TAILORED

- REDROW -

STONEHAVEN PARK PHASE 1D

EBBSFLEET VALLEY, KENT

REDROW

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WELCOME TO
STONEHAVEN PARK





COLLECTION OF 3 & 4 BEDROOM HOMES IN ALKDERDEN VILLAGE IN EBBSFLEET.

Stonehaven Park will offer home owners of all kinds the very best in modern living. These stunning 3 & 4 bedroom homes will form part of the wider Ebbsfleet Garden City and once completed will be one of the most vibrant areas in the South East. With good schools and excellent transport links too, Stonehaven Park will offer a higher quality of life.







AN INSPIRED **NEW HOME**

Explore what makes this collection so unique

This exciting new development situated in the heart of the garden city features an impressive collection of modern 3 & 4 bedroom homes, combined with a friendly atmosphere that compliments the calming and natural surroundings, Stonehaven Park is surely not one to be missed.

WHAT MAKES THIS COLLECTION **SO UNIQUE?**

Stonehaven Park forms part of the collective development known as Whitecliffe at Alkerden Village in Ebbsfleet. A collection of some 500 homes with plans for a market centre focal point comprising commercial, retail and community facilities, including public open spaces, a purpose built supermarket, an education campus, community buildings and sports facilities. An urban park will connect the cliffs to the south of the Quarry to Craylands Gorge in the north, providing access to a variety of landscapes with both recreational and ecological benefits, and a series of lakes will provide a stunning wetland habitat. With a friendly ambience that complements the natural, charming surroundings, Stonehaven Park looks set to become one of Redrow's most popular developments to date.











ENJOY THE **AREA**

The development is close to an abundance of other local amenities with the iconic Bluewater Shopping Centre just a short car journey away. This spectacular attraction has more than 300 outlets, including an A to Z of household name stores, with a good number of cafés, coffee shops and restaurants too. Film fans can also catch all the latest blockbusters at the centre's 10-screen cinema.





ENJOY AN ACTIVE **LIFESTYLE**

Those who enjoy spending time outdoors will feel right at home, with the amazing number of green open spaces, parkland, picturesque white cliffs, and a series of lakes right on your door step.

OPPORTUNITIES **FOR LEARNING**

Parents of growing families will be pleased to find education options for youngsters of all ages close to Stonehaven Park. The Alkerden Education Campus will be located in the heart of Ebbsfleet Garden City and will have a primary and secondary school, lying in extensive grounds with five football pitch-sized playing fields. There are several other primary schools nearby with the Cherry Orchard Primary School and the new Ebbsfleet Green Primary school which opened in September 21. There is also the Manor Community Primary School which also has an adjoining nursery, while Ebbsfleet Academy is a secondary school catering for children from Year 7 upwards.





GETTING **AROUND**

Set mainly in the borough of Dartford and offering fantastic transport links for commuters. London King's Cross is approximately a 22 minute journey from Ebbsfleet International train station, while Charing Cross is reachable from Northfleet station in little over half-an-hour. The A2 and M25 are close by and are easily accessible. Stonehaven Park will also offer a Fastrack bus service, providing transport from the site to Ebbsfleet International, Bluewater and other local destinations.

WE PUT
MORE IN

At Redrow we work hard to contribute to the existing facilities and create new ones, to dovetail our development into the local community. Below are some of the community benefits installed at **Stonehaven Park.**





SO YOU GET
MORE OUT

- Public Green Space
- Cycle Path
- Trim Trail
- Green Corridor

EXPLORE
STONEHAVEN PARK PHASE 1D

KEY

FORDWICH
3 BEDROOM
MID TERRACED HOME

BRENZETT END
3 BEDROOM
END TERRACED HOME

BRENZETT A
3 BEDROOM
SEMI-DETACHED HOME

KEMSLEY
3 BEDROOM
END TERRACED HOME

HARTLEY
3 BEDROOM
MID TERRACED HOME

ELMSTEAD A
3 BEDROOM
DETACHED HOME

ELMSTEAD B
3 BEDROOM
SEMI-DETACHED HOME

ELMSTEAD C
3 BEDROOM
SEMI-DETACHED HOME

MATFIELD END
4 BEDROOM
END TERRACED HOME

MATFIELD MID
4 BEDROOM
MID TERRACED HOME

AFFORDABLE HOUSING

– Shared Ownership

– Affordable Rent

LAP – Local Area of Play
V – Visitor Parking
U – Unallocated Parking
S/S – Sub Station

– Apartments
CP – Carport
G – Garage
– Collapsible Bollard
– Static Bollard



This plan and the location of affordable homes is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change.

For development and plot specific details inclusive of PV panels and M4(2)/M4(3) compliant properties please liaise directly with our Sales Consultant.

