

**HERITAGE**  
- REDROW -

# MANOR PLACE

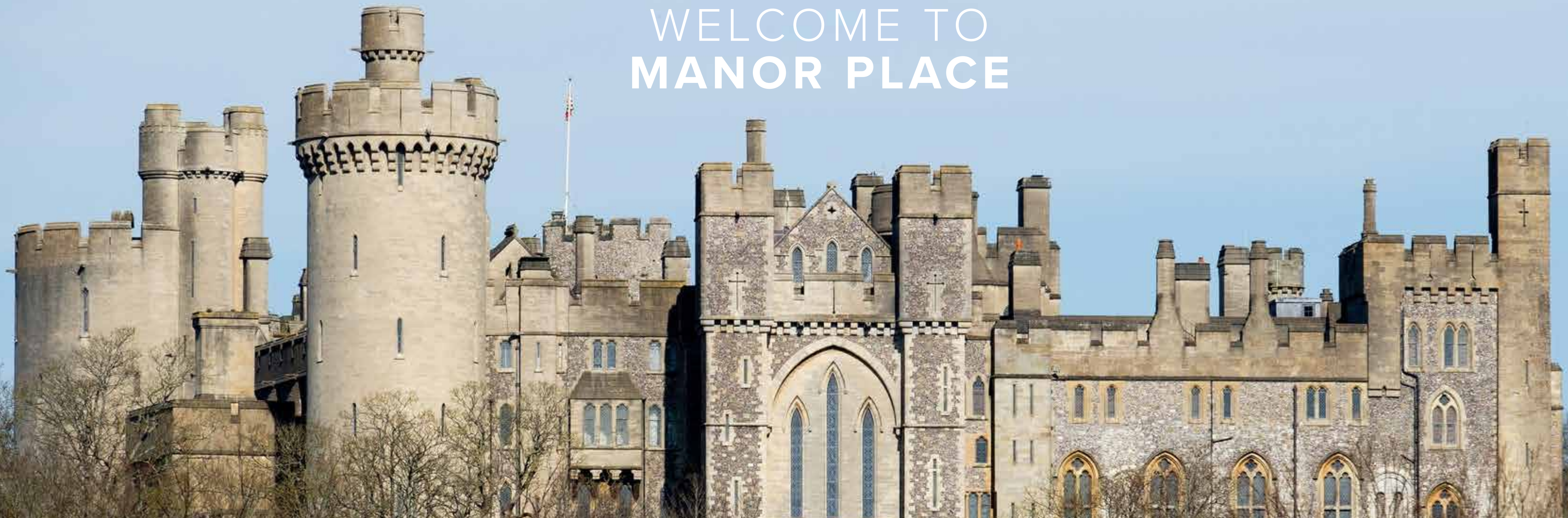
ANGMERING







# WELCOME TO MANOR PLACE



## A THOUGHTFULLY-DESIGNED RANGE OF 2, 3 & 4 BEDROOM HOMES, IN THE HIGHLY SOUGHT-AFTER VILLAGE OF ANGMERING.

Nestled in between Littlehampton and Worthing, and on the edge of the South Downs National Park, this charming village has a rich history dating back to the Bronze Age. You'll enjoy both beautiful countryside and stunning coastline on your doorstep. And be surrounded by everything you need – be it shops, supermarkets, sports clubs, pubs, cafes. Even more impressive than the location are the expertly-crafted homes here. Part of our award-winning Heritage Collection, they have timeless features. Yet, each one is designed for modern life with open-plan living areas that are perfect for family gatherings or entertaining friends. At Manor Place, you'll find the lifestyle you've been looking for – and discover a better way to live.





# DISCOVER A BETTER WAY TO LIVE

Life is not just about waking up in a beautiful home. It's about everything that goes with it. From stunning open plan kitchens and entertaining spaces, to places that make the most of the outdoors through to our outstanding customer experiences. Welcome to a better way of living.



