

HERITAGE
- REDROW -

ARDEN FIELDS

BULKINGTON





WELCOME TO ARDEN FIELDS



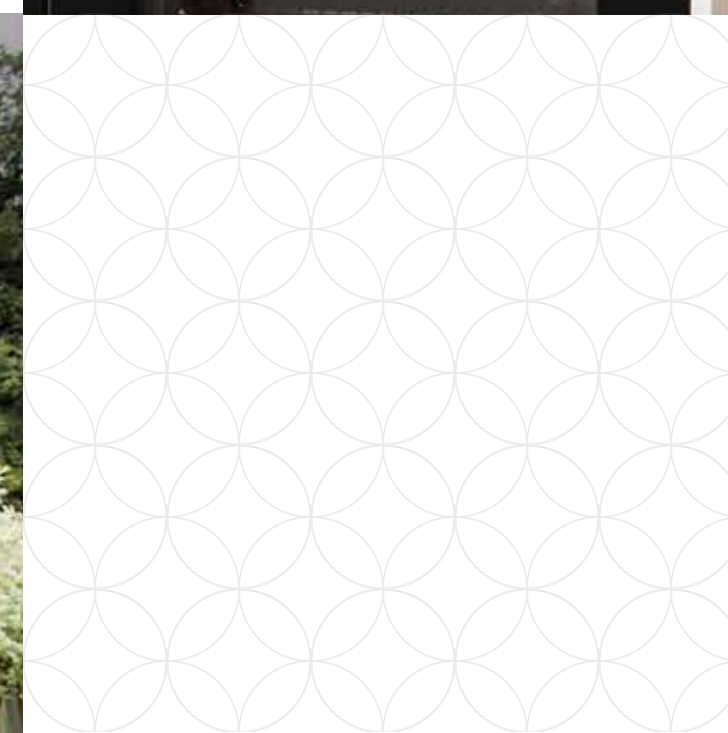
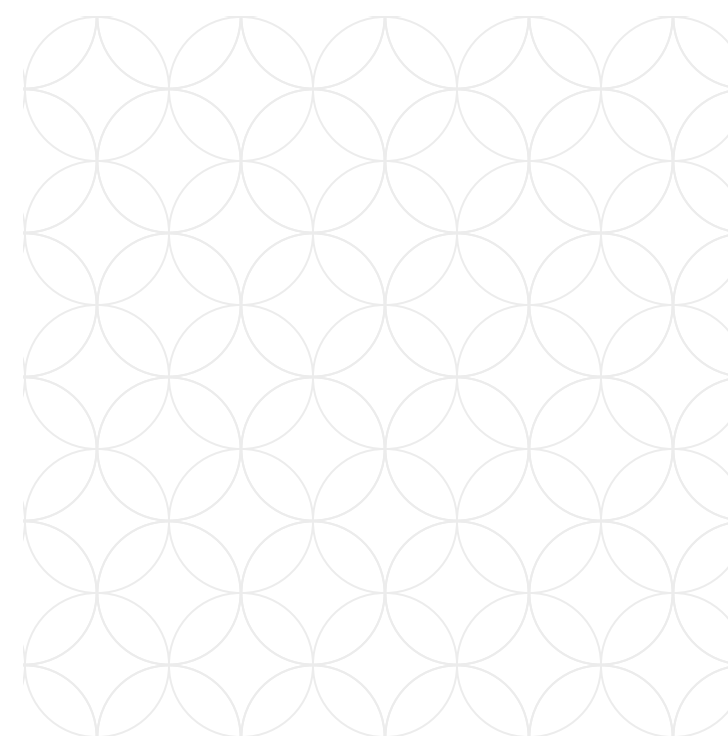
A COLLECTION OF 1, 3, 4 & 5 BEDROOM HOMES IN THE THRIVING TOWN OF BEDWORTH

Located in rural Warwickshire, surrounded by rolling fields and open countryside, yet with plentiful amenities within easy reach, Arden Fields offers the very best of town and country living. This elegant collection of 1, 3, 4 and 5 bedroom, Heritage Collection homes will be Perfect from families through to first time buyers, with the development set in Bulkington, a charming village on the edges of the thriving town of Bedworth. While pretty and peaceful, the village is well-stocked with amenities, including a post office, pharmacy, shops, pubs and takeaways.



DISCOVER A BETTER WAY TO LIVE

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 through to our outstanding customer experiences. Welcome to a better way of living.

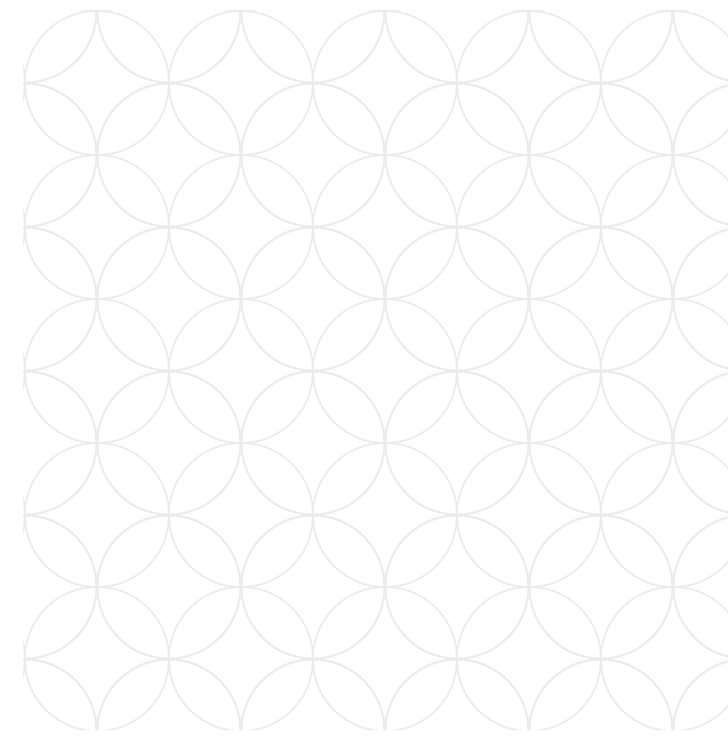


BETTER BY DESIGN

Imagine how much better life would be, with a little more thought and a lot more space. Waking up in a home full of unique character where everything feels carefully considered inside and out. A place where you can relax, think, breathe, work and play in beautifully designed spaces. With Redrow, it's the level of care we bring, that makes all the difference.

BETTER PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquility as you enjoy a new, relaxed lifestyle, away from the hustle and bustle. A place where there's a sense of community, of living life at your own pace amongst beautiful street scenes and green open spaces where neighbours and dog walkers meet. That's what sets your new neighbourhood apart.



BETTER EXPERIENCES

There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow will help you get settled.



AN INSPIRED **NEW HOME**

Explore what makes this
collection so unique

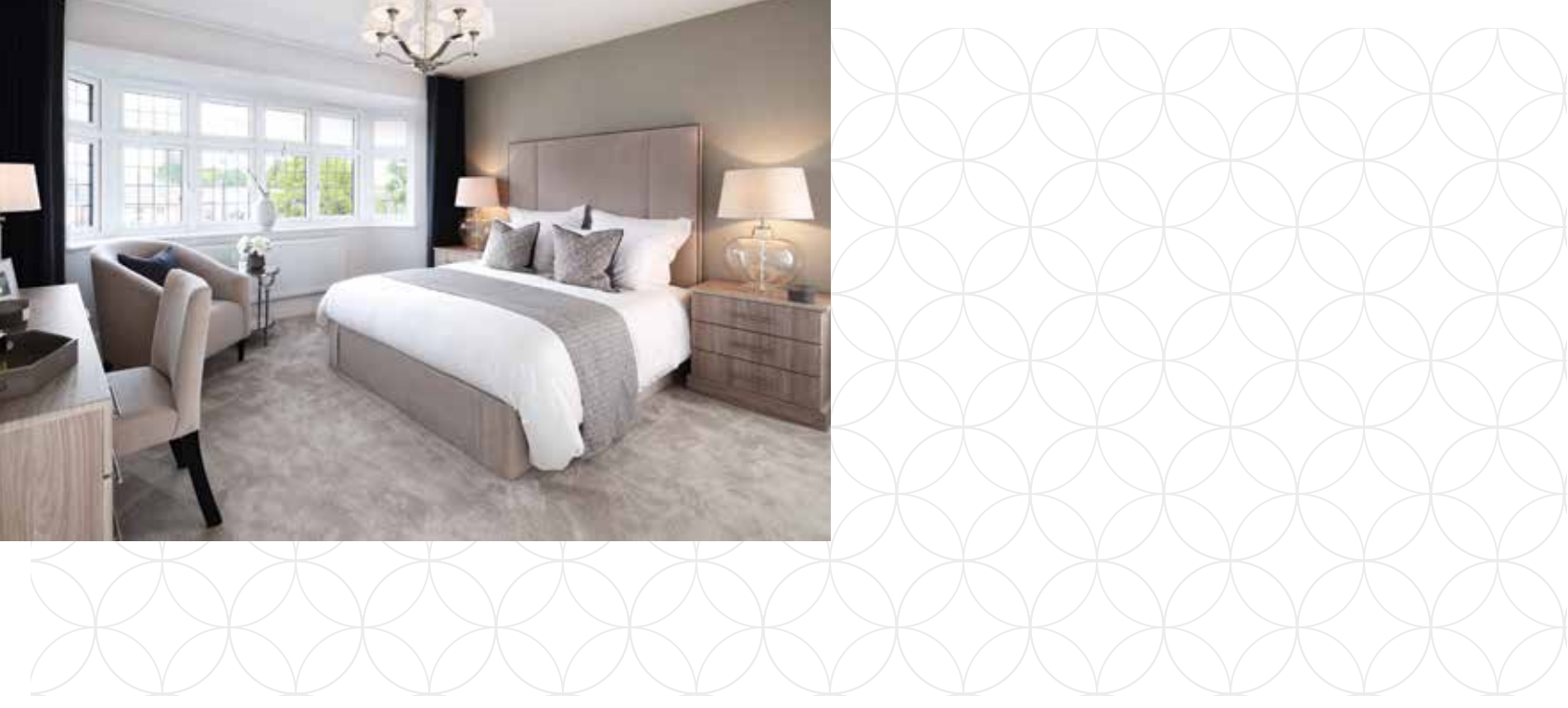
We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.



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 on that makes this award winning collection so enviable.

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 around the property. These features add grandeur and depth to the front of the home and provide anchoring effect.





ENJOY THE AREA

Located in rural Warwickshire, surrounded by rolling fields and open countryside, yet with plentiful amenities within easy reach, Arden Fields offers the very best of town and country living.