AF – 6704153

REDROW



Plots 28, 34, 38, 44, 47 & 71

TAILORED

- REDROW -

THE ELMSTEAD A

THREE BEDROOM DETACHED HOME

REDROW



Plots 28, 34, 38, 44, 47 & 71

TAILORED

- REDROW -

THE ELMSTEAD A

THREE BEDROOM DETACHED HOME

REDROW



TAILORED

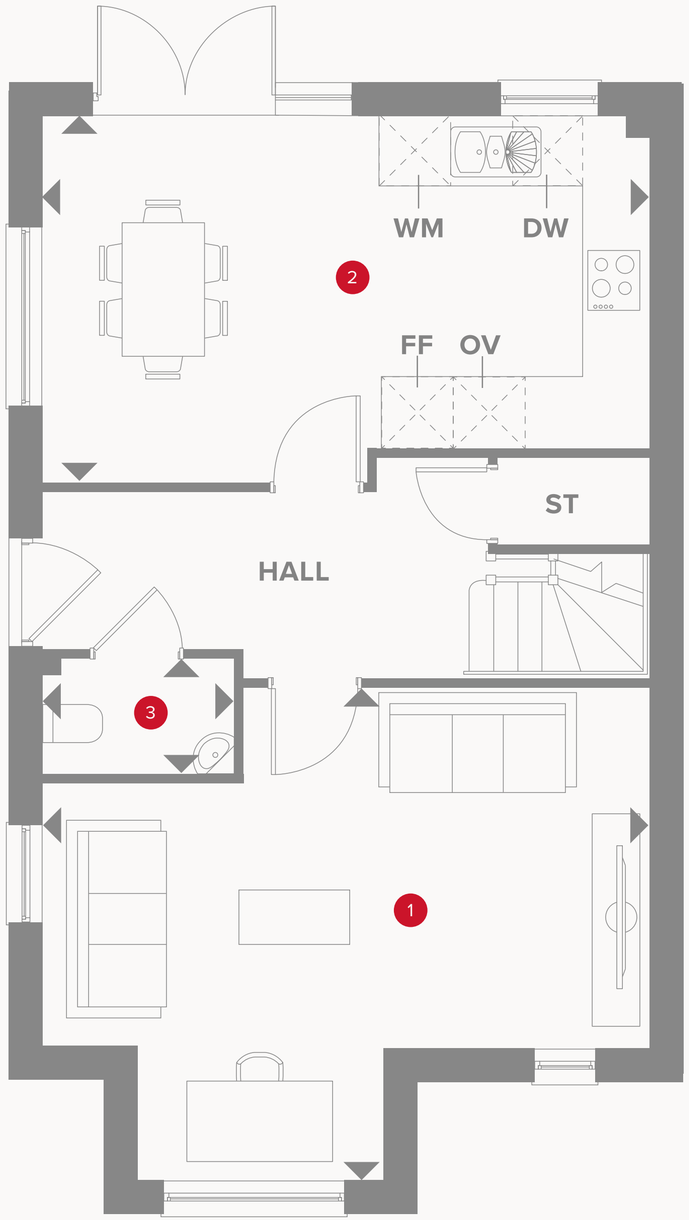
- REDROW -

THE ELMSTEAD A

THREE BEDROOM DETACHED HOME

REDROW

Plots 28, 34, 38, 44, 47 & 71



THE ELMSTEAD A
GROUND FLOOR

1	Family/Study	18’6” x 14’11”	5.64 x 4.54 m
2	Kitchen/Dining	18’6” x 11’3”	5.64 x 3.42 m
3	Cloaks	5’9” x 3’5”	1.75 x 1.05 m



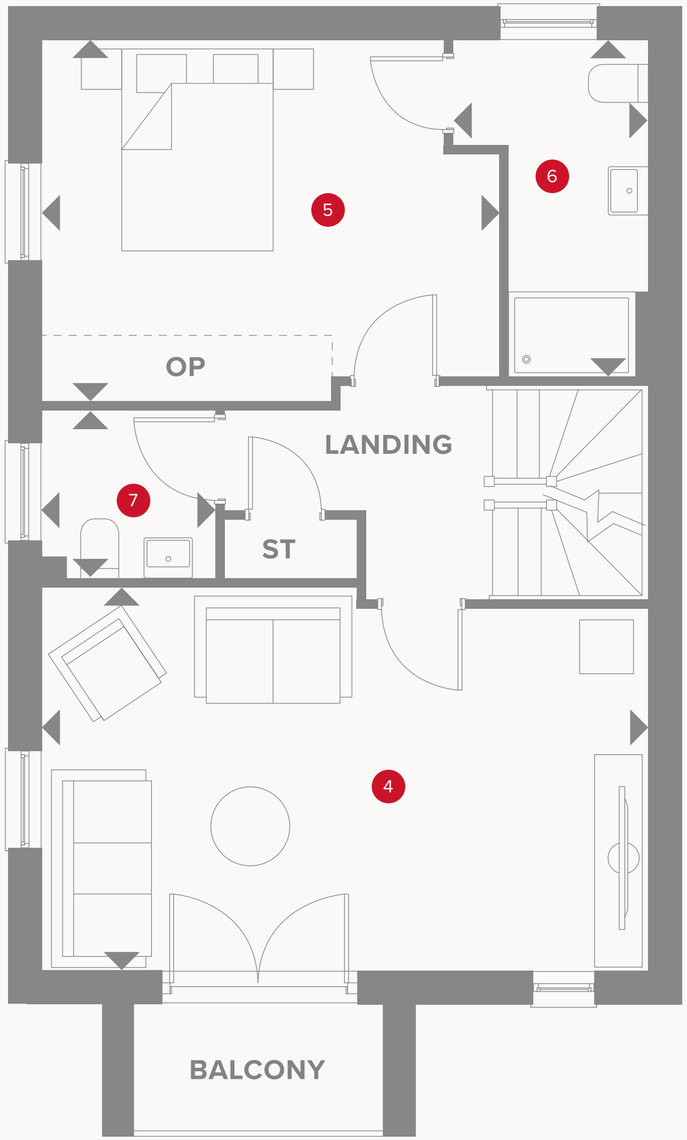


KEY

Hob
OV Oven
FF Fridge/freezer
Dimensions start

ST Storage cupboard
WM Washing machine space
DW Dish washer space

Plots 28, 34, 38, 44, 47 & 71



THE ELMSTEAD A
FIRST FLOOR

4	Lounge	18’6” x 11’8”	5.64 x 3.55 m
5	Bedroom 1	14’0” x 11’1”	4.26 x 3.37 m
6	En-suite	10’4” x 5’11”	3.15 x 1.81 m
7	Cloaks	5’3” x 5’2”	1.61 x 1.58 m

