

HERITAGE
- REDROW -

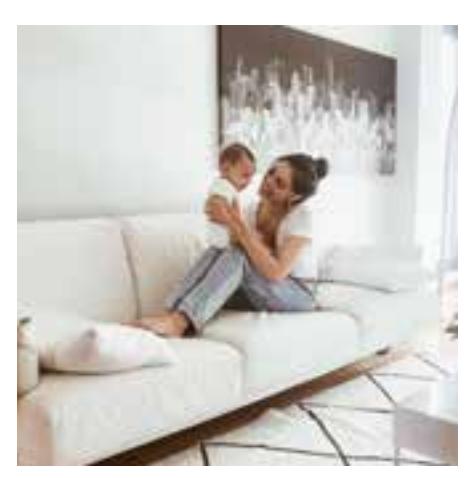
CHURCHLANDS

LISVANE





WELCOME TO CHURCHLANDS



JUST FIVE MILES FROM CARDIFF AND WITHIN EASY REACH OF THE M4, CHURCHLANDS, LISVANE IS PERFECTLY PLACED TO GIVE YOU THE VERY BEST OF BOTH WORLDS.

Not only will you enjoy a delightful rural location, with Redrow investing in superb facilities including fully equipped playgrounds and lots of public open spaces. You will also benefit from easy access to the city with Redrow once again investing in infrastructure such as road improvements, bus lanes and cycleways to make your journey easier. Churchlands will offer a choice of three and four bedroom homes near Cardiff from our award-winning Heritage Collection, combining classic architecture with modern, family friendly interiors.



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.

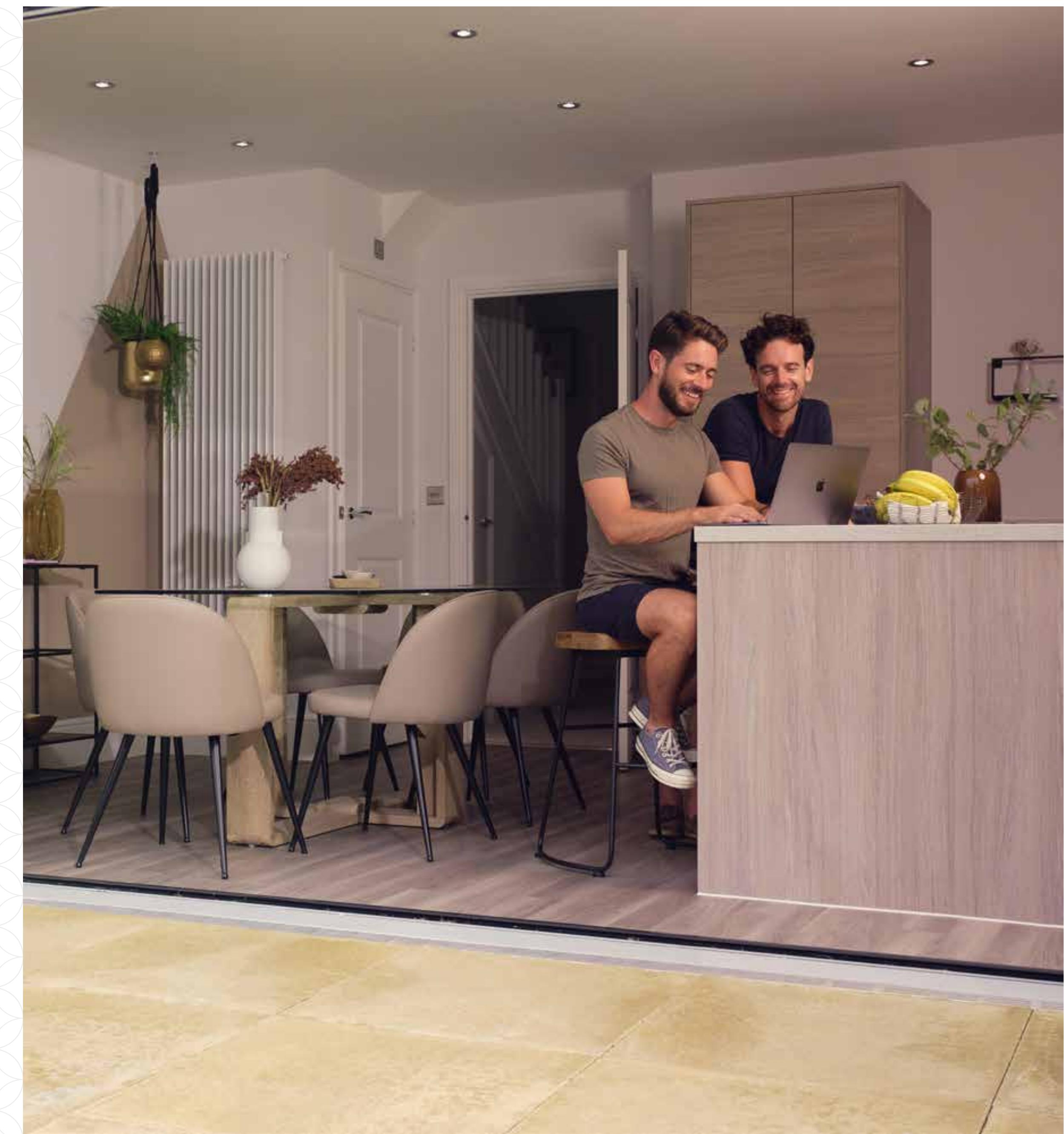
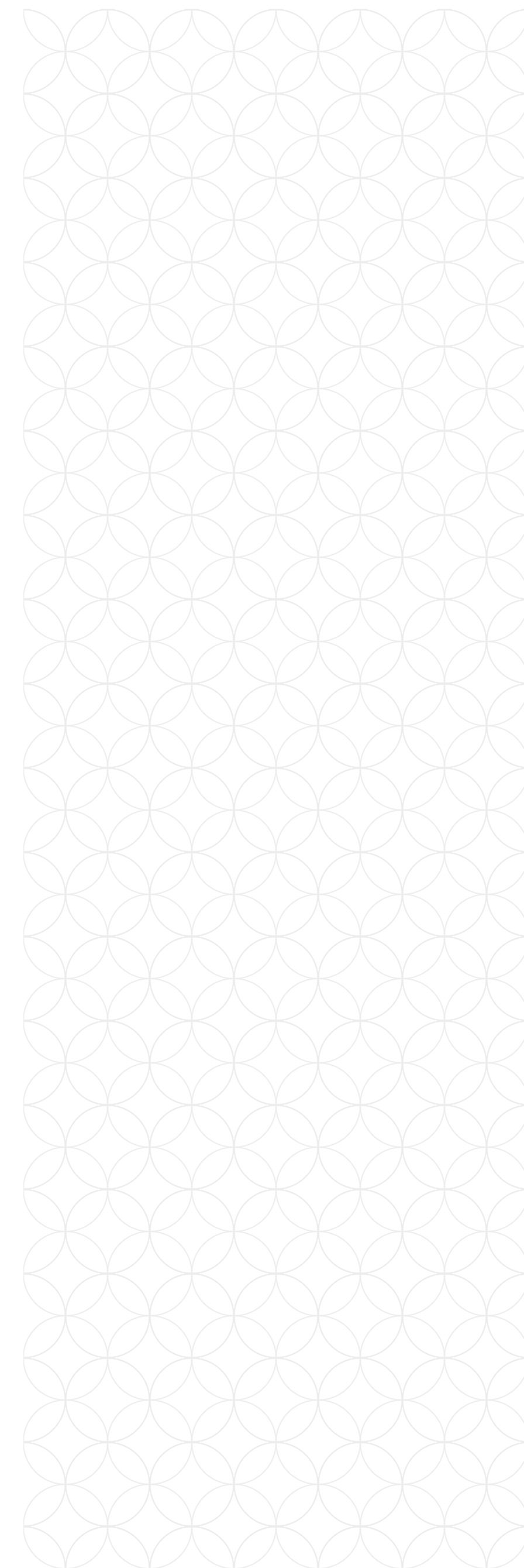


