6'7" x 3'5"

4.34 x 3.59 m

5.47 x 3.04 m

2.06 x 1.08 m



KEY

Hob

OV Oven

FF Fridge/freezer

TD Tumble dryer space

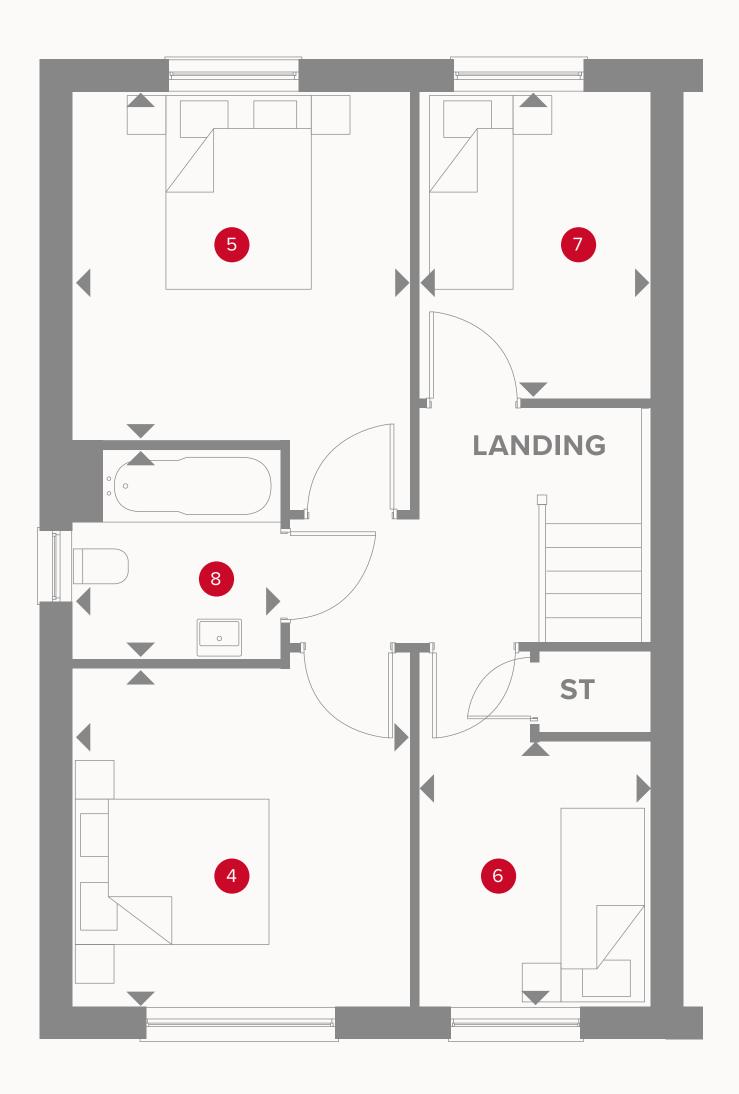
Dimensions start

ST Storage cupboard

WM Washing machine space

DW Dish washer space



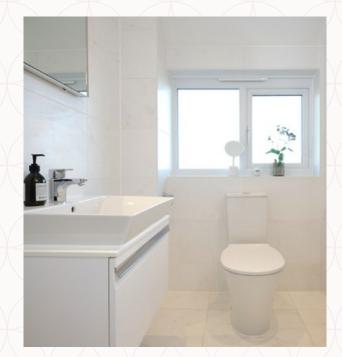


THE TWEED FIRST FLOOR



10'6" x 10'5"
10'8" × 10'6"
8'2" x 7'0"
9'5" x 7'0"
6'5" x 6'5"

3.23 x 3.22 m 3.30 x 3.23 m 2.52 x 2.15 m 2.92 x 2.15 m 2.00 x 2.00 m









Customers should note this illustration is an example of the Tweed house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.