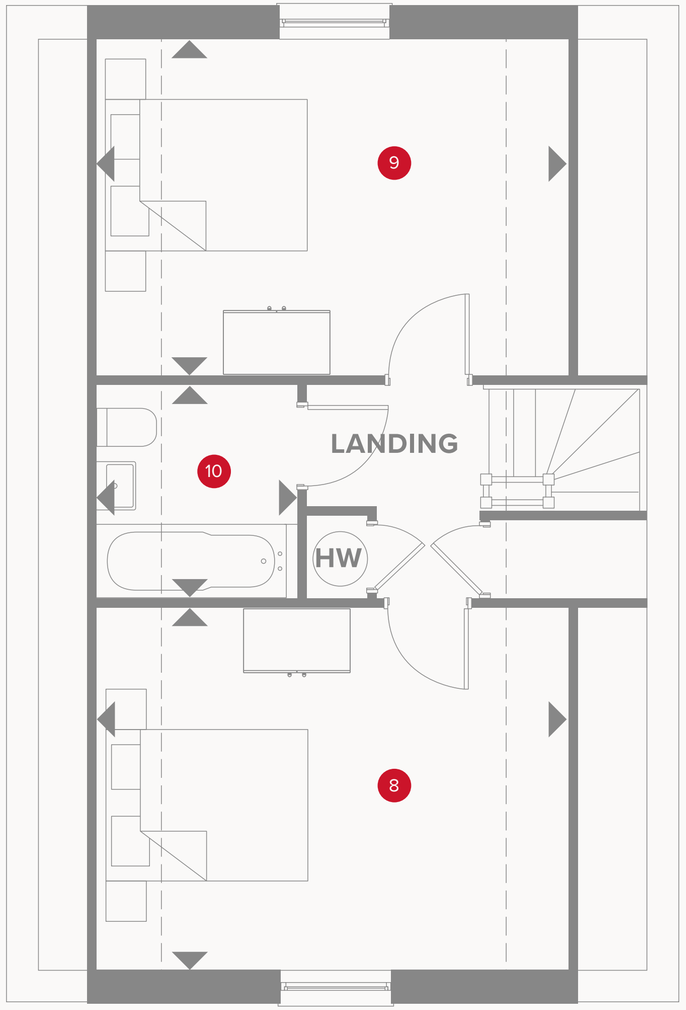




KEY

◀ Dimensions start
HW Hot water cylinder
OP Optional wardrobe

Plots 28, 34, 38, 44, 47 & 71



THE ELMSTEAD A
SECOND FLOOR

8	Bedroom 2	14’11” x 11’0”	4.55 x 3.36 m
9	Bedroom 3	14’11” x 10’4”	4.55 x 3.15 m
10	Bathroom	6’7” x 6’2”	2.00 x 1.87 m





NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Elmstead A house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be ‘handed’ (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information.

KEY

◀ Dimensions start

HW Hot water cylinder

Plots 28, 34, 38, 44, 47 & 71



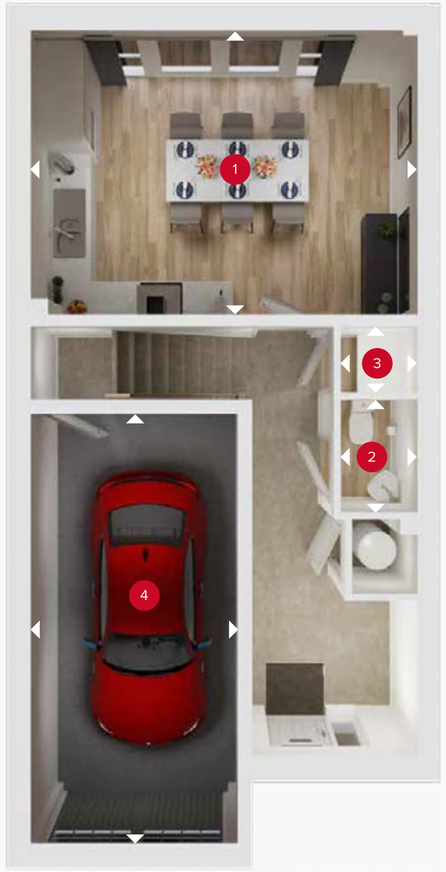
HERITAGE

- REDROW -

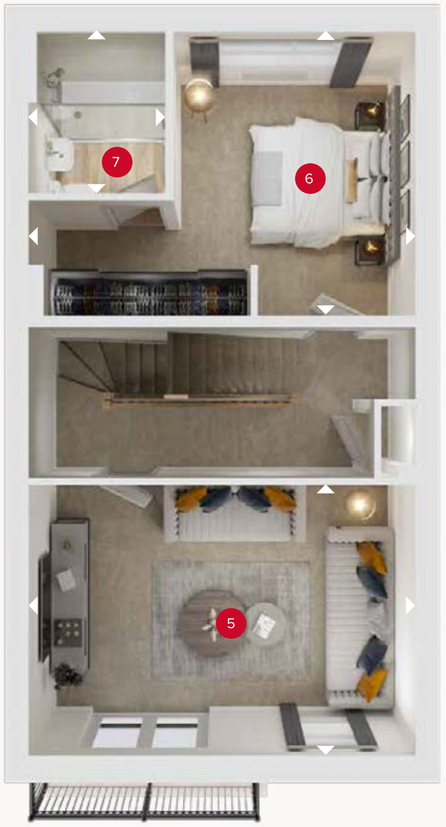
THE HARTLEY A

THREE BEDROOM TERRACED HOME

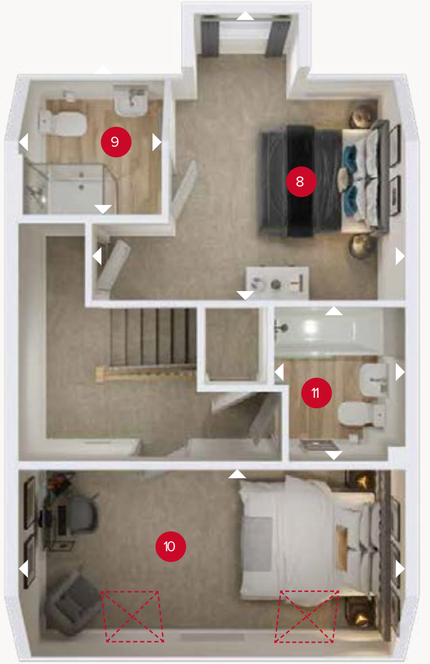
REDROW



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE HARTLEY A

GROUND FLOOR

1	Kitchen/Dining	16'6" x 12'1"	5.03 x 3.69 m
2	Cloaks	4'10" x 3'3"	1.47 x 1.00 m
3	Laundry	3'3" x 2'10"	1.00 x 0.86 m
4	Garage	19'0" x 8'11"	5.80 x 2.72 m