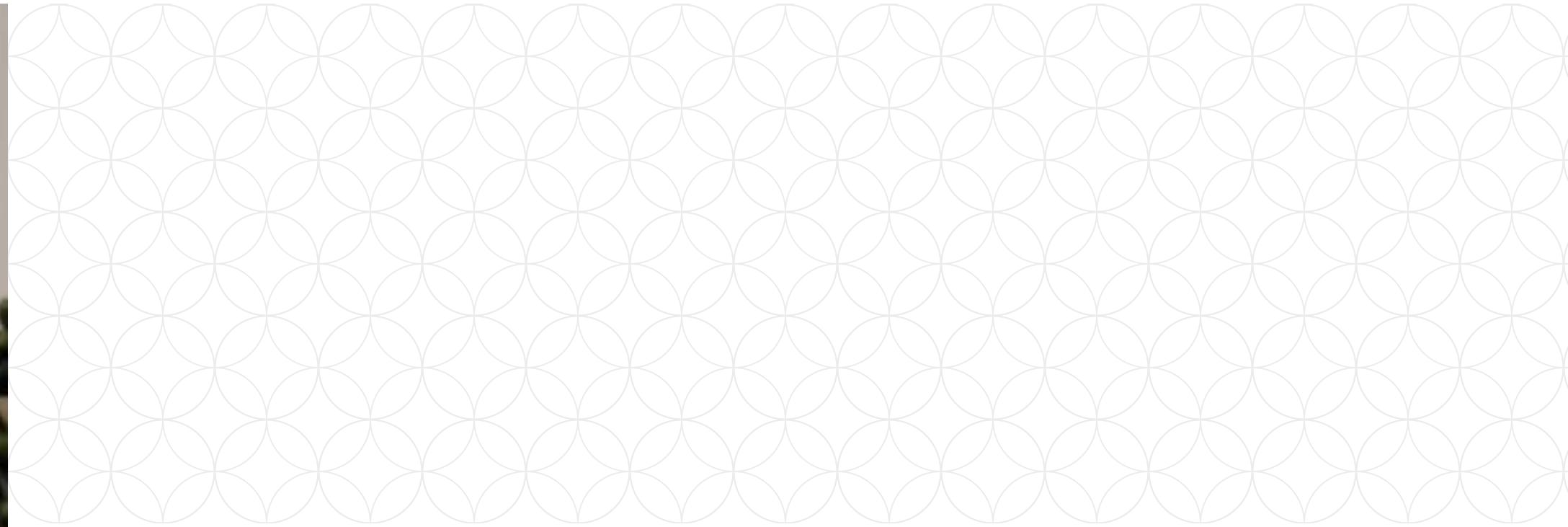
BETTER BY DESIGN

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.





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?

Every home in Redrow's Heritage Collection has been designed with the unique qualities of each area in mind, carefully selecting materials and using imaginative landscaping to blend in with our surroundings. Every care has been taken to bring a more individual style to your life, with outstanding interiors and a refreshingly

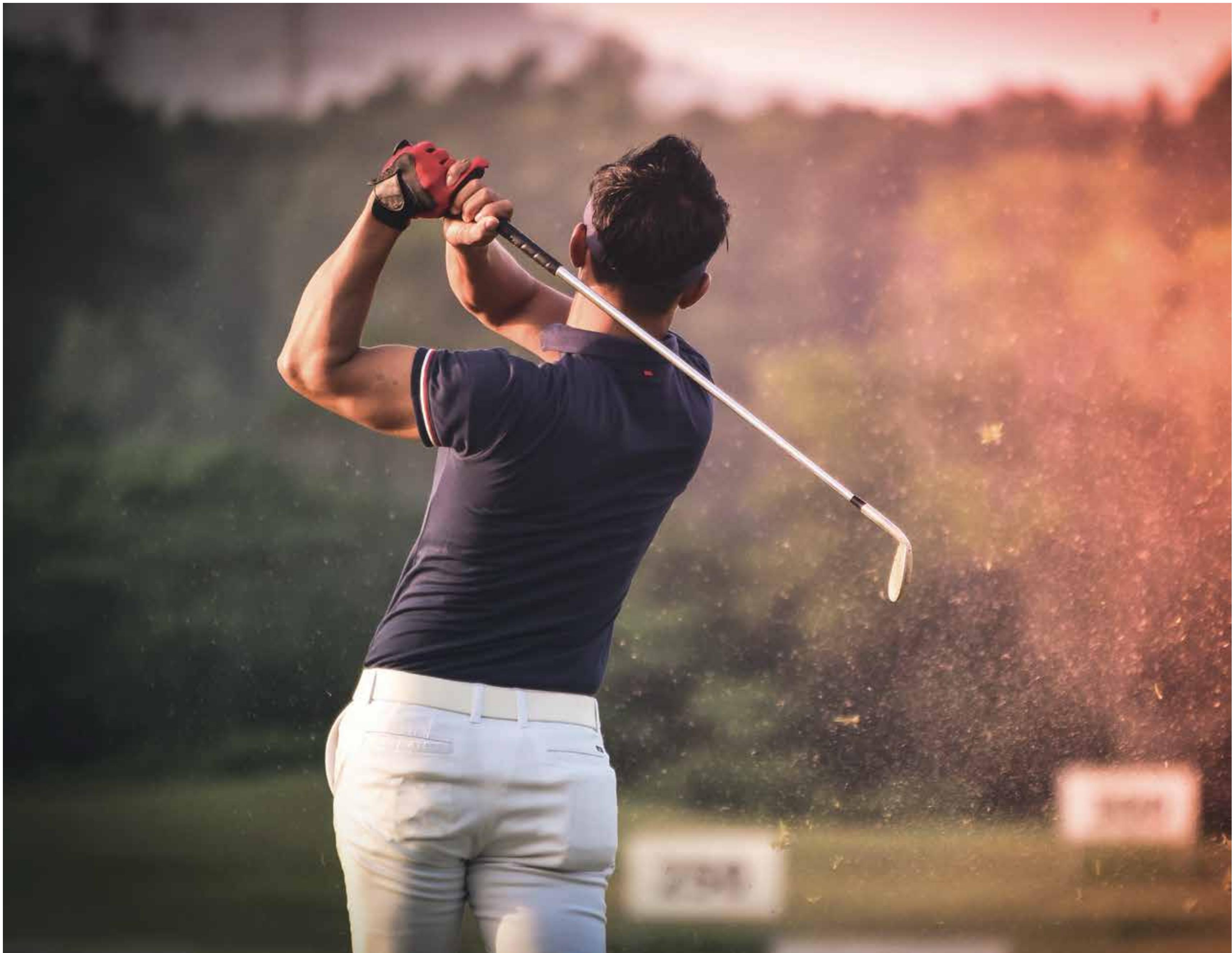
modern specification designed to fit your needs perfectly. And alongside the light and freedom of spacious open plan living, each location also makes it easy to broaden your horizons, by making sure everything is close by. With easy commuting convenience right on your doorstep, our tailored approach will suit your lifestyle perfectly.





SPEND MORE TIME TOGETHER

You can dine out in style close to home with The Old Cottage, Lisvane, or the The Black Griffin Inn. Naturally, Cardiff has a host family favourites, with from pizza, pasta and burgers from all the big names. The city is also home to delightful waterside dining around Cardiff Bay and there are some superb restaurants in the city centre.



ENJOY A HEALTHY LIFESTYLE

South Wales is a spectacular place to set up home, with something for everyone to enjoy, from the mountains of the Brecon Beacons in the north, to the beaches of South West Wales from the glorious countryside to the cosmopolitan capital.

Cardiff has so much to offer, with international rugby, football and cricket, along with a choice of cinemas and theatres, including the New Theatre, Sherman Theatre and Wales Millennium Centre. You'll also find international artists on show with regular concerts at the Principality Stadium.

Closer to home, you can find a range of sports at Llanishen Leisure Centre, as well as a choice of challenging courses at Cardiff and Llanishen golf clubs and private Health & Fitness clubs nearby.

MORE OPPORTUNITIES

When it comes to giving your children the ideal start in life, you'll be spoiled for choice at Churchlands. You'll find both Welsh and English language schools within easy reach, along with well-regarded Catholic schools for both primary and secondary pupils.

The local primary, Llysfaen Primary School, is just a short walk away and is rated 'good' by Estyn, with the Welsh language Ysgol-Y-Wern rated 'excellent'. For older pupils there is a choice of Llanishen High School, Corpus Christi Catholic High School or Ysgol Gyfun Gymraeg Bro Edern.

There are also a number of popular universities in and around the city, saving money for stay at home students.