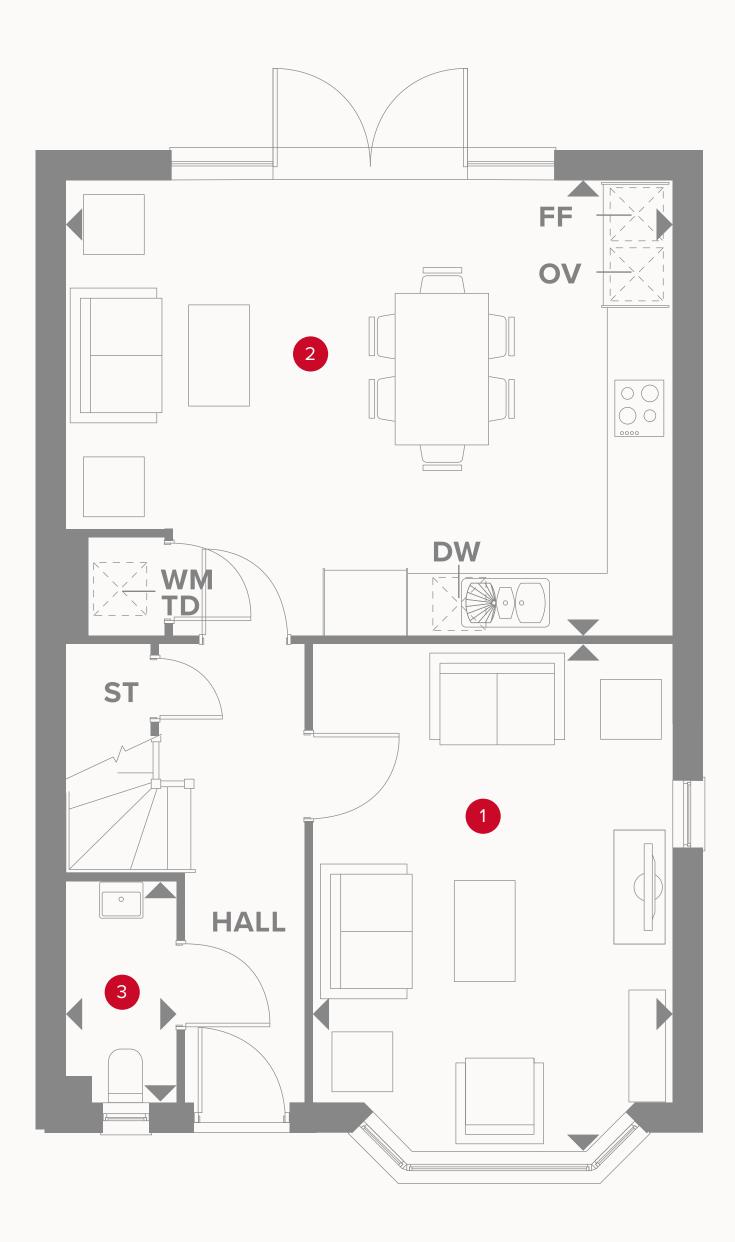


THE STRATFORD LIFESTYLE

THREE BEDROOM HOME







THE STRATFORD LIFESTYLE GROUND FLOOR



16'2" x 11'6"

19'8" x 14'9"

4.95 x 3.51 m

5.99 x 4.49 m

7'2" x 3'6"

2.20 x 1.06 m

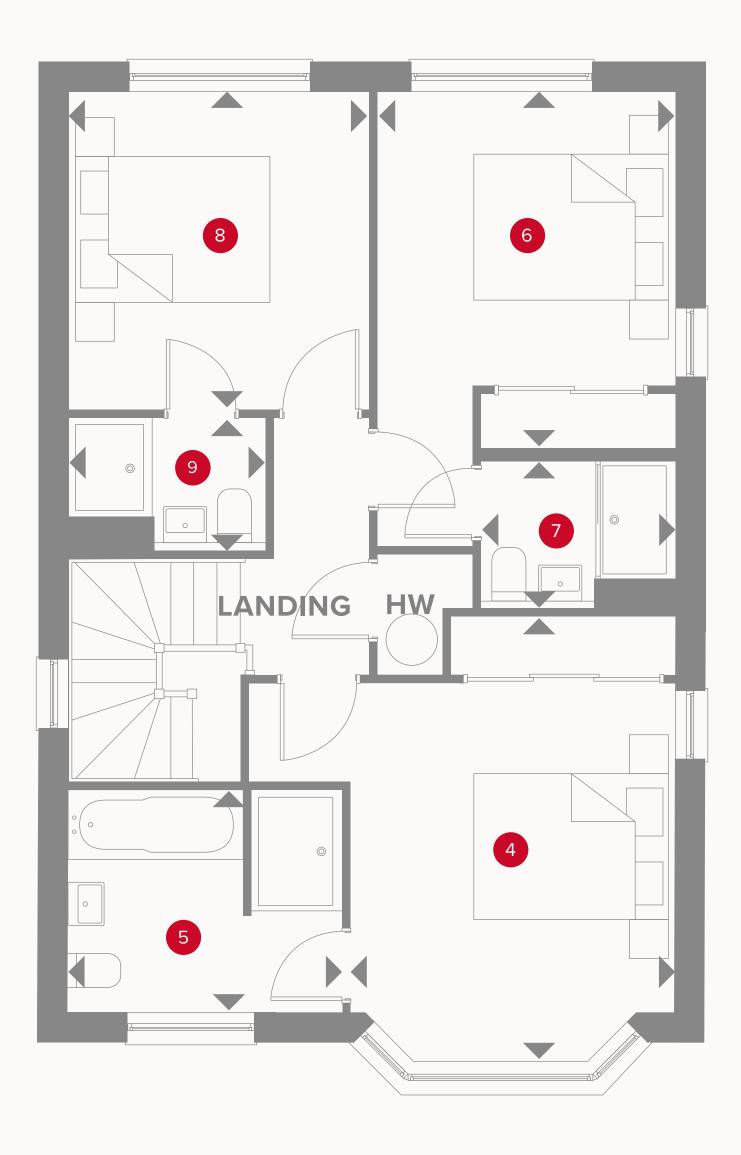


KEY

- Hob
- **OV** Oven
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- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space



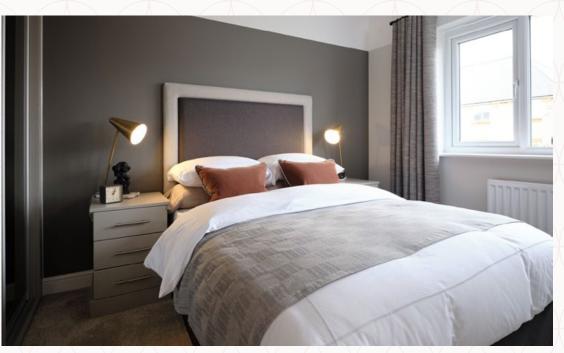


THE STRATFORD LIFESTYLE **FIRST FLOOR**



4.37 x 3.21 m 2.68 x 2.20 m 3.57 x 2.94 m 1.90 x 1.39 m 3.15 x 2.97 m 1.93 x 1.24 m





KEY

 Dimensions start HW Hot water storage



Customers should note this illustration is an example of the Stratford Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semidetached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.