FIRST FLOOR

5	Lounge	16'6" x 11'7"	5.03 x 3.52 m
6	Bedroom 1	16'6" x 12'1"	5.03 x 3.69 m
7	En-suite 1	6'11" x 5'10"	2.10 x 1.79 m

SECOND FLOOR

8	Bedroom 2	10'1" x 10'0"	3.08 x 3.06 m
9	En-suite 2	6'4" x 6'1"	1.94 x 1.86 m
10	Bedroom 3	16'6" x 9'1"	5.03 x 2.76 m
11	Bathroom	6'8" x 5'7"	2.03 x 1.71 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Hartley A house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification shown in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant for more information. 00151-49 2866G_HTF_MM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space
☒ - velux window

REDROW



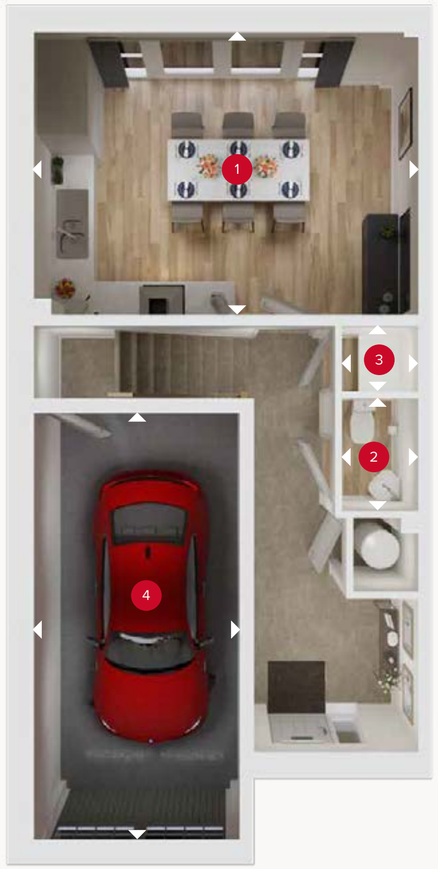
HERITAGE

- REDROW -

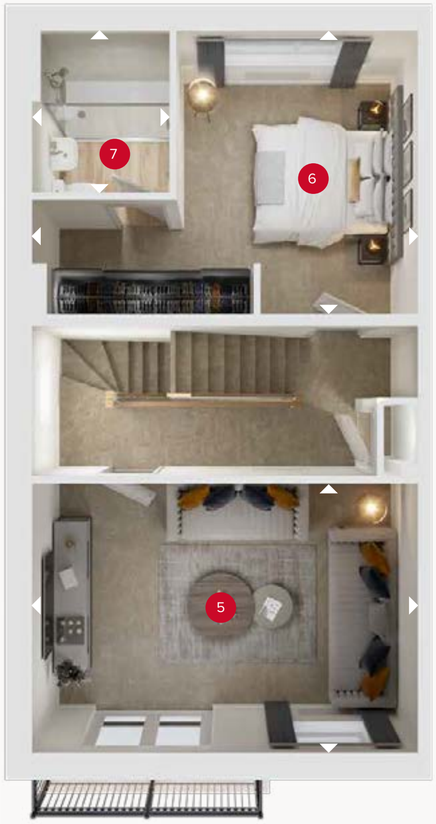
THE KEMSLEY A

THREE BEDROOM TERRACED HOME

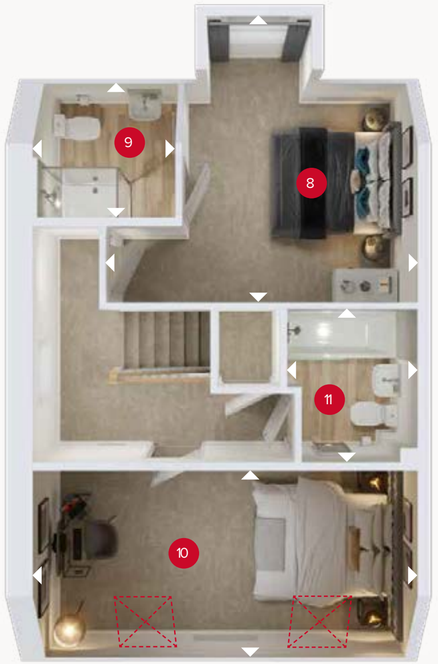
REDROW



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE KEMSLEY A

GROUND FLOOR

1	Kitchen/Dining	16'6" x 12'1"	5.03 x 3.69 m
2	Cloaks	4'10" x 3'3"	1.47 x 1.00 m
3	Laundry	3'3" x 2'10"	1.00 x 0.86 m
4	Garage	19'0" x 8'11"	5.80 x 2.72 m

FIRST FLOOR

5	Lounge	16'6" x 11'7"	5.03 x 3.52 m
6	Bedroom 1	16'6" x 12'1"	5.03 x 3.69 m
7	En-suite 1	6'11" x 5'10"	2.10 x 1.79 m

SECOND FLOOR

8	Bedroom 2	10'1" x 10'0"	3.08 x 3.06 m
9	En-suite 2	6'4" x 6'1"	1.94 x 1.86 m
10	Bedroom 3	16'6" x 9'1"	5.03 x 2.76 m
11	Bathroom	6'8" x 5'7"	2.03 x 1.71 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Kemsley A house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification shown in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant for more information. 00151-49 2866G_HTF_MM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space
☒ - velux window

