

HERITAGE

- REDROW -

# HUGGLESCOTE GRANGE SPECIFICATION

COALVILLE

# PLAN YOUR DREAM HOME



## KITCHEN & UTILITY

### Kitchen Styles

Symphony Kitchens. A range of quality kitchen styles available (with lighting to the underside of wall units). Please refer to Sales Consultant for further details.

### Breakfast Bar Island

In selected house-types only.

### Work Surfaces

Range of quality work surfaces available. Please refer to Sales Consultant for further details.  
Splashback to hob in Stainless Steel.

### Kitchen & Dining Lighting

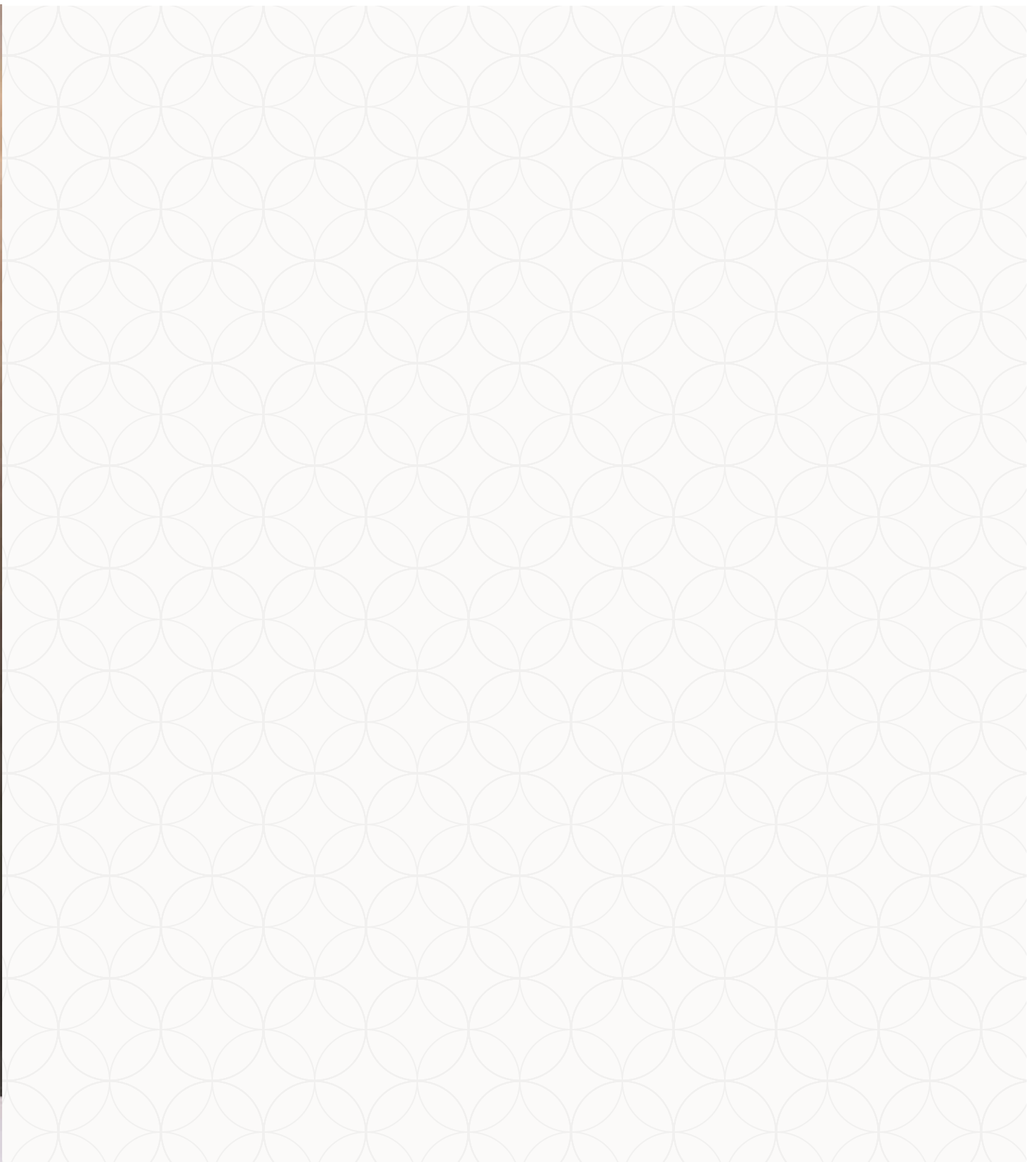
Pendant lights.  
Please see Sales Consultant for further details.