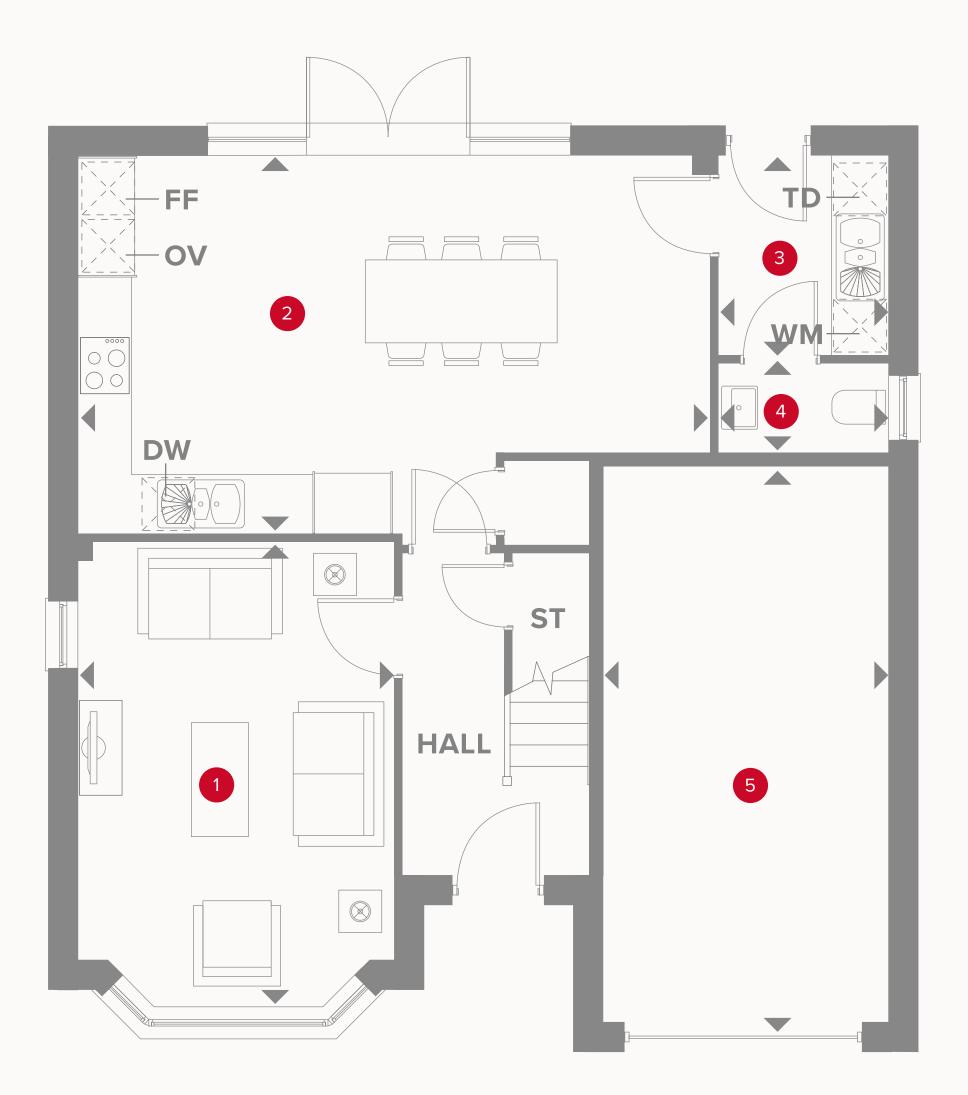




THE BEDROOM HOME







THE OXFORD LIFESTYLE GROUND FLOOR







KEY

- oo Hob
- **OV** Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

- Dimensions start
- **ST** Storage cupboard
- **WM** Washing machine space
- **DW** Dishwasher space





THE OXFORD LIFESTYLE **FIRST FLOOR**

6	Bedroom 1
7	Dressing
8	En-suite 1
9	Bedroom 2
10	En-suite 2
11	Bedroom 3
12	En-suite 3

15'8" x 10'8"	
7'4" × 6'6"	
10'8" x 5'9"	
12'6" × 10'7"	
7'9" x 5'6"	
11'5" × 10'0"	
8'2" x 6'4"	

4.82 x 3.29 m 2.28 x 2.03 m 3.29 x 1.80 m 3.84 x 3.27 m 2.41 x 1.73 m 3.52 x 3.05 m 2.51 x 1.96 m





KEY

 Dimensions start HW Hot water storage



Customers should note this illustration is an example of the Oxford Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semidetached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. All wardrobes are subject to site specification. Please see Sales Consultant for further details.