LESS TIME TRAVELLING

Redrow will be making a significant contribution to the local commuter system to ensure that your journey into the city runs smoothly, whether it's for work or play. The development is just five miles from Cardiff City Centre, with regular busses saving the hassle of parking. Alternatively, trains from nearby Llanishen and Thornhill Station will have you in the city in a matter of minutes. Trains from Cardiff Central reach London in around two hours.

You are just as well placed for heading further afield too, with the M4, J32 for westbound and J30 for eastbound, both just a short drive away. Heading east, Newport is 10 miles with Bristol beyond at around 40 miles. Heading west, Swansea is also around 40 miles away. For holidays, weekends away and business trips, Cardiff Airport is approximately 20 miles away.

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 **Churchlands**.



SO YOU GET MORE OUT

- Public Green Spaces
- Children's Play Area
- Affordable Housing
- Cycleways and Footpaths

EXPLORE CHURCHLANDS PHASE 3



KEY

 <p>LEAMINGTON LIFESTYLE 3 BEDROOM DETACHED HOME</p>	 <p>WELWYN 4 BEDROOM DETACHED HOME</p>
 <p>OXFORD LIFESTYLE 3 BEDROOM DETACHED HOME</p>	 <p>HENLEY 4 BEDROOM DETACHED HOME</p>
 <p>SHAFTESBURY 4 BEDROOM DETACHED HOME</p>	 <p>LEDSHAM 4 BEDROOM DETACHED HOME</p>
 <p>CAMBRIDGE 4 BEDROOM DETACHED HOME</p>	 <p>HAMPSTEAD 5 BEDROOM DETACHED HOME</p>
 <p>STRATFORD 4 BEDROOM DETACHED HOME</p>	 <p>OXFORD 4 BEDROOM DETACHED HOME</p>
	 <p>AFFORDABLE HOUSING</p>

V - Visitor Parking
B/S - Bin Store
BCP - Bin Collection

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.

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 **REDROW**



HERITAGE

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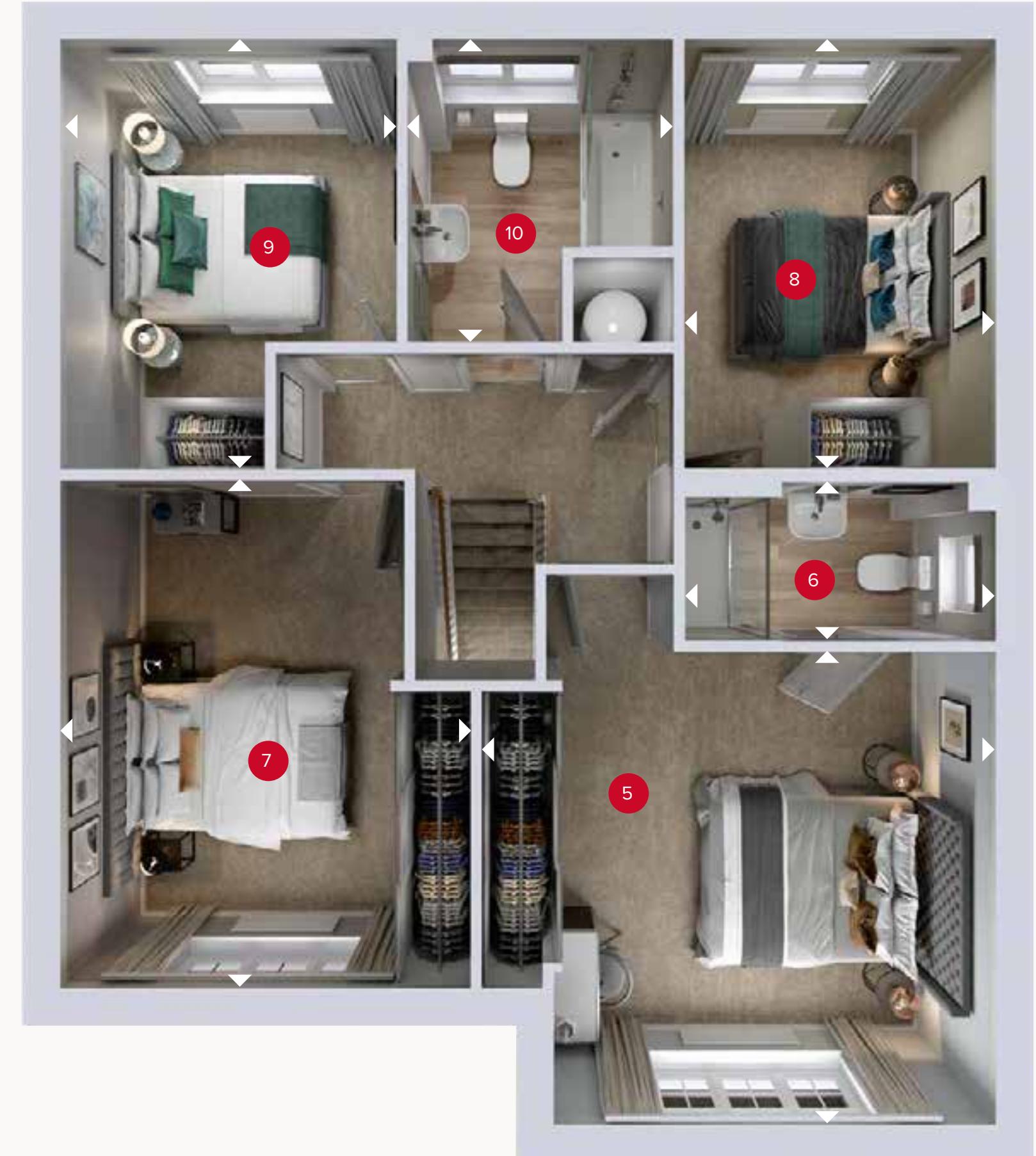
THE CAMBRIDGE

FOUR BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE CAMBRIDGE

GROUND FLOOR

1	Kitchen/Dining/ Family	24'10" x 12'7"	7.57 x 3.84 m
2	Lounge	16'2" x 11'6"	4.93 x 3.52 m
3	Utility	6'0" x 5'11"	1.83 x 1.80 m
4	Cloaks	6'5" x 5'11"	1.97 x 1.80 m

FIRST FLOOR

5	Bedroom 1	13'6" x 12'10"	4.11 x 3.91 m
6	En-suite	8'1" x 4'3"	2.46 x 1.30 m
7	Bedroom 2	13'7" x 11'0"	4.15 x 3.36 m
8	Bedroom 3	11'6" x 8'1"	3.50 x 2.47 m
9	Bedroom 4	11'8" x 9'0"	3.55 x 2.74 m
10	Bathroom	8'3" x 7'2"	2.52 x 2.19 m



HERITAGE

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THE CANTERBURY

FOUR BEDROOM HOME

 REDROW



THE CANTERBURY

GROUND FLOOR

1	Lounge	16'3" x 14'3"	4.96 x 4.34 m
2	Kitchen	13'4" x 11'7"	4.07 x 3.54 m
3	Dining	14'11" x 10'3"	4.54 x 3.13 m
4	Study	9'7" x 7'11"	2.93 x 2.42 m
5	Utility	7'8" x 5'6"	2.34 x 1.69 m
6	Cloaks	6'2" x 4'6"	1.89 x 1.36 m
7	Garage	17'5" x 17'0"	5.30 x 5.19 m

FIRST FLOOR

8	Bedroom 1	14'7" x 11'2"	4.43 x 3.40 m
9	En-suite	9'10" x 6'1"	3.00 x 1.86 m
10	Bedroom 2	13'0" x 11'6"	3.96 x 3.51 m
11	Bedroom 3	10'1" x 9'8"	3.09 x 2.95 m
12	Bedroom 4	9'11" x 9'8"	3.01 x 2.95 m
13	Bathroom	8'11" x 6'3"	2.73 x 1.90 m



