

DE CLARE GARDENS

HENDREDENNY









AN INSPIRED **NEW HOME**

Explore what makes this collection so unique

The Inspired Collection offers all the luxuries and conveniences you look for in a contemporary lifestyle: from spacious open plan living, to exceptional specification and build quality. Find bright, spacious homes with open plan design that's easy to make your own.

WHAT MAKES THIS COLLECTION SO UNIQUE?

stunning finishes, open plan kitchens and elegant exteriors make the Inspired Collection homes the perfect combination of stylish and comfortable.

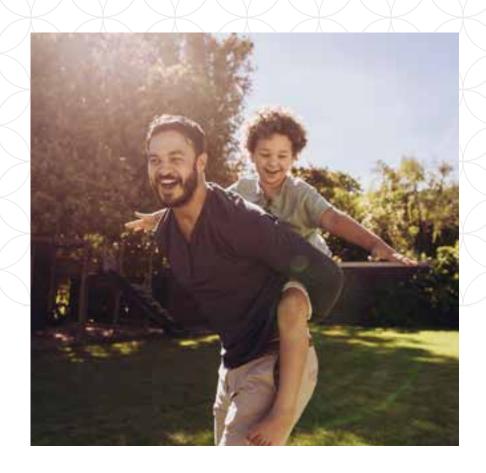
Elements such as higher ceilings, Discover a home designed with and for inspiration, filled with natural light and spacious rooms created for the needs of modern life.







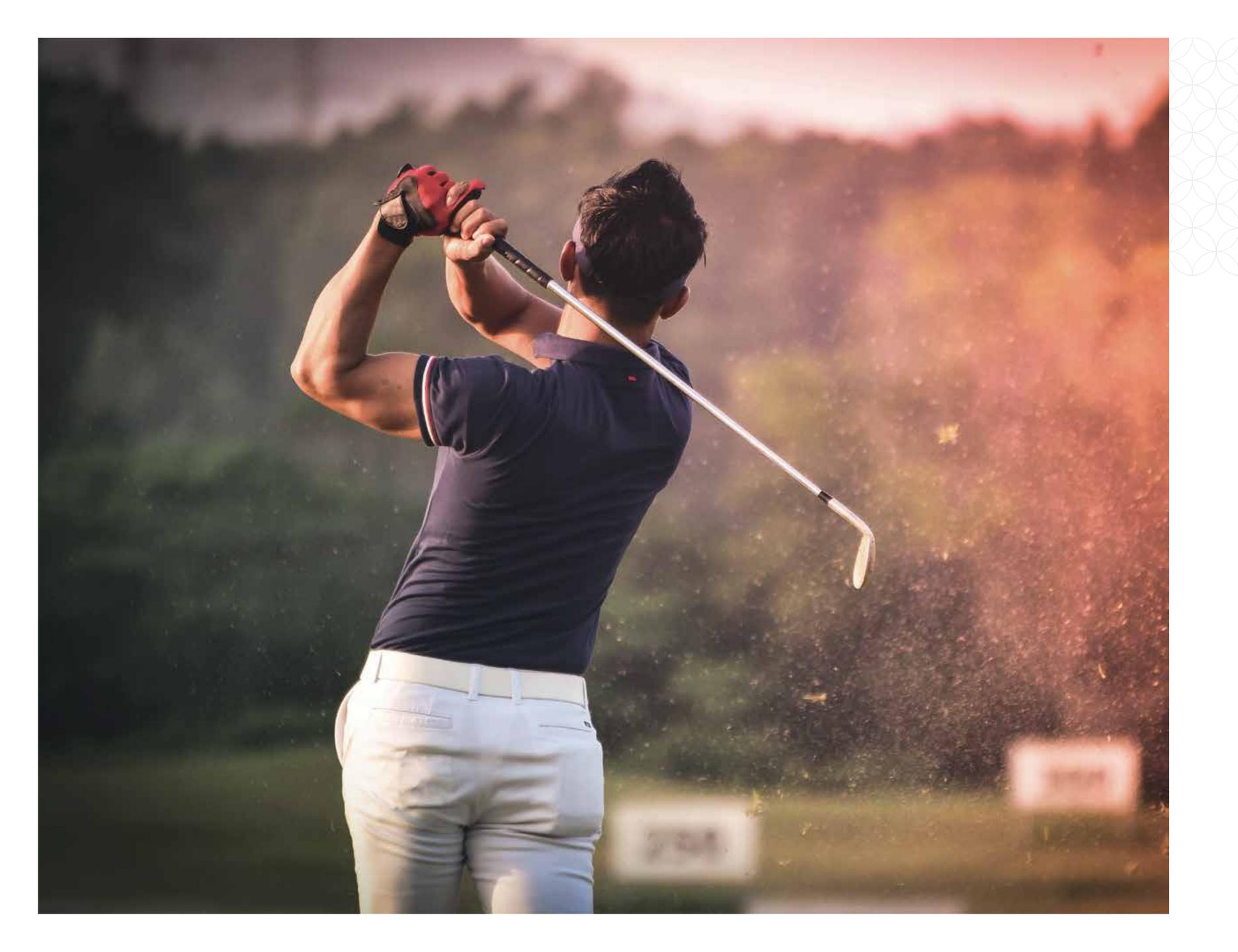


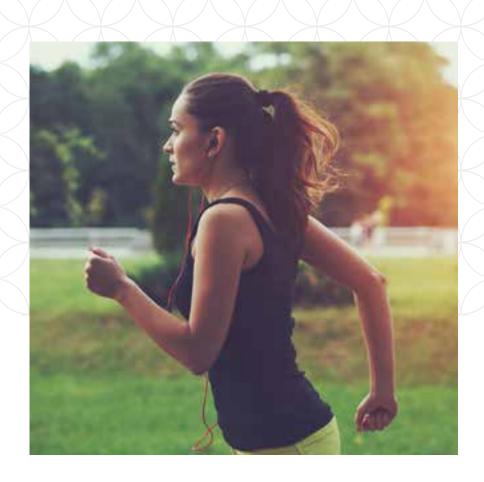


SPEND MORE TIME **TOGETHER**

Caerphilly is home to a range of amenities, including a selection of banks and a host of local supermarkets, all ideal for completing the weekly shop, including a Tesco, Morrisons, and an Aldi and Asda. The town also offers a range of independent retailers and high-street names, many of which are housed inside Castle Court Shopping Centre just a 10-minute drive away. A further range of retail opportunities are available in Cardiff's city centre, accessible via road or rail.

Those who enjoy eating out will be spoilt for choice, from the number of cafés, bakeries and coffee shops available throughout the town to the selection of traditional pubs serving up classic British fare. There's also an impressive range of eateries serving up cuisines from many corners of the globe, including Italian, Mediterranean, and Indian.





ENJOY A HEALTHY LIFESTYLE

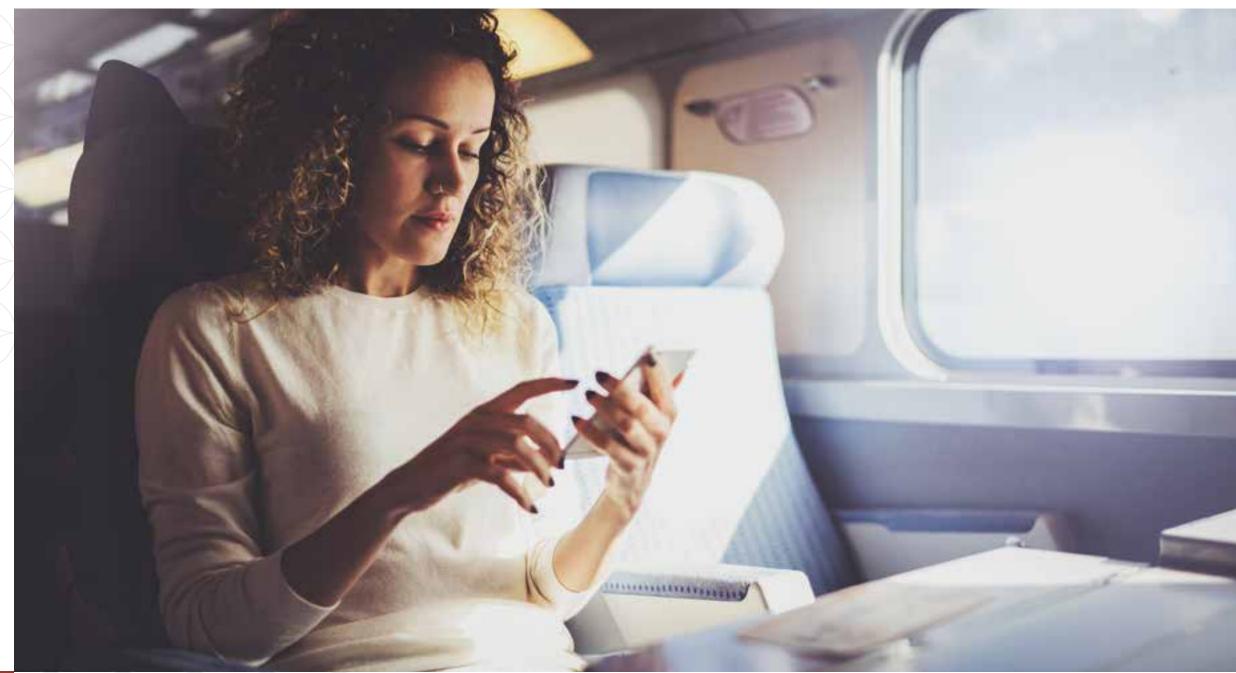
Whether it's a round of golf, a gruelling gym session or a few laps in a pool, staying active is easy thanks to the array of facilities nearby. Caerphilly Leisure Centre is just an eight-minute drive away offering a gym and a swimming pool, in addition to several group fitness classes including yoga and Pilates. There's a further range of leisure centres and private gyms in the local area for those seeking the luxury of choice.

Film fanatics will feel right at home at the Showcase Cinema just three miles away in neighbouring Nantgarw, with a Tenpin bowling alley ideally situated just next door as well. Keen golfers will benefit from a selection of golf clubs in the vicinity of home, most notably Ridgeway Golf Club just three miles away, which offers a challenging nine-hole course.

MORE OPPORTUNITIES

Parents will have a choice of schools locally across a range of ages. Children can begin their educational journeys at Ysgol Feithrin Abertridwr Day Nursery just a six-minute drive away, with Hendredenny Park and Cwrt Rawlin primary schools both just within a five-minute drive.

St. Cenydd Community School is just a 10-minute walk from home, whilst both St Martin's and Ysgol Gyfun Cwm Rhymni comprehensive schools are approximately two miles away, all accepting ages 11-18.





LESS TIME TRAVELLING

Getting around is easy thanks to the array of impressive travel links you have at your disposal. The M4 is right on your doorstep providing connections westward to Swansea taking just under an hour and eastward to Bristol in around an hour, with Swindon just under an hour and a half away. Merthyr Tydfil, Cardiff and Newport are all reachable in around half an hour.

Caerphilly Station is just over two miles from home offering a range of convenient services. Barry can be reached in around 50 minutes and Bridgend in approximately 80 minutes, with services to Cardiff Central available as well where you can change for access across the UK. Cardiff International Airport is also approximately 40 minutes away by car, ideal for holidaymakers and business travellers alike.

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 **De Clare Gardens.**





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 DE CLARE GARDENS







3 BEDROOM HOME



3 BEDROOM HOME



4 BEDROOM HOME



4 BEDROOM HOME



WHITEBEAM 4 BEDROOM HOME



3 BEDROOM HOME



3 BEDROOM HOME



ROWAN

4 BEDROOM HOME



4 BEDROOM HOME



REDWOOD 4 BEDROOM HOME



AFFORDABLE HOUSING

LEAP – Local equipped area of play MUGA - Multi use games area

PS – Pumping Station

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.