REDROW



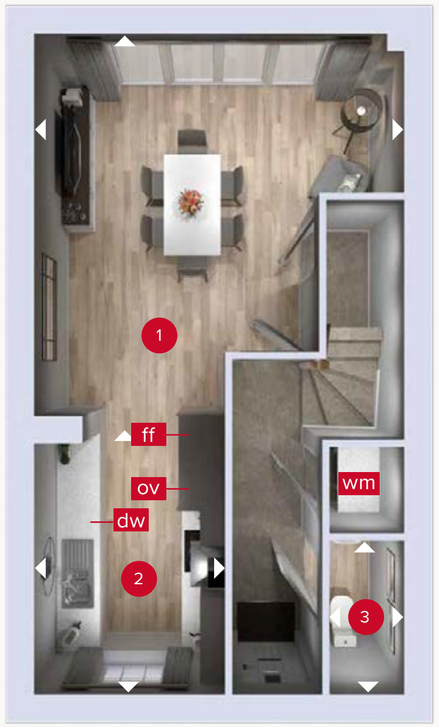
INSPIRED

- REDROW -

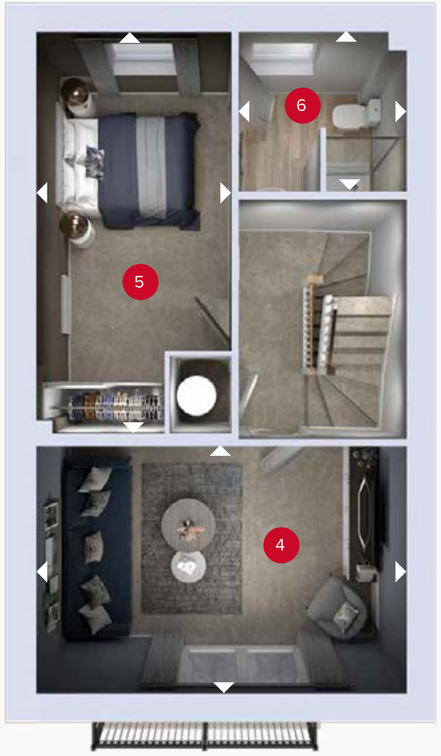
THE BRENZETT A

THREE BEDROOM DETACHED HOME

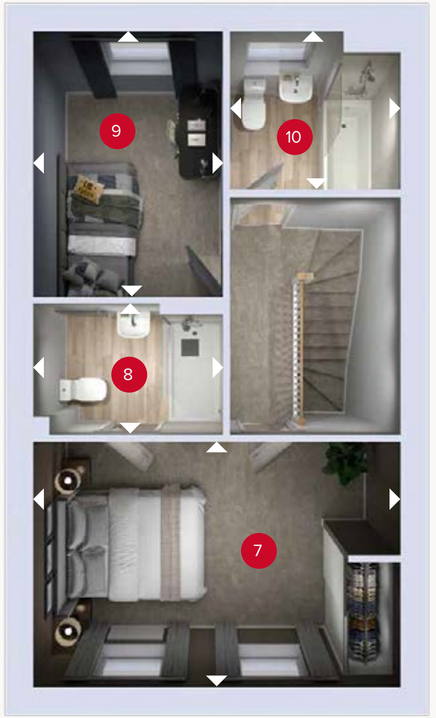
REDROW



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE BRENZETT A

GROUND FLOOR

1	Family/Dining	15'7" x 15'0"	4.74 x 4.58 m
2	Kitchen	11'3" x 7'9"	3.44 x 2.36 m
3	Cloaks	6'3" x 3'1"	1.90 x 0.93 m

FIRST FLOOR

4	Lounge	15'0" x 10'0"	4.58 x 3.06 m
5	Bedroom 2	16'6" x 7'11"	5.03 x 2.42 m
6	En-suite 2	6'10" x 6'6"	2.08 x 1.97 m

SECOND FLOOR

7	Bedroom 1	15'0" x 10'0"	4.58 x 3.06 m
8	En-suite 1	7'9" x 5'4"	2.36 x 1.63 m
9	Bedroom 3	10'11" x 7'9"	3.32 x 2.36 m
10	Bathroom	7'0" x 6'6"	2.13 x 1.97 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Brenzett A house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. 02758-26 EG_BREN_DM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space