HERITAGE

- REDROW -

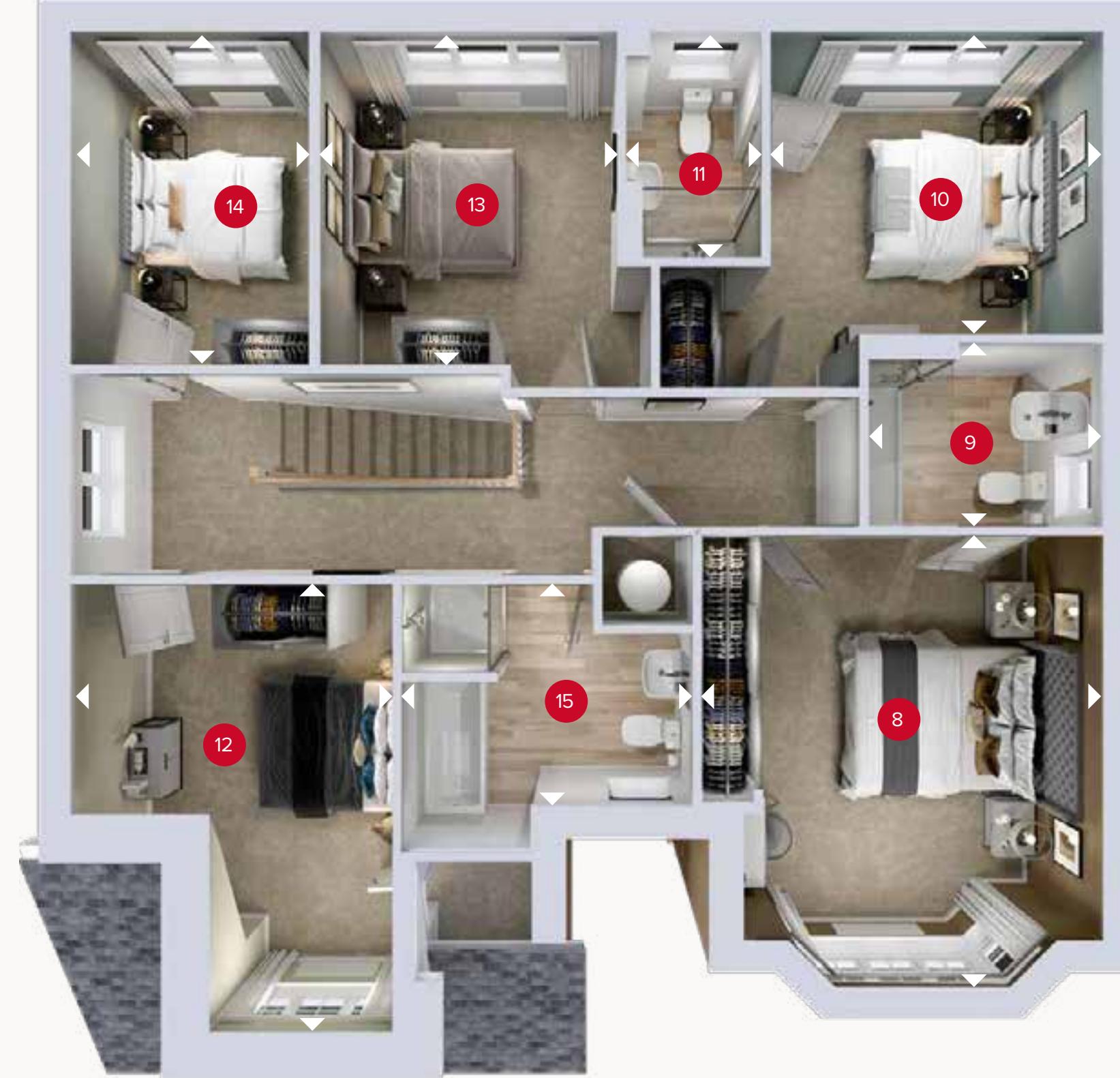
THE HAMPSTEAD

FIVE BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE HAMPSTEAD

GROUND FLOOR

1	Kitchen	12'8" x 10'9"	3.85 x 3.28 m
2	Dining	11'7" x 11'4"	3.53 x 3.46 m
3	Family	13'11" x 11'4"	4.25 x 3.45 m
4	Lounge	17'6" x 11'6"	5.33 x 3.51 m
5	Cloaks	5'8" x 3'5"	1.72 x 1.05 m
6	Utility	7'2" x 5'11"	2.17 x 1.81 m
7	Garage	16'9" x 15'0"	5.11 x 4.58 m

FIRST FLOOR

8	Bedroom 1	14'10" x 13'1"	4.51 x 3.99 m
9	En-suite 1	7'7" x 6'0"	2.31 x 1.83 m
10	Bedroom 2	10'10" x 10'6"	3.30 x 3.20 m
11	En-suite 2	7'10" x 4'5"	2.38 x 1.36 m
12	Bedroom 3	14'9" x 10'6"	4.49 x 3.19 m
13	Bedroom 4	11'7" x 9'9"	3.52 x 2.98 m
14	Bedroom 5/Study	11'7" x 7'8"	3.52 x 2.34 m
15	Bathroom	9'7" x 7'2"	2.91 x 2.18 m



HERITAGE

- REDROW -

THE HARROGATE

FOUR BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE HARROGATE

GROUND FLOOR

1	Lounge	15'3" x 11'11"	4.65 x 3.63 m
2	Kitchen	12'5" x 10'1"	3.79 x 3.09 m
3	Dining	13'0" x 10'7"	3.97 x 3.21 m
4	Family	13'10" x 10'0"	4.23 x 3.06 m
5	Cloaks	5'7" x 3'11"	1.71 x 1.18 m
6	Utility	6'5" x 5'7"	1.94 x 1.71 m

FIRST FLOOR

7	Bedroom 1	12'1" x 10'8"	3.69 x 3.26 m
8	Dressing	6'7" x 6'4"	2.00 x 1.93 m
9	En-suite	8'0" x 5'7"	2.45 x 1.70 m
10	Bedroom 2	14'0" x 9'11"	4.26 x 3.02 m
11	Bedroom 3	12'0" x 9'11"	3.66 x 3.02 m
12	Bedroom 4	11'1" x 9'5"	3.38 x 2.88 m
13	Bathroom	7'7" x 6'1"	2.31 x 1.85 m



