

AN INTRODUCTION

TO LIVING LIFE WELL



McCARTHY STONE

Life, well lived

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A warm welcome
Living life well
Vibrant communities
At your service
Our Customer Charter

Long lazy lunches. Days
without end. Walking the dog.
Listening to rain. Old friends.
Lending your know how.
Defending a cause. Learning
a new skill. Receiving
applause. McCarthy Stone.
Life, well lived.

hello

A warm welcome

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Our Customer Charter

Our stylish new properties offer you so much more than just a lovely new home. We pour our heart and soul into creating developments that offer you the freedom to do all the things you love most. Developments that nurture a vibrant community of friends and neighbours.

For the life you want to live, we've built the perfect place for you to live it.





“MAI SMETTERE DI IMPARARE.”

Stewart, McCarthy Stone homeowner.

Stewart believes you should ‘Never stop learning’ and loves his Italian lessons via Zoom with a tutor in Rome. He and his wife, Elayne, knew the language reasonably well before but he said it’s given him the confidence to go exploring the country in their ‘macchina inglese’.

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FREEDOM TO DO THE THINGS YOU LOVE.

Our developments offer you the chance to discover a wonderful new life balance.

No doubt, you are still enjoying a full and varied life. Whether it's book-keeping, dancing, tutoring, painting or you're a committed volunteer.

Not only can we help you to get the most out of everything you already love, you'll discover all kinds of fresh and exciting new opportunities.

Why not tackle that foreign language you've always wanted to learn? Unleash your inner MasterChef. Run a marathon. Or study for the degree that you didn't have time for.

You'll have time to take things easy too. Cosy up with the latest page turner, enjoy leisurely lunches with friends or take a country walk that passes your favourite pub. Whatever you want from life, we can help you to live it.





“HELLO, NEW LIFE-LONG FRIENDS.”

John, McCarthy Stone homeowner.

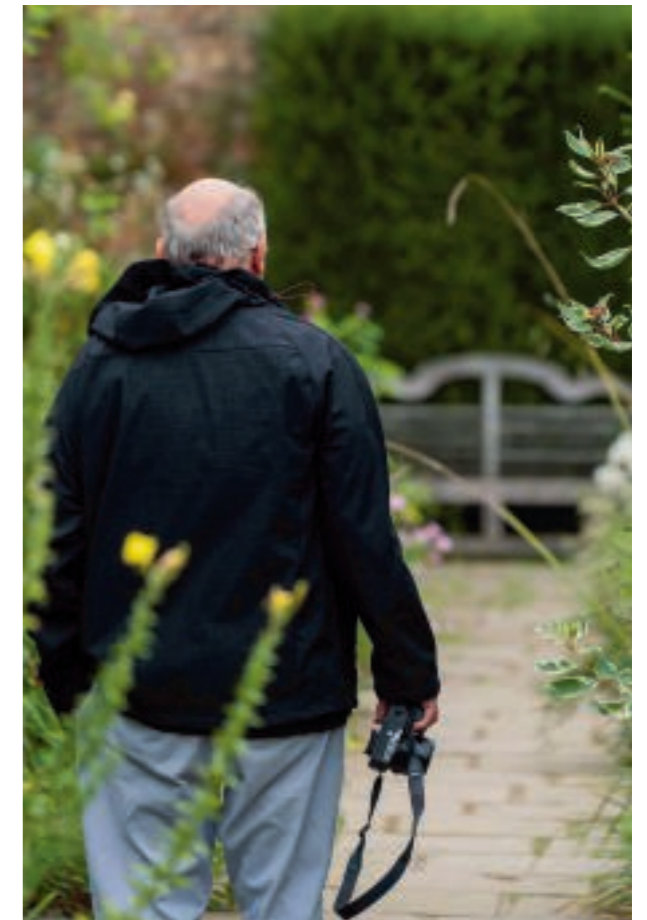
John's made lots of new friends and found an abundance of like-minded people. He admits that it wasn't the obvious choice for him at first but now he can't believe that more people don't choose it.

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FUN, LAUGHTER AND FRIENDSHIP.

Whatever you enjoy doing, you'll soon meet other homeowners like you. Keen musicians quickly hook-up with 'jam-buddies'. Wine lovers find that invitations to tastings soon become a regular date in their diaries. Yoga fans are never short of others to join them in Mountain Pose. Many also enjoy spending time doing voluntary or paid work in the wider community.

This is what makes our communities special. They are vibrant networks of shared interests, passions and hobbies. Filled with laughter, banter and sparkly debate, they are inspiring places to live. After all, life is so much more fun when you can share it with people who have much in common.





“I’M MORE NEW AGE, THAN OLD AGE.”

Robert, McCarthy Stone homeowner.

Robert is always looking for his next new project, whether it’s joining the local choir or learning the guitar. He believes everyone needs somewhere special to do the things that make them happy.

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ENJOY HASSLE-FREE LIVING.

The other great pleasure to be enjoyed at our elegant properties is the exceptional design and build quality. Stylish to live in and reassuringly low maintenance. Every detail is considered, from the range of kitchen appliances to the quality of the veneer on the oak doors. And, as you would expect, these high standards continue when you step out of your home.