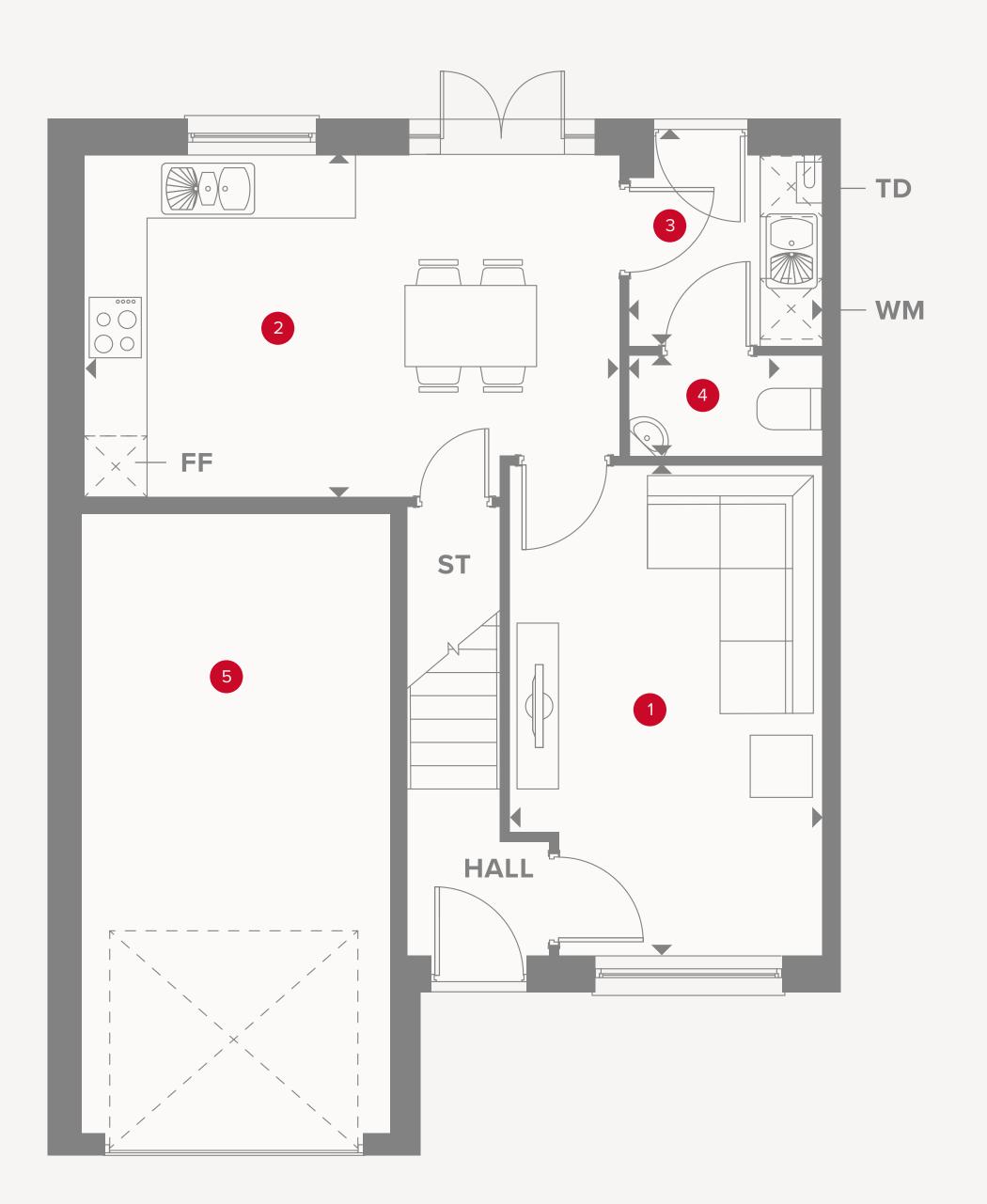




THE BIRCH

THREE BEDROOM HOME





THE BIRCH GROUND FLOOR

1 Lounge 15'7" x 9'11" 4.74 x 3.02 m

2 Kitchen/dining 17'0" x 10'10" 5.17 x 3.30 m

3 Utility 6'2" x 6'1" 1.87 x 1.85 m

4 Cloaks 6'2" x 3'2" 1.89 x 0.97 m

5 Garage 19'6" x 9'7" 5.95 x 2.92 m





KEY

[∞] Hob

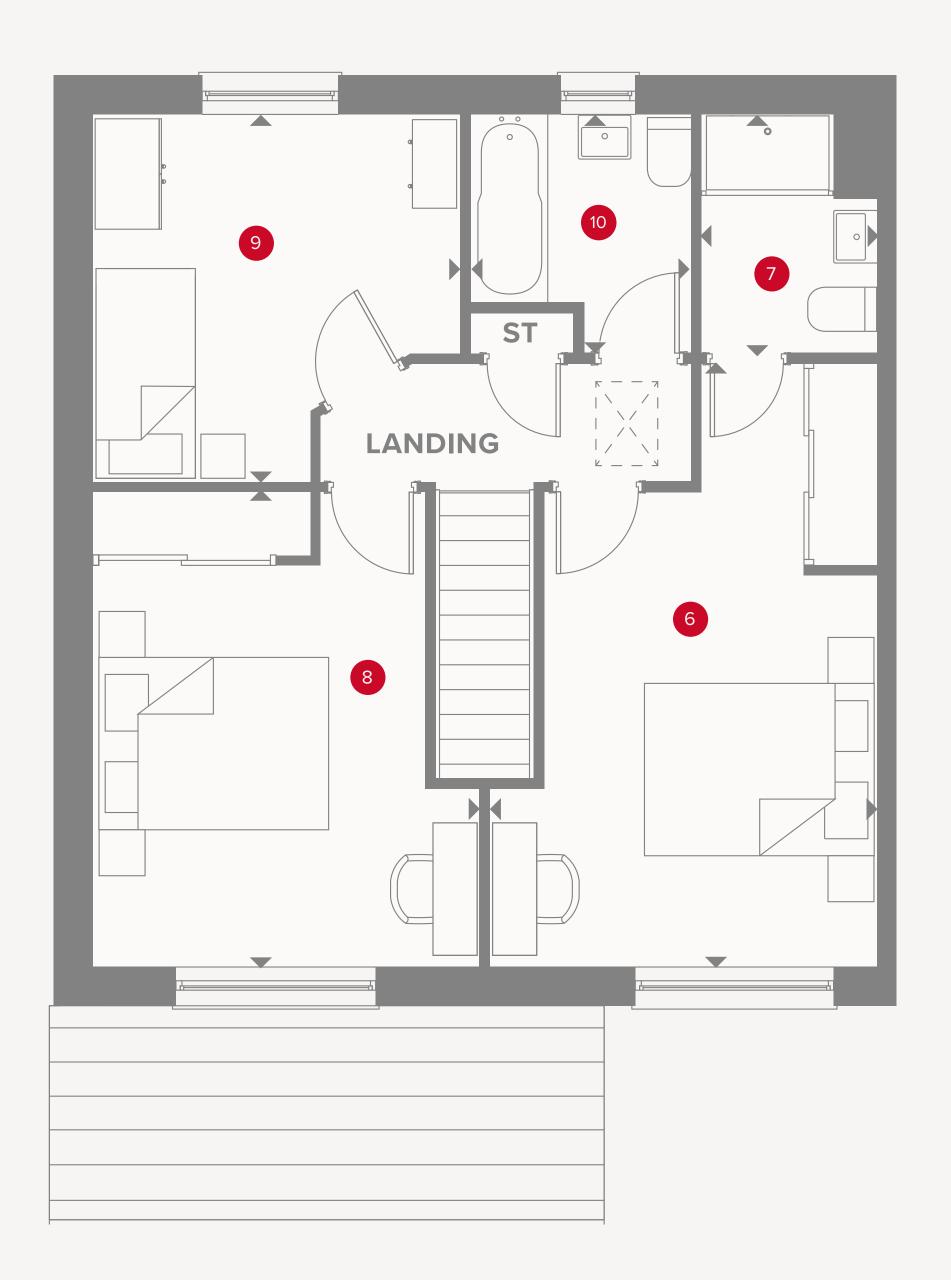
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

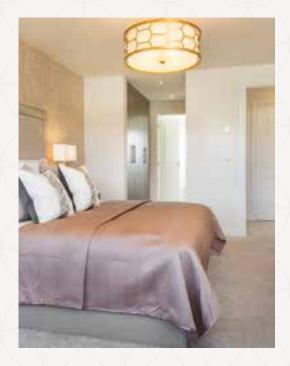
ST Storage cupboard



THE BIRCH FIRST FLOOR

14 Z X 11 J 4.31 X 3.43 111	Bedroom 1	14'2" × 11'5"	4.31 x 3.49 m
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	. \		
< 7	En-suite	7'0" x 5'3"	2.14 x 1.60 m





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Birch 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.

Plots 37, 38, 48, 49, 57, 58, 111 & 112

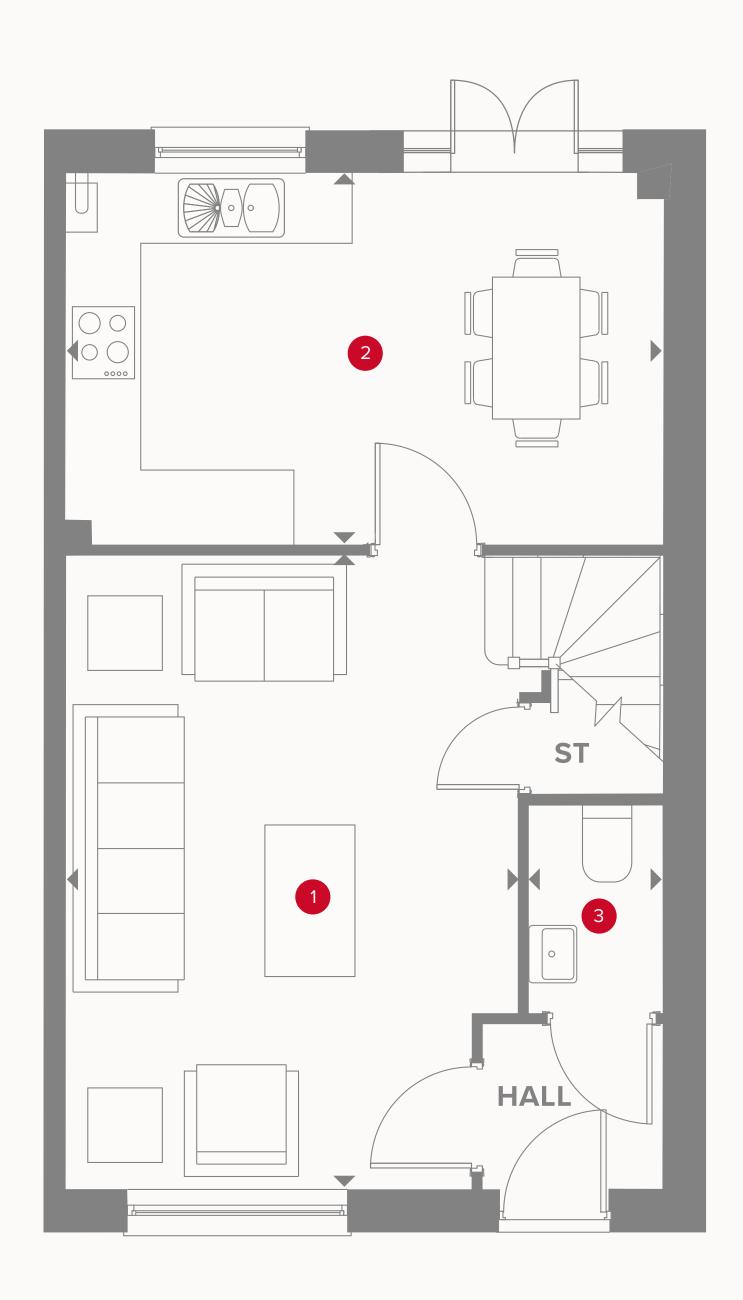




THE CHERRY

THREE BEDROOM HOME





THE CHERRY GROUND FLOOR

1 Lounge 17'0" x 12'2" 5.17 x 3.70 m

2 Kitchen/dining 16'0" x 9'11" 4.87 x 3.30 m

3 Cloaks 5'7" x 3'6" 1.70 x 1.07 m





KEY

[∞] Hob

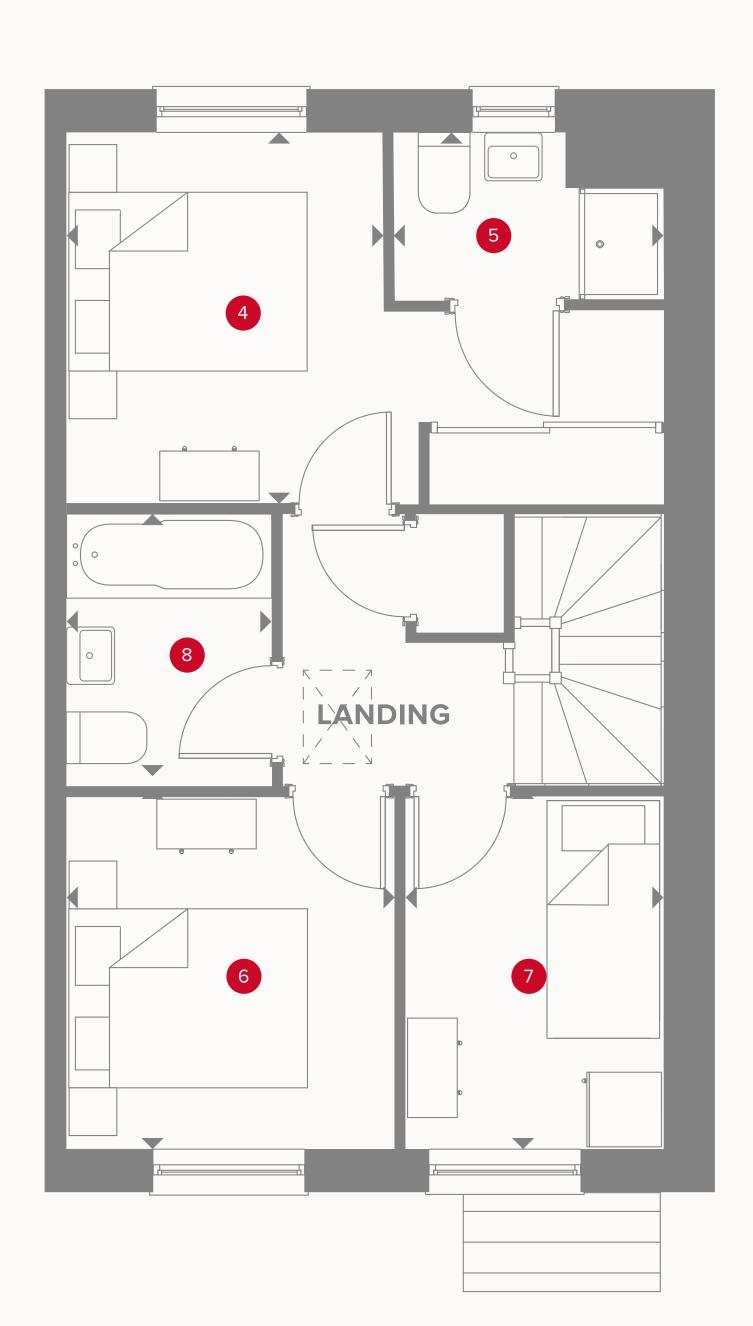
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE CHERRY FIRST FLOOR

4 Bedroom 1 9'11" x 8'3"	3.03	x 2.53 m
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/			
5	En-suite	4'6" × 7'3"	1.37 x 2.20 m
		T 0 // 3	1.0// 2.2011

8 Bathroom	7'3" x 5'6"	2.21 x 1.67 m
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KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Cherry 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.