20.08.26

REDROW



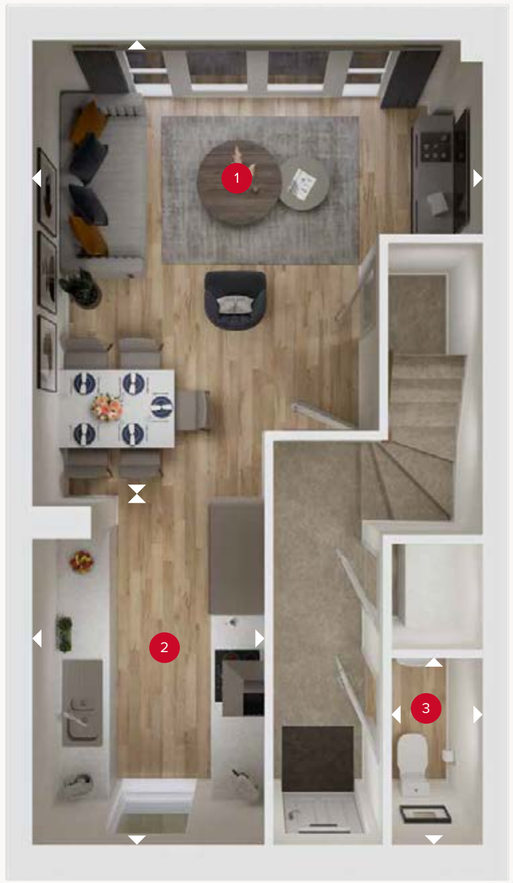
HERITAGE

- REDROW -

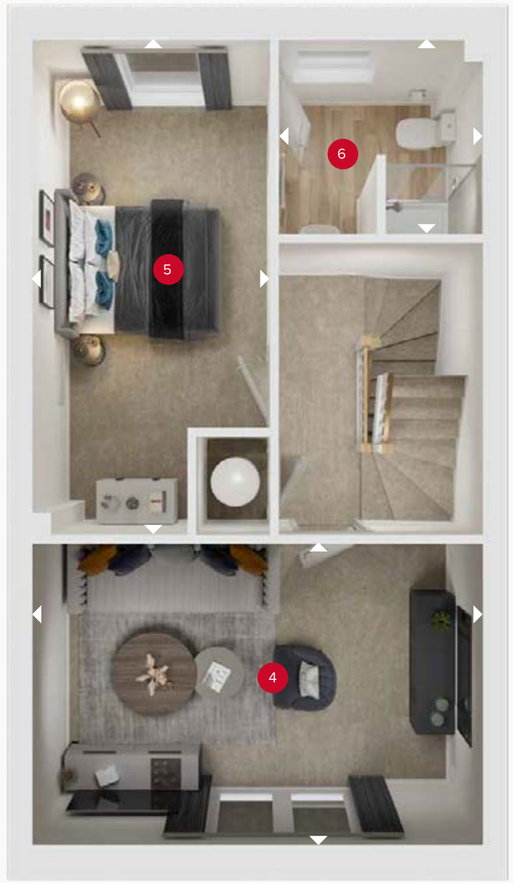
THE FORDWICH

THREE BEDROOM MID TERRACED HOME

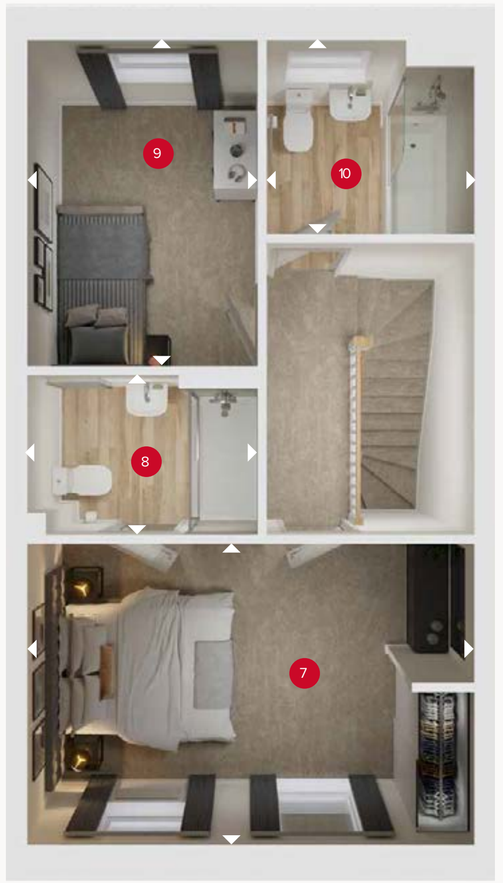
REDROW



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE FORDWICH

GROUND FLOOR

1	Family/Dining	15'7" x 15'0"	4.74 x 4.58 m
2	Kitchen	11'3" x 7'9"	3.44 x 2.36 m
3	Cloaks	6'3" x 3'1"	1.90 x 0.93 m

FIRST FLOOR

4	Lounge	15'0" x 10'0"	4.58 x 3.06 m
5	Bedroom 2	16'6" x 7'11"	5.03 x 2.42 m
6	En-suite 2	6'10" x 6'6"	2.08 x 1.97 m

SECOND FLOOR

7	Bedroom 1	15'0" x 10'0"	4.58 x 3.06 m
8	En-suite 1	7'9" x 5'4"	2.36 x 1.63 m
9	Bedroom 3	10'11" x 7'9"	3.32 x 2.36 m
10	Bathroom	7'0" x 6'6"	2.13 x 1.97 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Fordwich house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification shown in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant for more information. 00151-49 2866G_HTPM_MM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space

REDROW



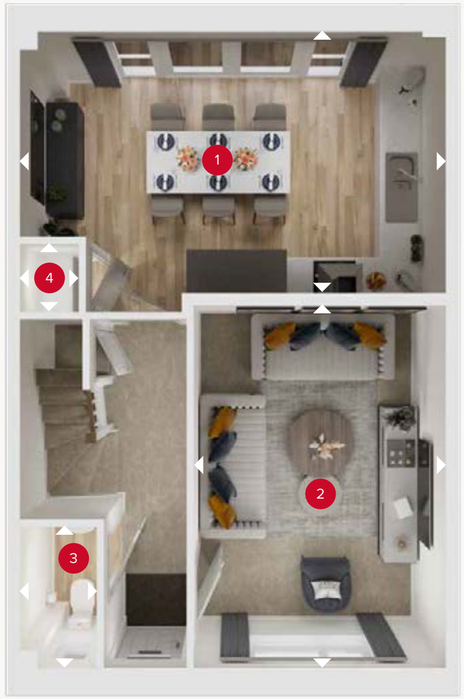
HERITAGE

- REDROW -

THE MATFIELD

FOUR BEDROOM SEMI DETACHED HOME

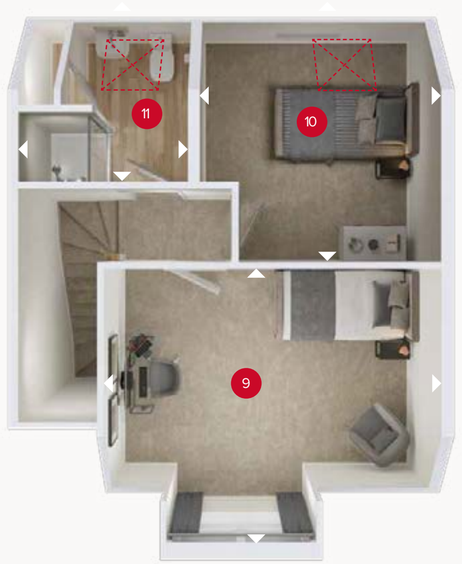
REDROW



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE MATFIELD

GROUND FLOOR

1	Kitchen/Dining	17'9" x 10'11"	5.40 x 3.32 m
2	Lounge	15'1" x 10'6"	4.60 x 3.20 m
3	Cloaks	5'10" x 3'3"	1.79 x 0.98 m
4	Laundry	2'10" x 2'6"	0.87 x 0.75 m

FIRST FLOOR

5	Bedroom 1	15'3" x 10'8"	4.66 x 3.26 m
6	En-suite	10'3" x 6'9"	3.13 x 2.05 m
7	Bedroom 2	10'11" x 9'7"	3.32 x 2.93 m
8	Bathroom	7'10" x 5'7"	2.38 x 1.71 m

SECOND FLOOR

9	Bedroom 3	14'0" x 9'9"	4.27 x 2.97 m
10	Bedroom 4	10'10" x 10'0"	4.27 x 2.97 m
11	Bathroom	7'1" x 6'8"	2.15 x 2.04 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Matfield house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification shown in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant for further information. 00151-49 2866G_HTR_EM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wm - washing machine space
td - tumble dryer space
☒ - velux window

