



The English Cities Fund is a partnership of:



The Charter

We will:

1. Ensure that our marketing and advertising information is presented in jargon-free language that helps you to make informed decisions.
2. Give you a copy of this Charter and the Consumer Code for Home Builders upon reservation of your property. Copies will also be displayed in our sales office and are available to download from our website.
3. Make your cancellation rights clear to you at the point of reservation.
4. Advise you who to contact at every stage of your purchase; from reservation and exchange, to legal completion and throughout the warranty period.
5. Provide you with regular updates on the construction progress of your home.
6. Make sure you receive Health & Safety advice when visiting the development and when you move in.
7. Invite you to attend a home demonstration prior to legal completion so that we can show you how to use your systems, appliances, fixtures and fittings to ensure that you are totally familiar with the running of your new home. If your property is already built, you will be invited to a home demonstration post exchange of contracts.
8. Give you a Homeowner's Manual which will provide details of your home including any documents relating to guarantees.
9. Give you information about the Home Builders' 10 year warranty.
10. Provide you with a helpful and efficient New Homes service for 2 years after legal completion.
11. Offer you 24-hour emergency cover at your disposal, 7 days a week.
12. Aim to be professional, efficient, competent and helpful.