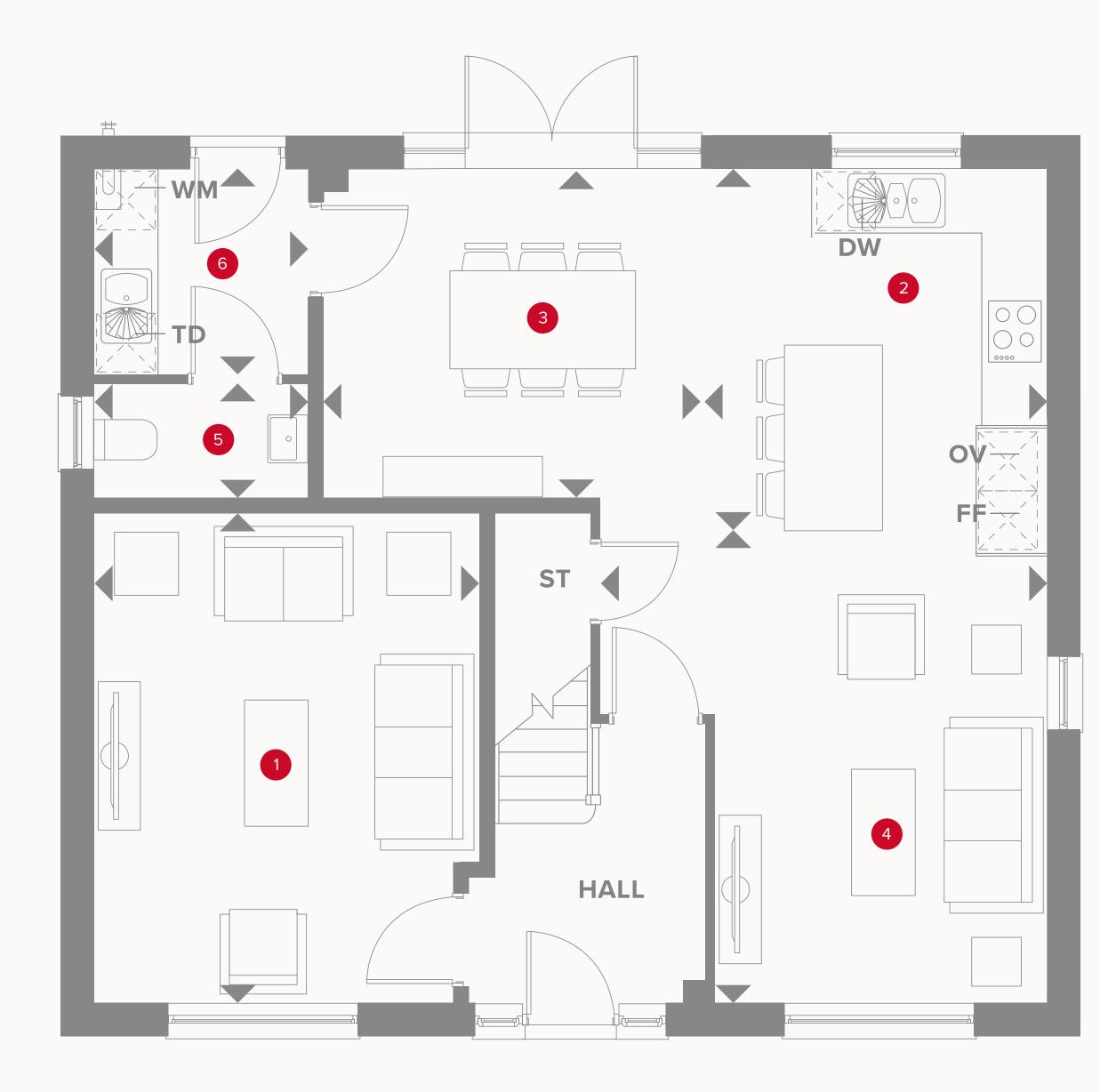


THE HARROGATE LIFESTYLE

THREE BEDROOM HOME







THE HARROGATE LIFESTYLE **GROUND FLOOR**

1 Lounge	15'1" x 11'9"	4.63 x 3.65 m
2 Kitchen	12'0" x 9'9"	3.67 x 3.03 m
3 Dining	12'4" x 10'2"	3.80 x 3.13 m
4 Family	13'9" x 10'3"	4.24 x 3.15 m
5 Cloaks	6'7" x 3'5"	2.04 x 1.09 m
6 Utility	6'7" × 6'4"	2.04 x 1.95 m



KEY

- HobOVOvenFFFridge/freezer
- **TD** Tumble dryer space

Dimensions start

- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space





THE HARROGATE LIFESTYLE **FIRST FLOOR**





KEY

Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Harrogate Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