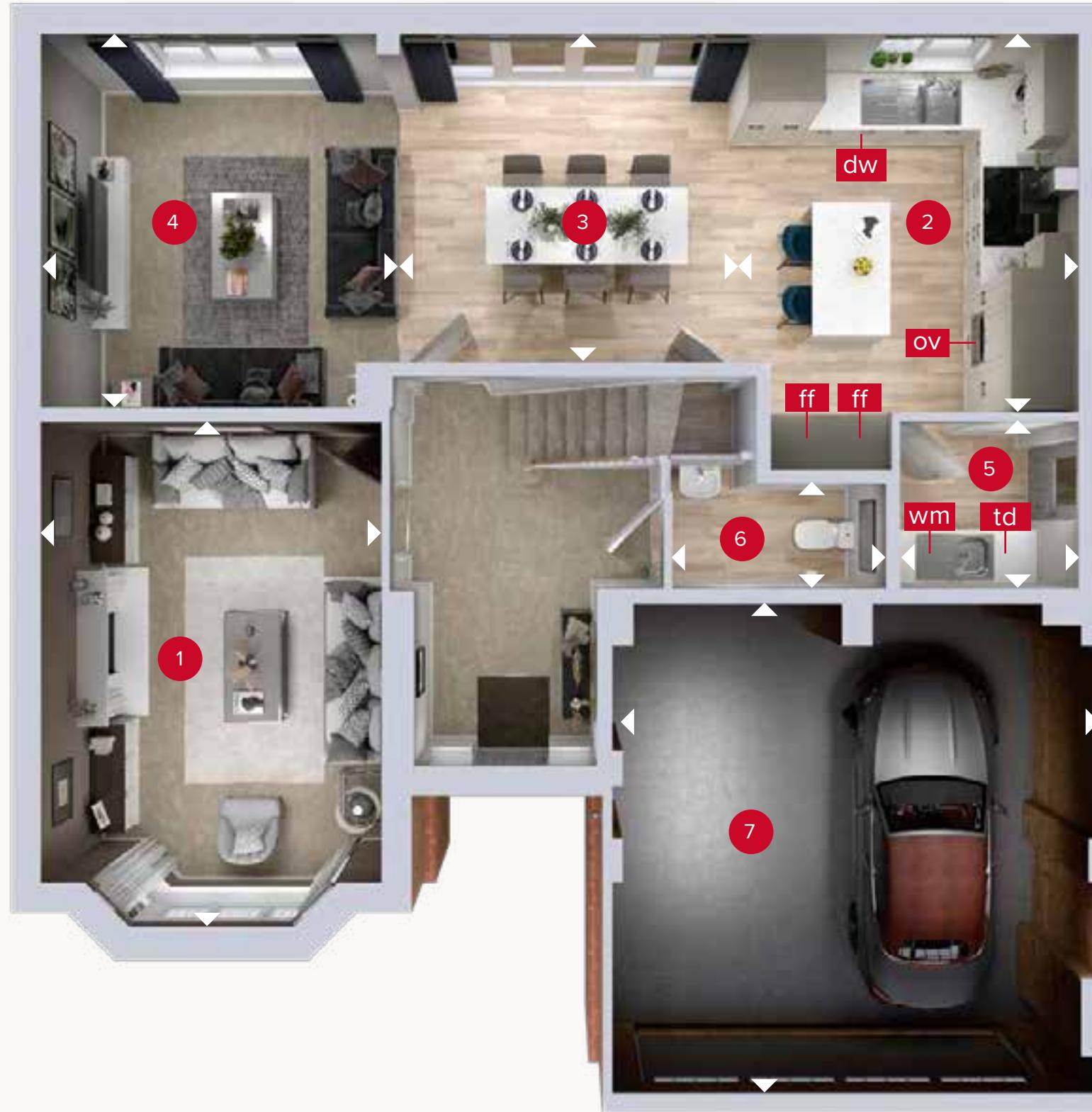
HERITAGE

- REDROW -

THE HENLEY

FOUR BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE HENLEY

GROUND FLOOR

1	Lounge	17'7" x 11'6"	5.35 x 3.52 m
2	Kitchen	13'8" x 11'4"	4.16 x 3.46 m
3	Dining	12'8" x 12'0"	3.87 x 3.66 m
4	Family	13'6" x 11'10"	4.11 x 3.61 m
5	Utility	6'7" x 5'11"	2.01 x 1.79 m
6	Cloaks	7'3" x 3'7"	2.20 x 1.10 m
7	Garage	17'1" x 17'0"	5.21 x 5.19 m

FIRST FLOOR

8	Bedroom 1	16'7" x 11'6"	5.07 x 3.52 m
9	En-suite 1	10'9" x 6'4"	3.28 x 1.92 m
10	Bedroom 2	14'7" x 10'3"	4.46 x 3.11 m
11	En-suite 2	7'4" x 5'8"	2.24 x 1.71 m
12	Bedroom 3	12'2" x 10'0"	3.72 x 3.05 m
13	Bedroom 4	12'8" x 8'5"	3.87 x 2.57 m
14	Bathroom	8'3" x 7'8"	2.51 x 2.34 m



HERITAGE

- REDROW -

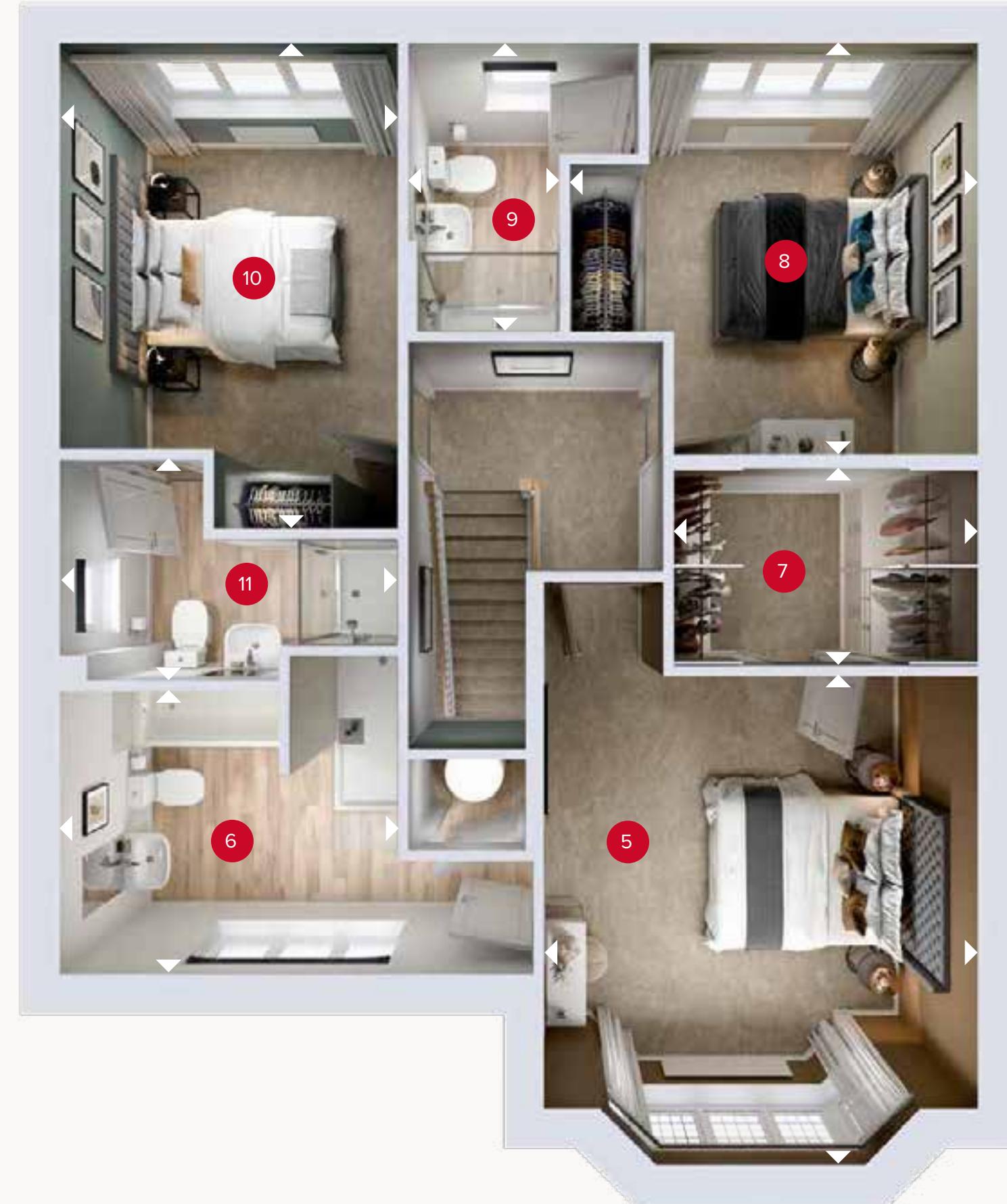
THE LEAMINGTON LIFESTYLE

THREE BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE LEAMINGTON LIFESTYLE

GROUND FLOOR

1	Kitchen/Dining/ Family	24'10" x 12'7"	7.57 x 3.84 m
2	Lounge	17'8" x 11'6"	5.40 x 3.52 m
3	Cloaks	6'5" x 5'11"	1.97 x 1.80 m
4	Utility	6'0" x 5'11"	1.83 x 1.80 m

FIRST FLOOR

5	Bedroom 1	13'4" x 11'6"	4.07 x 3.52 m
6	En-suite 1	9'3" x 7'8"	2.83 x 2.34 m
7	Wardrobe	8'1" x 5'5"	2.47 x 1.65 m
8	Bedroom 2	11'4" x 10'10"	3.47 x 3.30 m
9	En-suite 2	8'0" x 4'2"	2.44 x 1.26 m
10	Bedroom 3	13'5" x 9'3"	4.10 x 2.83 m
11	En-suite 3	9'3" x 6'0"	2.83 x 1.83 m