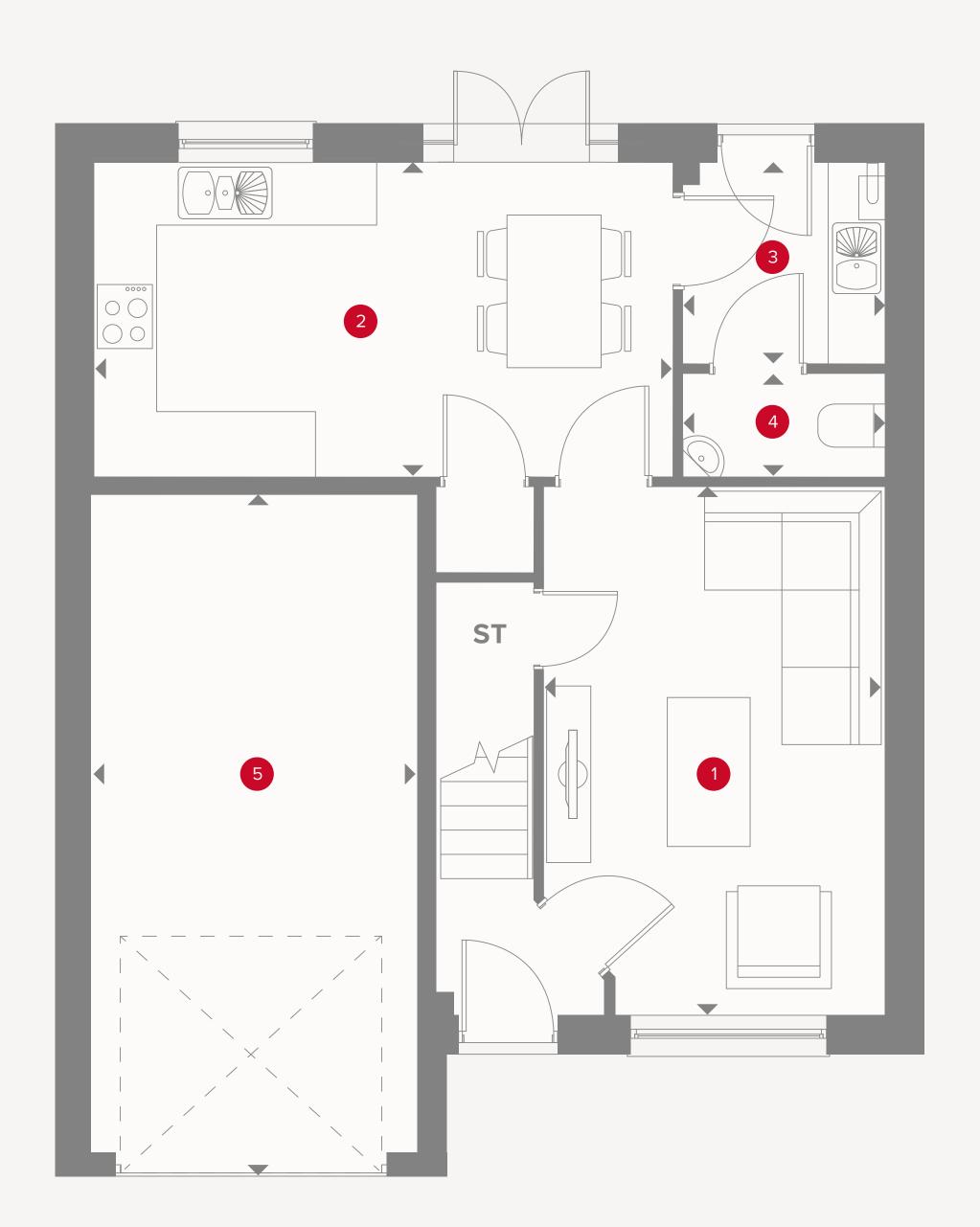




CHESTNUT

FOUR BEDROOM HOME





THE CHESTNUT GROUND FLOOR

1 Lounge	16'0" × 10'4"	4.87 x 3.16 m
Louringe	100 / 101	1.07/10.10

2 Kitchen/dining	17'6" × 9'6"	5.33 x 2.89 m
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3	Utility	6'2" x 6'1"	1.88 x 1.86 m

/ -	Garage	19'8" x 9'8"		00			00	
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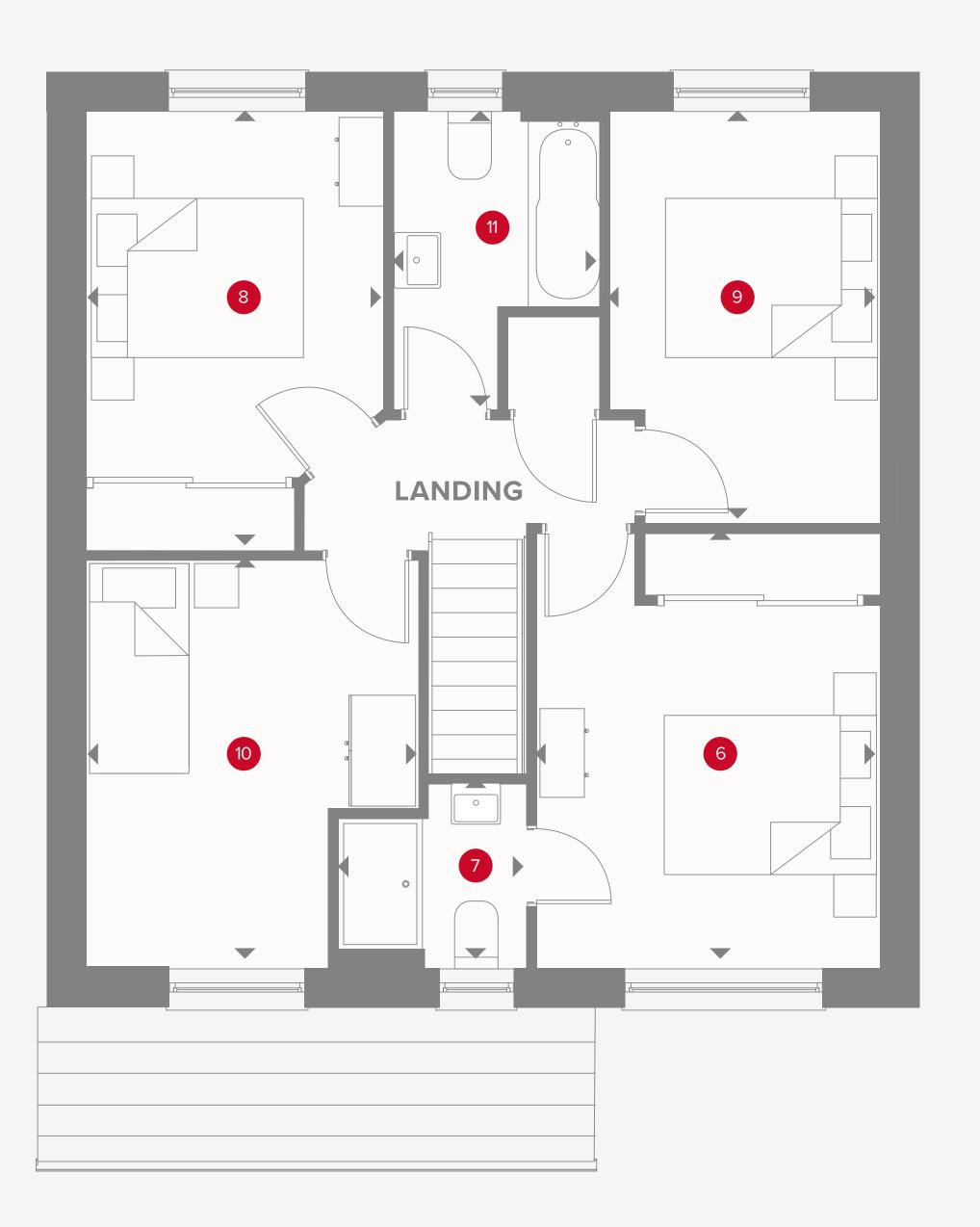
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

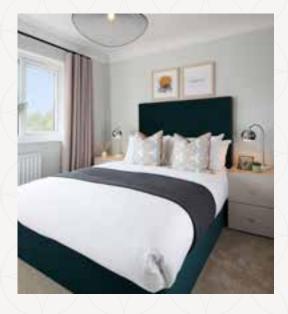


THE CHESTNUT FIRST FLOOR

6	Bedroom 1	13'1" × 10'4"	4.00 x 3.16 m

	7	En-suite	5'8" x 5'7"	1.73 x 1.71 m
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	Dadraam 2	12'2" \ 0'0"	102,771,0
/ 8	Bedroom 2	13'3" x 9'0"	$4.03 \times 2.74 \text{ m}$





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Chestnut 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.