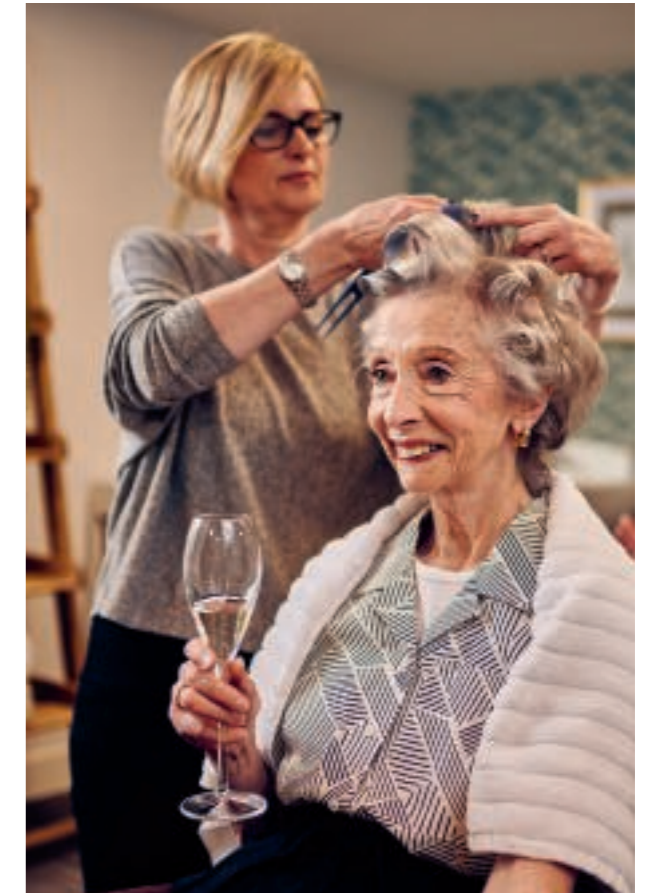
We take great pride in maintaining all the communal areas and outdoor spaces for you. We make your life easier in other ways too.

Many developments have bistro-restaurants. Ideal for when you don't feel like cooking or want to catch up with friends. Most

developments also have a Guest Suite* with en-suite facilities. So, if making up the spare bed feels like a chore, you can simply book the suite for your guests instead. As a McCarthy Stone homeowner, you're also welcome to book a Guest Suite at any of our developments around the UK.

There may also be times when you're away for an extended period, such as a cruise or staying overseas. But rest assured your property will be in safe hands. Just lock your doors and windows, grab your suitcases and off you go.

*Extra charge applies. Subject to availability





**“I CAN EXPLORE
THE WORLD
FROM HERE.”**

Christine, McCarthy Stone homeowner.

Christine loves travelling. She says her new home provides her and her partner, Graham, with the perfect base from which to discover the world. They never have to worry about leaving the apartment and new friends and neighbours mean they still enjoy coming home.

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OUR PROMISE TO YOU.

We pride ourselves on the quality of the homes we build, the lifestyles we deliver and the services we provide. So, we've created this Customer Charter* that explains exactly what you can expect from us.

THROUGH EACH STEP OF THE PROCESS, WE WILL:

- Be open and honest in all our communication and contact with you.
- Ensure our sales and advertising materials are clear and truthful.
- Give you all the information required to ensure you can make informed decisions.
- Make sure our Contract of Sale (England / Wales) and Builders' Missives (Scotland) are clear and fair so you understand your cancellation rights.
- Explain arrangements for the management of the development.
- Be transparent about the Service Charge you will pay.

AFTER MAKING A RESERVATION, WE WILL:

- Keep you fully informed throughout the purchase process.
- Provide a purchase process guide containing all the essential information you will need.
- Ensure you have the contact details for our team and relevant information about your new home.
- Provide dates for completion and moving in if your home is not finished at the time of reservation.
- Provide help and advice with selling your present home if required.
- Make sure you have proper legal representation. If needed, we can recommend independent solicitors who will be able to act for you.

ON MOVING IN, WE WILL:

- Complete quality checks beforehand to ensure your home complies with all relevant Building Standards.
- Make sure your home meets all agreed specifications.
- Clean and prepare your home, ready for the day of the move.
- Ensure our on-site team are ready to meet you and available to show you around your new home.
- Explain how to operate appliances and equipment safely and use energy efficiently.

- Provide and explain our guarantee, the NHBC Buildmark cover and all other relevant warranties.
- Deal promptly with any concerns you may have about your home or the development.
- Co-operate fully with any third-party professionals you may appoint.

AFTER YOU MOVE IN, WE WILL:

- Make sure our on-site team do everything they can to help you to feel at home.
- Help you meet your new neighbours and the community in your development.
- Offer you flexible care options, where available, which can help support the life you want to live.
- Maintain the development's buildings, gardens and shared areas to high standards.
- Provide clear and transparent information about all charges and spending.
- Do our best to provide help when needed.

IF YOU HAVE A COMPLAINT, WE WILL:

- Take it seriously and act promptly to resolve any issue.
- Use it as an opportunity to learn so we can do things better in the future.

*This Customer Charter does not affect your statutory rights.



“THIS IS THE TIME-OF MY-LIFE-STAGE.”

Sarah, McCarthy Stone homeowner.

Sarah feels “I do it because it makes me happy” is a pretty good justification for all the life choices she makes these days. She calls this time, “the time of her life”.

Discover McCarthy Stone properties and how they can help you express yourself.

**CALL 0800 201 4106
OR VISIT [McCARTHYSTONE.CO.UK](https://www.mccarthystone.co.uk)
FOR MORE INFORMATION**

A large print version of this brochure is available on request.

This brochure is not a contract and does not form any part of a contract. We are not responsible for any misstatement in this brochure. All content, terms and conditions are correct at the time of going to print. We have the right to alter specifications without notice. Age restrictions apply on all retirement developments. If there are any important matters which are likely to affect your decision to move, please contact the Sales Consultant before travelling to view a development.

June 2022



More than 90% of our customers say they would recommend us, which means we've been awarded the maximum 5-star rating for customer satisfaction. We've achieved this rating every year we have taken part in the survey.

To find out more, call **0800 201 4106**
or visit mccarthystone.co.uk

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