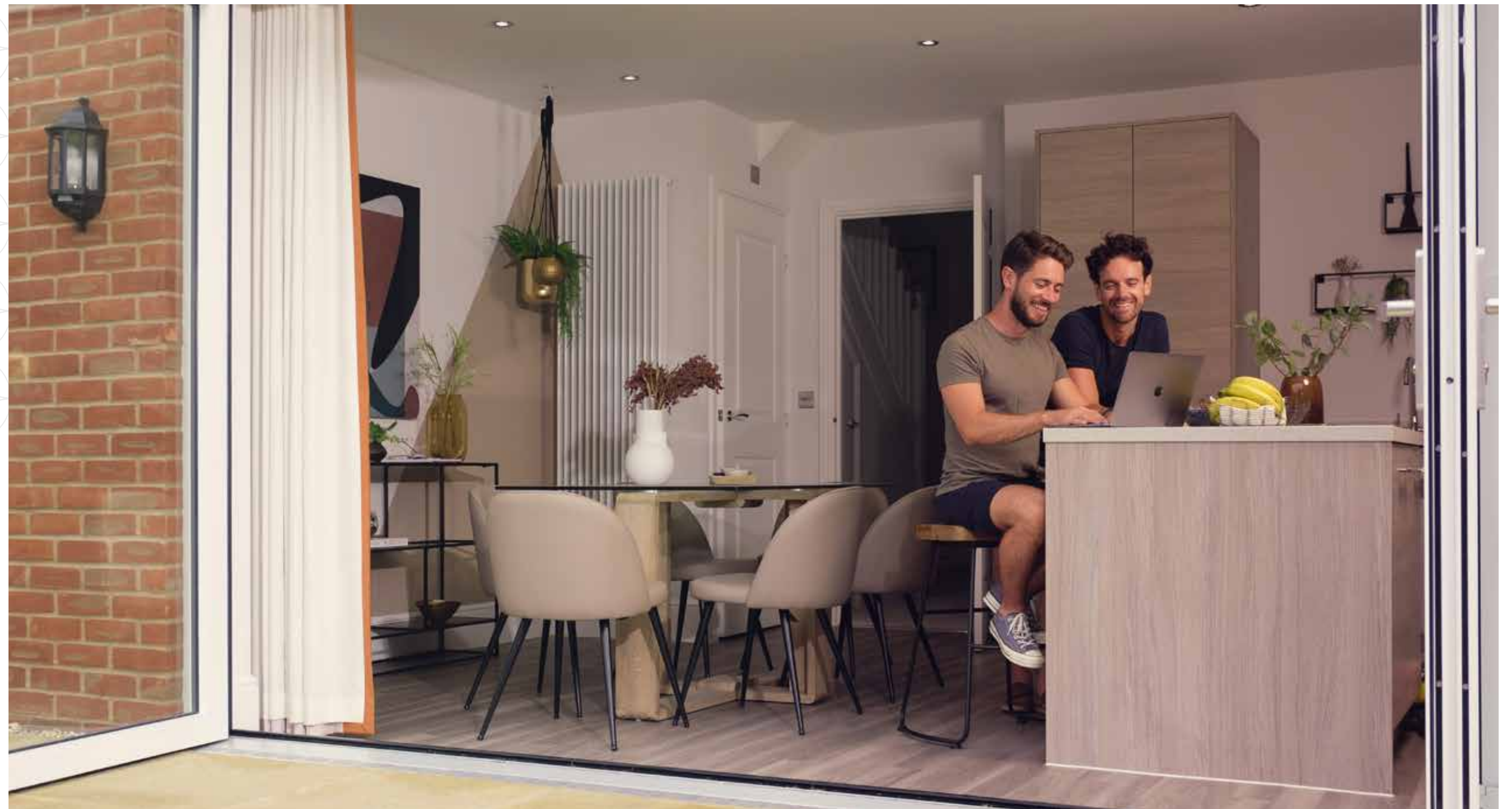
# BETTER BY DESIGN

Imagine how much better life would be, with a little more thought and a lot more space. Waking up in a home full of unique character where everything feels carefully considered inside and out. A place where you can relax, think, breathe, work and play in beautifully designed spaces. With Redrow, it's the level of care we bring, that makes all the difference.