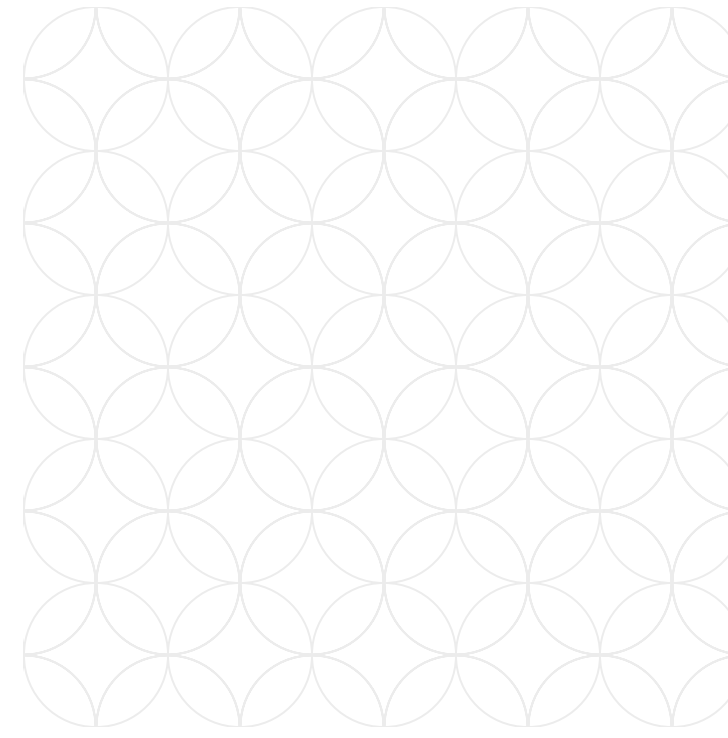


ENJOY AN ACTIVE **LIFESTYLE**

Looking for activity, fun and fitness? Bedworth Leisure Centre has a 60-station gym, fitness studio, 25-metre swimming pool and 3G all-weather sports pitch. Golfers, meanwhile, can enjoy a round or two at Nuneaton, Ansty and Bramcote Water golf courses.

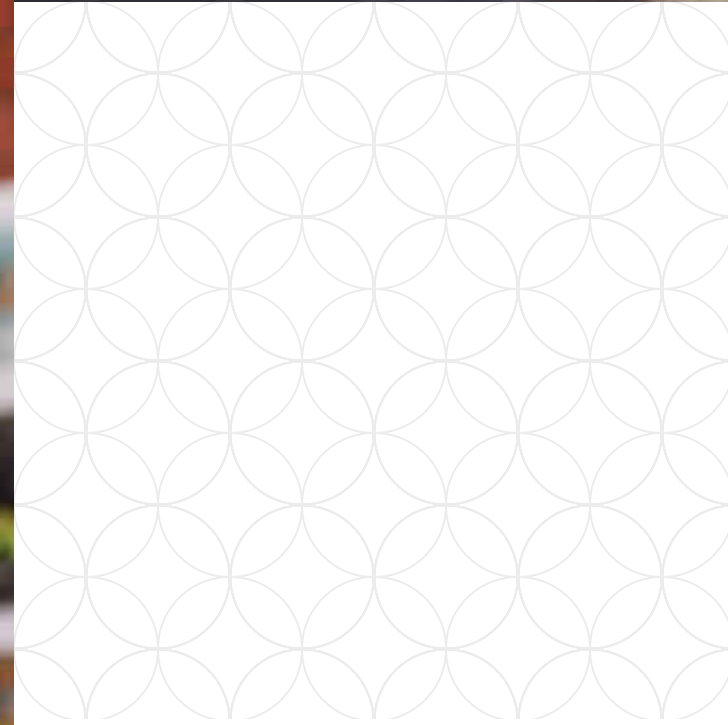
OPPORTUNITIES FOR LEARNING

Parents will also be pleased to find a good selection of schools for all ages. Hermitage, Shapes Day, The Woodlands Day and Bulkington Road nursery schools are all located within easy reach of the development, while Arden Forest Infant School is six minutes away on foot and is rated 'Good' by Ofsted. St Francis Catholic Primary and Chetwynd Junior schools are both within a 10-minute drive and also have 'Good' ratings. For older students, Nicholas Chamberlaine School is within walking distance of home.



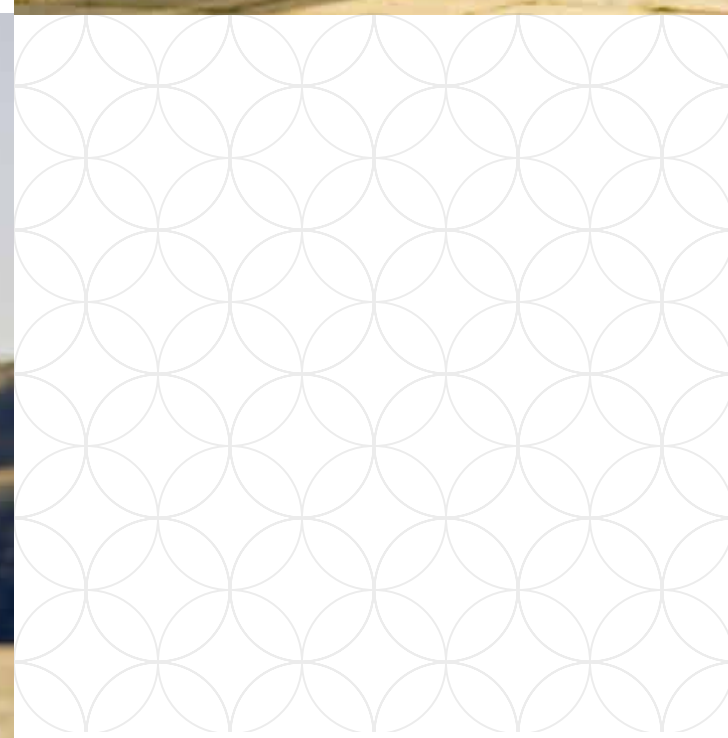
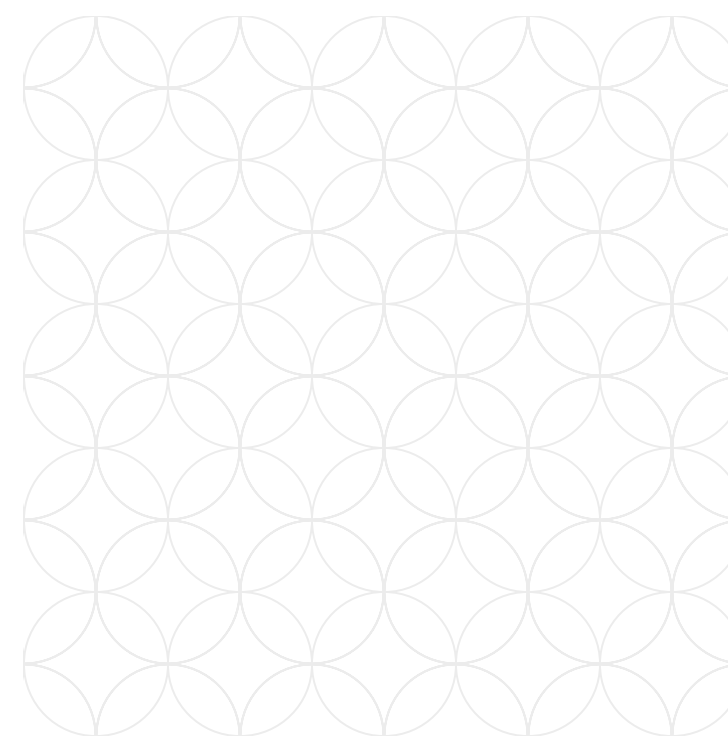
GETTING AROUND

Transport and travel links are excellent, whether you prefer road or rail. Coventry is 20 minutes away in the car, with Birmingham and Leicester also straightforward journeys at 34 and 33 minutes respectively. Or if you prefer the train, Bedworth station is just 3 minutes away by road.



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 **Arden Fields**.



SO YOU GET MORE OUT

- Public Green Spaces
- Cycleways & Footpaths
- Community Orchard

EXPLORE ARDEN FIELDS



KEY

	AMBERLEY 3 BEDROOM DETACHED HOME		HENLEY 4 BEDROOM DETACHED HOME
	LEAMINGTON LIFESTYLE 3 BEDROOM DETACHED HOME		HAMPSTEAD 5 BEDROOM DETACHED HOME
	OXFORD LIFESTYLE 3 BEDROOM DETACHED HOME		WEM (FIRST HOMES) 1 BEDROOM MAISONETTE
	STRATFORD LIFESTYLE 3 BEDROOM DETACHED HOME		BURTON (FIRST HOMES) 1 BEDROOM MAISONETTE
	HARROGATE LIFESTYLE 3 BEDROOM DETACHED HOME		AFFORDABLE HOUSING
	HARROGATE 4 BEDROOM DETACHED HOME		

First Homes:
WEM - 71 & 72
BURTON - 5, 6, 7 & 8

Affordable Housing:
TAVY - 73, 74 & 75
DART - 14, 15 & 16
SPEY - 12 & 13
SP2 - 63, 64, 65, 66, 67, 68, 69 & 70

