



## SPM HOMES CUSTOMER SERVICE CHARTER

*Dear SPM Customer,*

*Our sincere goal is to make the experience of purchasing and moving into your new SPM home a smooth and pleasurable one. Our aim is to ensure that any contact you have with a member of the SPM team, at any stage in the process, from your initial visit to the development, right through to the happy moment when you receive the keys to your quality family home, is as **straightforward** and **stress-free** as it can possibly be. Our desire to provide a quality service continues beyond your moving in day. We want to be absolutely sure that every SPM purchaser receives the personal after-sales care they deserve.*

*In all our dealings with you, we will conduct ourselves in an open, friendly and professional way and treat all customers and prospective customers with courtesy and respect.*

*This Charter describes the level of service and standards that you can expect from SPM Homes throughout the buying and moving in process and beyond.*

1. Prior to reserving your new SPM Home, we will provide you with a specification and layout of your home, along with details of any pre-contractual information to enable you to make an informed decision about your purchase. Please be aware that this may be subject to change, but we will keep you fully informed of any change in a timely way. We will do all we can to ensure that the information we provide is free of jargon, clear, fair and reliable.

We, or our nominated Agents will take you through a **Checklist** setting out all the important information you will need in order to make an informed decision. As well as the specification of your new home we will provide details of any warranty cover, together with information about the surroundings and where applicable, communal areas. You will also be given Health and Safety guidance for when you are visiting the development.

2. We will provide you with a copy of this Charter automatically once a **Reservation Agreement** has been signed. You will be advised to appoint your own professional legal advisor to carry out all the legal formalities of purchasing your property and to ensure that your best interests are protected. We will clearly make you aware of your cancellation rights. We will also explain how any contract deposits are protected and how any other pre-payments are dealt with.
3. The safety of you and your family is of paramount importance to us. There are a number of Health and Safety precautions which we all must take when visiting any SPM Homes development. We will ensure that you receive a Health and Safety leaflet and talk you through the “do’s and don’ts” to ensure you stay safe when you visit one of our developments. These regulations also apply if you are living on a development where construction work is continuing.
4. When a Reservation Agreement has been signed, we will provide you with a **Purchaser Guide** and **Handy Information Sheets**.
  - There is a great deal of information to absorb when you are buying a new home. We have designed the Purchaser Guide to provide helpful advice, guidance and practical tips – all

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in one place. We hope it will provide an invaluable source of information not only in the lead up to your move, but also in the following first few months.

5. Throughout the buying process, we will do all we can to make sure that your experience is as straightforward and stress-free as possible. We, or our Sales Agent will guide you through every step and we will update you regularly with the progress of your purchase. We will keep you informed about all aspects of the sale and construction of your new SPM home.
6. When your new SPM home is completed and the legal contracts have been exchanged and a completion day agreed, we will invite you to meet with a senior member of the team on moving-in day (or on another day more convenient for you). On that day, we will demonstrate how all of the facilities and appliances work, including;
  - Kitchen appliances
  - Heating and water systems
  - Location of fuse boxes, meters and stop cocks
  - etc

We will run through everything you need to know about the day to day running of your new home and leave with you a comprehensive **Handover Pack** containing all the relevant operating documentation, guarantees and certificates. Your new home is covered by the manufacturers' one year warranty on the central heating system, kitchen and bathroom appliances.

**When you're happy that we've been through everything, we will agree meter readings, hand over your keys and formally welcome you to your new home!**

7. Within five days after moving in, a member of the team will call on you to make sure that you are happy with everything in your new home and answer any further queries you may have. We really encourage and welcome your views on any aspect of your dealings with SPM Homes and the team member will complete a **Feedback Sheet** during their visit.

We will make courtesy visits at the end of weeks one and two to ensure your continued satisfaction and to answer any outstanding questions.

8. Your new SPM home is of course covered by the National House Building Council (NHBC) under the Buildmark scheme, which protects the homeowner against specific structural defects for up to ten years. Full details of this cover are set out in the HNBC leaflet, "**Guide to Your New Home**". A copy of this will be included in your **Handover Pack**.

If you have any questions about this Charter or feel that we have not matched up to our commitment to you on any of the elements described in it, please contact me personally;

- Mike Carr, Managing Director
  - Email; [mike@stirlprop.co.uk](mailto:mike@stirlprop.co.uk)

**Signed;** ..... *Huw Evans, Chairman, SPM Homes*

..... *Mike Carr, Managing Director, SPM Homes*