

HERITAGE

- REDROW -

PADDOCK GREEN

THE HIGHGROVE PREMIUM SPECIFICATION

EAST HOATHLY



SKILFUL EXECUTION

Quality is never an accident, it is always the result of high attention to detail. It represents the wise choice of many alternatives.





PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

A range of quality Shaker-style kitchens including a breakfast bar. Refer to Sales Consultant for details of latest kitchen styles offered. Subject to build stage.

Work Surfaces

20mm Quartz stone worktop including window sill and upstand. Refer to Sales Consultant for details, subject to build stage.

Bowl & Tap

Stainless steel double bowl with mixer tap. Stainless steel one and a half bowl with mixer tap to utility room.

Lighting

Brushed or polished chrome downlights to kitchen and utility room only.

Appliances

- Siemens integrated dishwasher.
- Siemens fridge and freezer.
- Juno cooker hood.
- Siemens Induction hob.
- Siemens 2x single ovens, microwave oven and coffee machine.
- Siemens free standing washing machine.
- Siemens free standing tumble dryer.
- Wine cooler

Tiling

Floor tiling to kitchen, family area and utility room. Refer to Sales Consultant for details, subject to build stage.



INTERIOR

Walls

White emulsion paint finish. See Sales Consultant for details.

Internal Doors

Oak veneer doors with polished chrome Vilanova lever.

Architrave to Doors

"Torus" profile mdf, 100 x 14.5mm section size, with 250 x 125mm OVOLO base block and 125 x 125mm OVOLO corner blocks all finished in satin white paint.

Staircase

White Oak Square balusters and newel posts in a clear laquer finish.

Ceilings

White emulsion paint finish. See Sales Consultant for details.

Central Heating

Air source heat pump as standard. See Sales Consultant for details.

Radiators

Ground floor underfloor wet heating system. First floor Myson Radiators.

Wardrobes

Walk-in wardrobe - full carcuss to bedroom 1.

Phone Point

Phone Point finishes to match electrical accessories in rooms.

TV Point

TV Point finishes to match electrical accessories in room.

Electrical Sockets & Switch Plates

Brushed or Polished chrome electrical switch and socket plates. Please refer to drawings for location details.

Lighting

Pendant and button lighting points

OUR LUXURY
SPECIFICATIONS
ARE CAREFULLY
CONSIDERED
**AND BEAUTIFULLY
DESIGNED TO MAKE
THE MOST OF YOUR
NEW HOME**

BATHROOM, EN-SUITES AND CLOAKROOM



Sanitaryware

Villeroy & Boch in white finish with Vado brassware - see Sales Consultant for details.

Wall Tiles

Half height tiling with full height around showers.

Towel Rail

Dual fuel towel warmer in chrome effect finish to bathroom and en-suites.

Lighting

Brushed or polished chrome downlights to bathroom, cloakroom and en-suites.

Tiling

Floor tiling to bathroom, en-suites and cloakroom. Refer to Sales Consultant for details, subject to build stage.

Bath

Villeroy & Boch acrylic bath with tiled side and end panel.

Shower

Large shower tray and glass panel with Aqualisa Mian Dual Valve with rain drench head and wall outlet slider rail shower.



EXTERIOR

Fascia & Soffit

uPVC fascia and soffit in white profile or wooden fascia and soffit painted to match windows.

Rainwater System

Rainwater deep flow gutters and downpipes to be finished in black.

Windows

Sealed double-glazing uPVC windows in white finish with stainless steel easy-clean hinges. Obscure glazing to be provided for all WC, Bathroom and en-suite windows.

External Doors

GRP primed door with patterned glass. Style of door to be all as indicated on house plan, finished in solid colour externally and white finish internally. Frame to be uPVC. Rear door with patterned glass, finished internally and externally in white.

House Numeral

To front of property on numeral plaque to match the colour of the front door except when white when numeral to be black.

External Lights

Downlight to front where entrance is recessed. Large Georgian lantern in black to front. Plain bulkhead to rear.

Garden

Turf to front and rear garden with outside tap to rear..

Garage

Double power point and lighting pendant to detached double garage. Garage door to be steel up and over door painted to match front door. Personnel door to garage, speak to sales consultant for location.

Door Bell

Black bell push.

Fencing

All plots to receive 1800mm high close board fencing where screen walls are not indicated. All plots to receive 1800mm high timber gate.

Electric Vehicle Charging Point

Speak to sales consultant for location.

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 services will be provided to you when you reserve your new Redrow home. We will also comply with the requirements of the New Homes Quality Code, which is displayed in our Customer Experience Suites and Sales Centres. 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 will provide you with full details and clear information about your chosen home.
- We will provide trained and knowledgeable staff to assist you in the home buying process.
- We will be available to answer any questions you may have and will provide you with any relevant contact details.
- We will ensure our services are accessible, meeting differing customer needs to ensure transparency and equality throughout every contact with us.
- We will assist you during the selection of Standard Choices and Optional Extras for your new home.
- We will 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 will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.

- We will keep you fully informed about the completion and occupation of your new home and offer you the ability to visit and view your new home with an accredited person before you move in.
- We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in and that you have access to information to continue to assist with this once you move in.
- We will inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.
- We will always treat our customers with respect and civility and ask that you show our colleagues and working partners the same courtesy. Where necessary to protect our colleagues, we are within our rights to take action which may include limiting or ceasing communication.



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.





PADDOCK GREEN

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