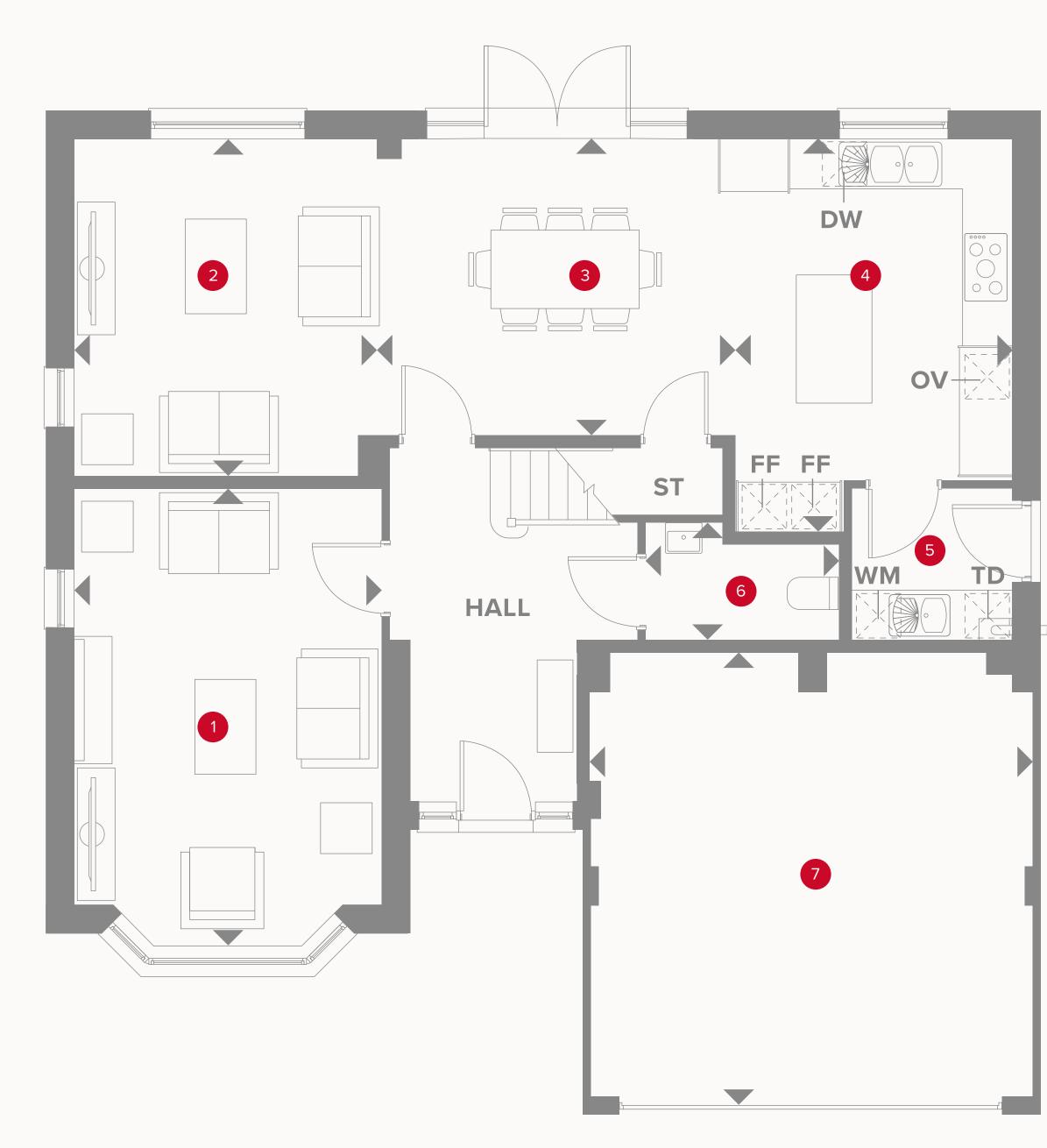












THE HENLEY GROUND FLOOR





KEY

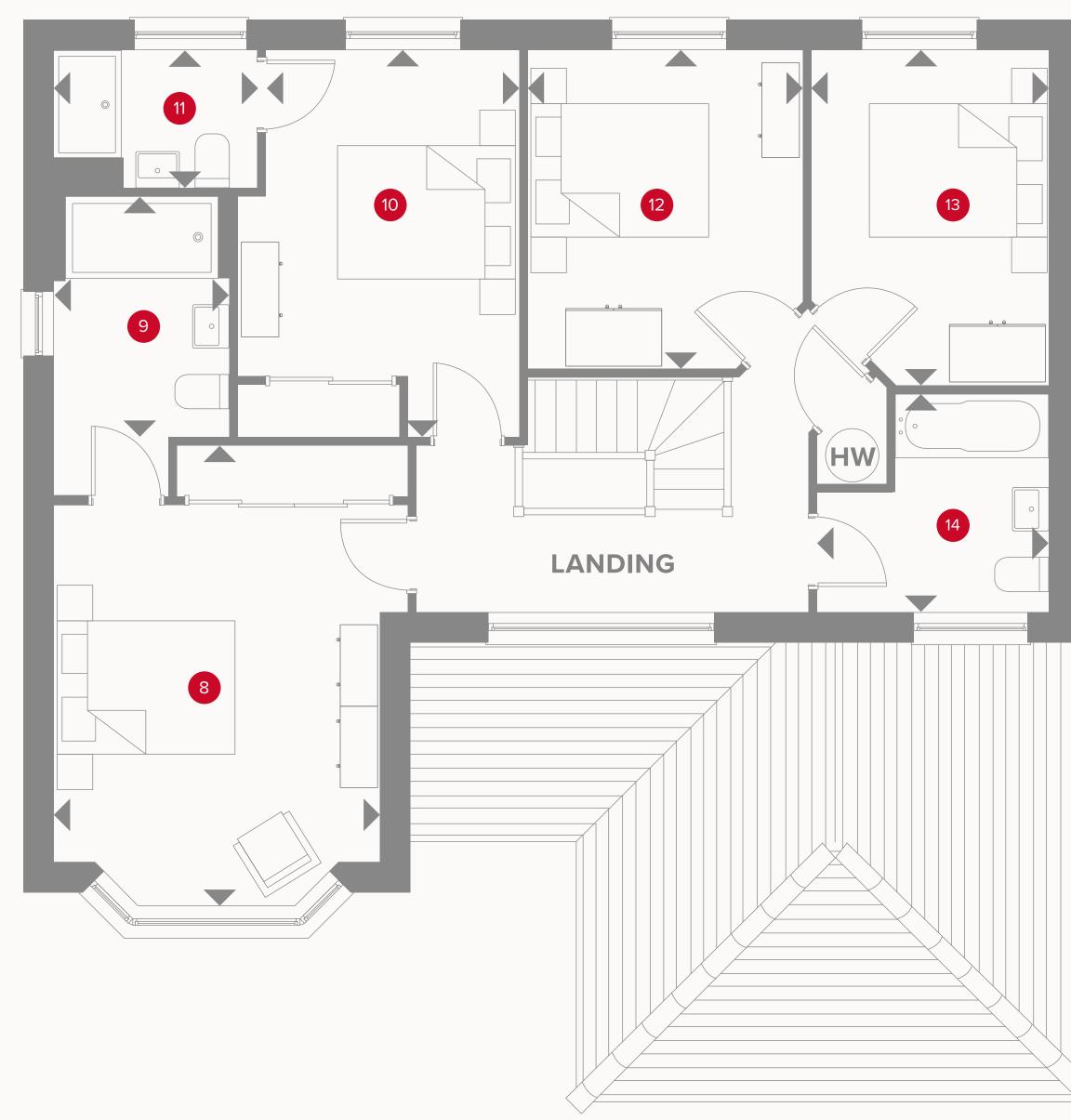
00	Hob
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- OV Oven
- FF Fridge/freezer
- **TD** Tumble dryer space

Dimensions start

- ST Storage cupboard
- **WM** Washing machine space
- **DW** Dish washer space





THE HENLEY FIRST FLOOR

8 Bedroom 1	16'10" × 12'9"	5.12 x 3.95 m
9 En-suite 1	10'8" x 6'6"	3.29 x 1.98 m
10 Bedroom 2	14'1" x 10'3"	4.29 x 3.11 m
11 En-suite 2	7'4" x 5'1"	2.27 x 1.55 m
12 Bedroom 3	11'8" × 9'11"	3.55 x 3.02 m
13 Bedroom 4	12'2" x 8'7"	3.71 x 2.63 m
14 Bathroom	8'5" x 7'11"	2.57 x 2.41 m





Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Henley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