REDROW



INSPIRED

- REDROW -

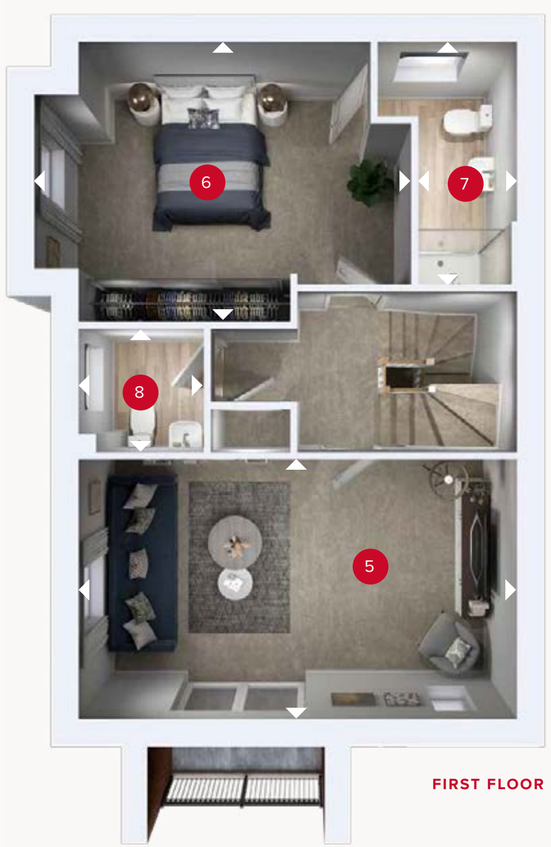
THE ELMSTEAD B

THREE BEDROOM SEMI-DETACHED HOME

REDROW



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE ELMSTEAD B

GROUND FLOOR

1	Kitchen	9'11" x 8'7"	3.03 x 2.61 m
2	Dining	11'7" x 11'1"	3.54 x 3.37 m
3	Family/Study	18'4" x 14'9"	5.60 x 4.49 m
4	Cloaks	5'8" x 3'5"	1 73 x 1.05 m

FIRST FLOOR

5	Lounge	18'4" x 10'0"	5.60 x 3.31 m
6	Bedroom 1	15'8" x 11'8"	4.80 x 3.57 m
7	En-suite 1	10'2" x 4'2"	3.09 x 1.26 m
8	Cloaks 2	5'3" x 5'2"	1.60 x 1.58 m

SECOND FLOOR

9	Bedroom 2	13'11" x 10'2"	4.24 x 3.09 m
10	En-suite 2	10'2" x 4'2"	3.09 x 1.26 m
11	Bedroom 3	18'4" x 10'10"	5.59 x 3.31 m
12	Bathroom	7'3" x 6'8"	2.21 x 2.02 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Elmstead B house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. 00151-41 EG_ELMB_DM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wd - washer/dryer