# BETTER PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquility as you enjoy a new, relaxed lifestyle, away from the hustle and bustle. A place where there's a sense of community, of living life at your own pace amongst beautiful street scenes and green open spaces where neighbours and dog walkers meet. That's what sets your new neighbourhood apart.



# BETTER EXPERIENCES

There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow will help you get settled.





## AN INSPIRED **NEW HOME**

Explore what makes this  
collection so unique

We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.



# WHAT MAKES THIS COLLECTION SO UNIQUE?

Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this combined with the modern, high end interiors we pride ourselves on that makes this award winning collection so enviable.

Every inch of our homes has been carefully considered, from features such as traditional porches supported by timber posts with gallows brackets to brick plinths that run around the property. These features add grandeur and depth to the front of the home and provide anchoring effect.







## ENJOY THE AREA

**A huge range of small and large amenities.**

Getting hold of the everyday essentials is simple. There's a local convenience store down the road, and plenty of choice in the village centre, with a Co-op, butchers and more. You'll also find a barbers, a florist, fish & chips, and plenty of other handy shops.

Grabbing the big shop is a doddle too. There are several supermarkets nearby along the A259, including Sainsbury's, ASDA and Aldi, or there's a Waitrose about two miles away.

In the mood for food and a couple of drinks? If you want traditional, try The Spotted Cow just over a mile away, a quaint pub with real ales and tasty comfort food. A similar distance is the dog-friendly Henty Arms, with its homemade meals and friendly atmosphere. If you feel like something different, head to Andalucía (not in Spain, in nearby Ferring) – a tapas and wine bar.

How green-fingered are you? You could make your new garden look stunning with the help of Haskins Garden Centre, which is just the other side of the A259. Or just pop over for a coffee and a cake (or something more substantial) in their restaurant.





# ENJOY AN ACTIVE LIFESTYLE

Where leisure is a total pleasure.

Do you prefer walking in lush, picturesque countryside? Or along a beach with waves lapping at your feet? When you move to Manor Place, you can easily do both. East Preston Beach is just 1.5 miles away, while the South Downs National Park will open up in front of you to the north of Angmering.

If you like something a little more active, there's always golf. You could be on the first tee at Ham Manor Golf Club in less than 10 minutes by car. If you want to ramp up the sporting action further still, be it with a round or oval ball, choose from nearby East Preston Football Club or Worthing Rugby Club.

Still got some energy left? Take your pick from Angmering-on-Sea Lawn Tennis Club, Worthing Hockey Club or a work-out at Optimus Gym in Rustington – about a 10 minute drive. After that, take a well-earned rest.