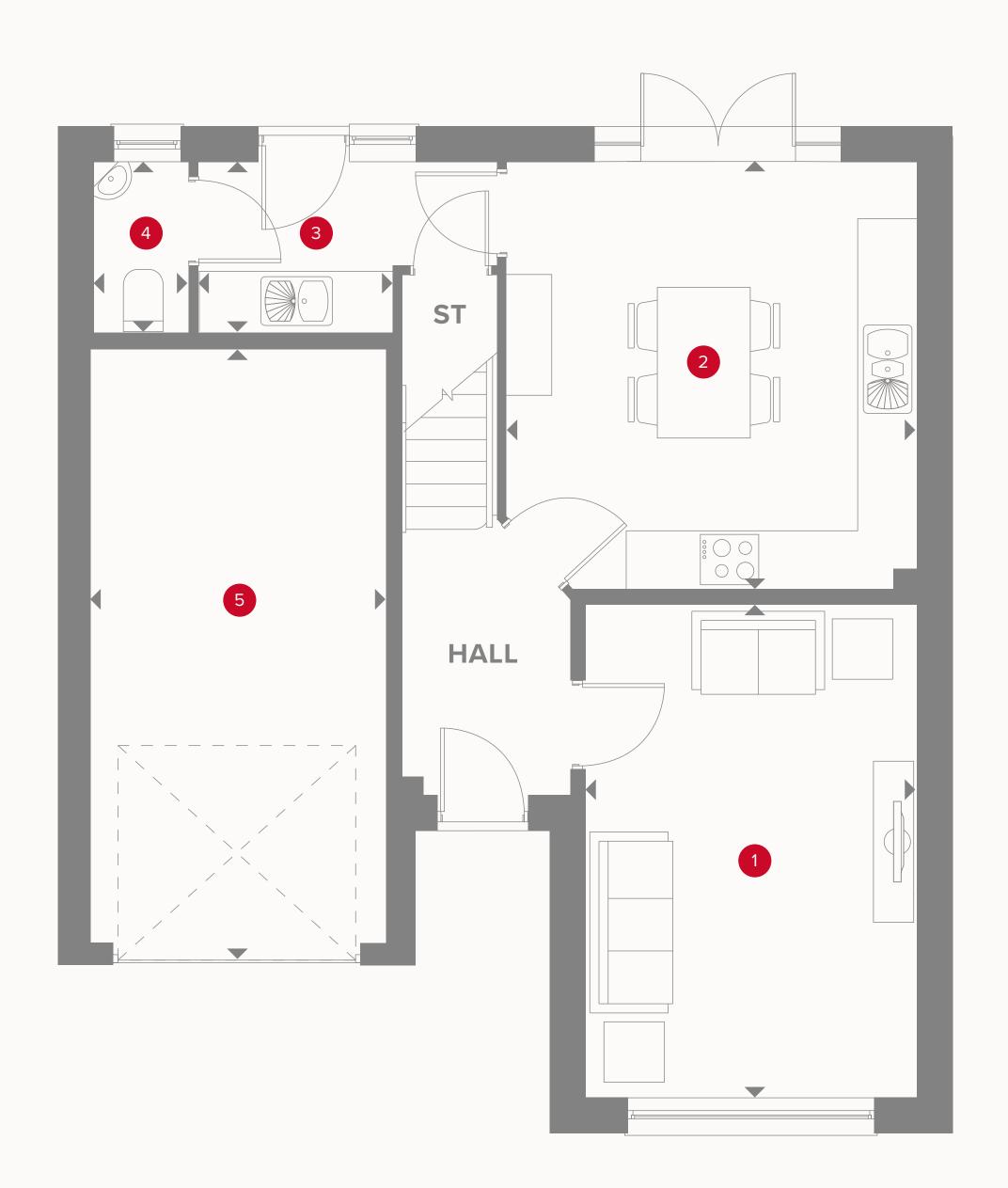




THE HOLLY

FOUR BEDROOM HOME





THE HOLLY GROUND FLOOR

1	Lounge	16'4" × 10'11"	4.97 x 3.34 m

2	Kitchen/dining	14'1" × 13'7"	4.30 x 4.15 m

3	Utility	6'6" x 5'8"	1.97 x 1.72 m

4	Cloaks	5'8" x 3'3"	1.72 x 0.98 m

5 Garage 19'7" x 9'9" 5.98 x 2.97 m





KEY

[∞] Hob

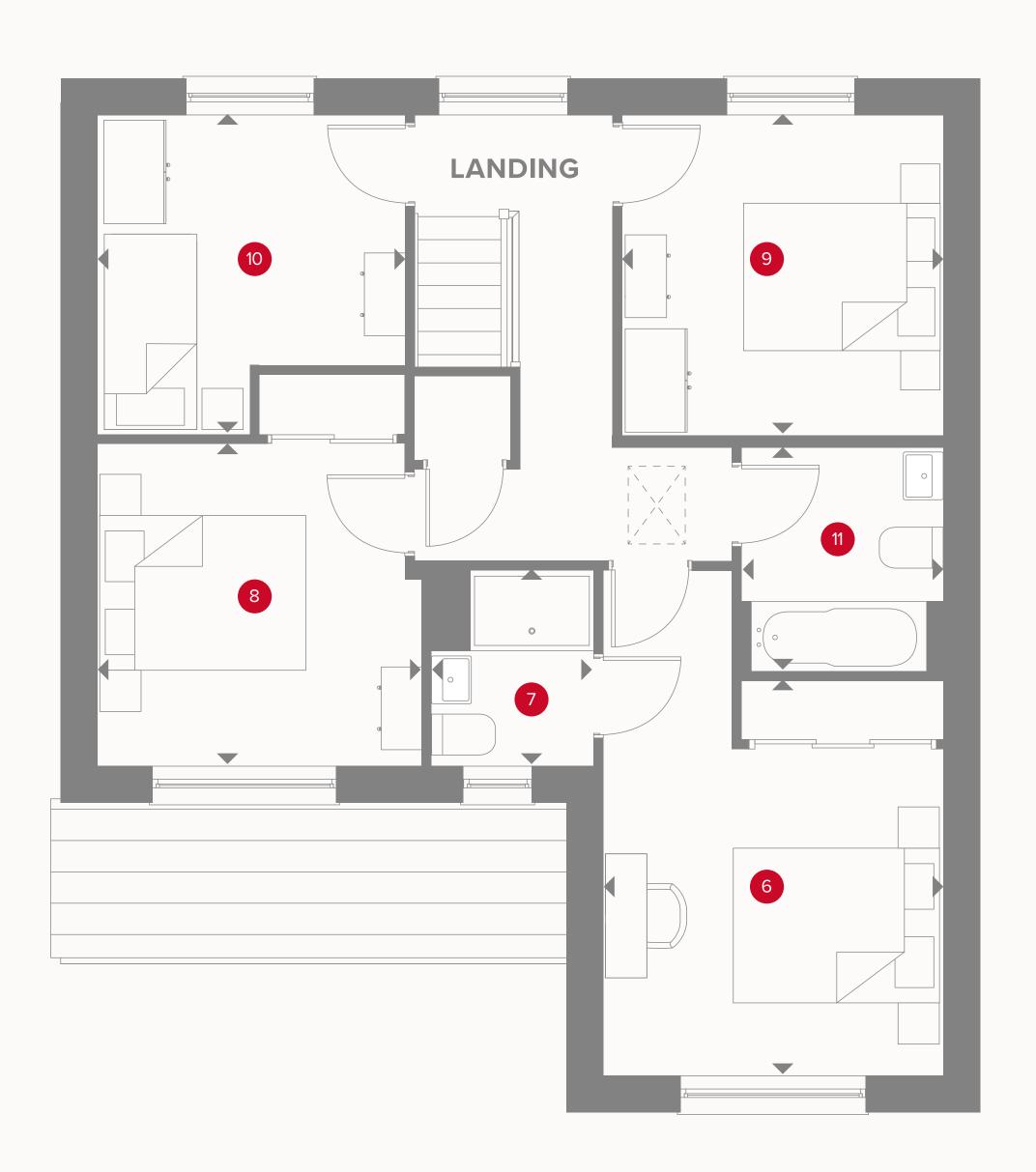
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE HOLLY FIRST FLOOR

6 Bedroom 1	12'8" × 10'11"	3.87 x 3.34 m

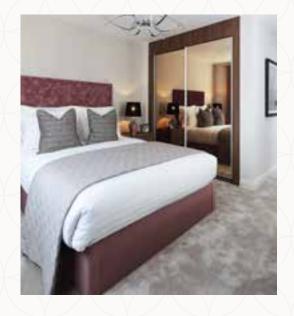
7 En-suite 6'4" x 5'3" 1.93 x 1.59 m

8 Bedroom 2 12'7" x 10'6" 3.84 x 3.19 m

9 Bedroom 3 10'4" x 10'4" 3.16 x 3.14 m

10 Bedroom 4 10'4" x 9'11" 3.14 x 3.02 m

11 Bathroom 6'6" x 7'3" 1.98 x 2.20 m





KEY

Dimensions start

ST Storage cupboard



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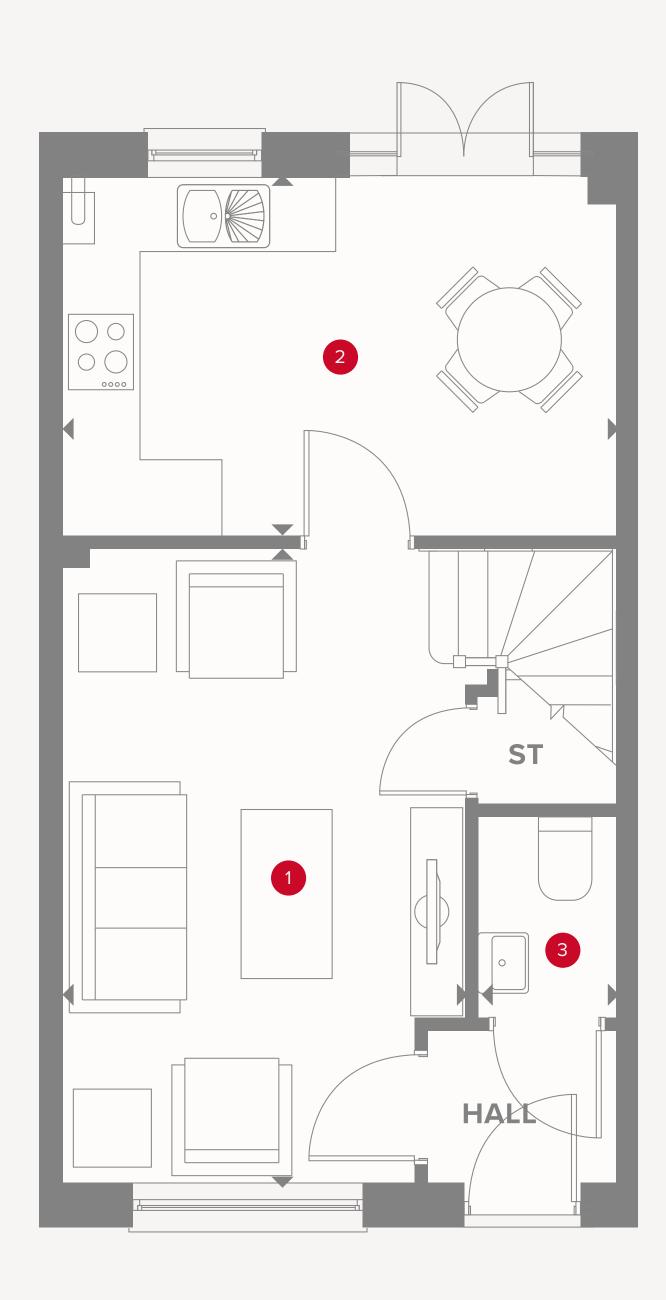




HORNBEAM

TWO BEDROOM HOME





THE HORNBEAM GROUND FLOOR

1 Lounge 16'3" x 9'0" 4.95 x 2.75 m

2 Kitchen/dining 14'1" x 9'2" 4.30 x 2.80 m

3 Cloaks 5'2" x 3'7" 1.58 x 1.08 m





KEY

[∞] Hob

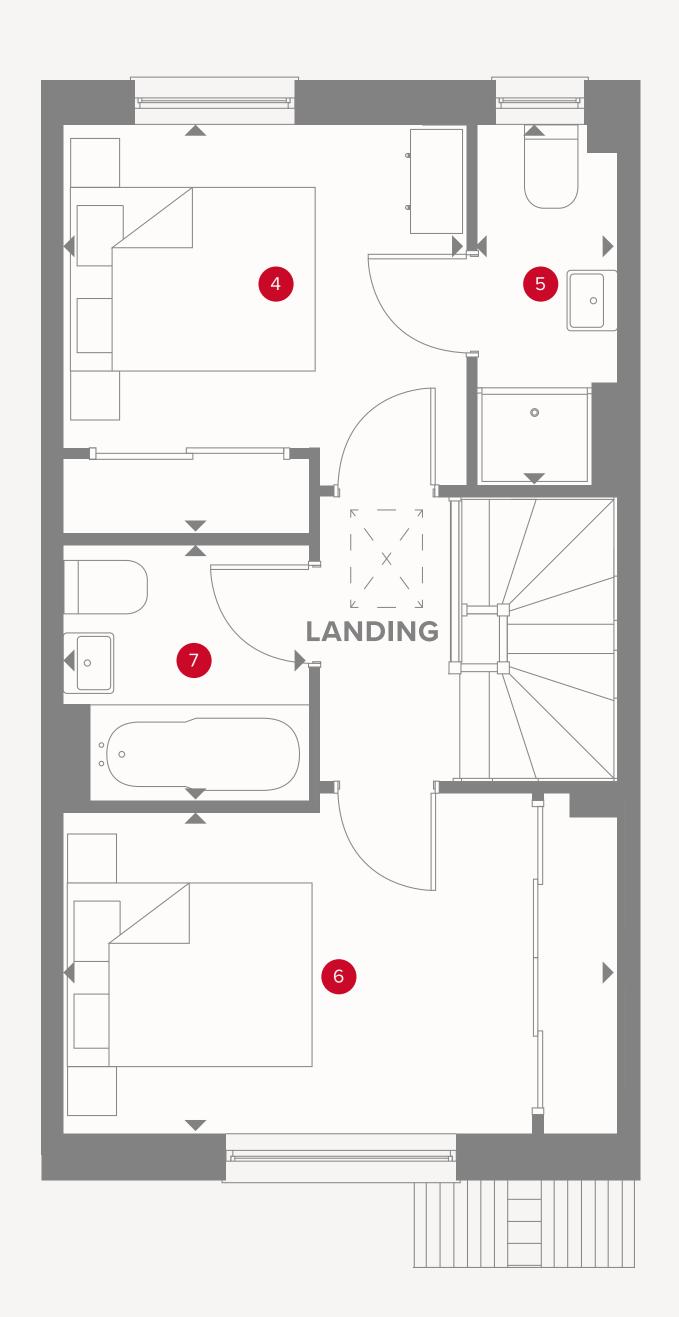
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE HORNBEAM FIRST FLOOR

4 Bedroom 1 10'5" x 10'3" 3.17 x 3.13 m

5 En-suite 9'2" x 3'7" 2.80 x 1.09 m

6 Bedroom 2 14'2" x 8'8" 4.31 x 2.65 m

7 Bathroom 6'7" x 6'3" 2.00 x 1.91 m





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Hornbeam 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.