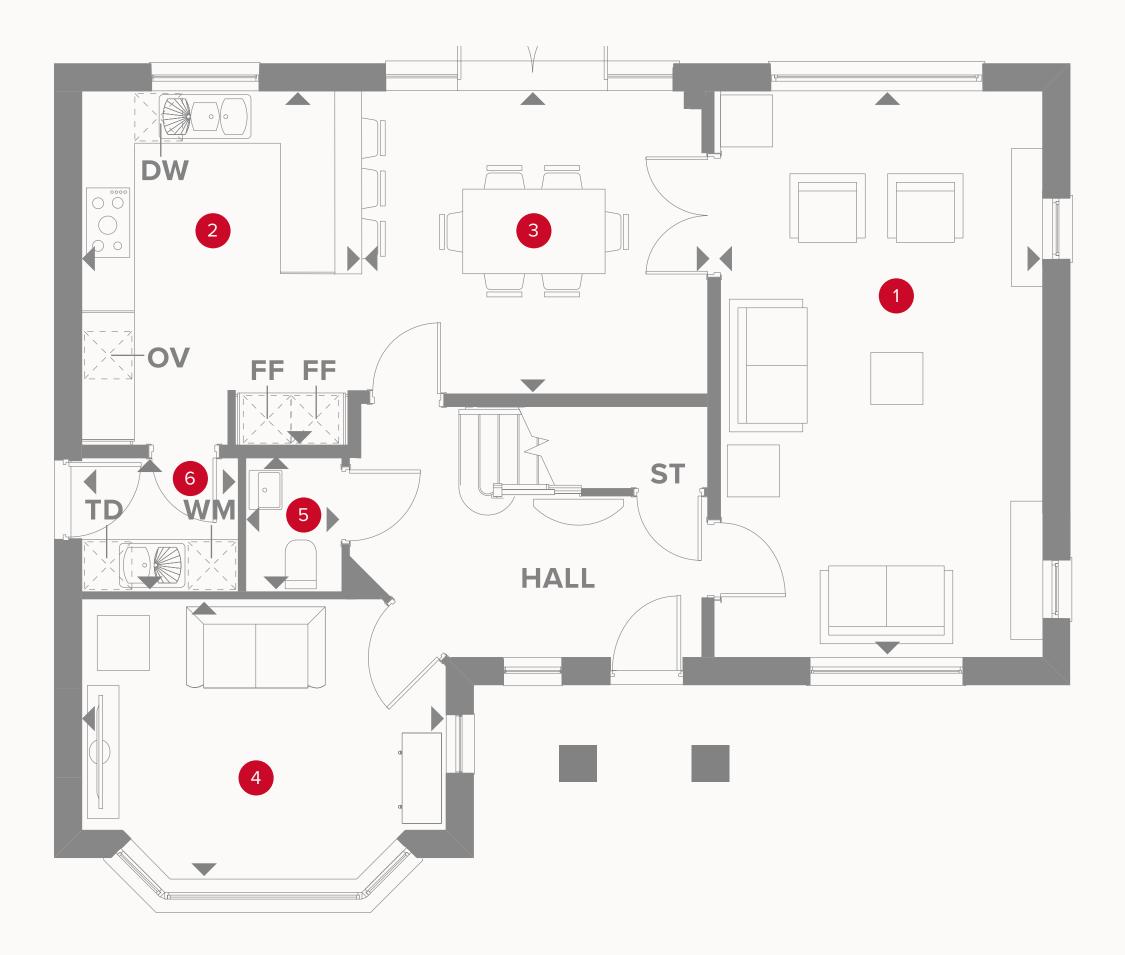




THE BALMORAL FOUR BEDROOM HOME







THE BALMORAL GROUND FLOOR

1	Lounge	21'5" x 12'5"	6.56 x 3.81 m
2	Kitchen	13'4" × 10'5"	4.11 x 3.20 m
3	Dining	13'0" x 11'4"	3.99 x 3.48 m
4	Family	13'7" × 10'3"	4.19 x 3.16 m
5	Cloaks	5'0" x 3'6"	1.54 x 1.11 m
6	Utility	5'9" x 5'0"	1.80 x 1.54 m