HERITAGE

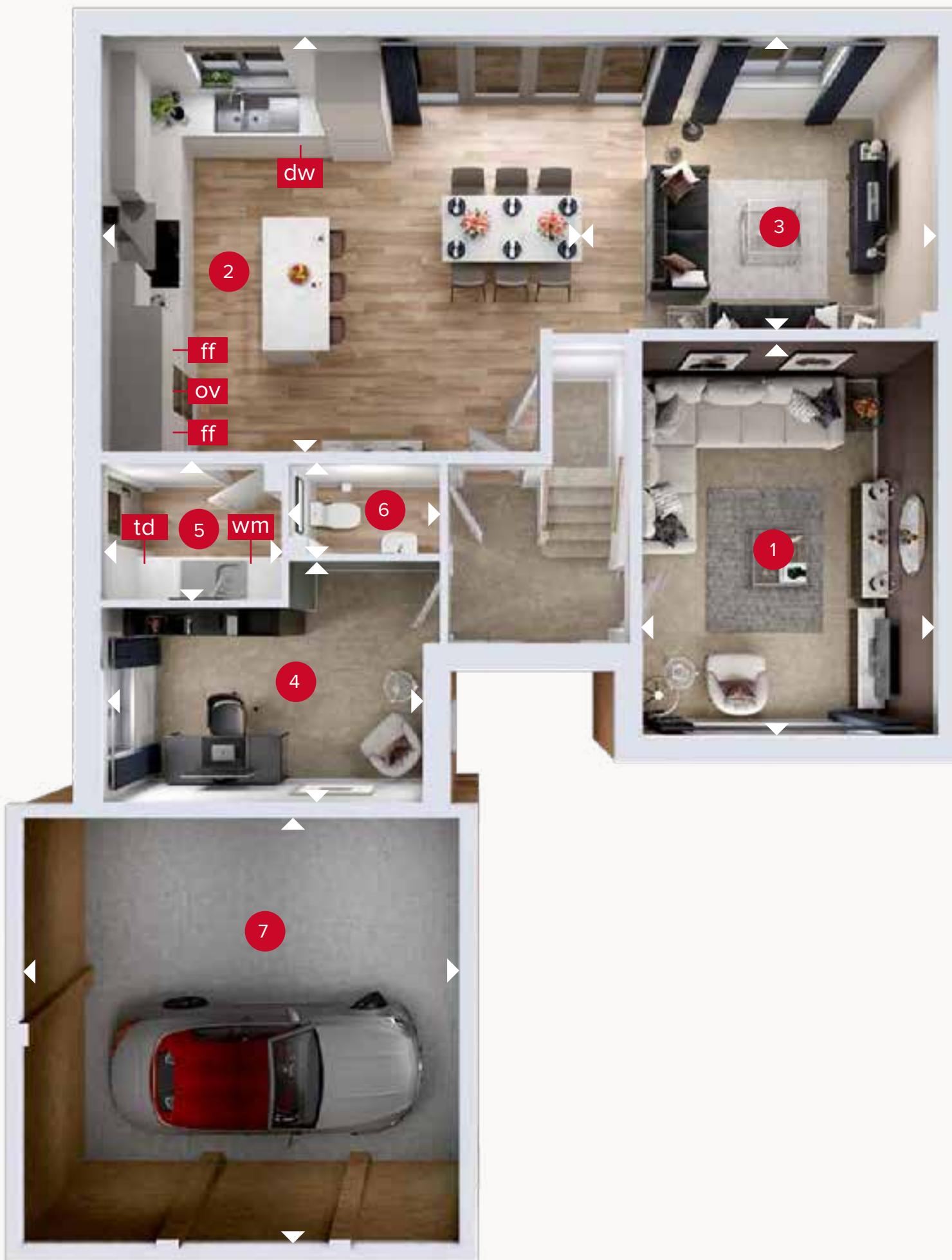
- REDROW -

THE LEDSHAM

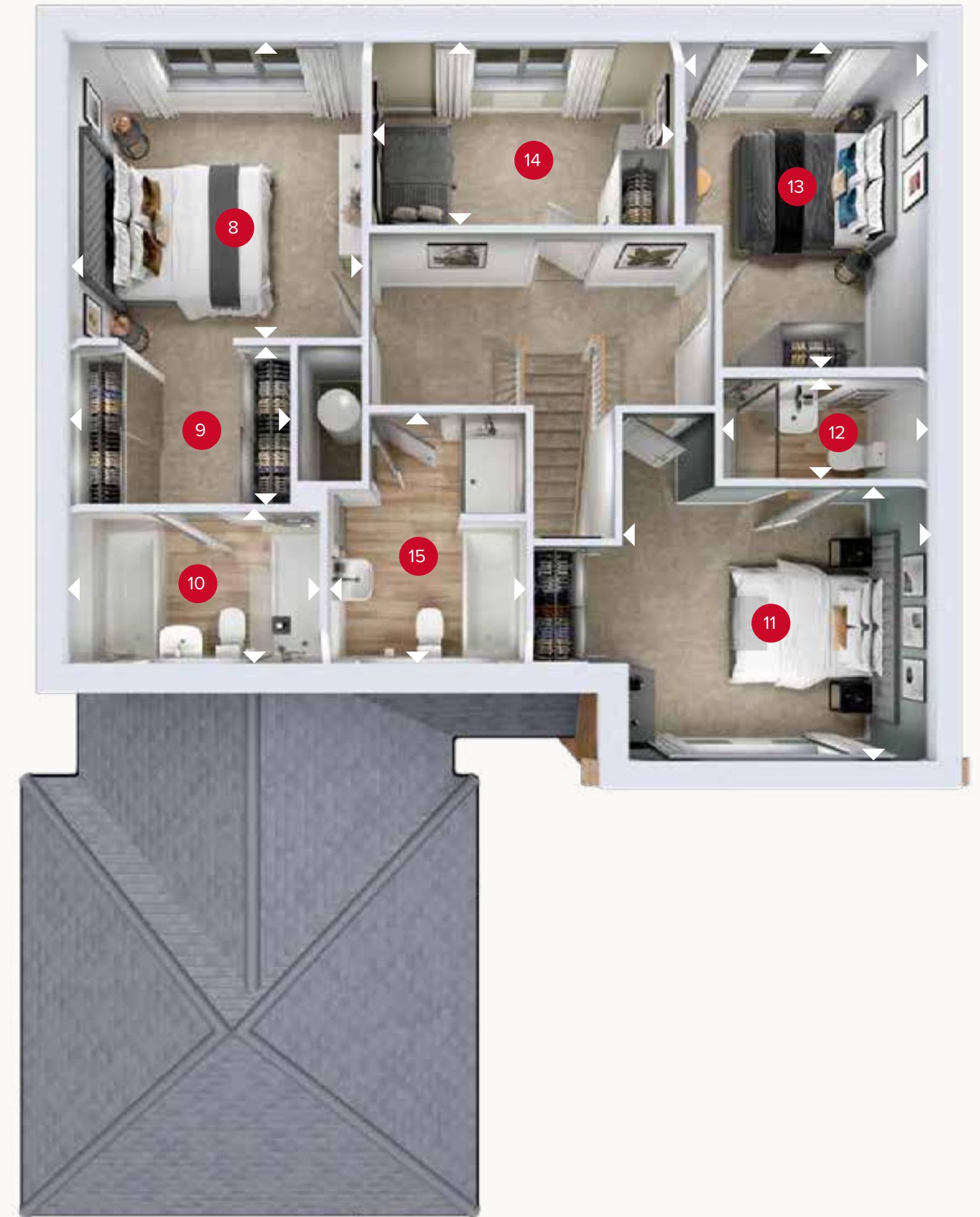
FOUR BEDROOM HOME

 REDROW

THE LEDSHAM



GROUND FLOOR



FIRST FLOOR

GROUND FLOOR

1	Lounge	15'11" x 11'6"	4.84 x 3.52 m
2	Kitchen/Dining	19'9" x 17'2"	6.02 x 5.24 m
3	Family	13'7" x 12'2"	4.13 x 3.70 m
4	Study	12'8" x 9'8"	3.85 x 2.96 m
5	Utility	7'3" x 5'6"	2.21 x 1.67 m
6	Cloaks	5'11" x 3'7"	1.81 x 1.10 m
7	Garage	17'9" x 17'5"	5.41 x 5.30 m

FIRST FLOOR

8	Bedroom 1	12'1" x 11'4"	3.69 x 3.46 m
9	Dressing Room	8'7" x 6'2"	2.63 x 1.88 m
10	En-suite 1	9'9" x 6'0"	2.98 x 1.82 m
11	Bedroom 2	11'9" x 10'7"	3.58 x 3.22 m
12	En-suite 2	8'1" x 3'11"	2.47 x 1.19 m
13	Bedroom 3	13'5" x 9'7"	4.08 x 2.91 m
14	Bedroom 4	11'8" x 7'10"	3.55 x 2.40 m
15	Bathroom	9'9" x 7'10"	2.98 x 2.39 m



HERITAGE

- REDROW -

THE OXFORD LIFESTYLE

THREE BEDROOM HOME

 **REDROW**



GROUND FLOOR



FIRST FLOOR

THE OXFORD LIFESTYLE

GROUND FLOOR

1	Kitchen/Dining	22'0" x 12'8"	6.71 x 3.85 m
2	Lounge	15'10" x 10'10"	4.82 x 3.29 m
3	Utility	6'7" x 5'10"	2.01 x 1.78 m
4	Cloaks	5'10" x 3'0"	1.78 x 0.92 m
5	Garage	19'11" x 9'10"	6.08 x 3.01 m