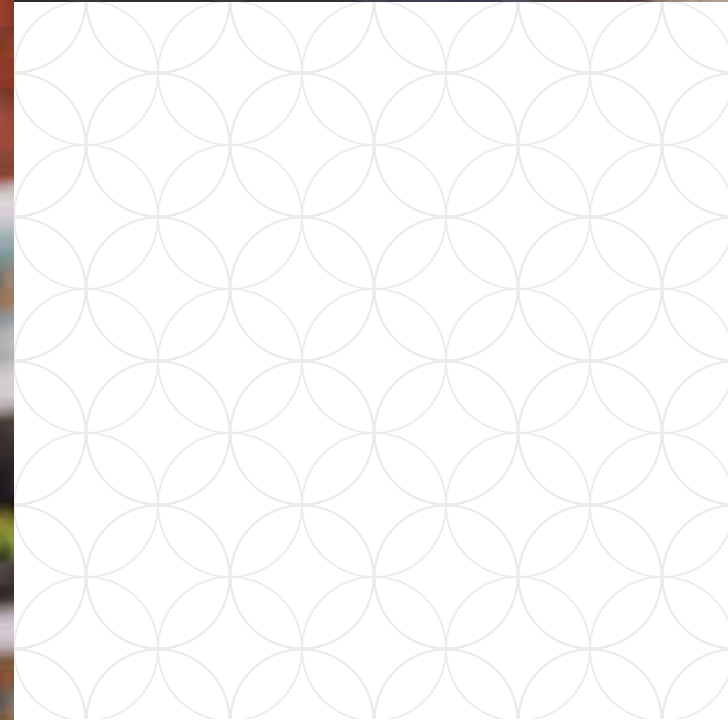
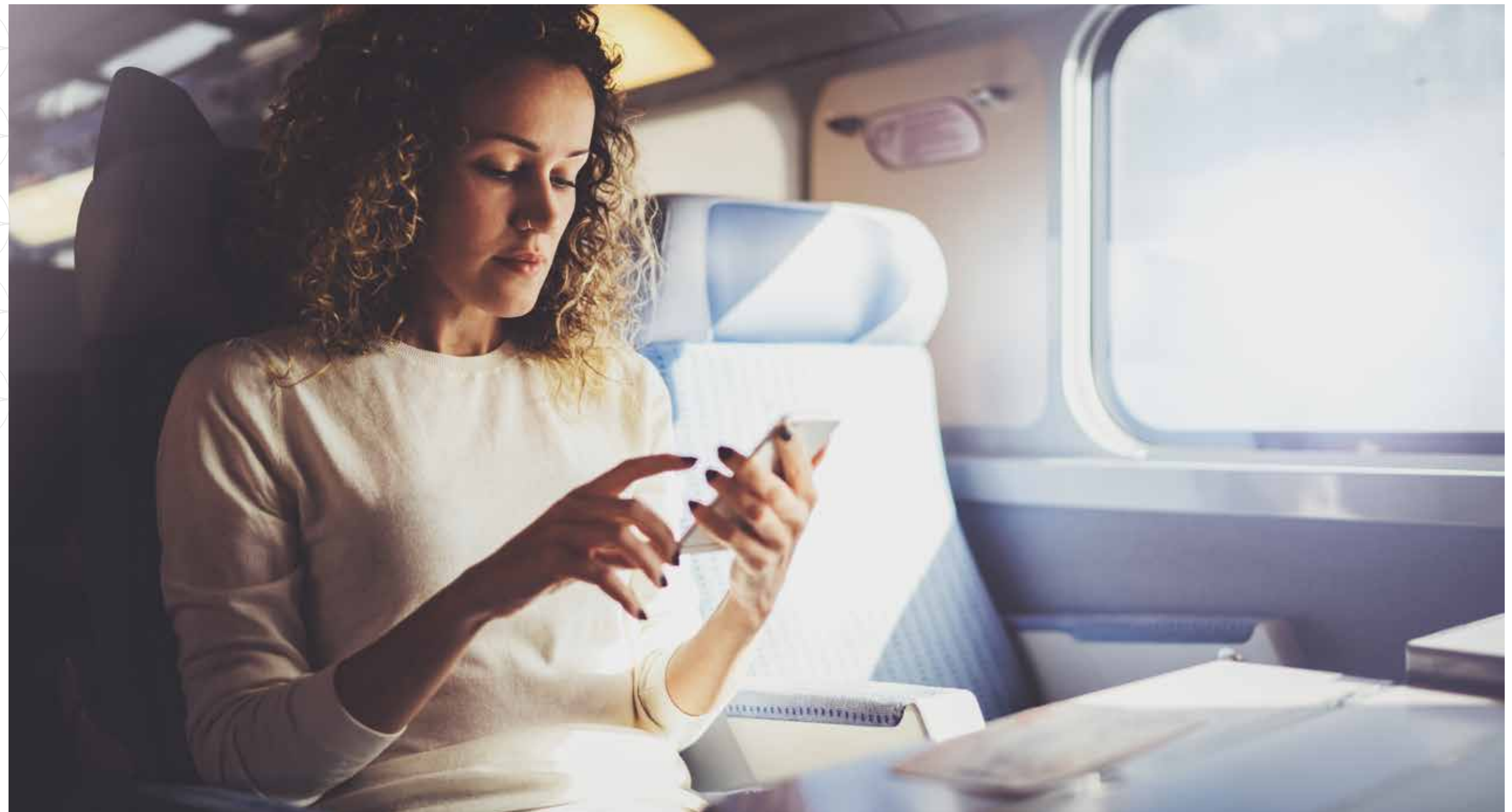
