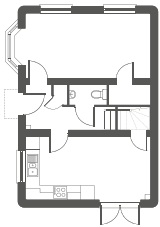


Customer charter.

We're committed to providing safe, secure, warm homes, and we care about the people who live in them. Our customer charter outlines our promise to you, before, during, and after you complete the purchase of your new Bromford home.

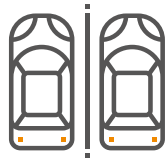
Before you reserve, we will:

Ensure you will get the information you need.



Provide you with details of your home including a development layout, details of your plot boundaries, floorplans, fixtures, fittings and type of heating system.

Provide details on communal areas, parking and an estimate of service charges.



Provide you with the details regarding the price of your chosen home and the application process.

Ensure you receive independent legal advice.



Provide your mortgage company with any details they may require regarding the construction of your new home.



Bromford.



When you have reserved, we will:

Support you through the home buying process.

Keep in close contact, providing regular updates on the construction of your new home, and the progress of your purchase until the day you get your keys.

Offer you a tour when your property has been quality checked and ready to be viewed.



Provide you with a home demonstration video, a new home manual, and aftercare details to help you settle in.

After you move in, we will:

Support you with a helpful after-care service to allow you to thrive in your new home.

Provide out of hours cover for your warranty period.

Help you get the most out of your community.

Guide you to understand how to progress into full home ownership, enabling you to buy more shares in your home when the time is right.

