

# 1. Mount Anvil Customer Service Charter

We understand that buying your new home is one of the biggest financial commitments you are likely to make. That is why we have committed to making the experience as positive for you as we possibly can. The Mount Anvil Customer Service Charter sets out what you can expect from us before, during and after your home-buying process:

## 1.0 Health & Safety

Health & Safety during site visits:

The health & safety of our people, you and your family is extremely important to Mount Anvil. A building site can be a dangerous place, especially for children. As such, when visiting site

- 1.1 All site visits must be accompanied by a Mount Anvil member of staff.
- 1.2 All visitors must comply with instructions given by any member of Mount Anvil staff.
- 1.3 All visitors must wear a safety helmet and other personal protective equipment provided.
- 1.4 Always keep a safe distance from construction activity/traffic.
- 1.5 Always ensure that children are under your control and not allowed to venture onto the site unsupervised.

## 2.0 Before you buy

- 2.1 We will represent the information about our developments accurately – across our promotional materials and in person, through our sales team.
- 2.2 We will create a welcoming environment for our customers in our marketing suites.

## 3.0 During your home-buying process

Providing regular updates:

- 3.1 We will keep in regular contact with you throughout the conveyance process and our Sales Team will be on hand to provide you with support and guidance throughout the buying process.

Up to Exchange of Contracts:

- 3.2 We will review with you the Terms of Sale including floor plans, construction details, fixtures and fittings, kitchen and bathroom layouts, and any additional fit out options.

Home tour and demonstration:

- 3.3 Once your new home is practically complete, we will contact you to arrange a Home and Demonstration Tour, to demonstrate the various features of your new home

This will take approximately one hour and will include an induction on how to use your heating system; a review of where mains switches, the consumer unit and stopcock are located; advice on how to maintain your new home and best practice; an explanation of how to complete warranty cards for appliances and our warranty; and information on how Mount Anvil's Customer Service procedure works.

It is essential that you or, if you intend to let your home, your managing agent, attend the Home and Demonstration Tour.

Legal Completion:

- 3.4 Throughout the process, we will discuss with you the date for when you will take Legal Completion of your new home. Once the date is confirmed, we will issue you with our formal 10 day Notice of Completion.

## 4.0 Aftercare

Guide to Your New Home Folder:

- 4.1 We will provide you with a Guide to Your New Home Folder. Within your New Home Folder will be a Home Owners Manual which identifies useful information about your property, the local area surrounding your property and how to run-in and maintain your new home.

NHBC 10 year Buildmark Warranty:

- 4.2 Mount Anvil homes are backed by the provision of a 10 Year Buildmark Warranty, in conjunction with the NHBC. This acts as an insurance policy that protects you should things go wrong. In general terms, you are protected for the full 10 years against serious structural defects e.g. roof and foundation failures. In addition, for the first two years post legal completion, Mount Anvil, in conjunction with the NHBC, covers you against defects which result from a failure to meet the NHBC requirements.

## 1. Mount Anvil Customer Service Charter Cont.

Under the terms of your NHBC Buildmark policy, Mount Anvil retains responsibility to make good/repair genuine defects during the stipulated timeframes. This does not include storm damage, fair wear and tear, decoration and routine/cyclical maintenance which remain the responsibility of the purchaser.

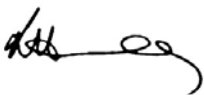
Further details regarding the policy can be found in the NHBC Buildmark Cover document that will be included within your New Home Folder.

Customer Services after Legal Completion:

- 4.3 We will provide you with contact details for our Customer Services team who are available to help, following your purchase.
- 4.3 For any emergency requests, we provide a 24 hour, 365 day service for a full two years post Legal Completion. We aim to respond within two hours and arrange for an emergency visit where necessary.
- 4.4 For non-emergency requests, we will respond within one working day. We will then assess the issue before agreeing the way forward and timescale. Once we have completed our assessment we will endeavour to undertake the work within seven working days. If materials are required, it may take up to 28 working days to undertake the work.

Our Customer Service Charter complies with the requirements of the Consumer Code for Home Builders 2010. Further information regarding this is available at:

[www.consumercodeforhomebuilders.com](http://www.consumercodeforhomebuilders.com)



Killian Hurley  
Chief Executive

For and on behalf of the Board of Mount Anvil Ltd

July 2014



London homes,  
the Mount Anvil way