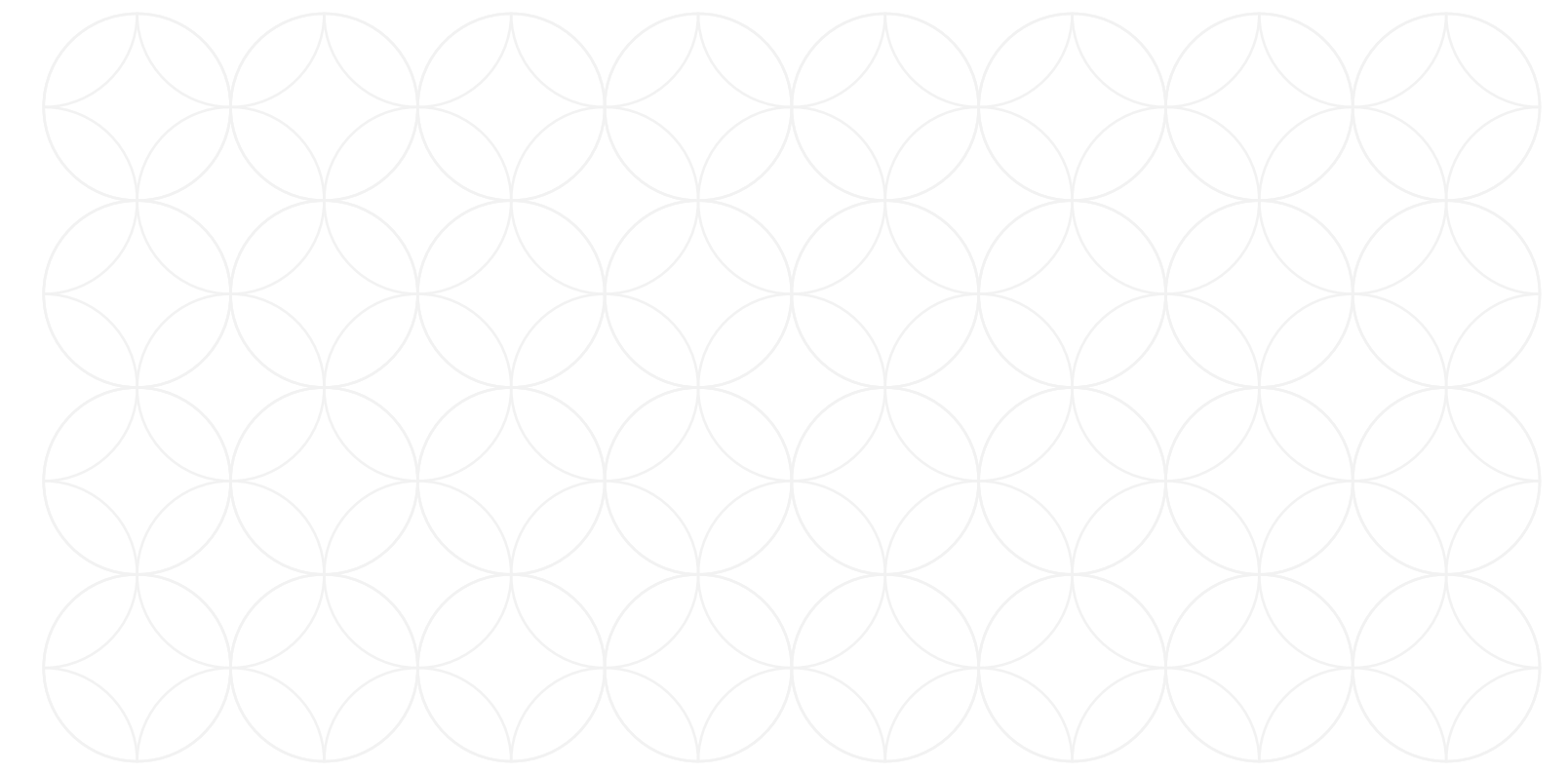


**DISCOVER**  
A BETTER WAY  
TO LIVE





## CREATING A BETTER WAY TO LIVE

At Redrow we strive to give people a better way to live – building homes that offer a better quality of build, a more enjoyable lifestyle and a higher standard of living all round.

It's these three things that make Redrow better. Added together, they make our customers feel more inspired about moving to one of our new homes and feel more comfortable in our new communities. And better still, they'll be safe in the knowledge that we'll provide a service that goes way beyond their expectations.





## BETTER PLACES AND SPACES

We think first about the way our customers want to live when we design and build our new neighbourhoods, so we provide a better place to live.