KEY

So Hob

OV Oven

FF Fridge/freezer

TD Tumble dryer space

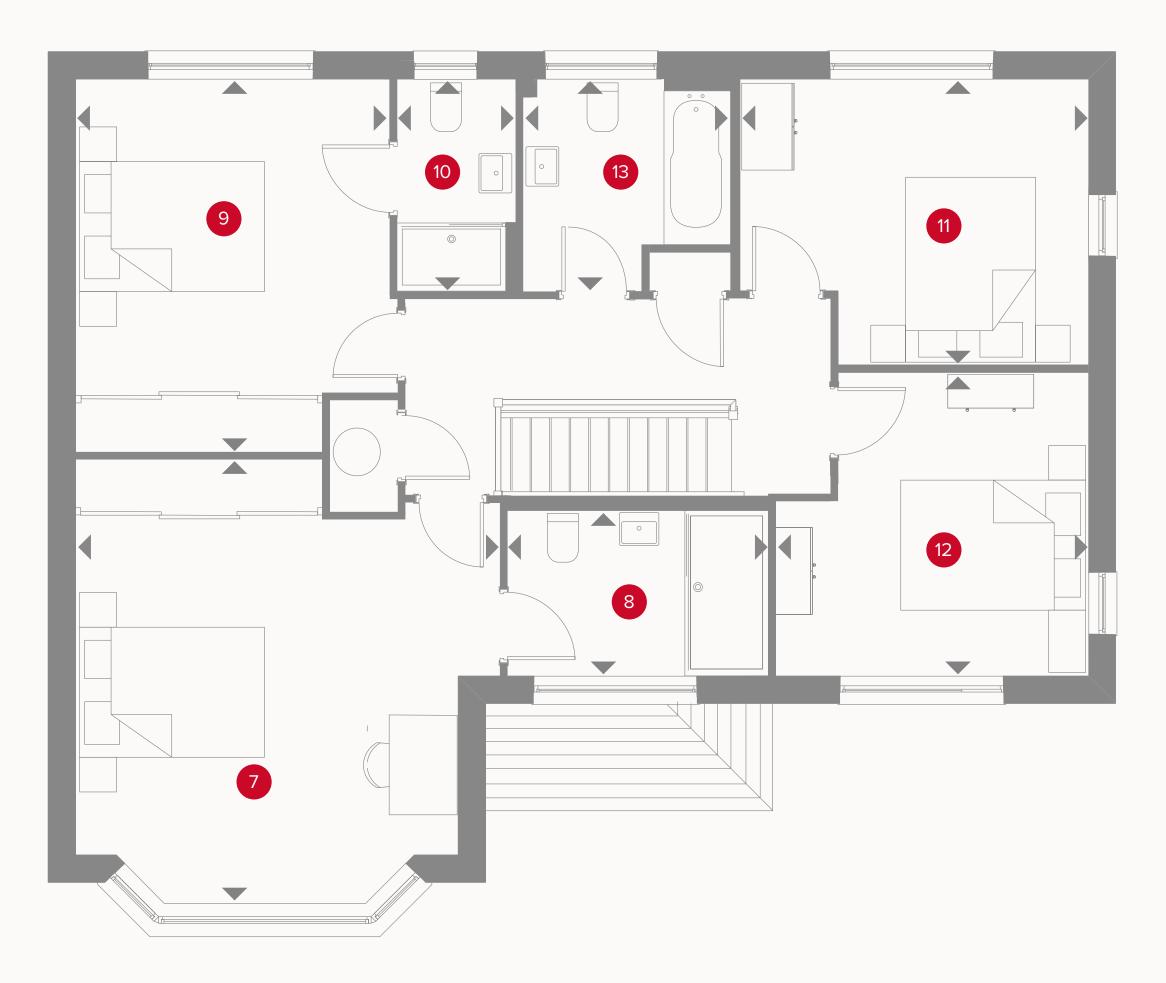
Dimensions start

ST Storage cupboard

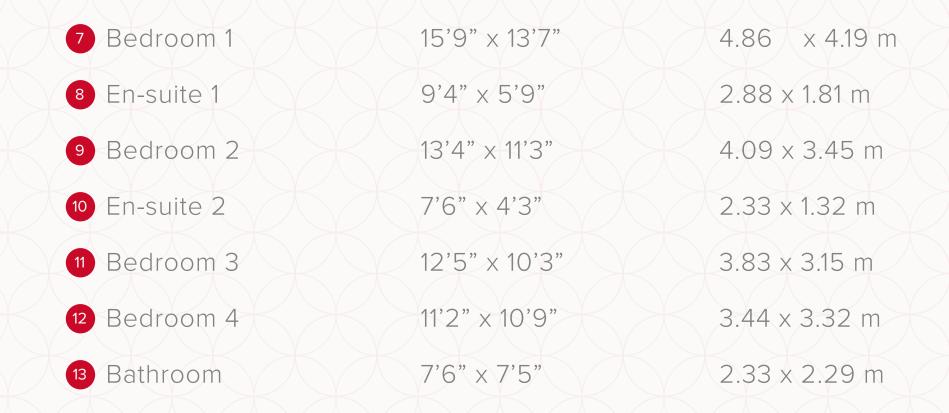
WM Washing machine space

DW Dish washer space





THE BALMORAL FIRST FLOOR







Dimensions startHW Hot water storage



Customers should note this illustration is an example of the Balmoral house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Sales Centre during working hours and customers must check their individual specifications prior to making a reservation.



SKILFUL EXECUTION

Quality is never an accident, it is always the result of high intention to detail It represents the wise choice of many alternatives









KITCHEN & UTILITY

Kitchen Styles

A range of quality kitchen styles are available. Please see sales consultant for details.

Work Surfaces

A range of quality work surfaces are available. Please see sales consultant for details.

Upstand

95mm high matching Upstand above worktops, with stainless steel splashback behind Hob where applicable.

Bowl & Tap

Stainless steel 1.5 bowl sink with chrome mixer tap. Utility Room (if applicable). Stainless steel Single bowl with chrome mixer tap.

Appliances

- 60cm Ceramic Hob
- Single oven
- Cooker Hood



INTERIOR

Walls

Crown Pale Cashew emulsion paint finish.

Internal Doors

Sinternal moulded door supplied with primer and winter coat for finishing by site in Satin White.

Internal Door Furniture

Polished chrome effect door furniture from Carlisle Brass, Chrome floor mounted door stops to be fitted where required

Architrave

Tourus' profile MDF, satin white paint finish.

Skirting Boards

Tourus' profile MDF, satin white paint finish to match architrave.

Staircase

Square plain spindles, square newels with square caps all painted in satin white

Ceilings

Crown White emulsion paint finish.

Central Heating

Full gas central heating with energy efficient wall mounted boiler in all houses. Please see sales consultant for details.

Radiators

Myson round top radiators.

Lighting

Pendant and batten lighting points.

Electrical Sockets & Switch Plates

White electrical switch & socket plates with round-edge profile by BG together with BG pendant and batten lighting points.. Refer to drawings for types and locations.

Consumer Unit

Consumer units shall be manufactured by BG. The Consumer unit is to be metal either surface mounted or semi flush with factory fitted Surge Protection Device. Please refer to drawings for locations.

Smoke Detectors

Fitted as standard to every property. These are connected to the mains electricity supply and have provision for battery back up in the event of a power cut.



OUR LUXURY SPECIFICATIONS ARE CAREFULLY CONSIDERED AND BEAUTIFULLY DESIGNED TO MAKE THE MOST OF YOUR NEW HOME

BATHROOM & CLOAKROOM



Bathroom, En-suite & Cloakroom styles

Tempo by Ideal Standard.

Shower to En-suite (where applicable)

Mira thermostatic bar valve.

Mira acrylic capped low profile shower tray with concealed waste with upstands to all four sides. Where a walk in shower is indicated utilise a Mira 1700mm low profile tray & 1100mm screen together with a concealed valve with showerhead.

Brassware

Basin Sottini Tesino basin mixer. Slotted basin waste click plug. Bath Sottini Tesino 1TH Bath filler. Slotted bath waste

click plug.

Bath

Tempo Arc Bath 700 wide by 1700 long with slotted click waste.

Wall Tiles to Cloakroom,

Bathroom & En-suite

Areas as indicated on drawings, Porcelanosa Ceramic Tiles.

Shaver Socket to En-suite

Socket in Bathroom and En-suite/s. Finish to match electrical plates.





EXTERIOR

Fascia & Soffit

Upvc fascia and vented soffit booard, in White profile.

Rainwater System

Rainwater gutters and down pipes in black finish.

Windows

Sealed double glazed uPVC windows in white finish.

Patio Doors

Pvc-u French Window. (where applicable)

External Doors

GRP door with patterned glass manufactured by IG. Style of door to be all as indicated on house plan, finished in solid colour externally & white finish internally. Frame to be UPVC + vent

Door complete with lever handle furniture, sleeved letterplate, viewer and door chain

House Numeral

House number on numeral plaque to match colour of front door, except when white when plaque to be black.

External Lights Lantern to front entrance.

Garage

Hormann "Ilkley" style steel up & over with window panels to top. Door finish to be painted to match Front Door colour.