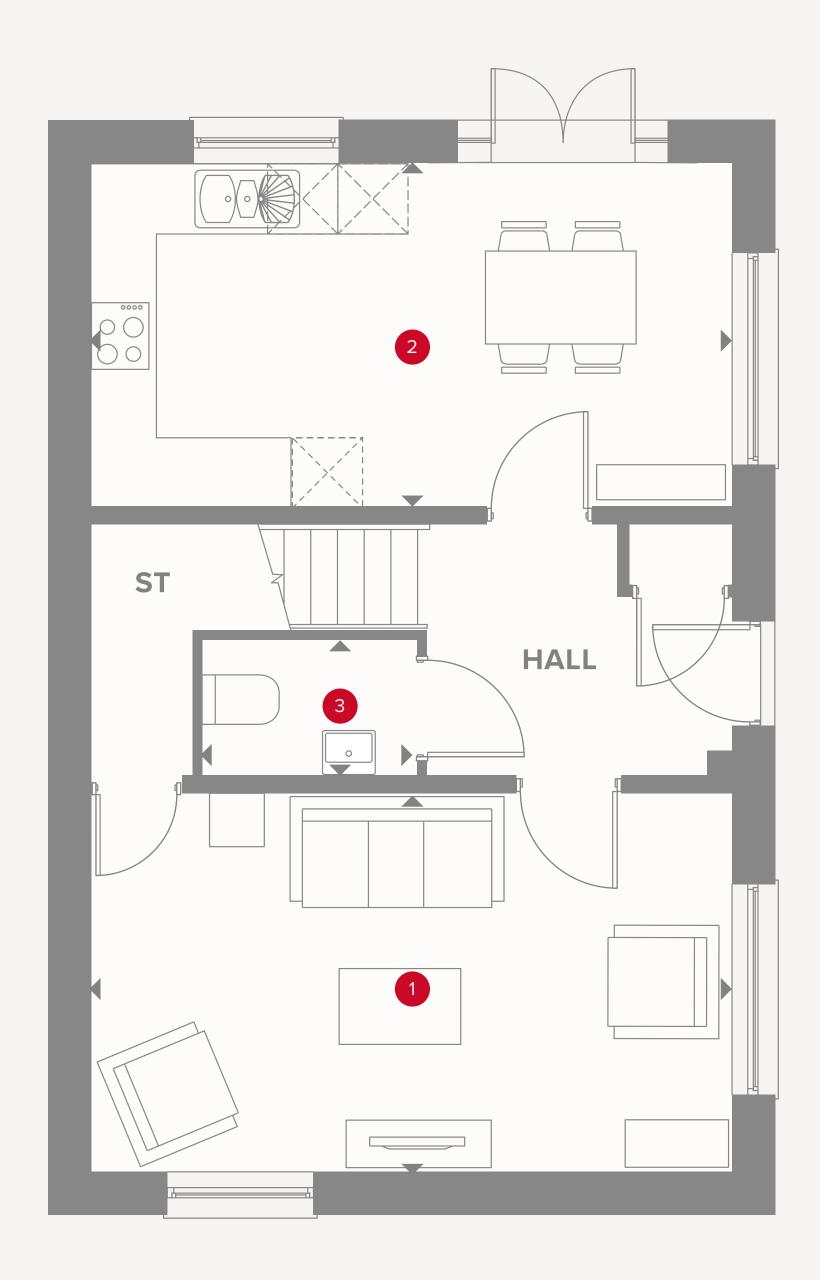




THE LIME

THREE BEDROOM HOME





THE LIME GROUND FLOOR

1 Lounge 18'0" x 10'8" 5.48 x 3.24 m

2 Kitchen/dining 18'0" x 9'8" 5.48 x 2.94 m

3 Cloaks 6'0" x 3'10" 1.83 x 1.16 m





KEY

[∞] Hob

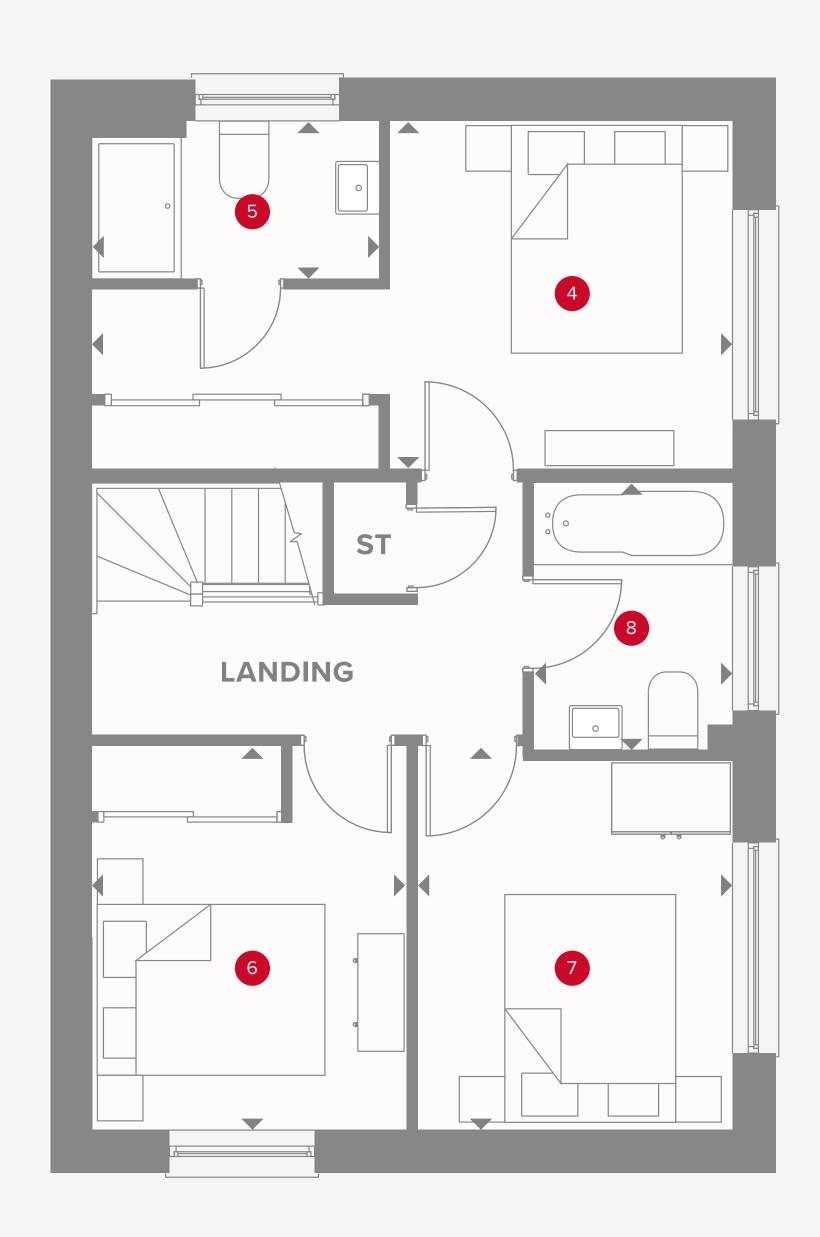
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE LIME FIRST FLOOR

4 Bedroom 1	18'0" × 9'9"	5.48 x 2.97 m
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En-suite	8'1" × 4'5"	2.46 x 1.35 m
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KEY

Dimensions start

ST Storage cupboard



customers should note this illustration is an example of the Lime 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.

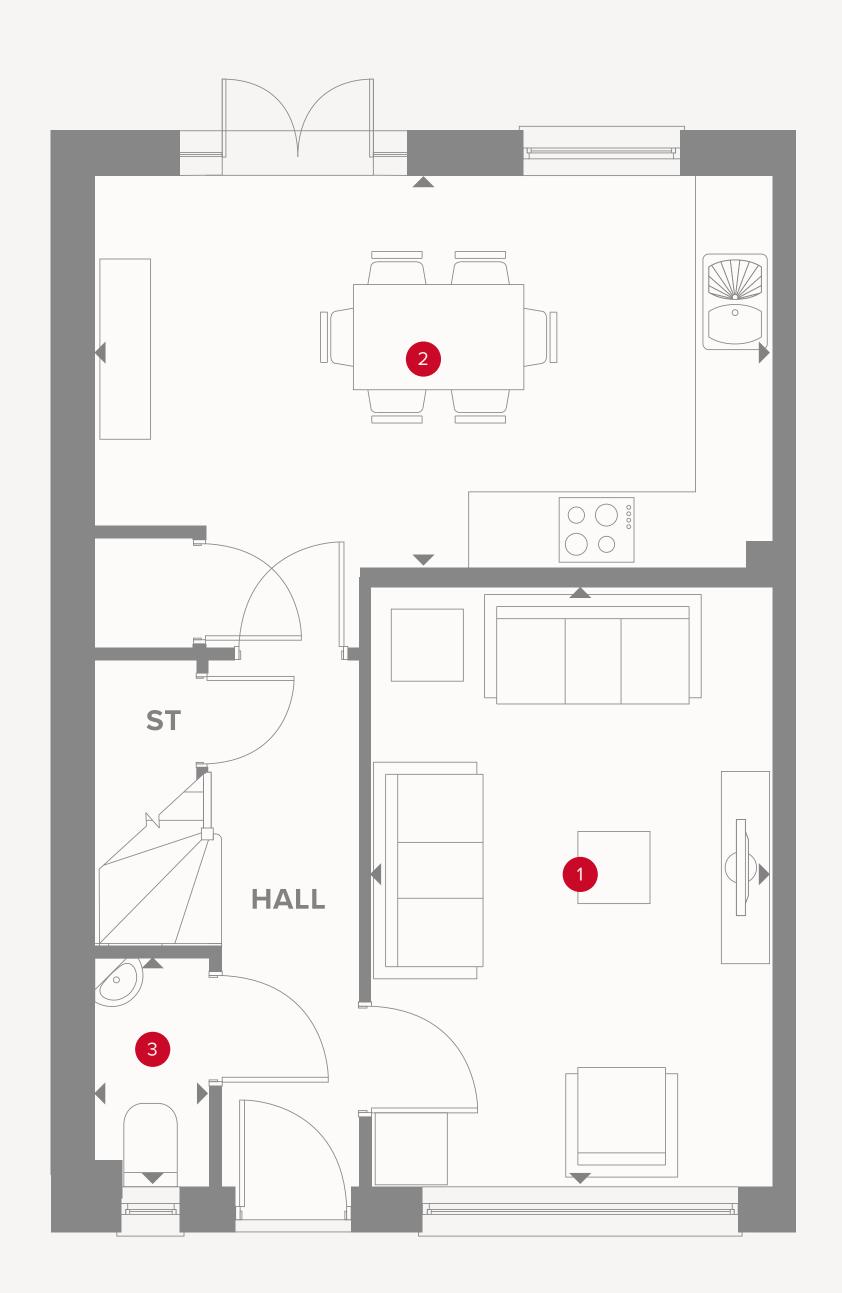




THE PINE

THREE BEDROOM HOME





THE PINE GROUND FLOOR

1 Lounge 15'6" x 10'4" 4.72 x 3.16 m

2 Kitchen/dining 17'5" x 10'2" 5.32 x 3.09 m

3 Cloaks 5'11" x 2'11" 1.80 x 0.90 m





KEY

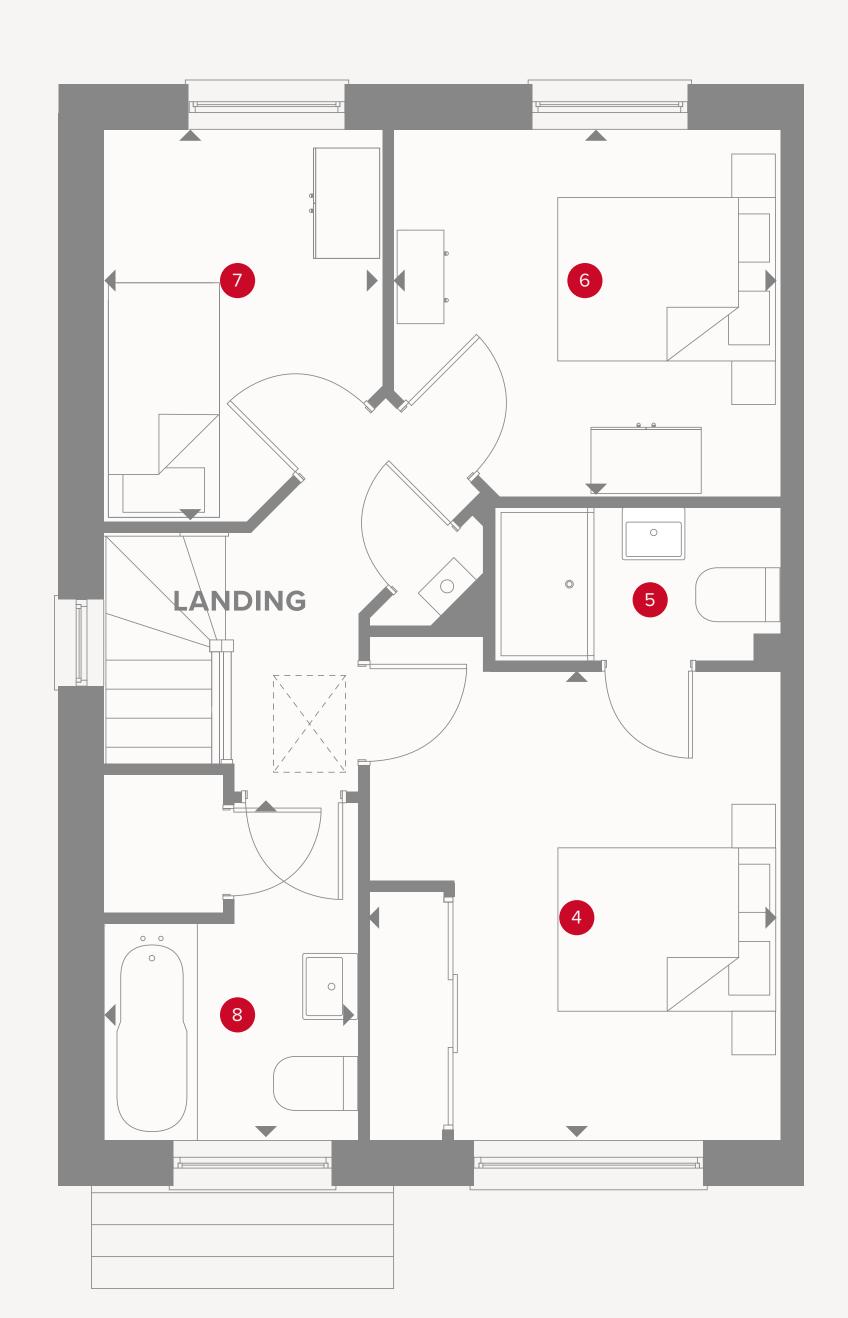
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE PINE FIRST FLOOR

4 Bedroom 1	12'1" × 10'7"	3.69 x 3.23 m
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5	En-suite	7'4" x 3'11"	2.24 x 1.20 m

8 Bathroom 8'9" x 6'7" 2.66 x 2.00 m





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Pine 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.

