

Yuill Homes Customer Charter

Here at Yuill we like to make the buying process as smooth as possible and take our responsibility towards our customers very seriously, therefore we have set our commitments to you in our Customer Charter.



- 1 We have tried and tested procedures to ensure we meet our commitments to you so you can relax knowing you'll be taken care of
- 2 Our staff are fully conversant with our Customer Charter and are passionate about our responsibilities to our purchasers
- 3 We will provide you with all the information you need to make a fully informed decision
- 4 Our friendly staff will make sure you have appointed a legal advisor to represent you and carry out the formalities of buying your new home
- 5 We will let you know:
 - Who to contact each step of the way
 - How we deal with your questions
 - All of the different choices and options you have available
- 6 When you need to visit one of our developments we will provide health and safety guidance and equipment
- 7 Our marketing will be clear and truthful
- 8 Should you need to cancel, the terms and conditions on our sale contract will be easy to understand and include details of your cancellation rights
- 9 We will provide you with all the relevant guarantees and warranties for your new home
- 10 As soon as we have your completion date we will;
 - Make sure the transfer of ownership takes place
 - Arrange a demonstration with you in your new home, explaining all of the facilities and how everything works room by room
 - Thoroughly explain our after sales service and any emergency services you could need
- 11 We will let you know our procedures should you have any queries about your warranties

The commitments laid out in our Customer Charter do you affect your statutory rights.

www.yuillhomes.co.uk

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**YUILL
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a touch more imagination