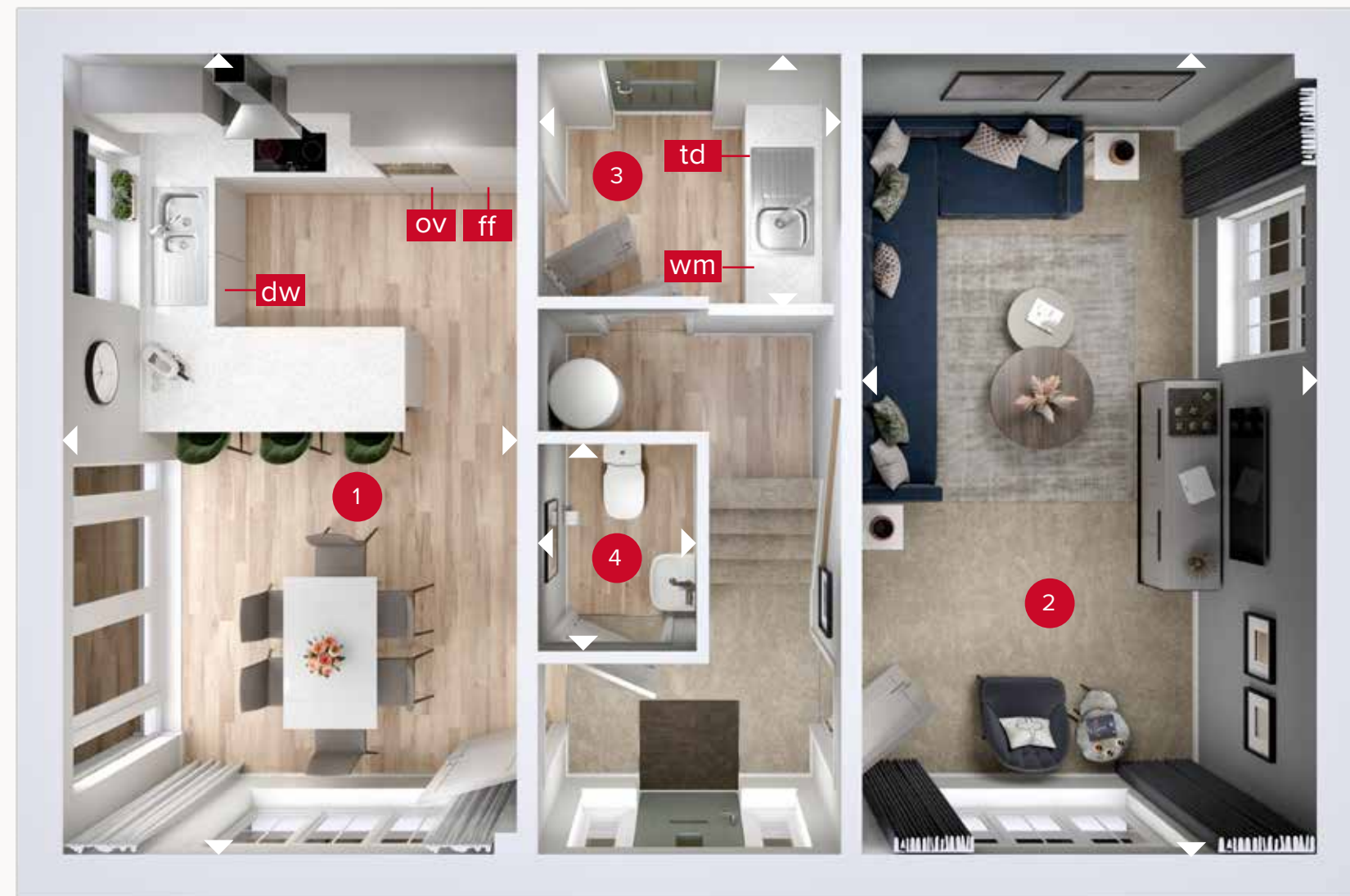
V - Visitor Parking
V/MC - Visitor/Motorcycle Parking
BCP - Bin collection point
S/S - Sub Station
SUDS - Sustainable drainage system



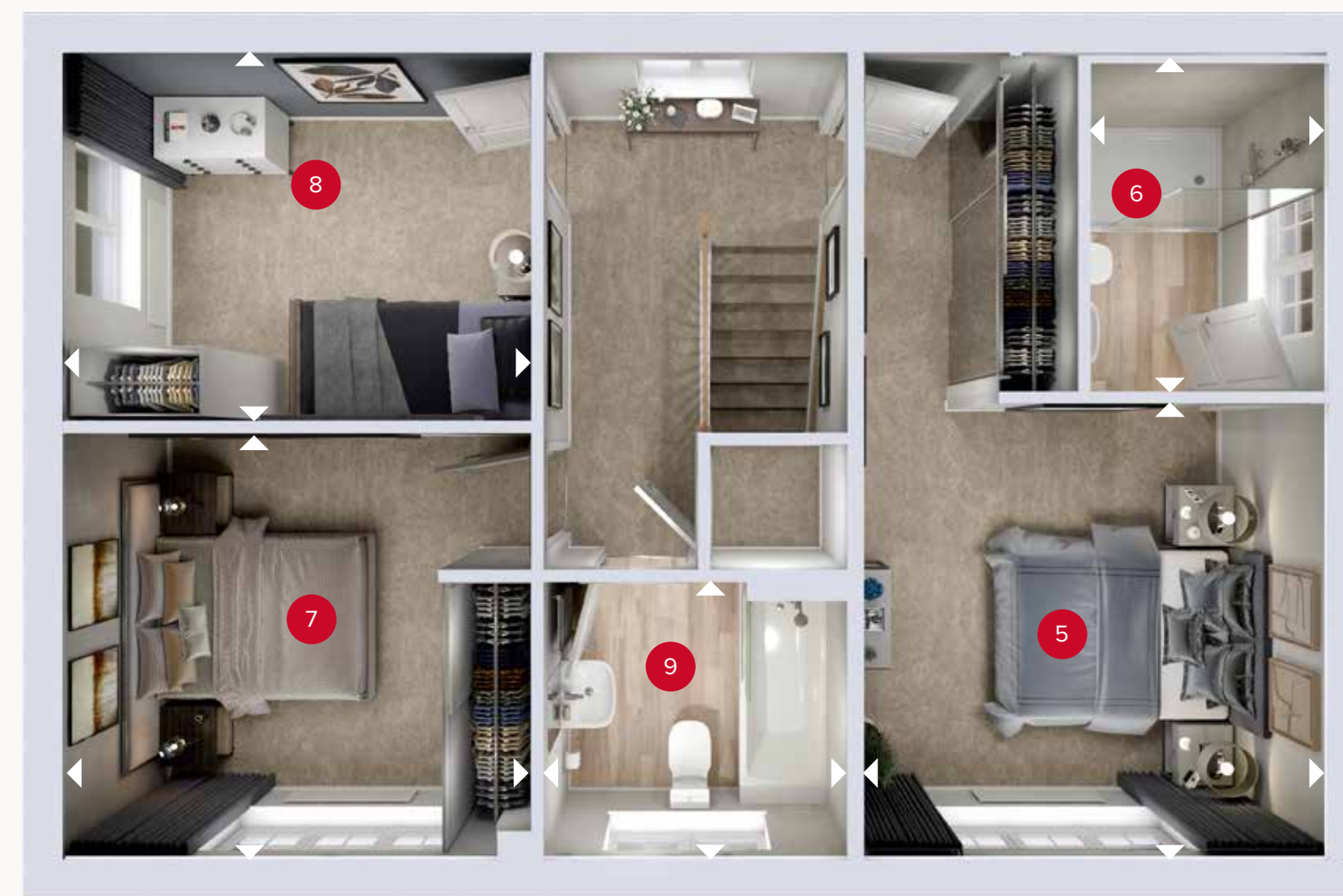
This plan is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change. For specific details, other than general site layout, please liaise directly with our Sales Consultant.



THE AMBERLEY



GROUND FLOOR



FIRST FLOOR

GROUND FLOOR

1	Kitchen/Dining	18'9" x 11'1"	5.70 x 3.37 m
2	Lounge	18'9" x 11'3"	5.70 x 3.43 m
3	Utility	6'10" x 6'0"	2.09 x 1.82 m
4	Cloaks	4'11" x 3'7"	1.50 x 1.10 m

FIRST FLOOR

5	Bedroom 1	11'4" x 10'6"	3.46 x 3.20 m
6	En-suite	7'9" x 5'6"	2.36 x 1.69 m
7	Bedroom 2	11'3" x 9'11"	3.43 x 3.02 m
8	Bedroom 3	11'3" x 8'6"	3.43 x 2.60 m
9	Bathroom	6'10" x 6'5"	2.09 x 1.95 m



20.03.2023

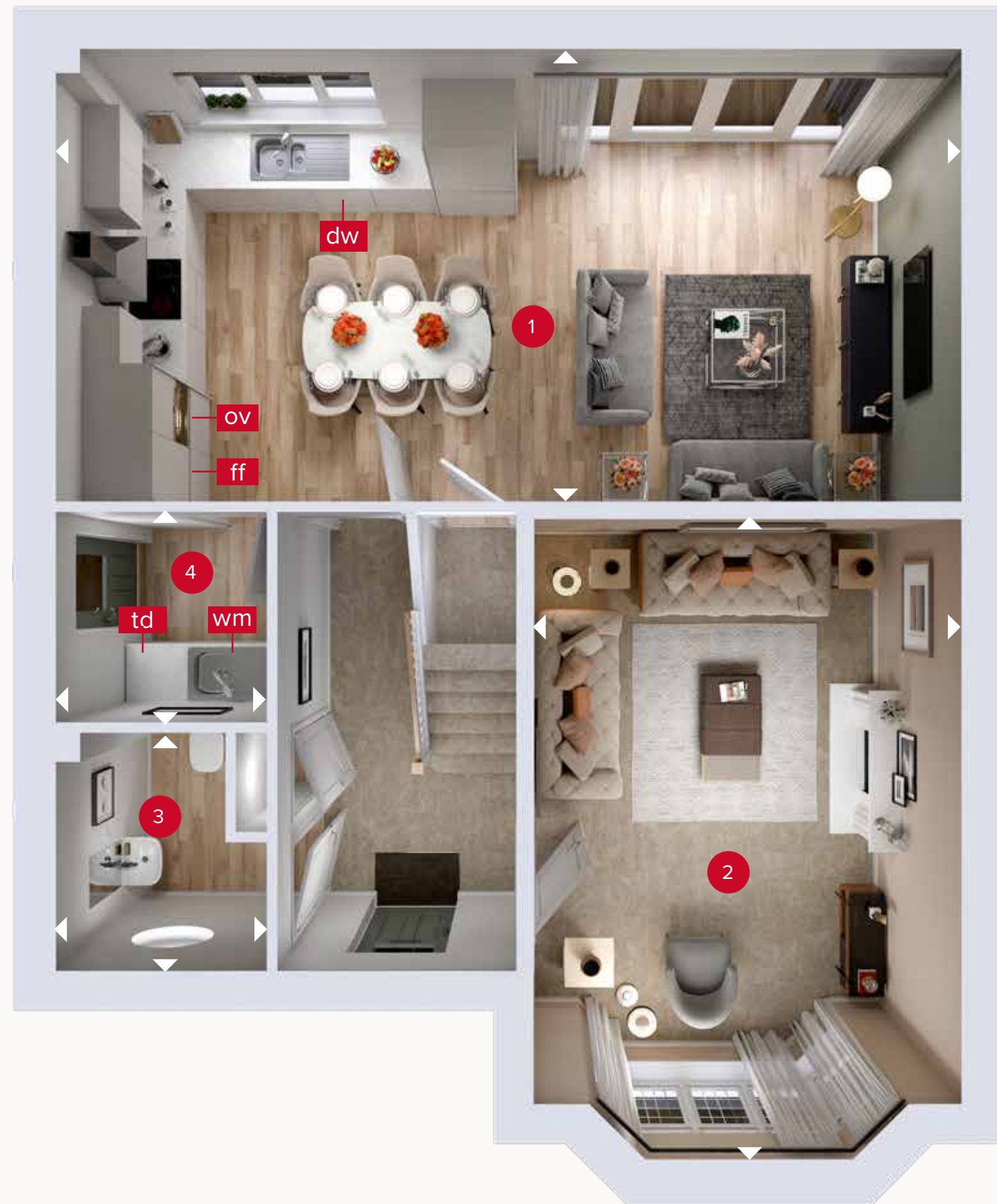
Customers should note this illustration is an example of the Amberley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be "handed" (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_AMBY_DM.2