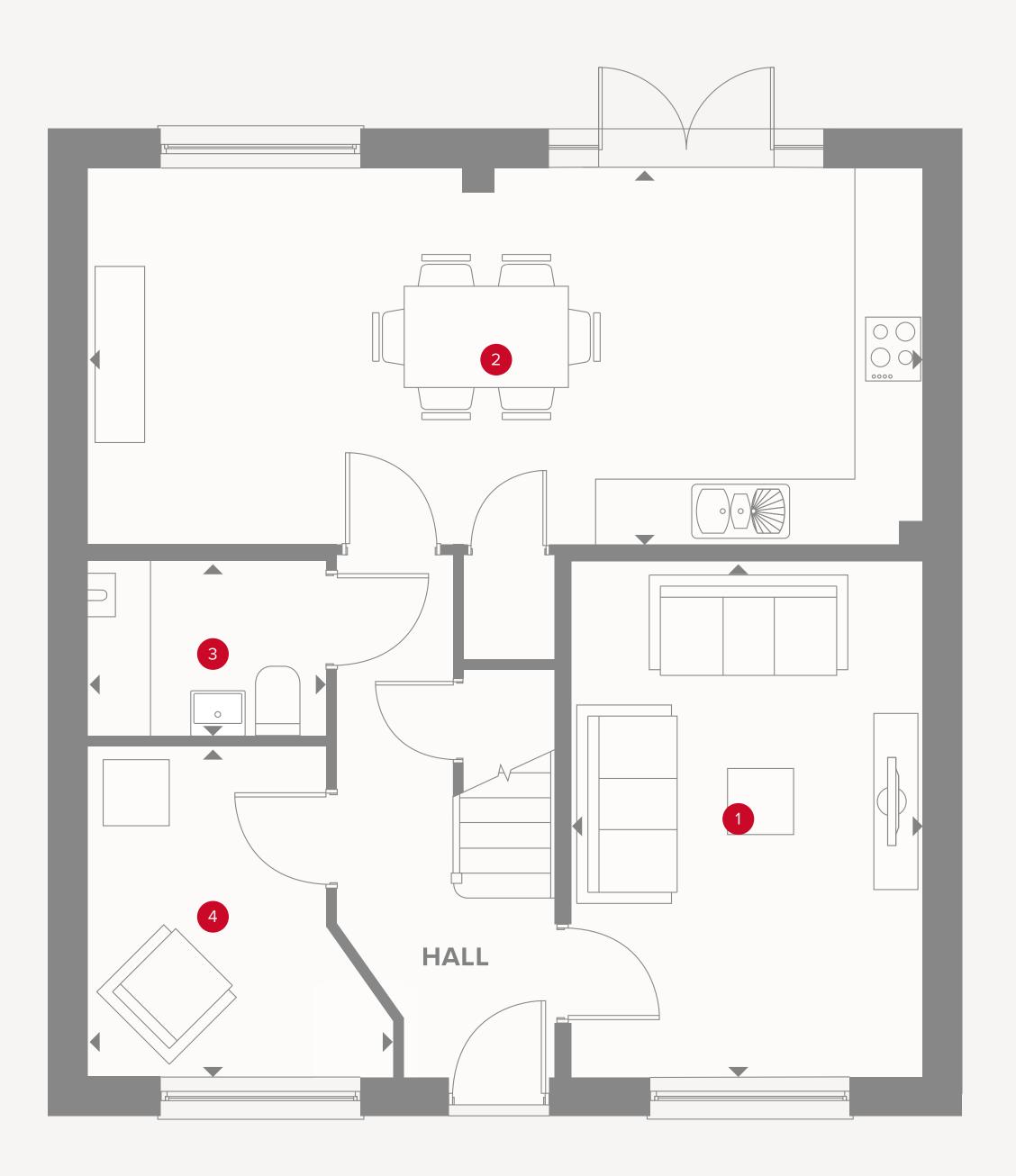




REDWOOD

FOUR BEDROOM HOME





THE REDWOOD GROUND FLOOR

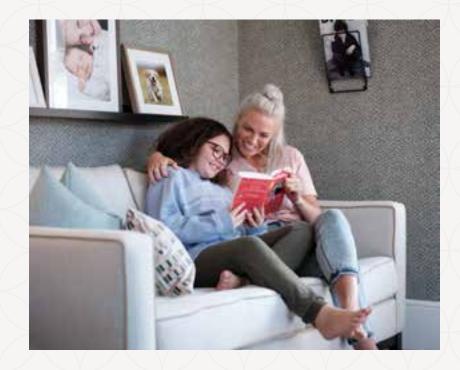
1 Lounge 15'3" x 10'4" 4.64 x 3.15 m

2 Kitchen/dining 24'7" x 11'1" 7.50 x 3.39 m

3 Utility/Cloaks 7'1" x 5'2" 2.15 x 1.57 m

4 Study 9'9" x 9'3" 2.98 x 2.75 m





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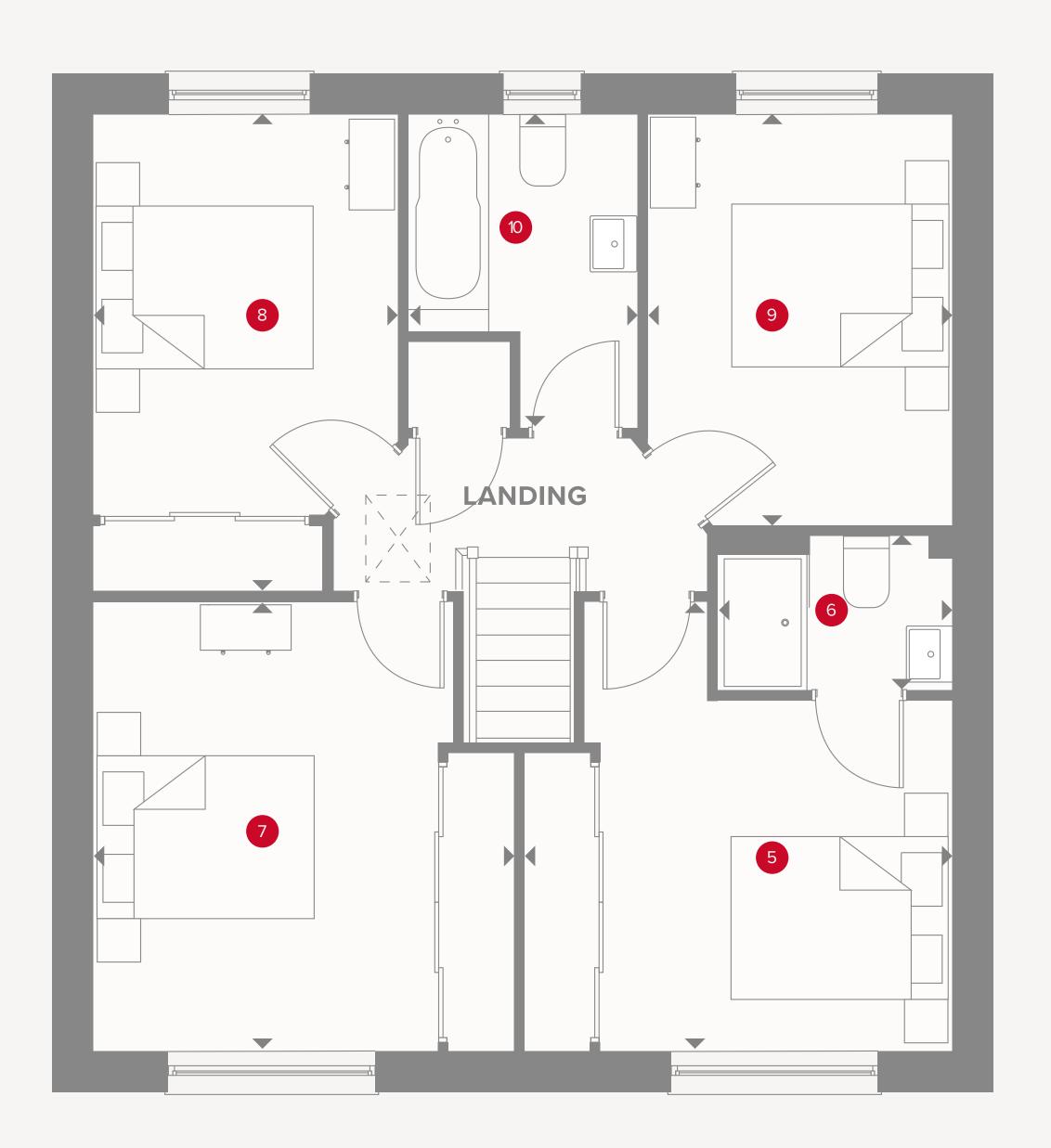
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE REDWOOD FIRST FLOOR

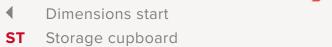
5	Bedroom 1	12'11" x 12'5"	3.93 x 3.74 m
6	En-suite	6'9" x 4'5"	2.06 x 1.35 m
7	Bedroom 2	12'11" × 12'0"	3.93 x 3.67 m
8	Bedroom 3	11'5" × 8'9"	3.49 x 2.66 m
9	Bedroom 4	11'9" × 8'9"	3.59 x 2.66 m
10	Bathroom	9'0" x 6'7"	2.74 × 2.00 m





KEY

Dimensions start





Customers should note this illustration is an example of the Redwood house type. All dimensions 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.

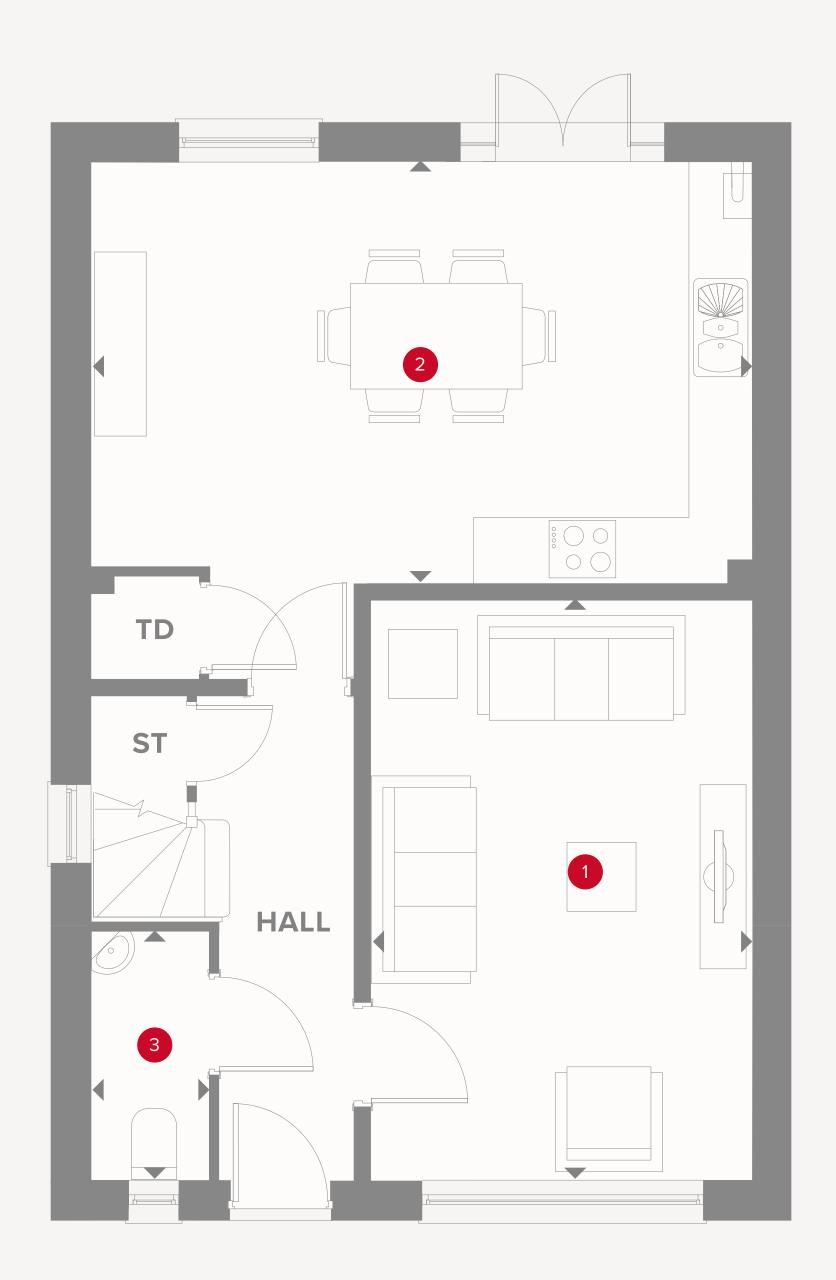




THE ROWAN

FOUR BEDROOM HOME





THE ROWAN GROUND FLOOR

1 Lounge 16'9" x 11'0" 5.11 x 3.35 m

2 Kitchen/dining 19'1" x 12'2" 5.82 x 3.71 m

3 Cloaks 7'2" x 3'5" 2.19 x 1.03 m





KEY

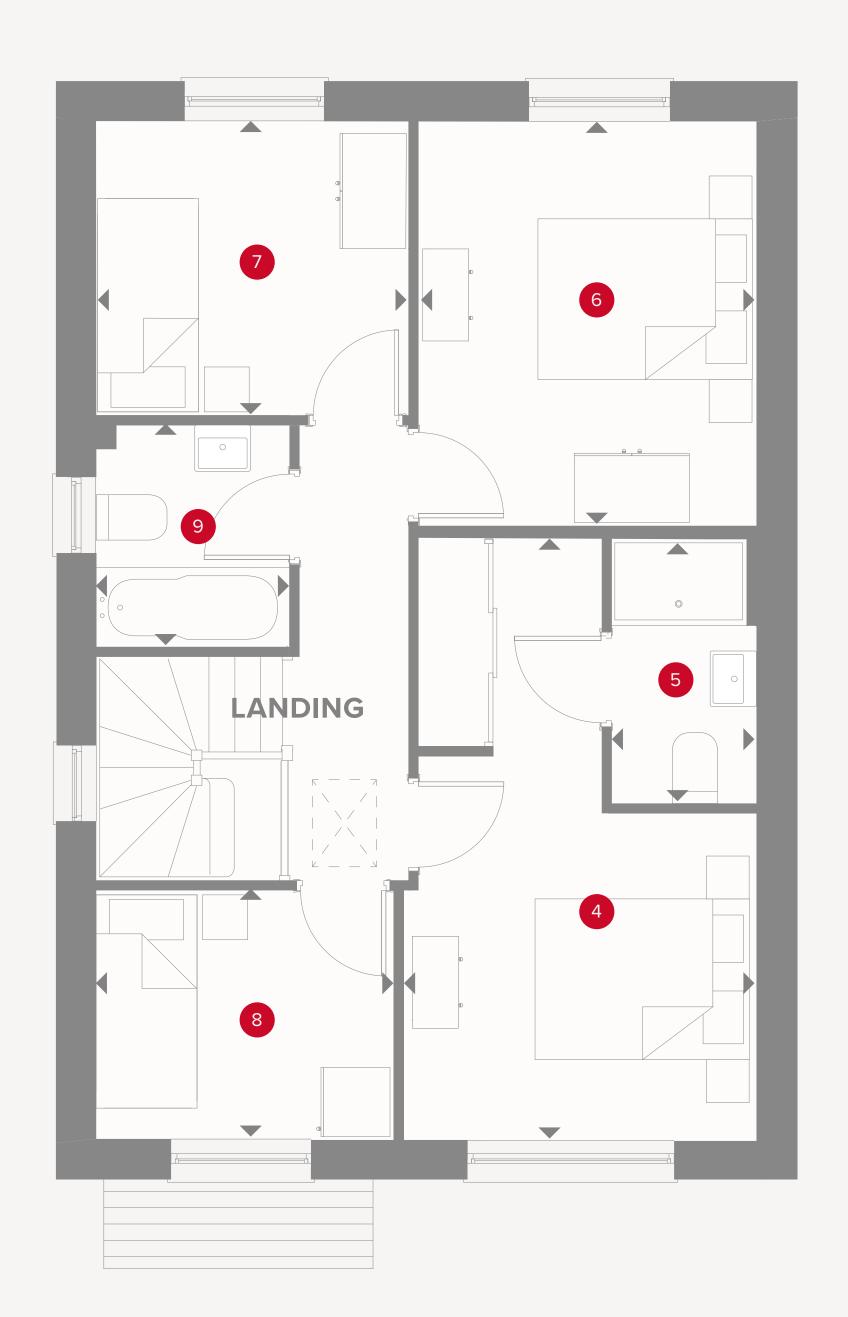
OV Oven

FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard



THE ROWAN FIRST FLOOR

4 Bedroom 1 17'4" x 10'2"	5.29 x 3.11 m
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5 En-suite	7'7" × 4'2"	2.32 x 1.28 n
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9 Bathroom 6'4" x 5'4" 1.92 x 1.67 m





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Rowan 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.