### Switches & Sockets Switches & sockets.

Please see Sales Consultant for further details.

### Appliances

Integrated Fridge Freezer.  
Double Oven.  
60cm Ceramic Hob.  
90cm Ceramic Hob.  
60cm Cooker Hood.  
90cm Cooker Hood.  
See Sales Consultant for combinations.



## INTERIOR

### Consumer Unit

### Internal Doors

Cambridge door.

### Internal Door Furniture

Tortosa or Vilanova lever. To all house-types.

### Skirting to Ground

'Torus' profile MDF, 194 x 14.5mm, with satin white paint finish to all housetypes.

### Skirting to Upper Floors

'Torus' profile MDF 119 x 14.5mm, with white satin paint finish in house-types up to 1400 sqft.  
'Torus' profile MDF 194 x 14.5mm, with white satin paint finish in house-types over 1400 sqft.

### Architrave to Ground

69mm x 14.5mm, satin white paint finish to house-types up to 1400 sqft.

### Architrave to Upper Floors

58mm x 14.5mm section size, satin white paint finish to all housetypes up to 1400 sqft.  
69mm x 14.5mm section size to house-types 1400 sqft and above.

### Ceilings

Flat skim finish with Crown white emulsion paint decoration.

### Walls

Crown pale Cashew emulsion paint finish.

### Staircase

White painted with ash handrail.

### Radiators

Myson Round top radiators.

### Decorative Radiator

Myson Vertical Style in white. Selected house-types only, refer to drawing.

### Central Heating

System via a combination of boiler, thermostatic radiator valves and room thermostats.

### Mains Pressure Cylinder

Therma Q.

### Lighting

Pendant lights.

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



## BATHROOM & CLOAKROOM

### Sanitaryware

Ideal Standard Arc by Sottini.

### Bathroom

Tempo Bath  
Tempo Arc 170cm x 70cm, water saver.  
Bath in white.

### Bath Panel

Unilux white panel.

### Wall Tiles

To bathroom, cloakroom and en-suite.  
Tiling by Porcelanosa.  
Please see Sales Consultant for further details.

### Shower over Bath

Shower valve together with bath screen fitted  
above bath when no shower enclosure.

### Shower Valve

To bathroom and en-suite.  
Aqualisa Alto Bar Valve to all housetypes.