FIRST FLOOR

6	Bedroom 1	15'11" x 10'10"	4.84 x 3.29 m
7	Dressing	7'6" x 6'7"	2.28 x 2.00 m
8	En-suite 1	10'6" x 5'11"	3.20 x 1.80 m
9	Bedroom 2	12'6" x 11'4"	3.82 x 3.46 m
10	En-suite 2	7'10" x 5'8"	2.38 x 1.74 m
11	Bedroom 3	11'8" x 10'2"	3.55 x 3.09 m
12	En-suite 3	8'2" x 6'7"	2.48 x 2.02 m



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, 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. WG_OXFOQ_DM1

▷ 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



HERITAGE

- REDROW -

THE OXFORD

FOUR BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE OXFORD

GROUND FLOOR

1	Lounge	15'10" x 10'10"	4.82 x 3.29 m
2	Kitchen/ Dining	22'0" x 12'8"	6.71 x 3.85 m
3	Utility	6'7" x 5'10"	2.01 x 1.78 m
4	Cloaks	5'10" x 3'0"	1.78 x 0.92 m
5	Garage	19'11" x 9'10"	6.08 x 3.01 m

FIRST FLOOR

6	Bedroom 1	16'4" x 10'10"	4.98 x 3.29 m
7	En-suite	7'1" x 6'7"	2.17 x 2.02 m
8	Bedroom 2	14'6" x 10'2"	4.43 x 3.09 m
9	Bedroom 3	12'2" x 10'10"	3.72 x 3.29 m
10	Bedroom 4	10'1" x 9'8"	3.07 x 2.94 m
11	Bathroom	7'7" x 6'8"	2.30 x 2.04 m



HERITAGE

- REDROW -

THE SHAFTESBURY

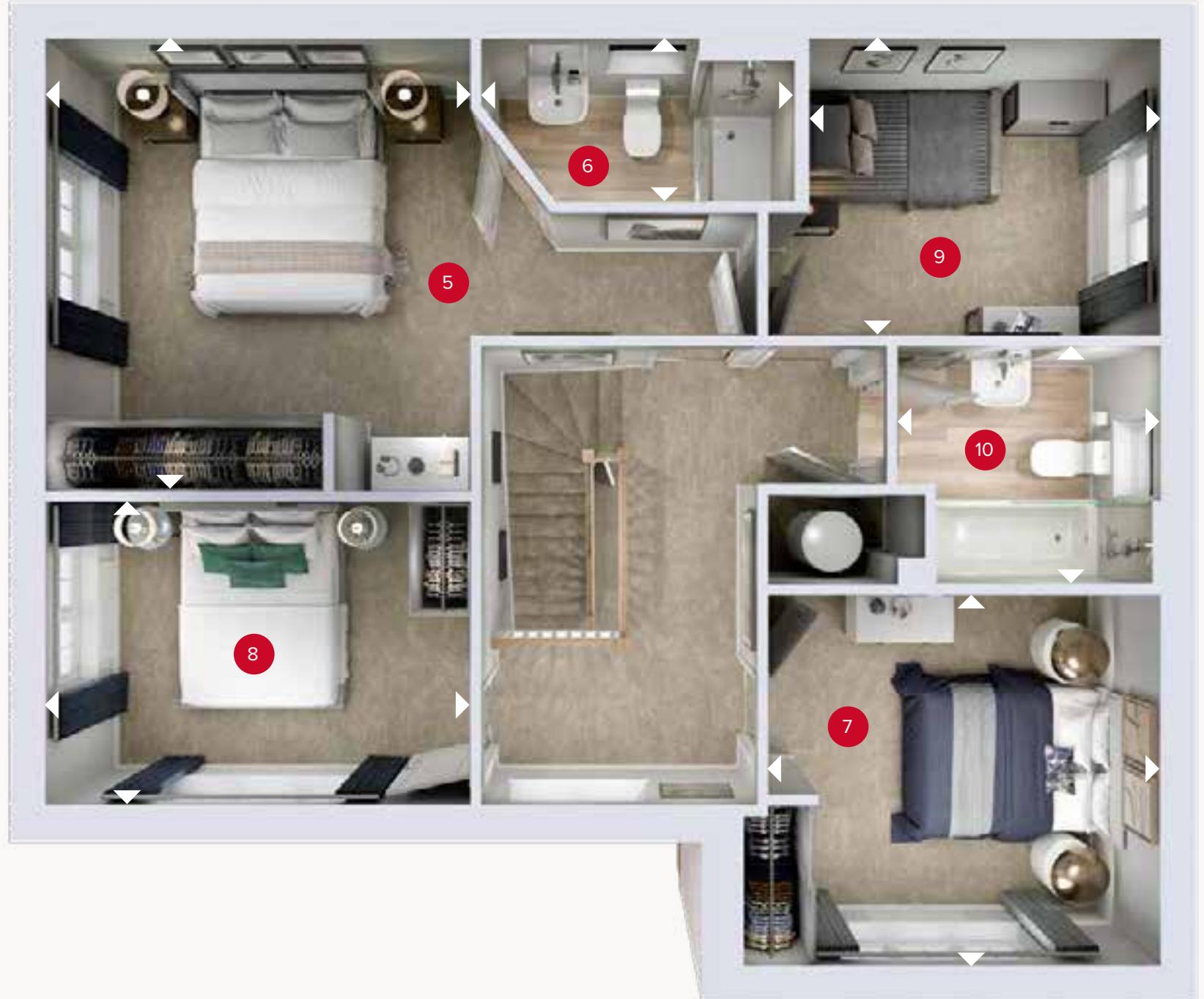
FOUR BEDROOM HOME

 REDROW

THE SHAFTESBURY



GROUND FLOOR



FIRST FLOOR

GROUND FLOOR

1	Kitchen/Dining/ Family	25'7" x 11'6"	7.79 x 3.52 m
2	Lounge	21'2" x 11'8"	6.44 x 3.56 m
3	Cloaks	6'6" x 3'2"	1.99 x 0.97 m
4	Utility	6'6" x 6'2"	1.99 x 1.88 m

FIRST FLOOR

5	Bedroom 1	12'7" x 11'10"	3.82 x 3.60 m
6	En-suite	8'6" x 4'9"	2.58 x 1.44 m
7	Bedroom 2	10'11" x 9'11"	3.32 x 3.02 m
8	Bedroom 3	11'11" x 8'4"	3.62 x 2.53 m
9	Bedroom 4	9'9" x 8'4"	2.98 x 2.54 m
10	Bathroom	7'4" x 6'9"	2.24 x 2.05 m