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

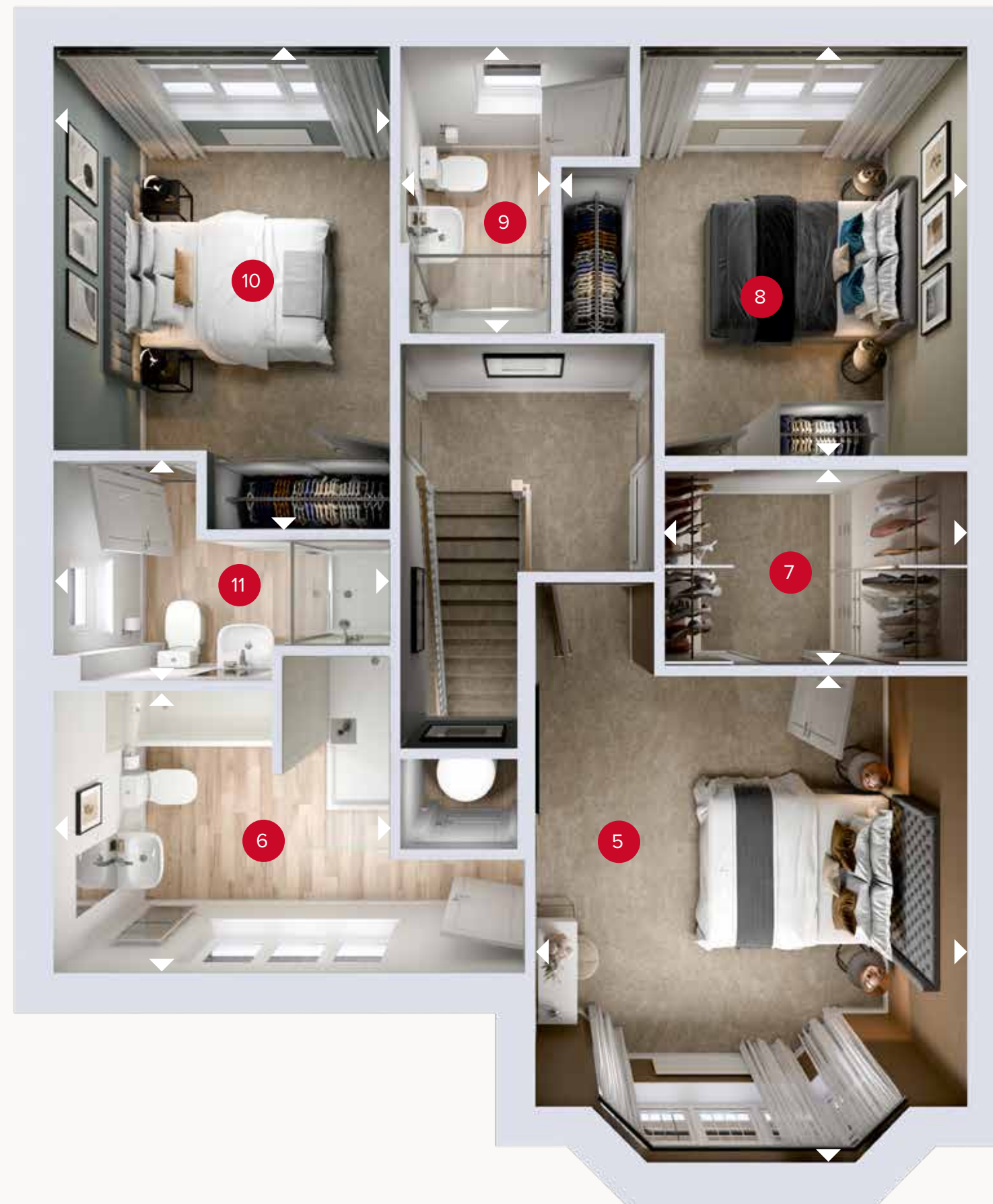
ov - oven
ff - fridge freezer
dw - dishwasher

wm - washing machine space
td - tumble dryer space





GROUND FLOOR



FIRST FLOOR

THE LEAMINGTON LIFESTYLE

GROUND FLOOR

1	Kitchen/Dining/ Family	25'0" x 12'8"	7.61 x 3.87 m
2	Lounge	17'11" x 11'8"	5.45 x 3.56 m
3	Cloaks	6'6" x 5'11"	1.99 x 1.80 m
4	Utility	5'11" x 5'11"	1.81 x 1.80 m

FIRST FLOOR

5	Bedroom 1	15'11" x 11'9"	4.86 x 3.57 m
6	En-suite 1	13'0" x 7'9"	3.96 x 2.36 m
7	Wardrobe	8'2" x 5'5"	2.49 x 1.65 m
8	Bedroom 2	11'5" x 11'0"	3.49 x 3.35 m
9	En-suite 2	8'1" x 6'4"	2.46 x 1.93 m
10	Bedroom 3	13'7" x 9'3"	4.13 x 2.83 m
11	En-suite 3	9'3" x 6'0"	2.83 x 1.83 m



Customers should note this illustration is an example of the Leamington 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_LEAMQ_DM.2

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ov - oven
ff - fridge freezer
dw - dishwasher

wm - washing machine space
td - tumble dryer space

THE OXFORD LIFESTYLE



GROUND FLOOR



FIRST FLOOR

GROUND FLOOR

1	Kitchen/Dining	21'1" x 12'9"	6.42 x 3.88 m
2	Lounge	15'11" x 10'7"	4.85 x 3.23 m
3	Utility	6'1" x 4'10"	1.86 x 1.48 m
4	Cloaks	6'1" x 4'9"	1.86 x 1.45 m
5	Garage	19'4" x 9'8"	5.89 x 2.94 m

FIRST FLOOR

6	Bedroom 1	16'0" x 10'7"	4.87 x 3.23 m
7	Dressing	7'4" x 6'8"	2.24 x 2.03 m
8	En-suite 1	10'7" x 5'11"	3.23 x 1.80 m
9	Bedroom 2	12'7" x 10'8"	3.84 x 3.26 m
10	En-suite 2	7'11" x 5'9"	2.41 x 1.74 m
11	Bedroom 3	11'9" x 9'11"	3.57 x 3.02 m
12	En-suite 3	8'3" x 6'6"	2.51 x 1.98 m