At Redrow we put open space and nature at the forefront of what we do, so our new places will be well-considered and well-connected too. What's more, we give back to the areas we build in with contributions of our own, from sports centres to schools and shops.

The right pace of life is important to us, too. That's why we focus on nature when creating our new neighbourhoods, creating community spaces for customers to enjoy and making sure the great outdoors is always within easy reach.

We also work closely with a range of partners to make sure the natural world is always an important part of our communities. We are currently developing over 1,600 acres of green space across our developments, while we design our neighbourhoods with walking and cycling in mind, always encouraging healthy lifestyles

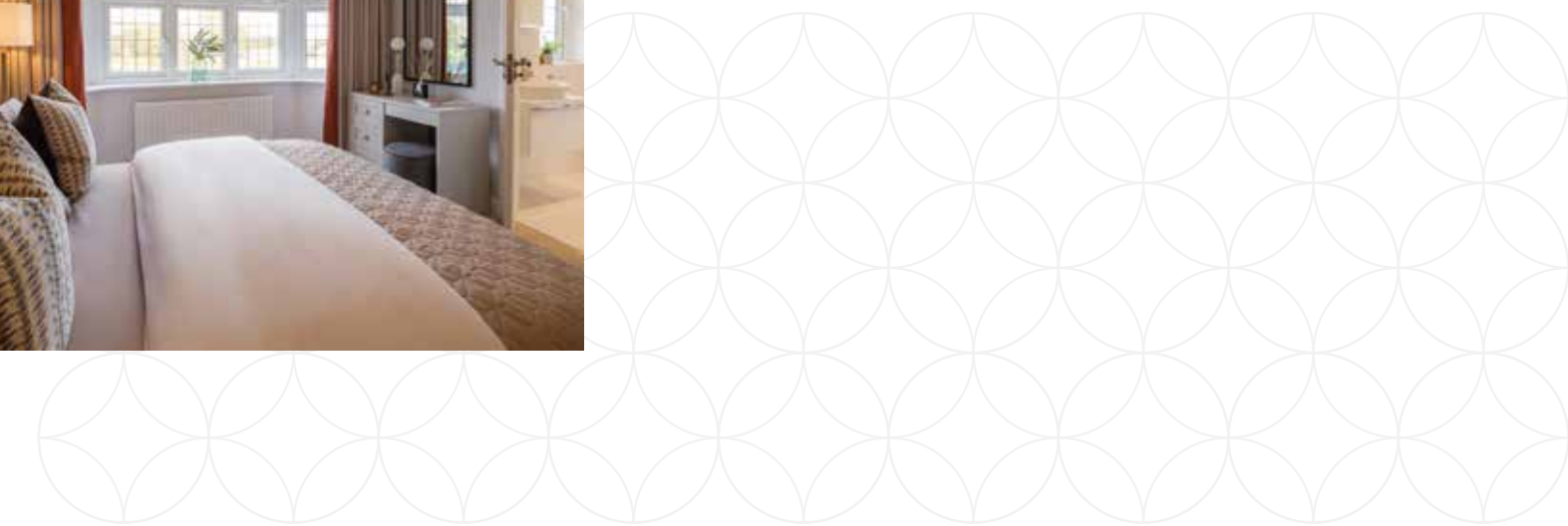




## BETTER BY DESIGN

Life is not just about waking up in a beautiful home. It's about everything that goes with it. From stunning open-plan kitchens and entertaining spaces, to places that make the most of the outdoors, it's inside where our homes come to life.

Everything we do at Redrow is focussed on quality. From where we build, to the bricks we use. The high quality of our homes never comes about by accident – it's all about our attention to detail at every stage of the build.





## BETTER EXPERIENCES

The thought of buying a new home can seem a little daunting at first, but from our expert sales and aftercare teams to our award-winning online platforms, we'll be there to help at every stage. Our customers would agree too - we're rated 'Excellent' on Trustpilot.





## BRINGING PEOPLE **AND NATURE** TOGETHER

Bringing our homeowners together is a vital part of what we do, so we make sure we build safe open spaces and community areas, perfect for spending time with friends. Helping people connect with one another, creating wildlife habitats, encouraging healthy living and carefully considering the look and feel of the local area when we design our developments. It's about providing for local wildlife, building a meaningful future and leaving a lasting legacy.





## MAKE IT YOURS WITH **MY REDROW**

My Redrow is our bespoke, easy-to-use service which helps you keep track of everything you do when buying a new Redrow home. Signing up is easy, so start your journey to a beautiful new home with us today.

### **A few benefits of joining My Redrow:**

- Be the first to hear about new properties
- Save your favourites
- Manage your appointments
- Choose your finishing touches
- And so much more...

# 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](http://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.







Discover a better way to live.