10.02.2026

REDROW



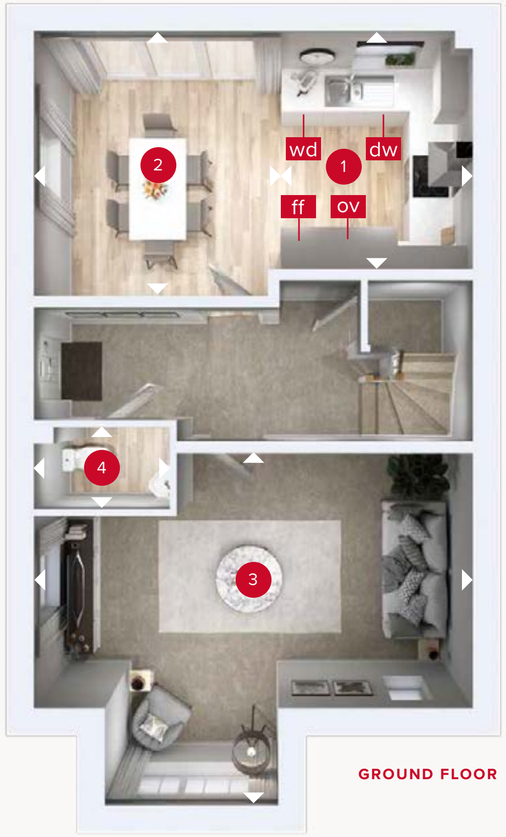
INSPIRED

- REDROW -

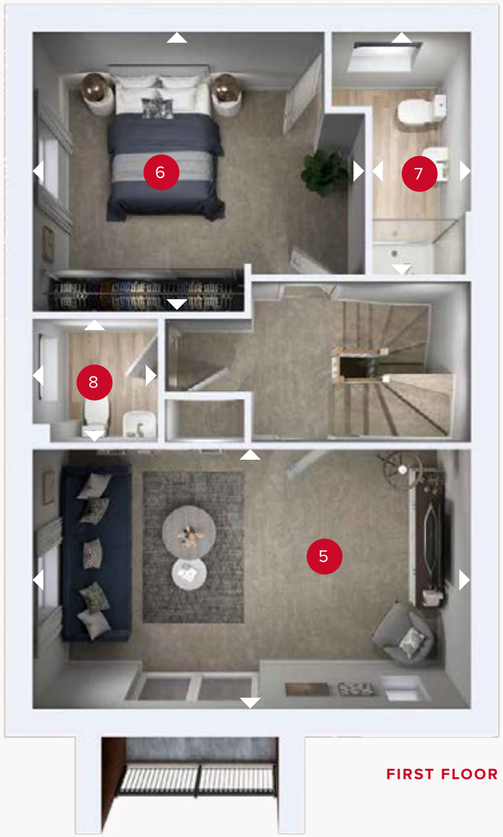
THE ELMSTEAD C

THREE BEDROOM SEMI-DETACHED HOME

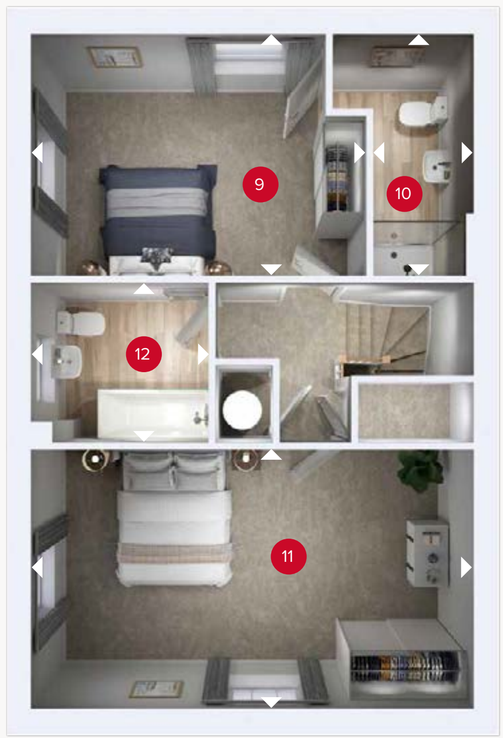
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GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE ELMSTEAD C

GROUND FLOOR

1	Kitchen	9'11" x 8'7"	3.03 x 2.61 m
2	Dining	11'1" x 9'9"	3.37 x 2.98 m
3	Family/Study	18'4" x 14'9"	5.60 x 4.49 m
4	Cloaks	5'8" x 3'5"	1 73 x 1.05 m

FIRST FLOOR

5	Lounge	18'4" x 10'0"	5.60 x 3.31 m
6	Bedroom 1	13'11" x 11'9"	4.24 x 3.57 m
7	En-suite 1	10'2" x 4'2"	3.09 x 1.26 m
8	Cloaks 2	5'3" x 5'2"	1.60 x 1.58 m

SECOND FLOOR

9	Bedroom 2	13'11" x 10'2"	4.24 x 3.09 m
10	En-suite 2	10'2" x 4'2"	3.09 x 1.26 m
11	Bedroom 3	18'4" x 10'10"	5.59 x 3.31 m
12	Bathroom	7'3" x 6'8"	2.21 x 2.02 m

NEW HOMES QUALITY CODE

Customers should note this illustration is an example of the Elmstead C house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. 00151-41 EG_ELMC_DM.1

▷ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher
wd - washer/dryer

10.02.2026

REDROW

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



TAILORED
- REDROW -

STONEHAVEN PARK
PHASE 1D
HOUSE SPECIFICATION

REDROW



INTERIOR

Walls
Dulux white emulsion paint finish.

Ceilings
Flat finish with Dulux white emulsion paint decoration.

Internal Doors
“Cambridge” 2 panel internal moulded door.

Internal Door Furniture
Polished chrome effect door furniture.

TV Point
Located as follows: one in lounge and one in bedroom.
See layout for details.

Phone Point
1 point in the lounge. Fittings to match electrical accessories as indicated on the drawings.
Refer to Sales Consultant for details.

Radiators
Myson radiators to upper floors.

Central Heating
Air Source Heat Pump. See Sales Consultant for details.

Underfloor Heating
Within screeded floors on ground level.

Electrical Sockets / Switch plates
Low profile white electrical switch and socket plates together with pendant and batten lighting points.
See electrical layout drawings for details.

PLAN YOUR
DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

Exclusive kitchen designs. Please see Sales Consultant for details. Subject to to build stage.

Upstand

To match above worktops with stainless steel splashback behind hob.

Under Wall Unit

LED downlights provided
(where shown on kitchen layout).
See drawings for details.

Sink

Kitchen stainless steel bowl and a half sink with mixer tap. Single bowl sink to utility room. Please refer to drawing for details.

Appliances AEG / Electrolux

Hob 60cm ceramic with 4 heat zones

Double oven

60cm chimney extract

Integrated 50/50 fridge/freezer.

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



BATHROOM, EN-SUITE & CLOAKROOM

Bathroom / En-suite & Cloakroom Styles
Ideal Standard in white finish.

Bathroom / En-suite & Cloakroom Basin
Ideal Standard or corner basin with chrome trap. Please refer to drawings to confirm basin design.

WC
Ideal Standard close coupled back-to-wall pan with Arc dual flush cistern.

Bath
Tempo Arc bath with Meridian Isocore bath panel.

Brassware
Ideal Standard single lever tap.

Wall Tiles
Choice of wall tiles to bathroom, en-suite and cloakroom. Please see Sales Consultant for details. Subject to build stage.

Towel Warmer
Dual fuel towel warmer in chrome effect finish to bathroom and en-suite.

Shower Over Bath
Shower valve and screen to be provided above bath where there is no separate shower enclosure in the bathroom.

Shower Valve
Aqualisa shower valve.

Shaver Sockets
In bathroom and en-suite where applicable.

Mirrors
To be fitted above bathroom and en-suite wash basins where applicable. See Sales Consultant for details.



EXTERIOR

External Doors
Front

GRP door with patterned glass. Style of door to be as indicated on house plan, frame to be uPVC.

Rear

GRP door with patterned obscured glass, finished internally and externally in white.

Security

Multi point locking system to front and rear doors of house.

External Front Lights

Coach down lantern.
Downlight where entrance is recessed.

Garage

To specific plots, see Sales Consultant for more information.

Garage Doors

Hörmann “Ilkley” style steel up & over to front.
Door finish to be painted to match front door colour.

Power to Garage

Double power point and lighting pendant where garage lies within the curtilage of the property.

Car Charging Points

Car Chargers to every home - see Sales Consultant for details and location.

Garden

External Fencing – Refer to layouts.

External Fencing / Gates

Side & Rear – Vertical boarding 1.8m high.

Gate – 1.8 High timber gate.

Paving – Buff riven faced flags as indicated on drawing.

Turfing – Turf to front gardens. Refer to layout or Sales Consultant for landscaping details.

Top Soil – To rear gardens.

Outside Tap – Refer to drawing 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.

NEW HOMES QUALITY CODE











REDROW

STONEHAVEN PARK

CASTLE HILL DRIVE, EBBSFLEET VALLEY, SWANSCOMBE, KENT, DA10 1EX

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