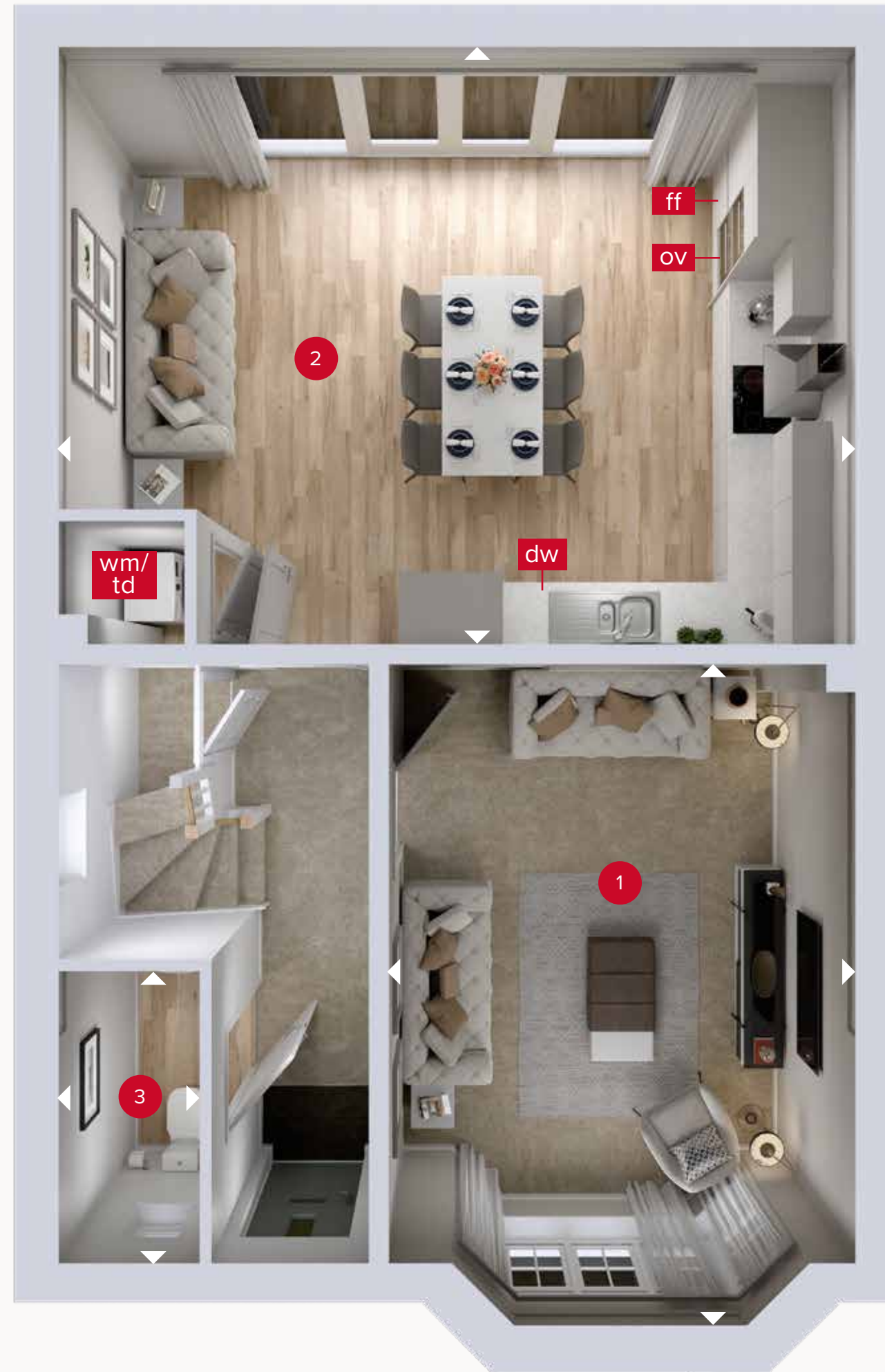
THE STRATFORD LIFESTYLE

GROUND FLOOR

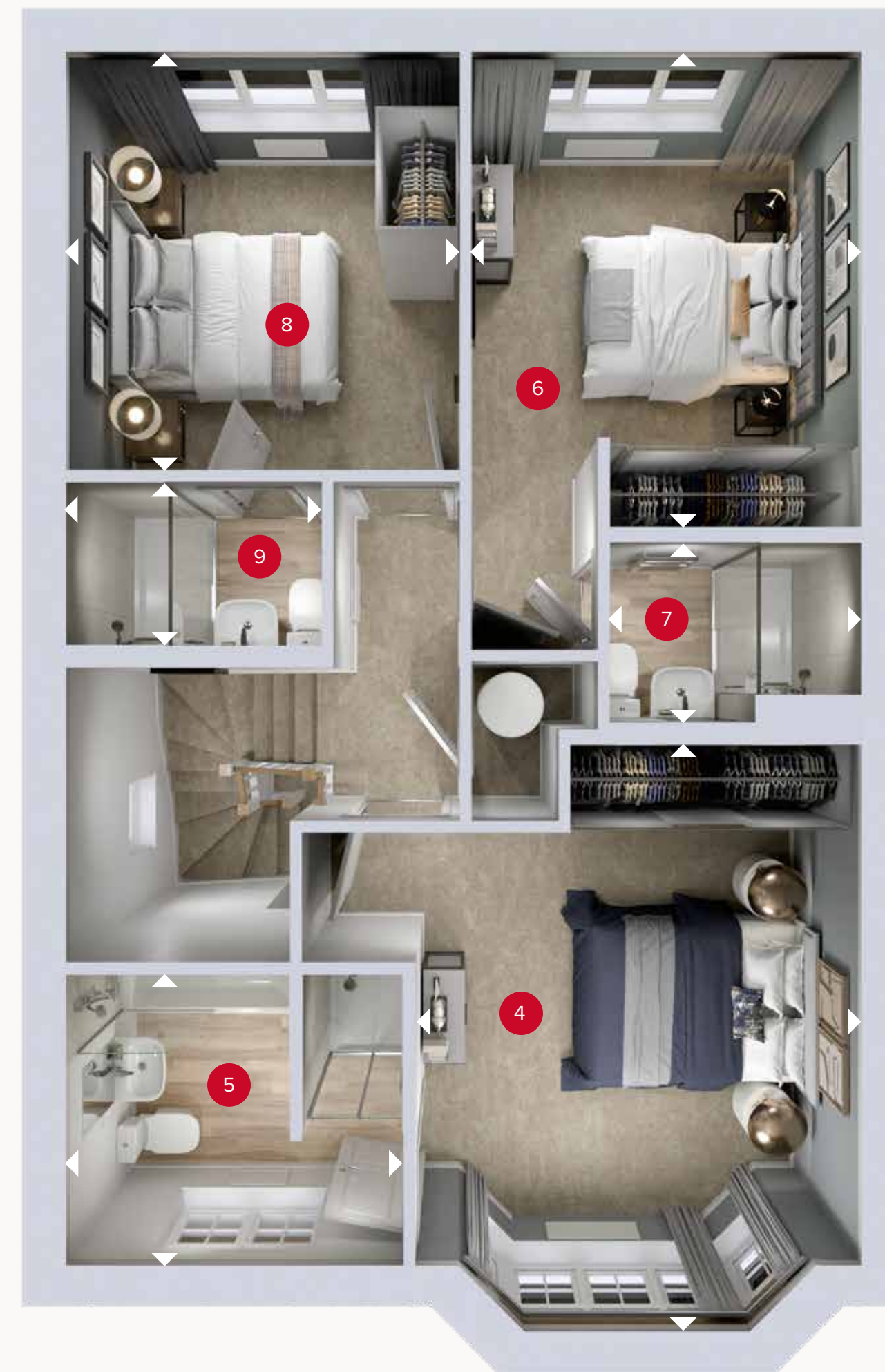
1 Lounge	16'4" x 11'6"	4.97 x 3.51 m
2 Family/ Kitchen/ Dining	19'5" x 14'11"	5.93 x 4.54 m
3 Cloaks	7'3" x 3'6"	2.20 x 1.07 m

FIRST FLOOR

4 Bedroom 1	14'5" x 10'10"	4.40 x 3.30 m
5 En-suite 1	8'4" x 7'3"	2.54 x 2.20 m
6 Bedroom 2	11'11" x 9'5"	3.62 x 2.87 m
7 En-suite 2	6'1" x 4'7"	1.86 x 1.39 m
8 Bedroom 3	10'6" x 9'9"	3.20 x 2.97 m
9 En-suite 3	6'4" x 4'1"	1.93 x 1.24 m



GROUND FLOOR



FIRST FLOOR



17.03.2023

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, 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_STRAQ_DM.2

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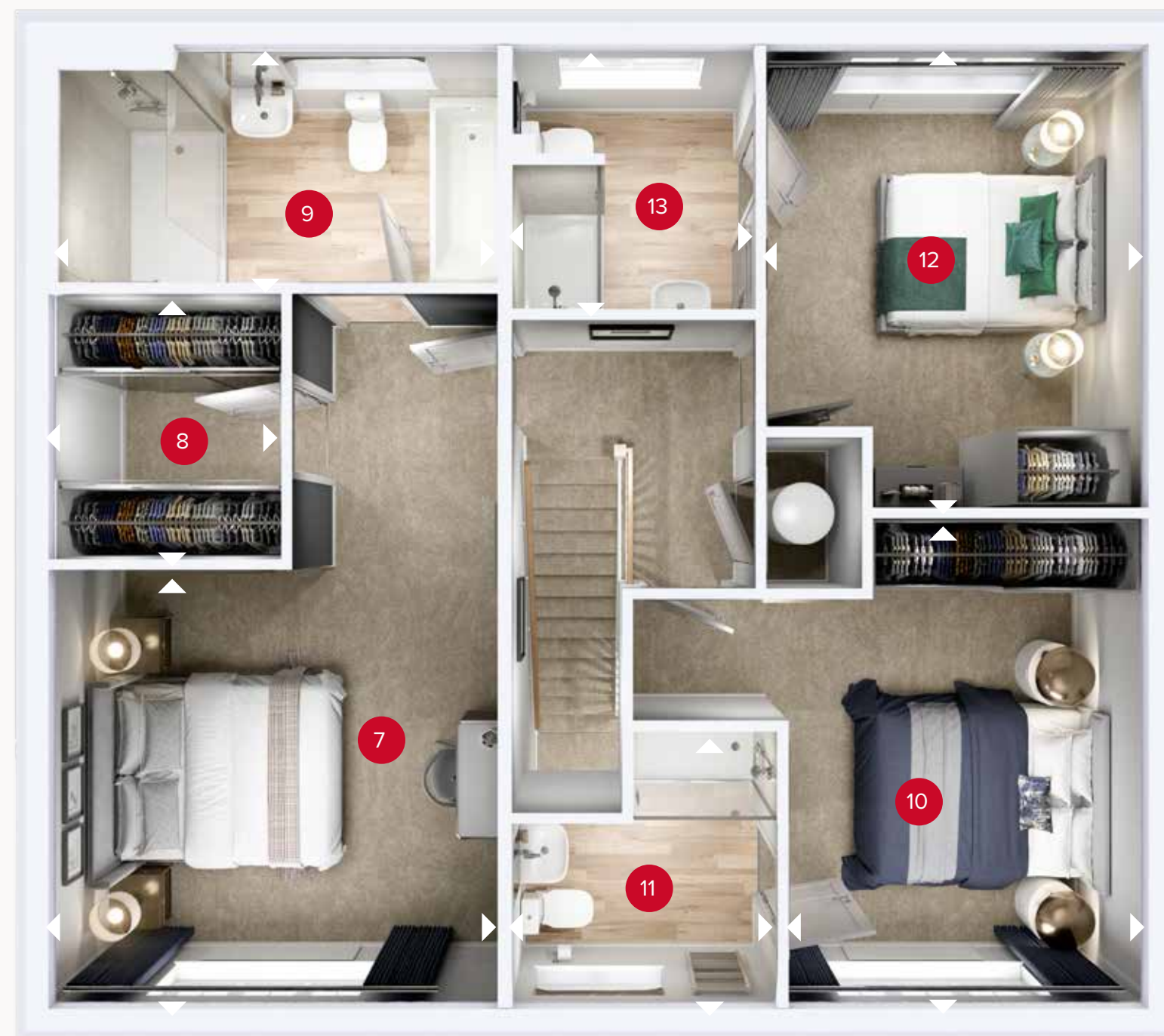
ov - oven
ff - fridge freezer
dw - dishwasher

wm - washing machine space
td - tumble dryer space





GROUND FLOOR



FIRST FLOOR

THE HARROGATE LIFESTYLE

GROUND FLOOR

1 Lounge	15'4" x 12'0"	4.68 x 3.65 m
2 Kitchen	12'5" x 10'2"	3.79 x 3.09 m
3 Dining	13'1" x 10'3"	4.00 x 3.13 m
4 Family	13'8" x 10'1"	4.17 x 3.08 m
5 Cloaks	5'8" x 3'7"	1.73 x 1.09 m
6 Utility	6'4" x 5'8"	1.94 x 1.73 m

FIRST FLOOR

7 Bedroom 1	12'1" x 11'8"	3.69 x 3.56 m
8 Dressing Room	7'3" x 6'3"	2.22 x 1.91 m
9 En-suite 1	11'11" x 6'7"	3.63 x 2.00 m
10 Bedroom 2	13'2" x 9'6"	4.02 x 2.89 m
11 En-suite 2	7'6" x 7'2"	2.29 x 2.18 m
12 Bedroom 3	12'7" x 10'1"	3.84 x 3.07 m
13 En-suite 3	7'3" x 6'7"	2.22 x 2.00 m