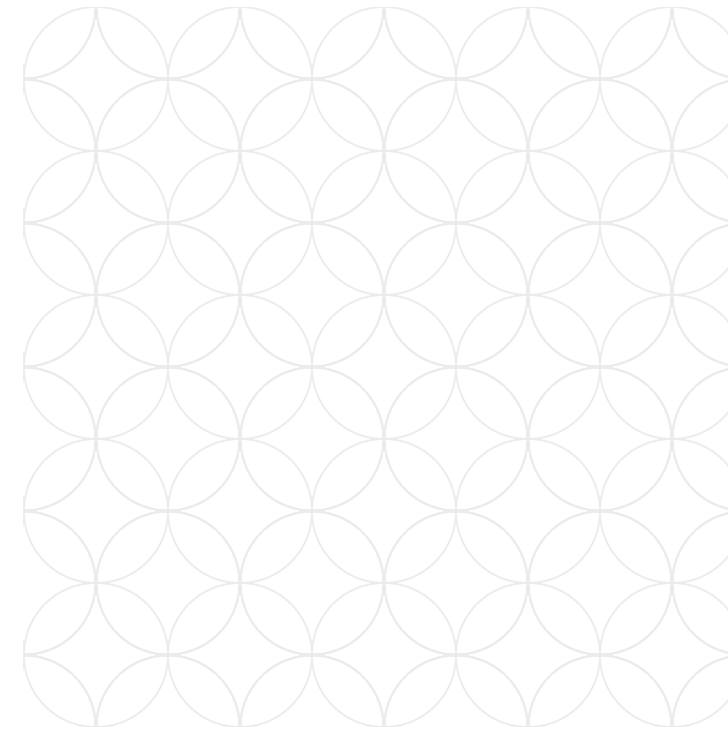