Detached. Power to Garage for Light & Power (only if within plot boundary).

Integral. Double socket point and lighting pendant.

Electric Vehicle Point

Fused spur to accommodate future EV power point installation only to applicable plots.

Driveway

Tarmac drive (see site layout as some driveways block paved)).

Paving

Buff riven faced flags as indicated on drawing.

External Fencing

Rear Vertical boarding 1.8m high. 1.8m high Timber gate.

Garden

Front. Good standard turf to front garden. Refer to layout for landscaping details. Rear. Topsoil in accord with NHBC requirements.

Outside Tap

Outside bib tap to rear.





A THRIVING **PARTNERSHIP**

Our 'Nature for people' biodiversity strategy was developed alongside our long-standing partners, The Wildlife Trusts. The strategy focuses on three key themes – Nature Gains, Rewilding Lives and Flourishing Legacy with a view to improving people's well-being through nature.

Find out more at redrowplc.co.uk/sustainability

Working in close partnership with





Ŷ REDROW

OUR COMMITMENT To home-buyers

Customer charter

At Redrow, we're 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 Buyer Guide, a copy of which will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the Consumer Code for Home Builders ("Consumer Code"). A copy of the code is also on our website at www.redrow.co.uk

- Please ask a Sales Consultant if you require a printed hard copy.
- We'll provide you with full details and clear information about your chosen home.
- We'll provide trained and knowledgeable staff to assist you in the home buying process.
- We'll be available to answer any questions you may have and will provide you with any relevant contact details.
- We'll assist you during the selection of Standard Choices and Optional Extras for your new home.
- We'll provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in.

- We'll provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We'll keep you fully informed about the completion and occupation of your new home.
- We'll ensure that the functions and facilities of your home are demonstrated to you prior to moving in.
- •We'll inform you about the after-sales service we provide, as set out in the Home Buyer Guide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- •We'll provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.



PREDROW

OUR REQUIREMENTS AS HOME-BUILDERS

Consumer code

1. ADOPTING THE CODE

1.1 Adopting the Code

Home Builders must comply with the Requirements of the Consumer Code and have regard to good practice guidance.

1.2 Making the Code available

The Consumer Code for Home Builders' Scheme logo must be prominently displayed in Home Builders' sales offices, those of appointed selling agents, and in sales brochures.

All Home Buyers who reserve a Home should be provided with a copy of the Code Scheme with the Reservation agreement.

1.3 Customer Service: before legal completion

The Home Builder must have suitable systems and procedures to ensure it can reliably and accurately meet the commitments on service, procedures and information in the Code.

1.4 Appropriately trained customer service staff

The Home Builder must provide suitable training to all staff who deal with Home Buyers about their responsibilities to them and what the Code means for the company and its directors.

1.5 Sales and advertising

Sales and advertising material and activity must be clear and truthful.

2. INFORMATION - PRE-CONTRACT

2.1 Pre-purchase information

Home Buyers must be given enough pre-purchase information to help them make suitably informed purchasing decisions.

In all cases this information must include:

- a written Reservation agreement;
- an explanation of the Home Warranty cover;
- a description of any management services and organisations to which the Home Buyer will be committed and an estimate of their cost;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

Also, if a Home is not yet completed, the information must include:

- a brochure or plan illustrating the general layout, appearance and plot position of the Home;
- a list of the Home's contents;
- the standards to which the Home is being built.

2.2 Contact information

Home Buyers must be told how their questions will be dealt with and who to contact during the sale, purchase and completion of the Home.

2.3 Warranty cover

Home Buyers must be given accurate and reliable information about the insurance-backed warranty provided on the Home.



1.1 Health and safety for visitors to developments under construction

Home Buyers must be informed about the health and safety precautions they should take when visiting a development under construction.

1.2 Pre-contract information

Home Builders must advise Home Buyers to appoint a professional legal adviser to carry out the legal formalities of buying the Home and to represent their interests.

1.3 Reservation

Home Buyers must be given a Reservation agreement that sets out clearly the

Reservation's terms, including, but not limited to:

- the amount of the Reservation fee;
- what is being sold;
- the purchase price;
- how and when the Reservation agreement will end;
- how long the price remains valid;
- the nature and estimated cost and of any management services the Home Buyer must pay for;
- the nature and method of assessment of any event fees such as transfer fees or similar liabilities.

The Reservation fee must be reimbursed if the Reservation agreement is cancelled. The Home Buyer must be told of any deductions that may be made. While the Reservation agreement is in force, the Home Builder must not enter into a new Reservation agreement or sale agreement with another customer on the same Home.

1. INFORMATION – EXCHANGE **OF CONTRACT**

1.1 The contract

- Contract of sale terms and conditions must: • be clear and fair:
- comply with all relevant legislation;
- clearly state the contract termination rights.
- **1.2 Timing of construction, completion** and handover

The Home Buyer must be given reliable and realistic information about when construction of the Home may be finished, the date of Legal Completion, and the date for handover of the Home.

1.3 Contract termination rights

The Home Buyer must be told about their right to terminate the contract.

1.4 Contract deposits and pre-payments The Home Builder must clearly explain how Home Buyers' contract deposits are protected and how any other pre-payments are dealt with.

2. INFORMATION - DURING OCCUPATION

2.1 After-sales service

The Home Builder must provide the Home Buyer with an accessible after-sales service, and explain what the service includes, who to contact, and what guarantees and warranties apply to the Home.

2.2 Health and safety for Home Buyers on developments under construction Home Buyers must be told about the health and safety precautions they should take when living on a development where building work continues.

3. COMPLAINTS AND DISPUTES

3.1 Complaints handling

The Home Builder must have a system and procedures for receiving, handling, and resolving Home Buyers' service calls and complaints.

The Home Builder must let the Home Buyer know of this, and of the dispute resolution arrangements operated as part of this Code, in writing.

3.2 Co-operation with professional advisers The Home Builder must co-operate with appropriately qualified professional advisers appointed by the Home Buyer to resolve disputes.







Willow Way, Long Marston Stratford-upon-Avon CV37 8FT

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