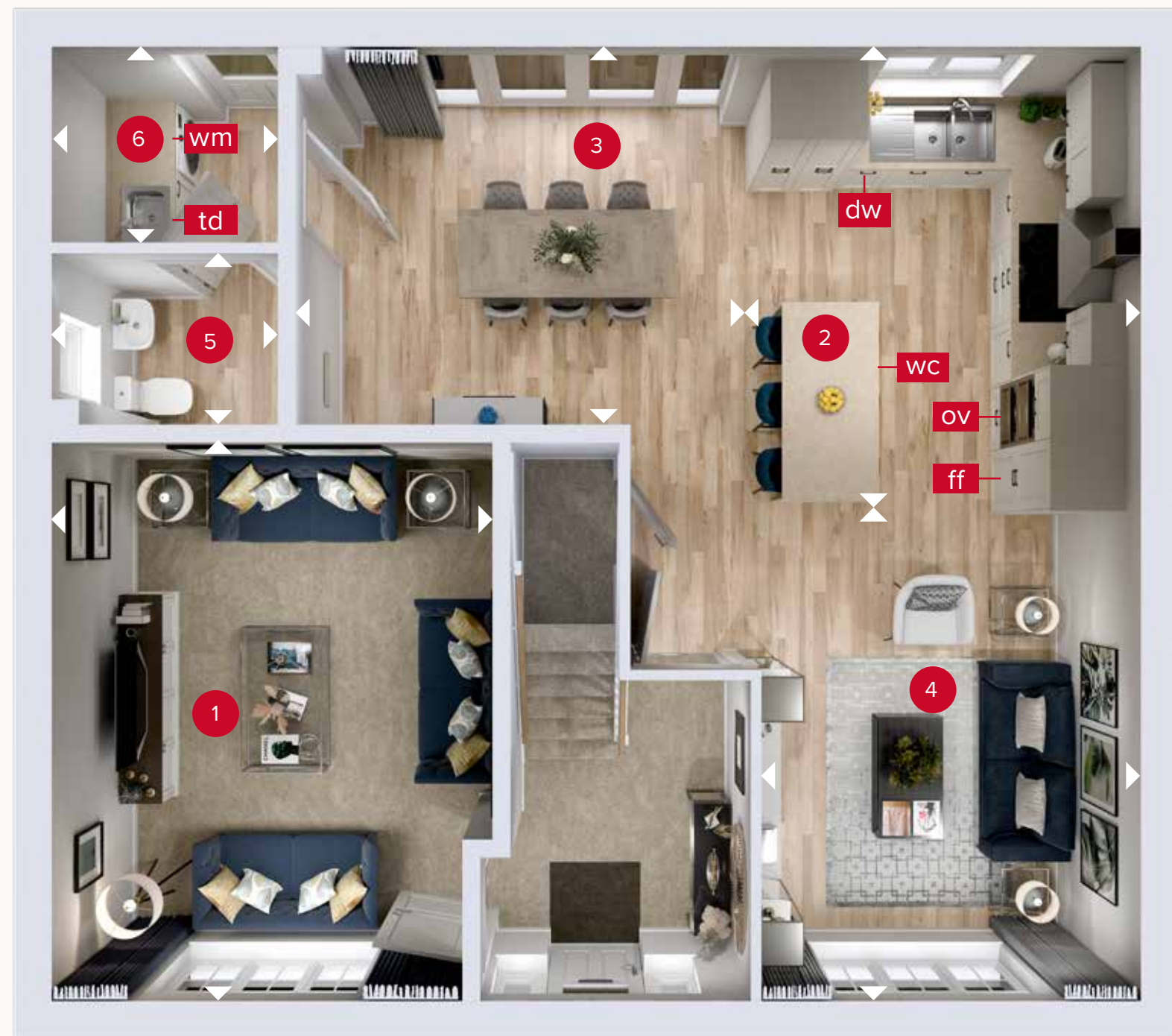


Customers should note this illustration is an example of the Harrogate Lifestyle house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be "handed" (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_HARRQ_DM.2

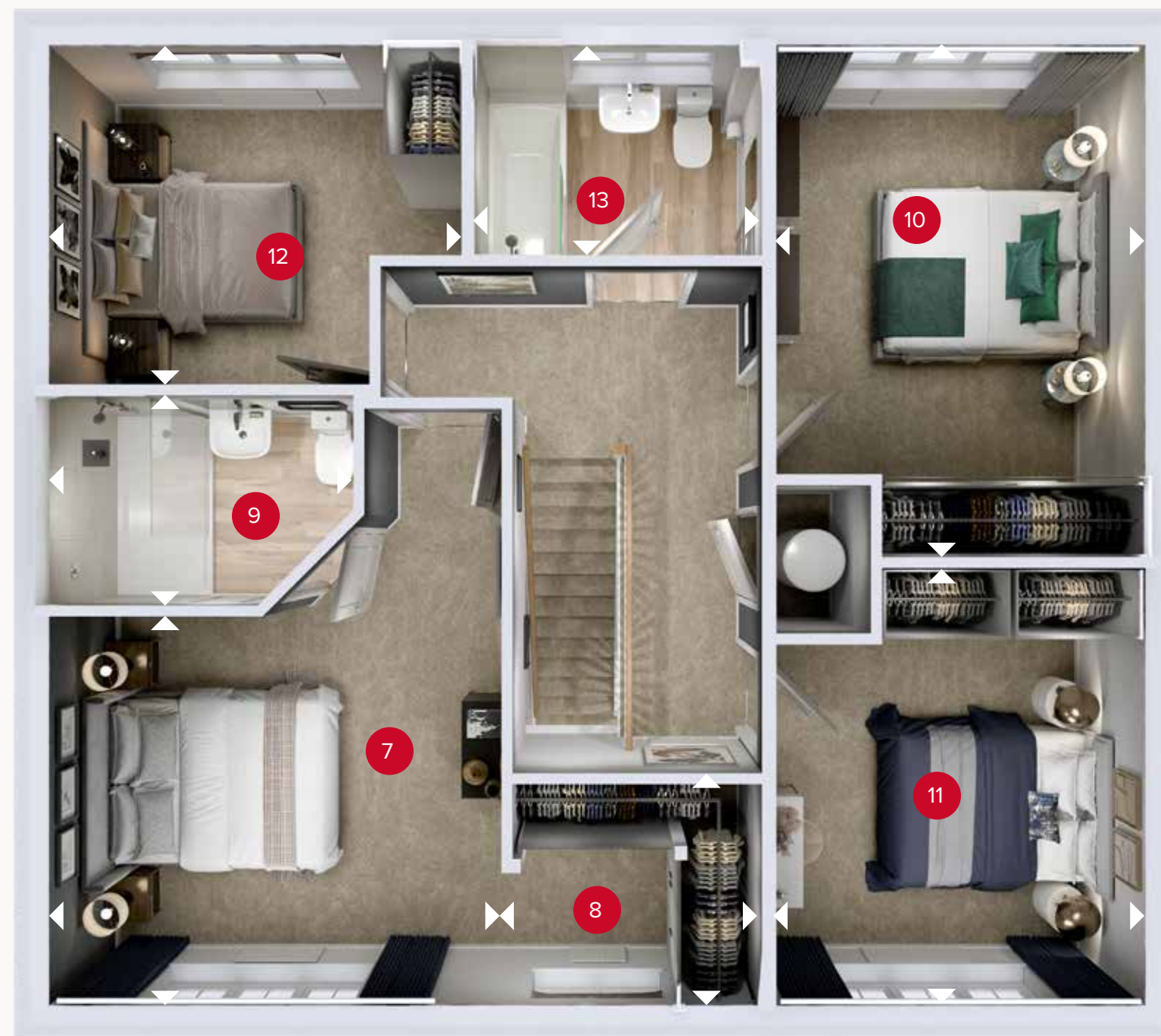
▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher space
wm - washing machine space
td - tumble dryer space





GROUND FLOOR



FIRST FLOOR

THE HARROGATE

GROUND FLOOR

1 Lounge	15'4" x 12'0"	4.68 x 3.65 m
2 Kitchen	12'5" x 10'2"	3.79 x 3.09 m
3 Dining	12'10" x 10'3"	3.90 x 3.13 m
4 Family	13'8" x 10'1"	4.17 x 3.08 m
5 Cloaks	6'0" x 4'9"	1.84 x 1.45 m
6 Utility	6'0" x 5'1"	1.84 x 1.56 m

FIRST FLOOR

7 Bedroom 1	12'2" x 10'10"	3.72 x 3.30 m
8 Dressing	6'10" x 6'5"	2.09 x 1.96 m
9 En-suite	8'1" x 5'7"	2.47 x 1.69 m
10 Bedroom 2	13'9" x 10'0"	4.18 x 3.05 m
11 Bedroom 3	12'1" x 10'0"	3.69 x 3.05 m
12 Bedroom 4	11'2" x 9'2"	3.40 x 2.79 m
13 Bathroom	7'7" x 5'9"	2.31 x 1.76 m



06.06.2023

Customers should note this illustration is an example of the Harrogate 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification shown in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_HARR_DM.2

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ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space
wc - wine cooler