HERITAGE

- REDROW -

THE STRATFORD

FOUR BEDROOM HOME

REDROW

THE STRATFORD

GROUND FLOOR

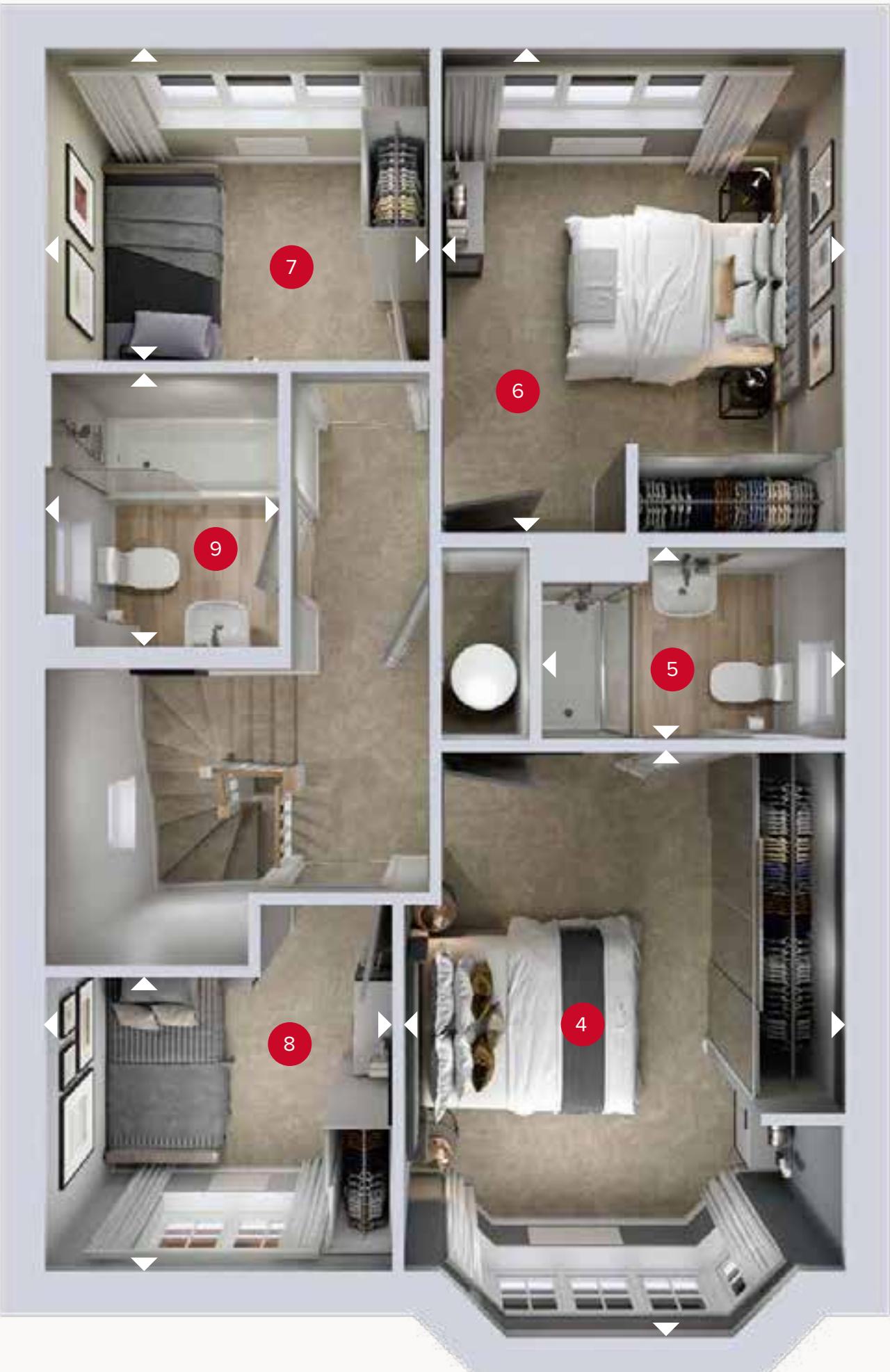
1	Lounge	16'3" x 11'5"	4.95 x 3.48 m
2	Family/ Kitchen/ Dining	19'3" x 15'2"	5.88 x 4.62 m
3	Cloaks	7'0" x 3'5"	2.13 x 1.04 m

FIRST FLOOR

4	Bedroom 1	14'3" x 10'6"	4.34 x 3.21 m
5	En-suite	7'3" x 4'7"	2.21 x 1.39 m
6	Bedroom 2	12'4" x 9'10"	3.75 x 3.00 m
7	Bedroom 3	9'2" x 8'1"	2.79 x 2.47 m
8	Bedroom 4	8'6" x 7'0"	2.58 x 2.13 m
9	Bathroom	6'9" x 5'9"	2.05 x 1.76 m



GROUND FLOOR



FIRST FLOOR

Customers should note this illustration is an example of the Stratford 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. WG_STRA_DM.1

Denotes where dimensions are taken from. All wardrobes are subject to site specification.

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



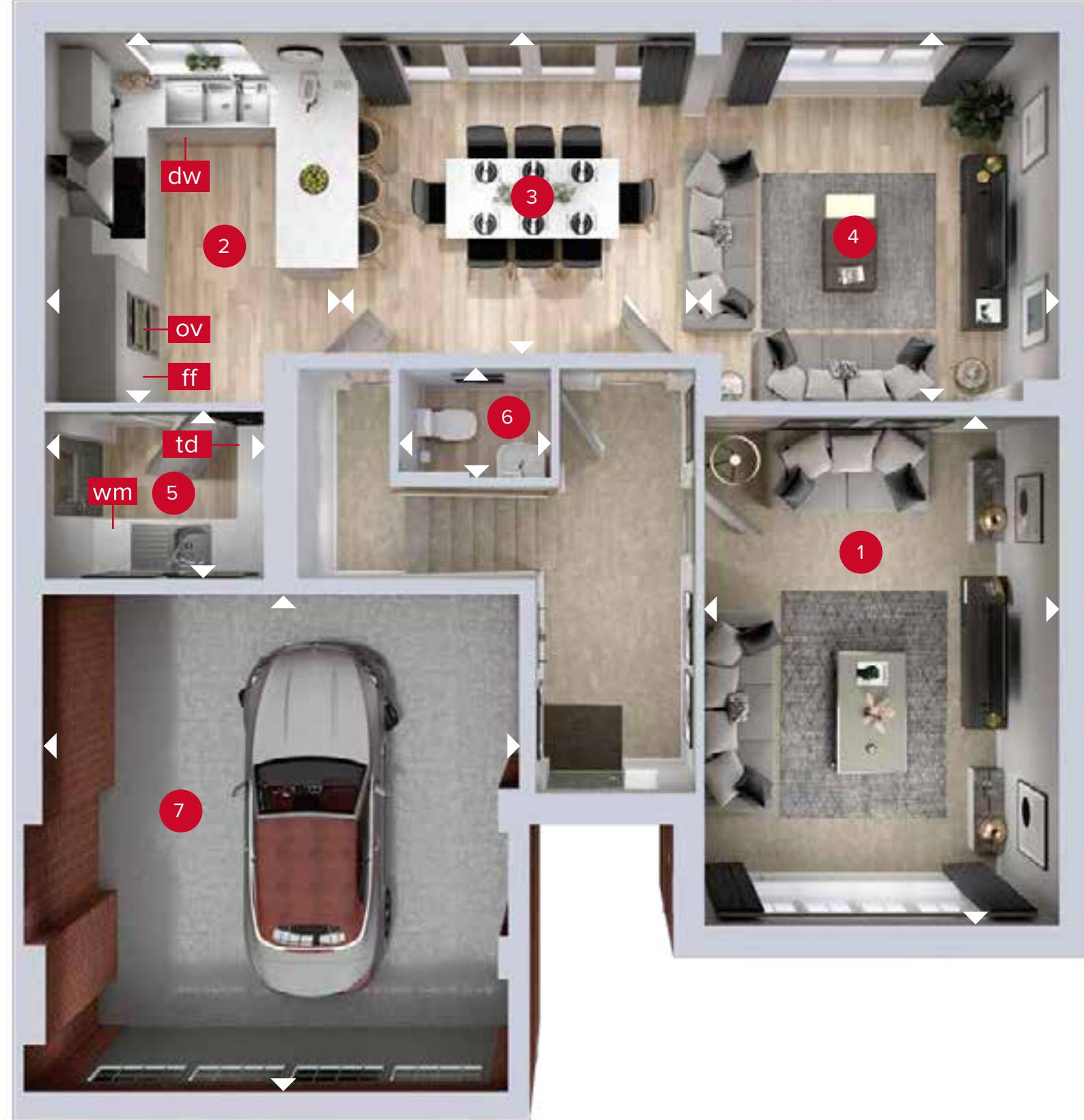
HERITAGE

- REDROW -

THE WELWYN

FOUR BEDROOM HOME

 REDROW



GROUND FLOOR



FIRST FLOOR

THE WELWYN

GROUND FLOOR

1	Lounge	15'11" x 11'6"	4.86 x 3.51 m
2	Kitchen	12'7" x 10'7"	3.82 x 3.22 m
3	Dining	11'9" x 11'4"	3.59 x 3.46 m
4	Family	13'11" x 11'4"	4.25 x 3.45 m
5	Utility	7'2" x 5'11"	2.19 x 1.81 m
6	Cloaks	5'1" x 3'7"	1.54 x 1.08 m
7	Garage	16'9" x 15'10"	5.12 x 4.83 m

FIRST FLOOR

8	Bedroom 1	14'6" x 12'7"	4.41 x 3.84 m
9	En-suite	9'1" x 4'6"	2.76 x 1.36 m
10	Bedroom 2	12'8" x 9'1"	3.85 x 2.76 m
11	Bedroom 3	11'7" x 9'0"	3.52 x 2.75 m
12	Bedroom 4/Study	10'5" x 6'10"	3.18 x 2.08 m
13	Bathroom	7'11" x 6'6"	2.41 x 1.98 m



Customers should note this illustration is an example of the Welwyn 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, WG_WELW_DM1.

▷ 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

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.



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.



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.





CHURCHLANDS

Llwyn Y Pia Road, Lisvane, Cardiff CF14 0SX

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