Plots 37, 38, 48, 49, 57, 58, 111 & 112

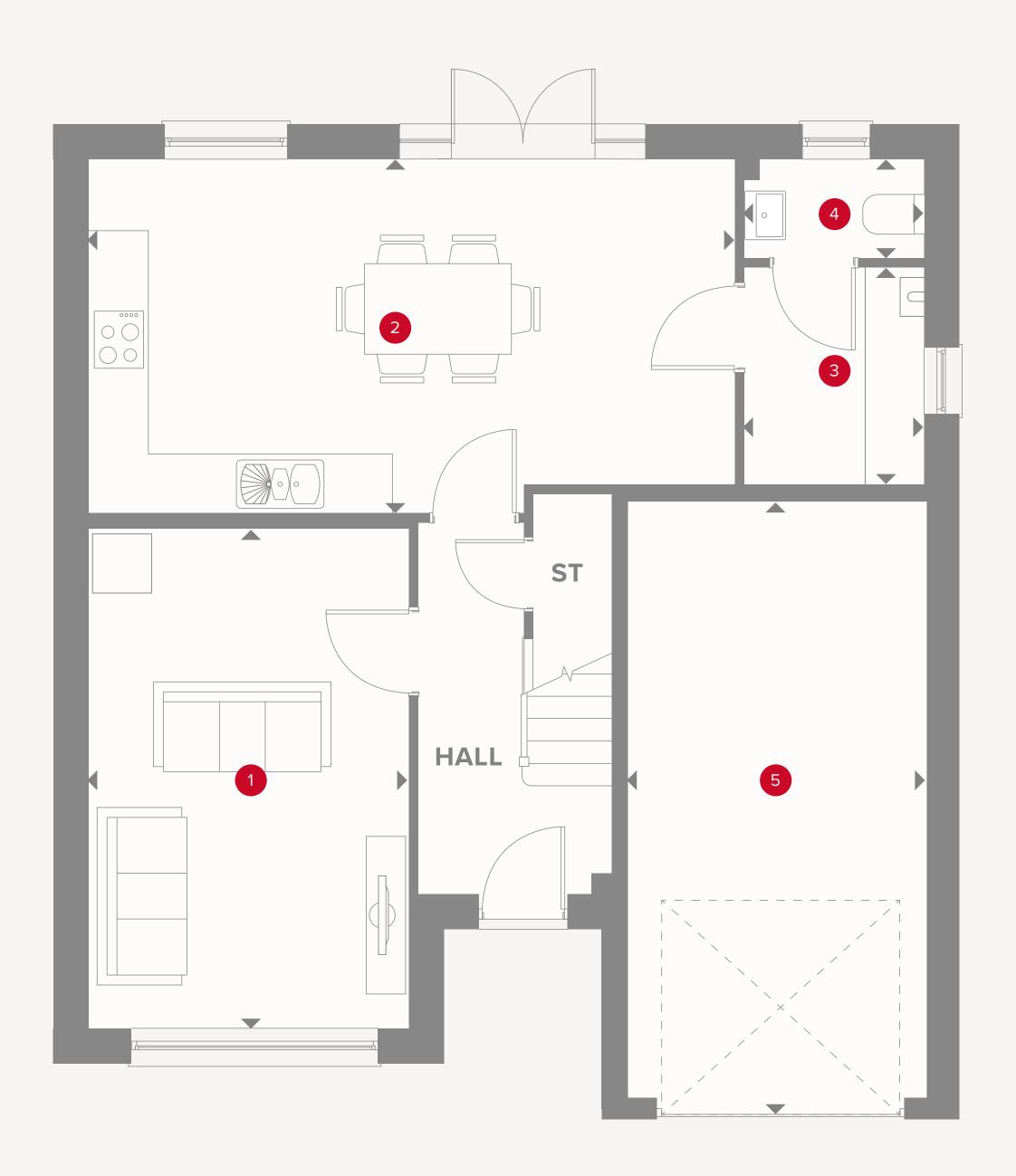




THEWHITEBEAM

FOUR BEDROOM HOME





THE WHITEBEAM GROUND FLOOR

1 Lounge	16'6" x 10'8"	5.03 x 3.24 m
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2	Kitchen/dining	21'4" x 11'8"	6.51 x 3.56 m
2	Alterien/uning	Z14 X 110	0.51 X 5.50 H

3	Utility	6'0" x 7'2"	1.83 x 2.19 m

	_ \			V \ _ V
4 5	Garage	19'8" x 9'10"	-6.00	x 3.00 m
	Juliuge		0.00	A 3.00 II





KEY

[∞] Hob

OV Oven

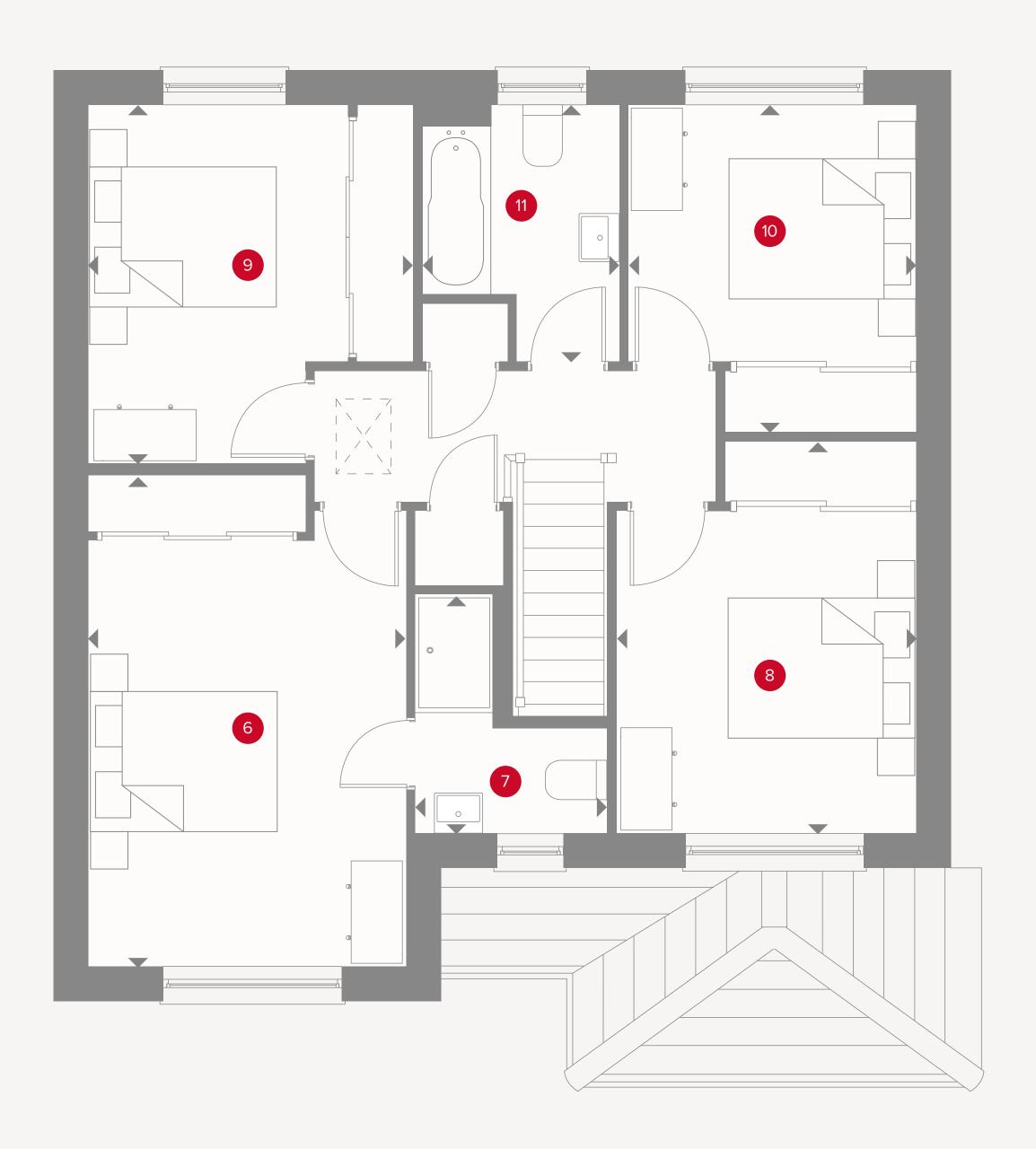
FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

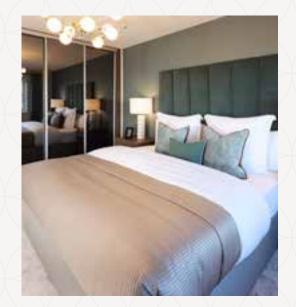
WM Washing machine space



THE WHITEBEAM FIRST FLOOR

6 Bedroom 1 16'5" x 10'7"	4.99 x 3.23 m
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7 En-suite	8'0" x 6'5"	2.44 x 1.95 m
- N N N		





KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Whitebeam 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.