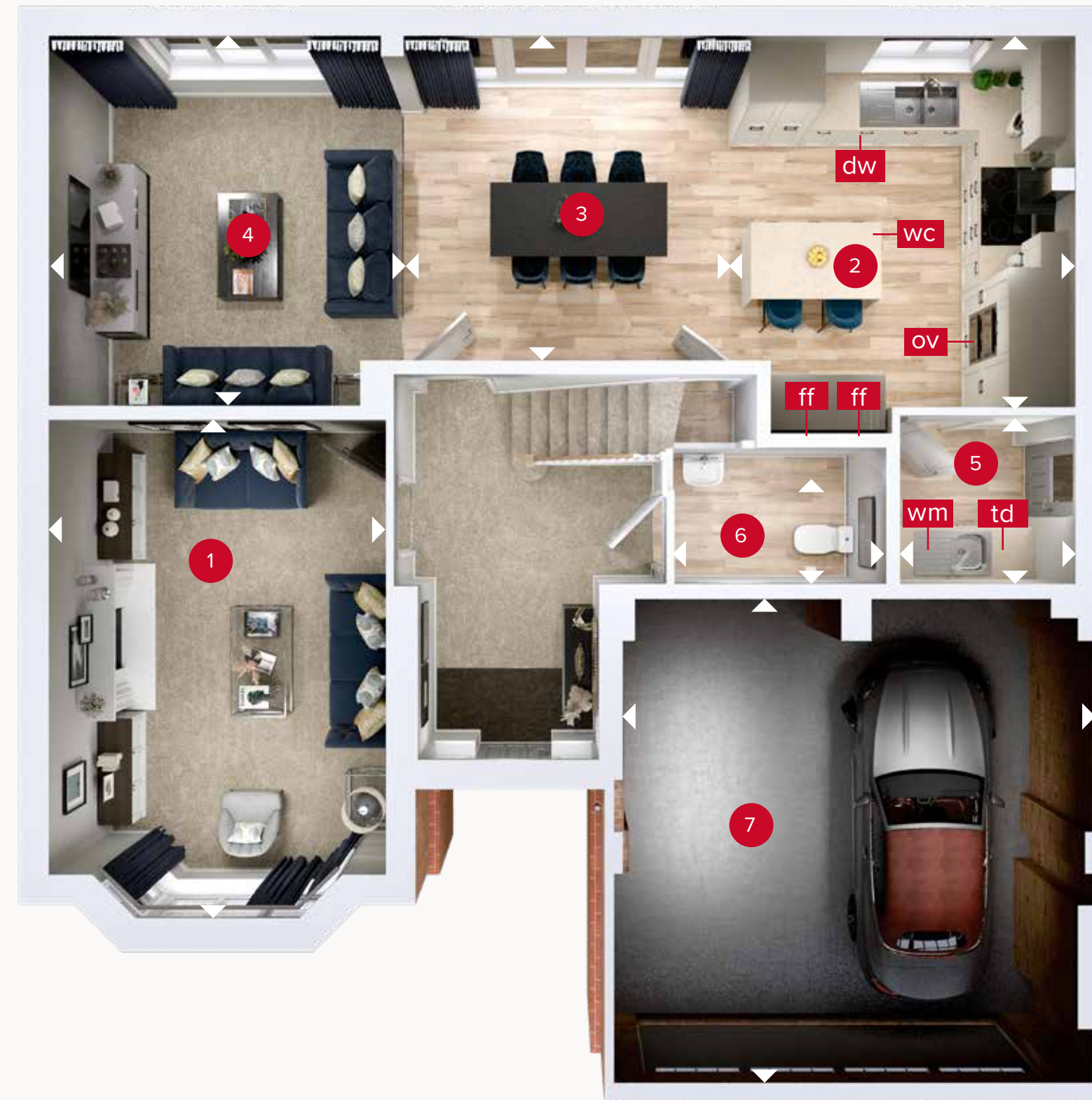
THE HENLEY

GROUND FLOOR

1 Lounge	17'7" x 11'9"	5.37 x 3.57 m
2 Kitchen	13'4" x 11'5"	4.07 x 3.49 m
3 Dining	12'8" x 11'9"	3.85 x 3.57 m
4 Family	13'3" x 12'0"	4.03 x 3.65 m
5 Utility	6'3" x 5'10"	1.90 x 1.79 m
6 Cloaks	7'6" x 4'9"	2.28 x 1.45 m
7 Garage	17'1" x 17'0"	5.21 x 5.19 m

FIRST FLOOR

8 Bedroom 1	16'8" x 11'9"	5.09 x 3.57 m
9 En-suite 1	10'10" x 6'4"	3.29 x 1.94 m
10 Bedroom 2	14'4" x 10'2"	4.37 x 3.11 m
11 En-suite 2	7'5" x 5'4"	2.27 x 1.63 m
12 Bedroom 3	11'11" x 10'0"	3.63 x 3.05 m
13 Bedroom 4	12'5" x 8'6"	3.78 x 2.59 m
14 Bathroom	8'4" x 7'9"	2.54 x 2.37 m



GROUND FLOOR



FIRST FLOOR



06.06.2022

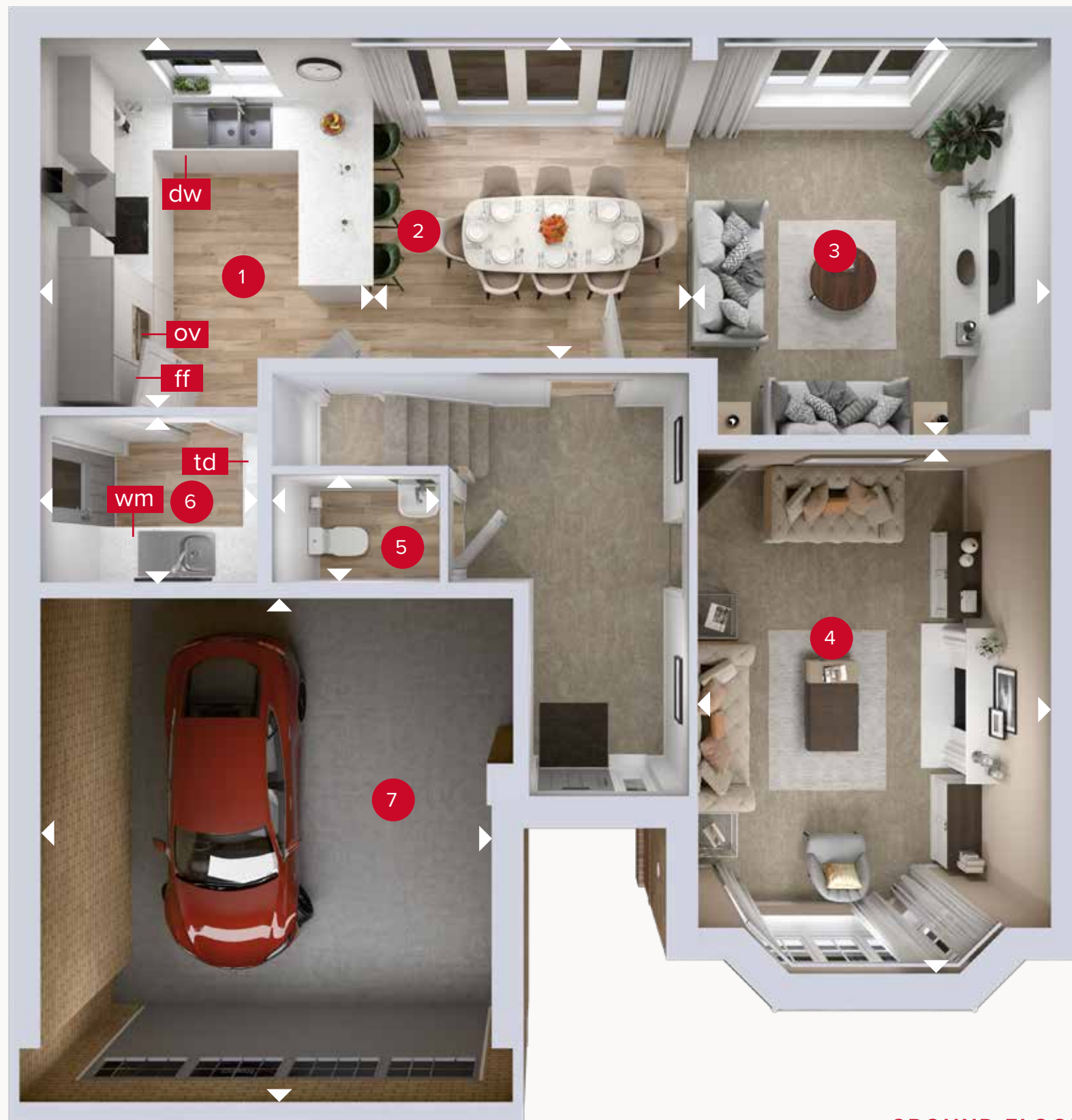
Customers should note this illustration is an example of the Henley house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be "handed" (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_HENL_DM.2

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ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space
wc - wine cooler



THE HAMPSTEAD



GROUND FLOOR



FIRST FLOOR

GROUND FLOOR

1	Kitchen	12'3" x 10'9"	3.74 x 3.28 m
2	Dining	11'7" x 11'1"	3.53 x 3.37 m
3	Family	13'8" x 11'6"	4.16 x 3.50 m
4	Lounge	17'7" x 11'8"	5.35 x 3.56 m
5	Cloaks	5'8" x 3'7"	1.72 x 1.09 m
6	Utility	7'3" x 6'0"	2.20 x 1.83 m
7	Garage	16'10" x 15'2"	5.12 x 4.63 m

FIRST FLOOR

8	Bedroom 1	14'10" x 13'2"	4.51 x 4.01 m
9	En-suite 1	7'8" x 6'0"	2.34 x 1.83 m
10	Bedroom 2	10'11" x 10'2"	3.32 x 3.11 m
11	En-suite 2	7'7" x 4'6"	2.30 x 1.36 m
12	Bedroom 3	14'9" x 10'6"	4.49 x 3.21 m
13	Bedroom 4	11'3" x 9'9"	3.43 x 2.98 m
14	Bedroom 5/Study	11'3" x 7'9"	3.43 x 2.37 m
15	Bathroom	9'7" x 7'3"	2.91 x 2.20 m



09.02.2023

Customers should note this illustration is an example of the Hampstead 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 Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_HAMP_DM.1

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ov - oven
ff - fridge freezer
dw - dishwasher

wm - washing machine space
td - tumble dryer space



SKILFUL EXECUTION

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



PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

A range of quality kitchen styles from Symphony. Please see Sales Consultant for details.

Work Surfaces

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

Upstand

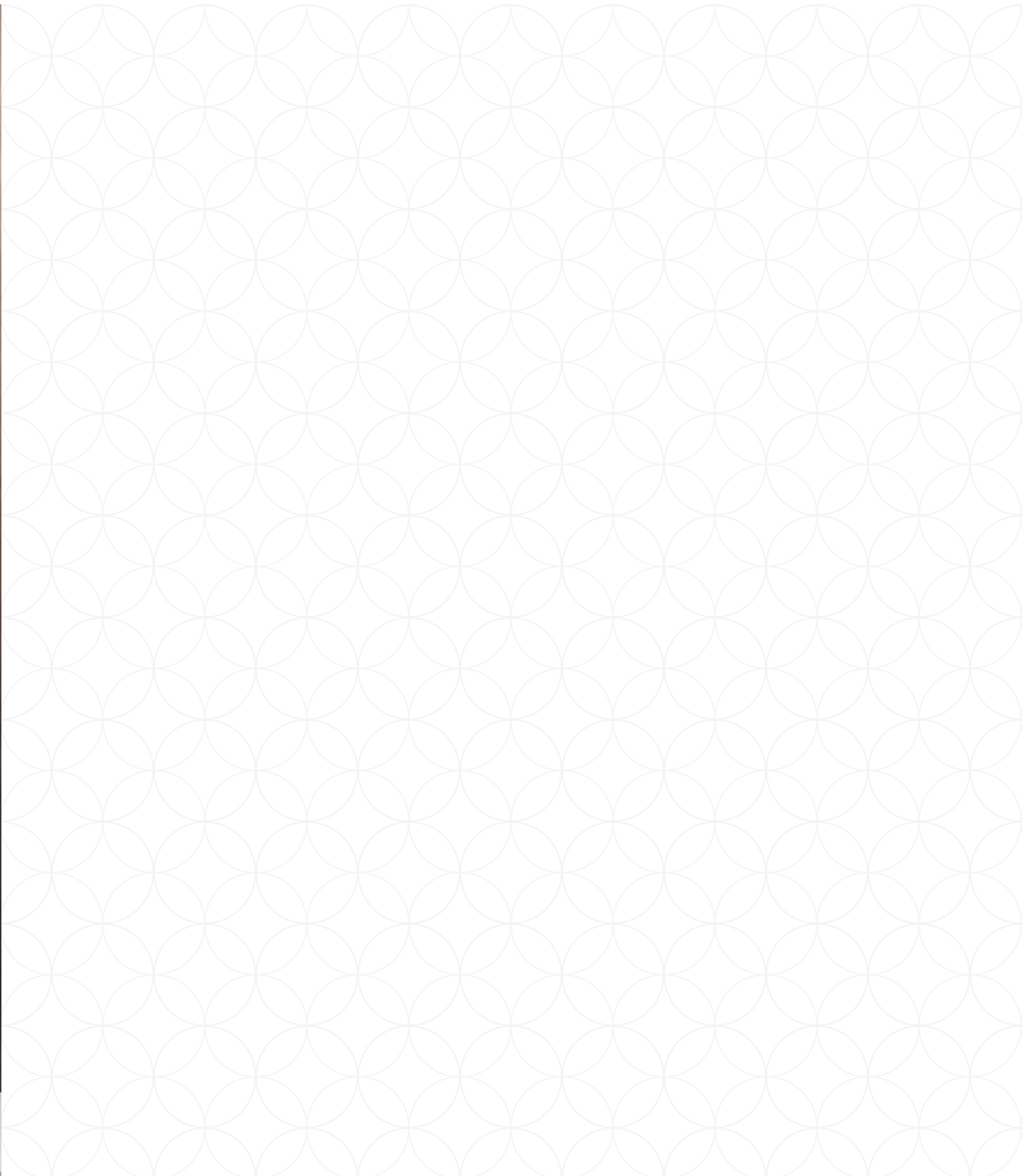
Matching above worktops, with stainless Steel or black glass splashback behind Hob.