### Shower Screen

**Shower Tray**  
Low profile shower tray in white.  
Large shower tray for walk-in showers

### Mirror

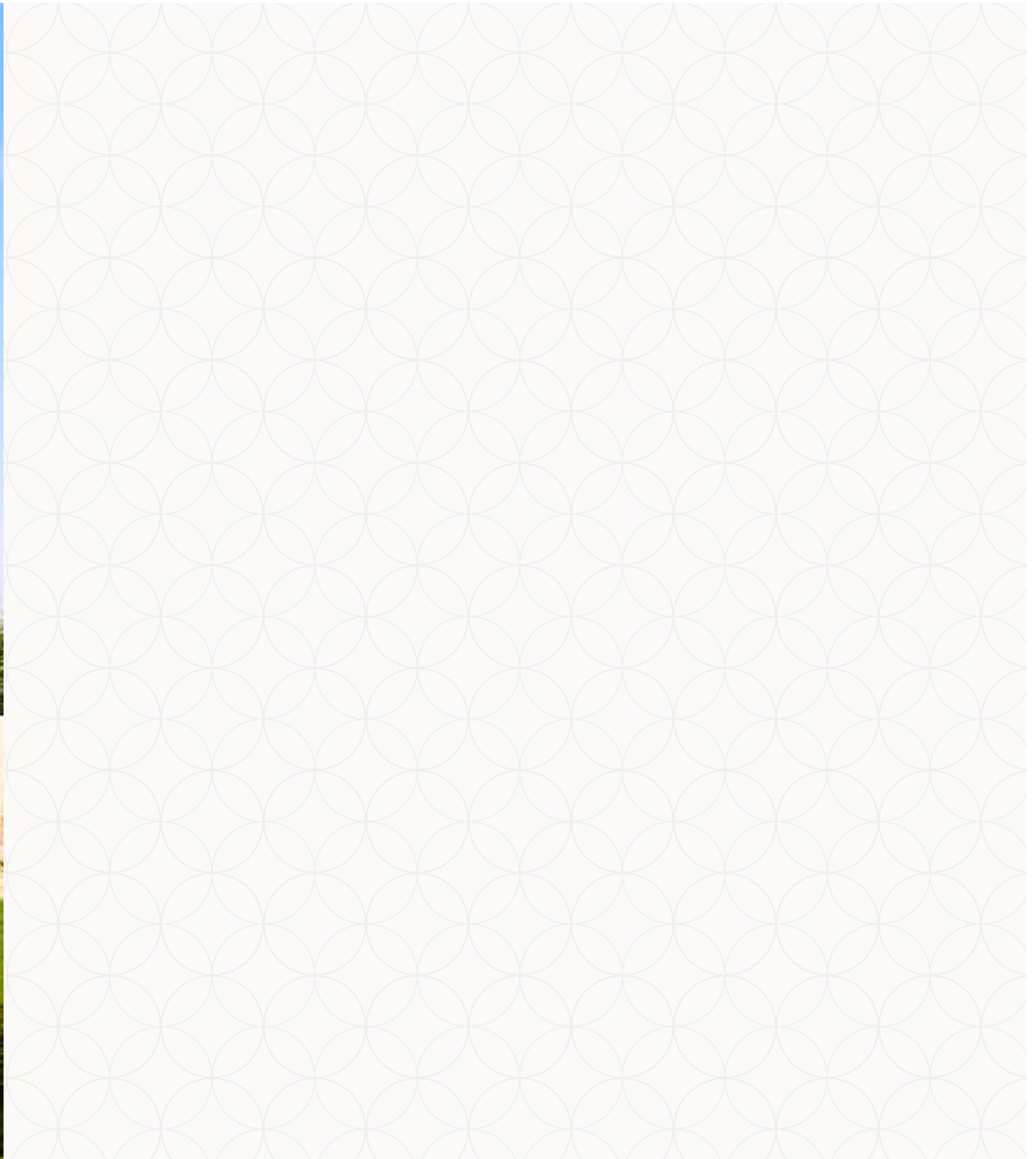
To be fitted above the bathroom and en-suite  
washbasins where possible.

### Towel Warmer

Curved finish.  
Bar towel warmers in polished chrome finish  
complete with chrome TRV valves.

### Shaver Socket

White finish.



## EXTERIOR

### Numeral Plaque

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

### Fascia & Soffit

uPVC fascia and vented soffit board in white profile.

### Rainwater System

The rainwater gutters and downpipes finish to be black for brick and render elevations.

### Waney Lapped Boarding

Treated waney larch lapped boarding to be fixed all as indicated on house type elevation drawings.

### Windows

Sealed double glazed uPVC windows, in white finish.

### Door Bell

Push with transformer.

### Light to Front

Vertical Tile Hanging  
Vertical tile hanging to be in a plain tile where indicated on the house type elevation.

### Garage

Steel Hörmann door.  
Please refer to the External Finishing Schedule to confirm the external finish selected for each property. Please see Sales Consultant for further details.

### Power

Light & double socket to all integral garages.

### Front Garden

Turf to front and rear – 1.8 High Fencing. Refer to layout for landscaping details.

### Paving

Buff Riven slabs indicated on drawing.

### External Fencing/Gates

**Side and rear** – 1.8 High Fencing.

**Gate** – 1.8 High timber gate.

**Driveway** – Tarmac drive.

**Outside Tap** – Outside tap, refer to drawing for location.

# 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](http://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.





# HUGGLESCOTE GRANGE



Grange Road, Hugglescote, Coalville LE67 2BT

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[redrow.co.uk](https://www.redrow.co.uk)