

Caring for your needs

At Barratt we aim to take care of you. Our objective is to provide a quality new home, backed by a quality service. Through our 10 Point Customer Service Charter, we are committed to helping you throughout your purchase and long after you've moved in. We'll help by providing you with:

- 1 Detailed information about your new home and our customer service.
- 2 Assistance with choices and options available to you.
- 3 Regular updates about the progress of construction, legal completion and occupation dates (our best estimate).
- 4 A demonstration of your new home's many features, before you move in.
- 5 Your own HomeFile and Move In File to guide you through all the different stages of buying a new home and 'running in' and maintaining it.
- 6 Advice on the NHBC 10 Year Buildmark warranty and manufacturers' warranties from which you will benefit.
- 7 A helpful and efficient after-sales service within defined response times, including our 2-year out-of-hours emergency care cover.
- 8 Health & Safety advice.
- 9 Future Purchase Discount Certificate – a valuable saving on your next Barratt home.
- 10 A satisfaction survey so you can tell us how we are performing – and contact details if you feel you haven't received the service you should have.