# OPPORTUNITIES FOR LEARNING

## A lesson on the local schools.

Several schools are easily accessible from Manor Place. Like East Preston Junior School, rated 'Good' by Ofsted, which is only a 5 minute drive if it's raining or a 15 minute walk if the sun is shining. Slightly further away is Georgian Gardens Community Primary School, also rated 'Good'.

If they aren't so little anymore, The Angmering School for ages 11 to 18, is a 5–10 minute drive depending on the traffic. Fancy stretching their legs? It will take them about half-an-hour (depending on how much chatting they do).



# GETTING AROUND

## Great for planes, trains and automobiles.

Heading anywhere by road is super simple. The A259 is nearby and you could be on the A27 in about 10 minutes, then onwards to Brighton or Portsmouth depending which way you're heading.

Angmering train station is only a mile away – a couple of minutes in the car or a 20 minute walk. From here you can reach London passing through Brighton, or go west to Southampton and beyond, whether it's for business or pleasure.

Jetting off somewhere nice? Gatwick Airport is about an hour by road. You could also let the train take the strain and be there in a similar amount of time.



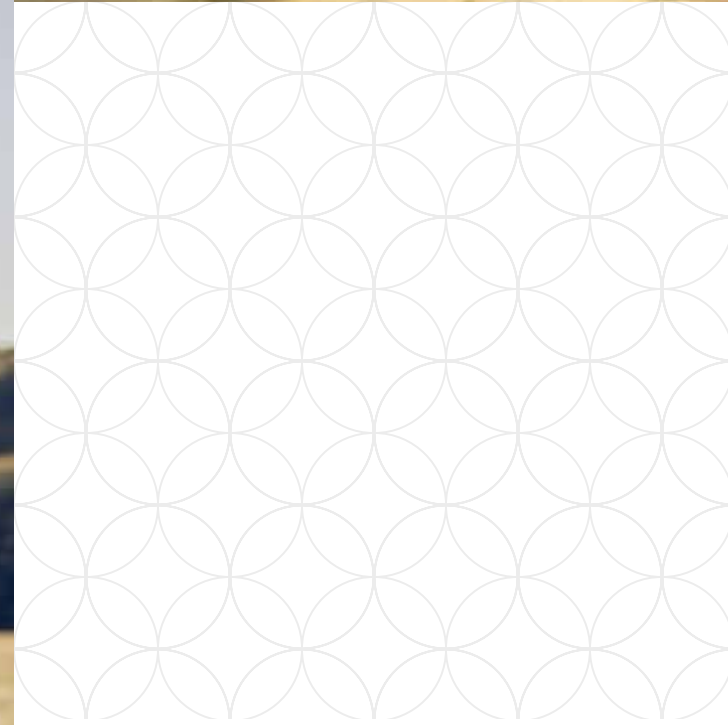
# WE PUT MORE IN

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 **Manor Place**.



# SO YOU GET MORE OUT



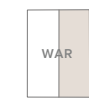
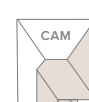
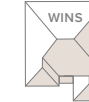
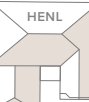




- ➔ Public Green Spaces
- ➔ Cycleways & Footpaths
- ➔ Local Play Area





# EXPLORE MANOR PLACE

## KEY

	<b>LETCWORTH</b> 3 BEDROOM SEMI DETACHED HOME		<b>OXFORD</b> 4 BEDROOM DETACHED HOME
	<b>WARWICK</b> 3 BEDROOM DETACHED HOME		<b>CAMBRIDGE</b> 4 BEDROOM DETACHED HOME
	<b>WINDSOR</b> 4 BEDROOM DETACHED HOME		<b>HENLEY</b> 4 BEDROOM DETACHED HOME
	<b>MARLOW</b> 4 BEDROOM DETACHED HOME		<b>AFFORDABLE HOUSING</b>
	<b>OXFORD LIFESTYLE</b> 3 BEDROOM DETACHED HOME		<b>FIRST HOMES</b>

### Affordable Housing:

Tavy - 16, 17, 18, 19, 24, 25 & 64  
Dart - 20, 21, 28, 29, 30, 31 & 32  
Leadon - 22, 23, 26 & 27

### First Homes:

Tavy - 63  
Leadon - 61, 62, 65 & 66

**V** - Visitor Parking  
**BCP** - Bin Collection Point  
**S/S** - Sub Station  
**P/S** - Pumping Station  
**LEAP** - Local Equipped Area of Play  
**LAP** - Local Area of Play

This plan 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 specific details, other than general site layout, please liaise directly with our Sales Consultant.