Bowl & Tap

Stainless steel 1½ bowl with mixer tap to units (in housetypes under 1600sqft).
Double bowl sink with mixer tap to units (in housetypes over 1600sqft).

Appliances AEG

- Ceramic hob
- Induction hob
- Cooker hood
- Zanussi or siemens integrated fridge freezer
- Double oven, single oven, or combi microwave and oven



INTERIOR

Walls

Crown Pale Cashew paint finish.

Internal Doors

7' high "Cambridge" internal moulded door supplied with primer and winter coat for finishing by site in Satin White paint (as Trade Spec).

Internal Door Furniture

Internal Door Furniture to be polished chrome effect door furniture from Carlisle Brass.

Architrave

Torus profile MDF with satin white paint finish.

Skirting Boards

Torus profile MDF, 194 x 14.5mm section size with satin white paint finish.

Staircase

41mm Square plain spindles with 90mm square newels in satin white paint finish complete with Timber Ash hardwood, or similar, handrail.

Ceilings

Flat skim finish with crown covermatt white finish.

Central Heating

Air Source Heat Pump provided hot water for underfloor heating to Ground floor and radiators upstairs.

Air Source Heat Pump

Valliant arotherm monobloc

Radiators

Myson Premier round top radiators fitted as standard. Feature radiators fitted in selected house types – for more information please speak to our Sales Consultant.

Wardrobes

Hammonds wardrobes to all bedrooms are available as an optional upgrade – refer to My Redrow.

Phone Point

Phone Point finishes to match electrical accessories in rooms.

TV Point

TV Point finishes to match electrical accessories in room.

Electrical Sockets & Switch Plates

BG white electrical switch and socket plates together with pendant and batten lighting points. Please refer to drawings for types and location details.

Consumer Unit

Surface mounted BG consumer unit or semi recessed BG consumer unit to be installed. 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

Sanitaryware Ideal Standard in White finish.

Wall Tiles to Cloakroom, Bathroom & En-suite

Splash back to basin and full-height tiling around bath, if bath does not have a shower then half-height tiling only. Towel Rail 'Curved style' wet-feed towel warmers in Chrome finish to be installed in Bathrooms and all En-suites.

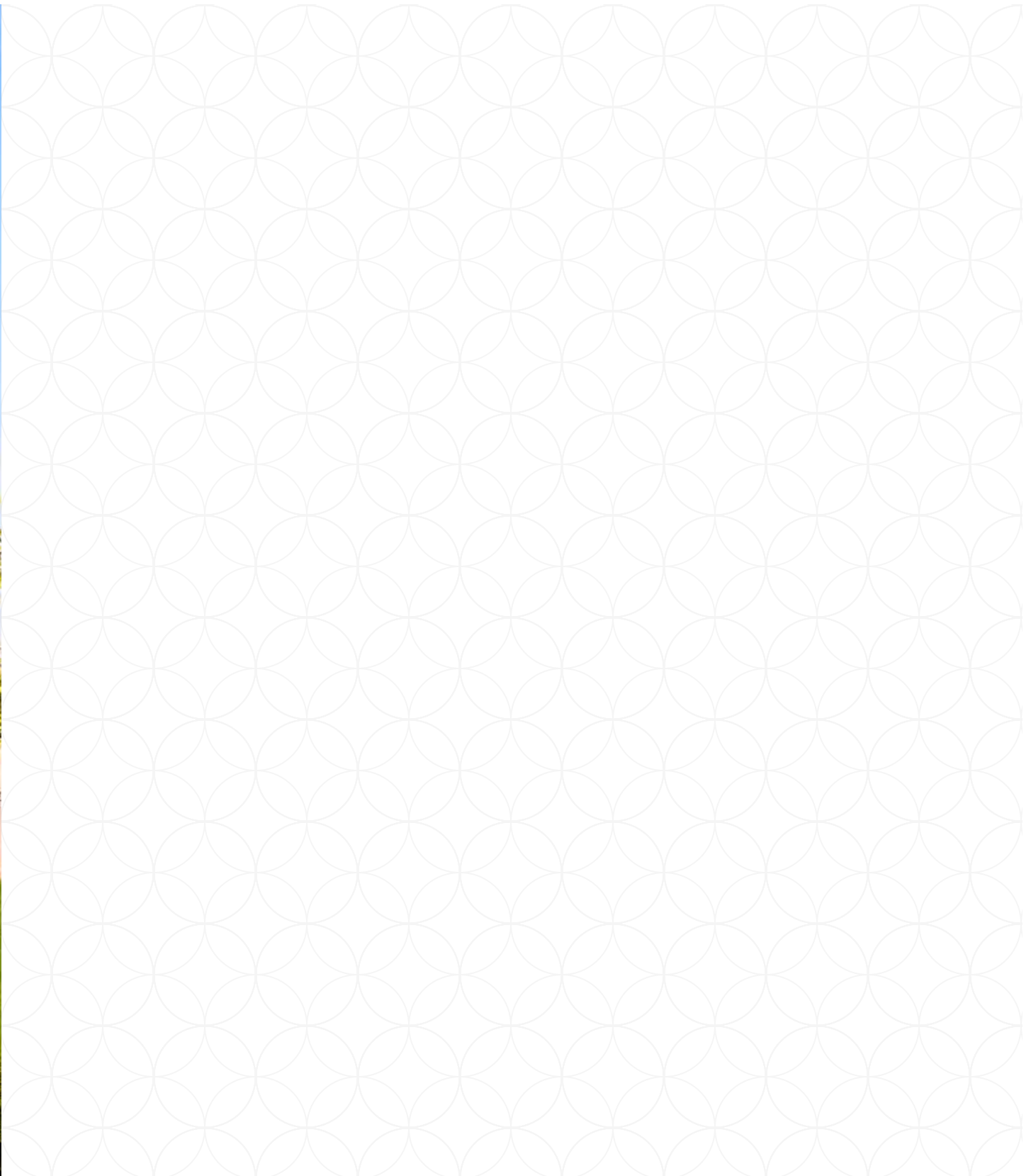
Shower over Bath

Shower valve & screen to be provided above the bath except when there is a separate shower enclosure within the bathroom.

Thermostatic shower valve (as development specification) above the bath including bath screen.
Low profile Tray Acrylic capped low profile shower tray.
Shower Screen Polished Chrome effect finish shower door.

Shaver Socket

(where applicable) White finish to match sockets and switch plates.



EXTERIOR

Fascia & Soffit

uPVC fascia and vented soffit board, in white profile.

Rainwater System

Rainwater half-round gutters and downpipes to be finish in black for brick and render elevations as per group deals.

Windows

Sealed double-glazing uPVC windows in white finish with stainless steel easy-clean hinges. Obscure glazing to be provided for all WC and Bathroom windows.

External Doors

GRP primed door with patterned glass. Style of door to be all as indicated on house plan, finished in solid colour externally and white finish internally. Frame to be uPVC.

House Numeral

Colour to match front door.

External Lights

Front lamp provided as standard position as indicated on plot specific drawings.

Garden

Front Quality turf to front garden with planting where applicable, refer to landscaping layout for details. Rear Gardens topsoil in accord with NHBC requirements.

Garage

Detached garages to receive double socket point and lighting pendant if access from plot is not through a communal courtyard. Doors Novofern Ilkely style or similar steel up & over with window panels to top. Door & frame finish to be painted to match front door colour.

Door Bell

Black bell push with transformer.

Fencing

Close board fencing.

Patio/Paving

Buff riven.



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](https://www.redrowplc.co.uk/sustainability)

Working in close partnership with



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 services will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the New Homes Quality Code, which is displayed in our Customer Experience Suites and Sales Centres. 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 will provide you with full details and clear information about your chosen home.
- We will provide trained and knowledgeable staff to assist you in the home buying process.
- We will be available to answer any questions you may have and will provide you with any relevant contact details.
- We will ensure our services are accessible, meeting differing customer needs to ensure transparency and equality throughout every contact with us.
- We will assist you during the selection of Standard Choices and Optional Extras for your new home.
- We will 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 will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We will keep you fully informed about the completion and occupation of your new home and offer you the ability to visit and view your new home with an accredited person before you move in.
- We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in and that you have access to information to continue to assist with this once you move in.
- We will inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently 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.
- We will always treat our customers with respect and civility and ask that you show our colleagues and working partners the same courtesy. Where necessary to protect our colleagues, we are within our rights to take action which may include limiting or ceasing communication.



OUR REQUIREMENTS AS HOME-BUILDERS

The New Homes Quality Code: Statement of Principles

This **Statement of Principles** (the core principles) sets out the main principles which registered developers agree to follow to benefit their customers.

1. FAIRNESS

Treat customers fairly throughout the buying and after-sales process.

2. SAFETY

Carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.

3. QUALITY

Complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).

4. SERVICE

Have in place systems, processes and staff training to meet the customer service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.

5. RESPONSIVENESS

Have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.

6. TRANSPARENCY

Provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.

7. INDEPENDENCE

Make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.

8. INCLUSIVITY

Take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including in appropriate formats and languages.

9. SECURITY

Make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.

10. COMPLIANCE

Meet the requirements of the code and the New Homes Ombudsman Service.





ARDEN FIELDS



Bedworth Road, Bulkington, Bedworth, Warwickshire CV12 9LL

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