

McCarthy & Stone's Customer Charter

McCarthy & Stone is committed to making your move a pleasant experience; we want you to enjoy your new home.

McCarthy & Stone has adopted the Consumer Code for Home Builders (2010) that sets out standards of good practice relating to the purchase and ownership of a new home; a copy of the Code is available on request. The requirements of the Code are reflected in our Customer Charter, which sets out our commitments to you, our customer.

We will:

1. Be open and honest in all our communication and contact with you
2. Ensure you have all the information you need about our developments and individual apartments for you to make an informed decision about the purchase of a new home
3. Ensure our Builders' Missives are clear and fair and explain your cancellation rights
4. Keep you fully informed throughout the purchasing process
5. Provide help and advice with selling your present home
6. Explain the arrangements for the management of the developments and the Service Charge you will have to pay
7. Explain the NHBC Buildmark Warranty and after-sales procedures that you will benefit from following occupation
8. If your home is not complete at the time of reservation, provide you with a date for completion and occupation
9. Complete your apartment to an agreed standard and specification and make sure it is clean and ready for you on the day of your move
10. Introduce you to the House Manager, explain the operation of all appliances and equipment and offer advice on health & safety and energy efficiency
11. Deal with any concerns you have about your apartment or the building promptly and co-operate with any third party professionals you may appoint
12. Ensure the building, gardens and communal areas are well maintained
13. Do our best to provide help if needed

McCarthy & Stone is an award winning builder and all our properties benefit from the NHBC 'Buildmark' cover – a further assurance of quality

This Charter does not affect your statutory rights

Freedom to live the way you choose