Plots 40, 42, 46, 47, 65, 68, 197, 198, 201 & 226

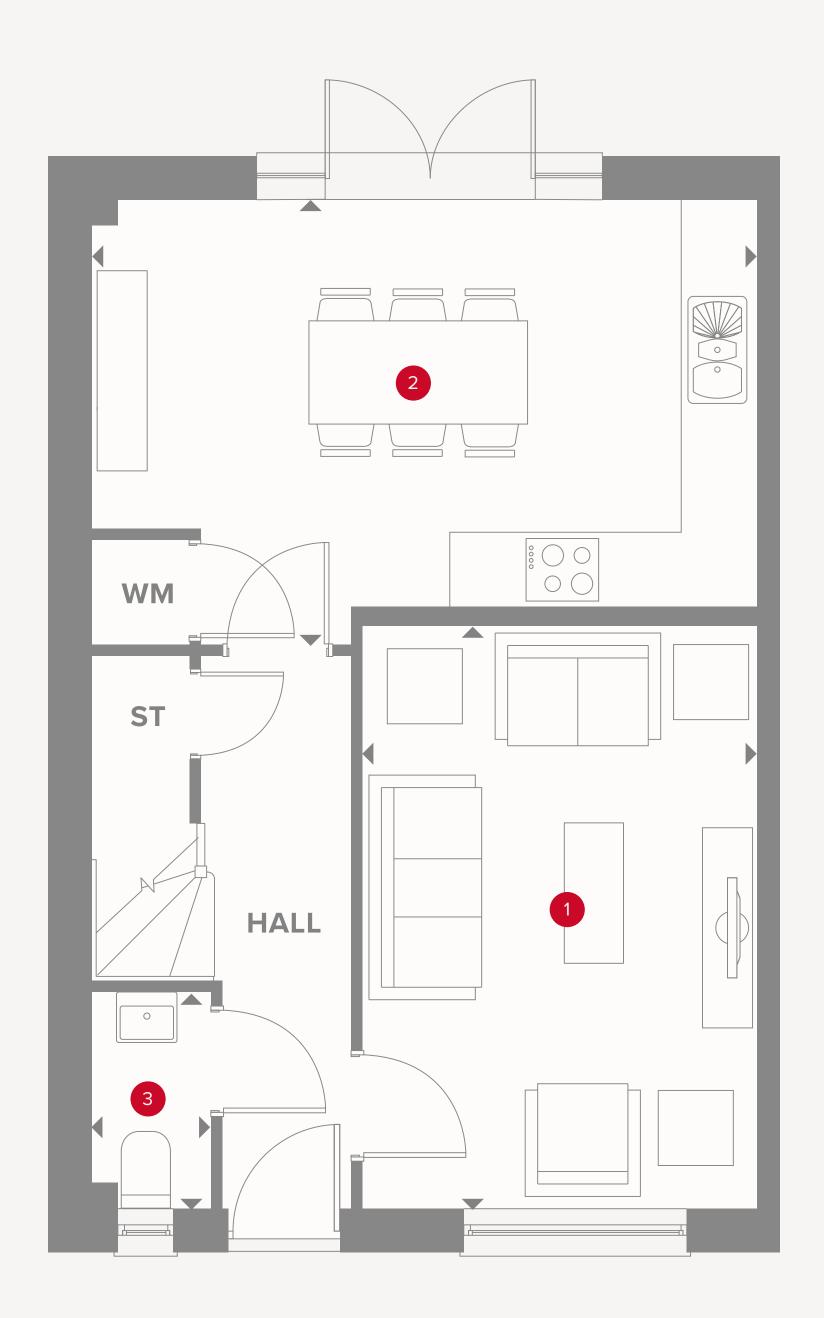




THE YEW

FOUR BEDROOM HOME





THE YEW GROUND FLOOR

1 Lounge 15'6" x 10'6" 4.73 x 3.20 m

2 Kitchen/dining 17'9" x 11'10" 5.40 x 3.60 m

3 Cloaks 5'9" x 3'2" 1.76 x 0.97 m





KEY

[∞] Hob

OV Oven

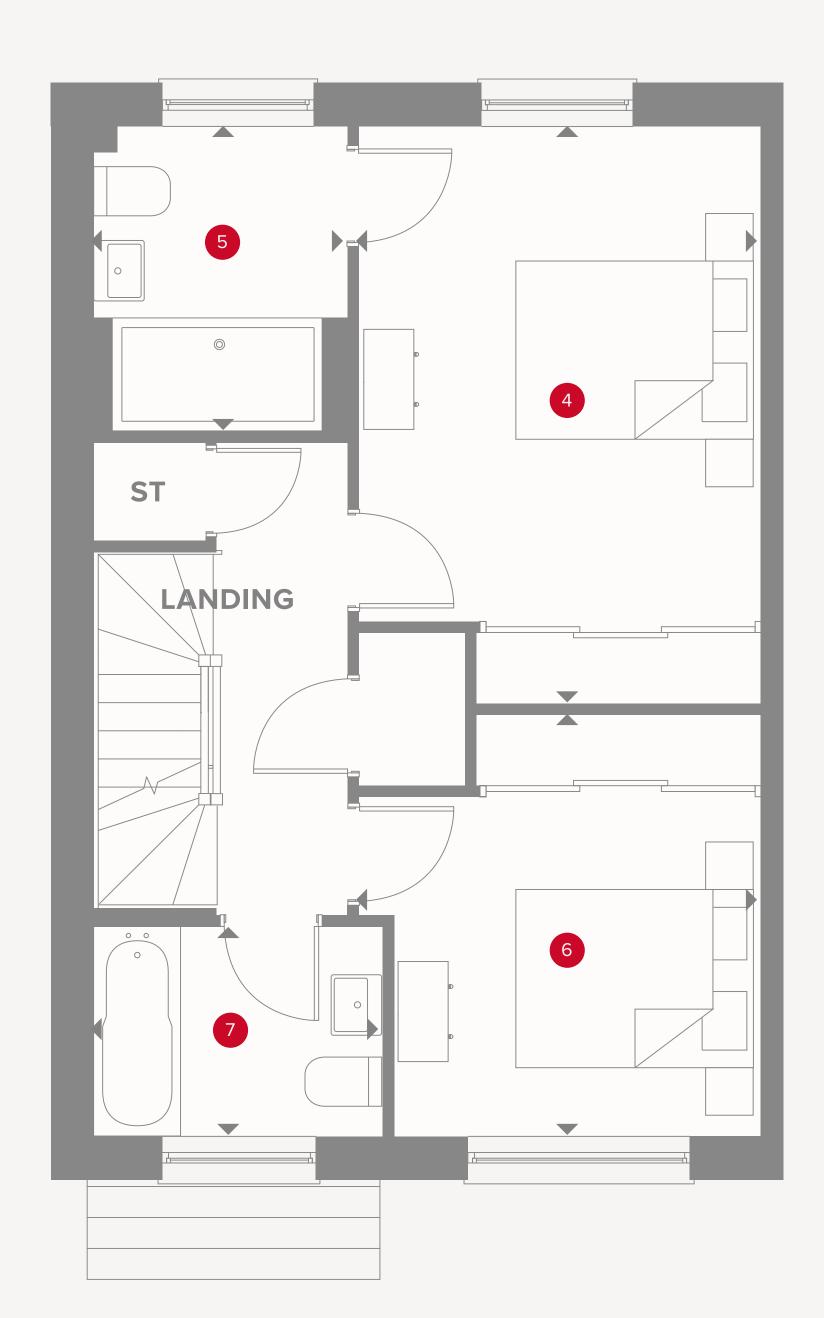
FF Fridge/freezer

TD Tumble dryer space

◆ Dimensions start

ST Storage cupboard

WM Washing machine space



THE YEW FIRST FLOOR

4 Bedroom 1 15'4" x 10'8" 4.67 x 3.26 m

5 En-suite 8'1" x 6'9" 2.47 x 2.05 m

6 Bedroom 2 11'3" x 10'8" 3.42 x 3.26 m

7 Bathroom 7'8" x 5'7" 2.34 x 1.71 m





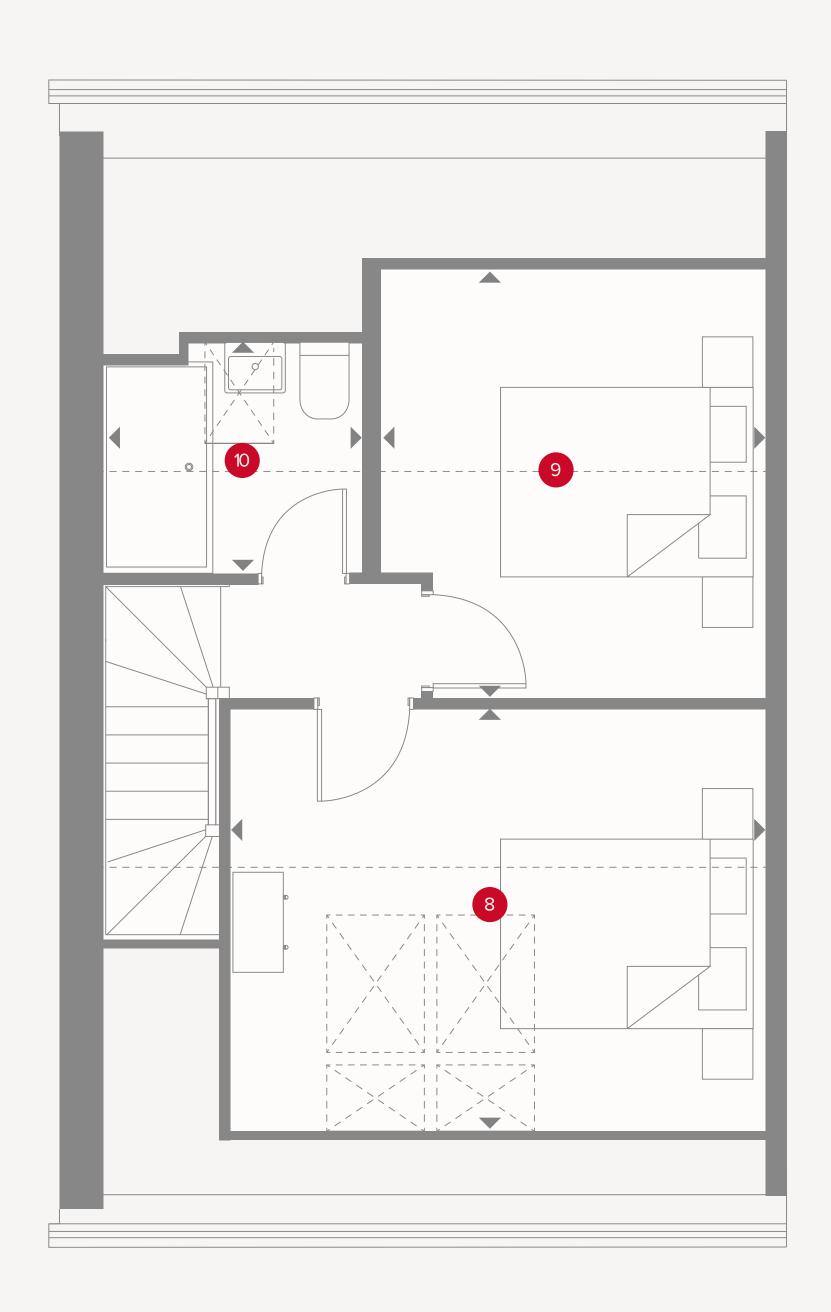
KEY

Dimensions start

ST Storage cupboard



Customers should note this illustration is an example of the Yew 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 YEW SECOND FLOOR

8 Bedroom 3 14'2" x 11'3"

4.32 x 3.43 m

9 Bedroom 4

11'6" x 10'2"

3.51 x 3.09 m

10 Bathroom 2

6'11" x 6'2"

2.12 x 1.89 m





KEY

Dimensions start

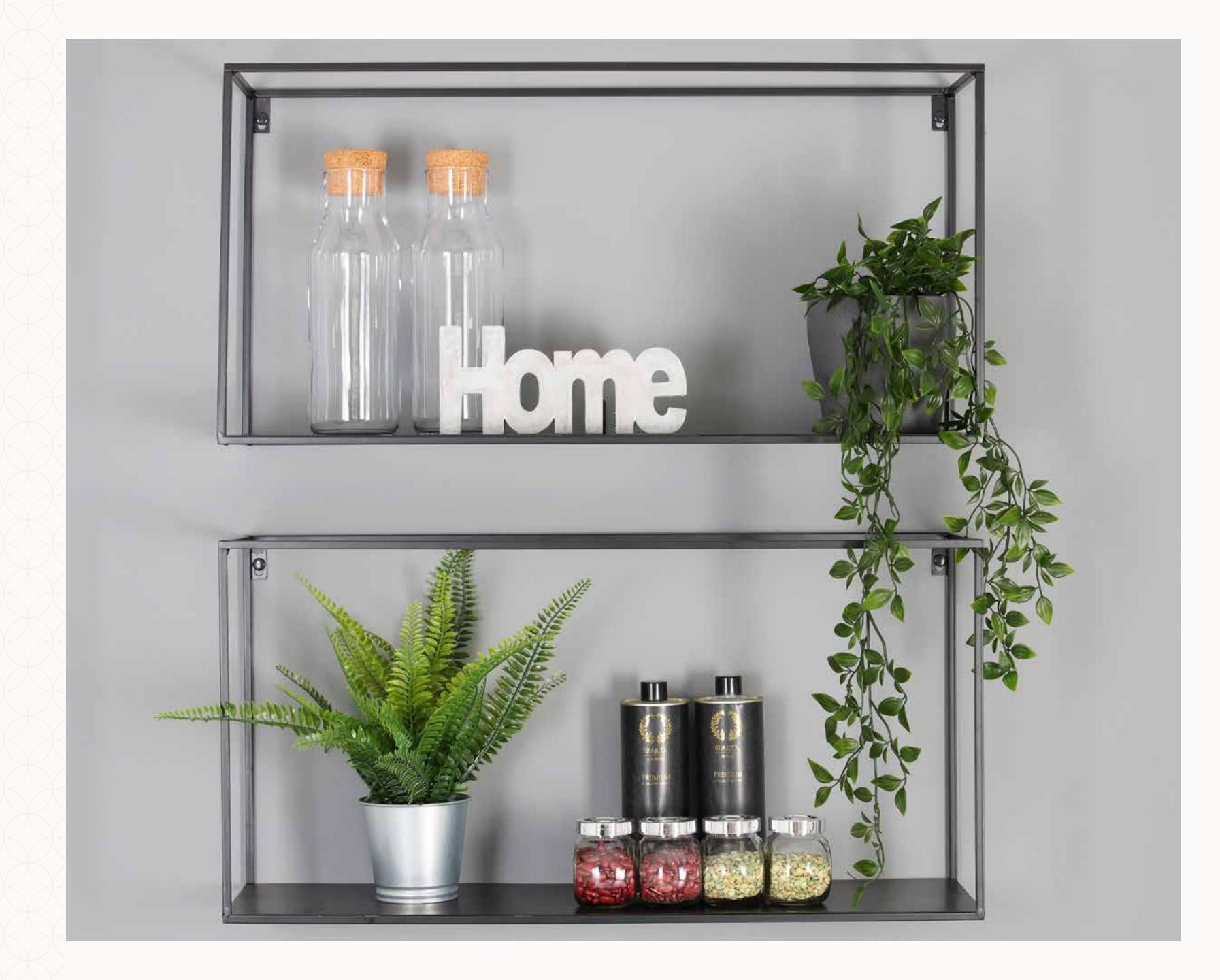
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SKILFUL **EXECUTION**

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

100mm high matching upstand above work surfaces.

Stainless Steel Splashback

Bowl & Tap

Stainless steel 1.5 bowl sink with chrome mixer tap.

Appliances

- 60cm Ceramic Hob
- Single oven
- Cooker Hood





Walls

Dulux off white emulsion paint finish.

Internal Doors

Smooth finished, six panelled style door finish in satin white.

Internal Door Furniture

Mitred Lever Handle door furniture in polished or satin chrome effect.

Architrave

Lambs Tongue profile MDF, satin white paint finish.

Skirting Boards

Lambs Tongue profile MDF, satin white paint finish to match architrave.

Staircase

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

Ceilings

Dulux 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.

Electrical Sockets & Switch Plates

Schneider Electric low profile white electrical switch and socket plates. Refer to drawings for types and locations.

Lighting

Pendant and batten lighting points.

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 styles

Tempo by Ideal Standard.

Shower to En-suite (where applicable)

Shower Valve Scudo bar valve.

Shower Tray Acrylic capped low profile shower tray.

Brassware

Basin Calista mixer tap with single lever control complete with click plug waste.

Bath Calista Mixer tap with single lever control complete White finish to match sockets and switch plates. with click plug waste.

Tempo Arc bath with Uniline panel.

Wall Tiles to Cloakroom, Bathroom & En-suite

Splash back to basins and around bath with full height to Shower Screen Polished chrome effect finish shower door. shower area, as indicated on drawings. Please see sales consultant for further information.

Shaver Socket to En-suite

(where applicable)





Fascia & Soffit

PVCue square fascia & vented soffit board in white profile.

Rainwater System

Rainwater gutters and down pipes in black finish.

Windows

Sealed double glazed uPVC windows in white finish.

Patio Doors

uPVC French patio doors as indicated on the drawings.

External Doors

Front GRP front door with pre-glazed units designed with obscure pattern glass and chrome door furniture internally and externally.

Rear GRP door, finished white both internally and externally with chrome lever handle.

House Numeral

Colour to match front door.

Door Bell

Chrome effect bell push with transformer.

External Lights

Modern stainless steel downlight.

Garage

Door Novoferm 'Thornby' style or Hörmann steel up and over door. Door finish to be painted to match front colour.

Light & Power (where applicable) Double socket point and pendant light fitting. Please see sales consultant for details.

Driveway

Tarmac drive (or as shown on external works layout).

Patio/Paving

Urbex Natural or equal approved concrete flags laid as indicated on drawing.

External Fencing

Side Rail & post. Rear Vertical boarding 1.8m high.

Garder

Front Good standard turfing to front garden.
Refer to layout for landscaping details.
Rear Topsoil laid across the garden.

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.







DE CLARE GARDENS

Hendredenny Drive, Caerphilly CF83 2WA

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