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# THE LETCHWORTH

THREE BEDROOM DETACHED HOME







HERITAGE

- REDROW -

# THE LETCHWORTH

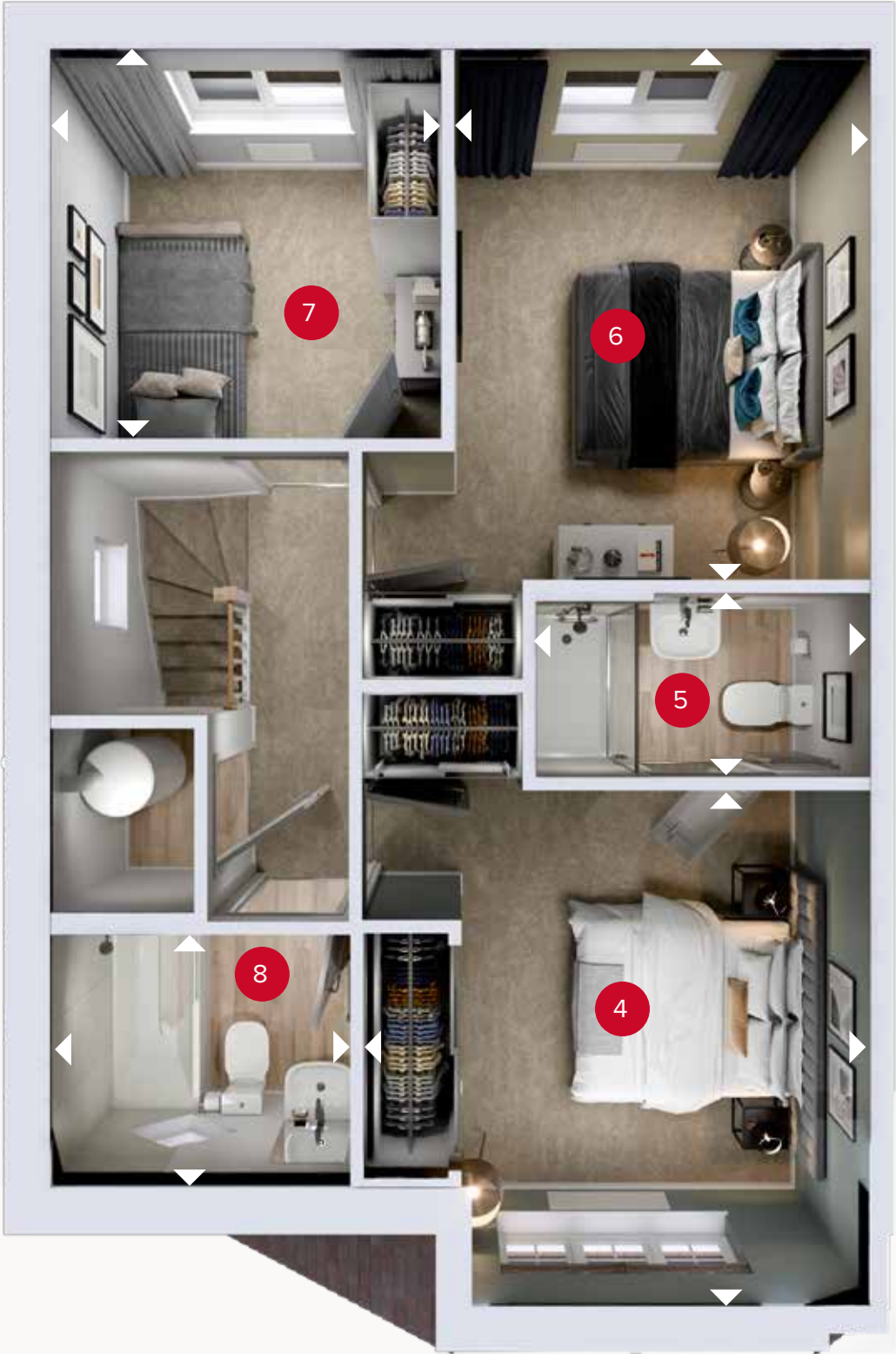
THREE BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE LETCHWORTH

## GROUND FLOOR

1	Kitchen/Dining	18'1" x 11'5"	5.50 x 3.48 m
2	Lounge	16'1" x 11'0"	4.89 x 3.35 m
3	Cloaks	6'4" x 2'11"	1.94 x 0.90 m

## FIRST FLOOR

4	Bedroom 1	11'5" x 11'1"	3.47 x 3.38 m
5	En-suite	7'5" x 4'1"	2.26 x 1.25 m
6	Bedroom 2	11'11" x 9'3"	3.62 x 2.81 m
7	Bedroom 3	8'8" x 8'7"	2.64 x 2.61 m
8	Bathroom	6'8" x 5'7"	2.03 x 1.71 m



17.02.2023

Customers should note this illustration is an example of the Letchworth 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. 03113-01. EG\_LETC\_SM.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







HERITAGE

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# THE WARWICK

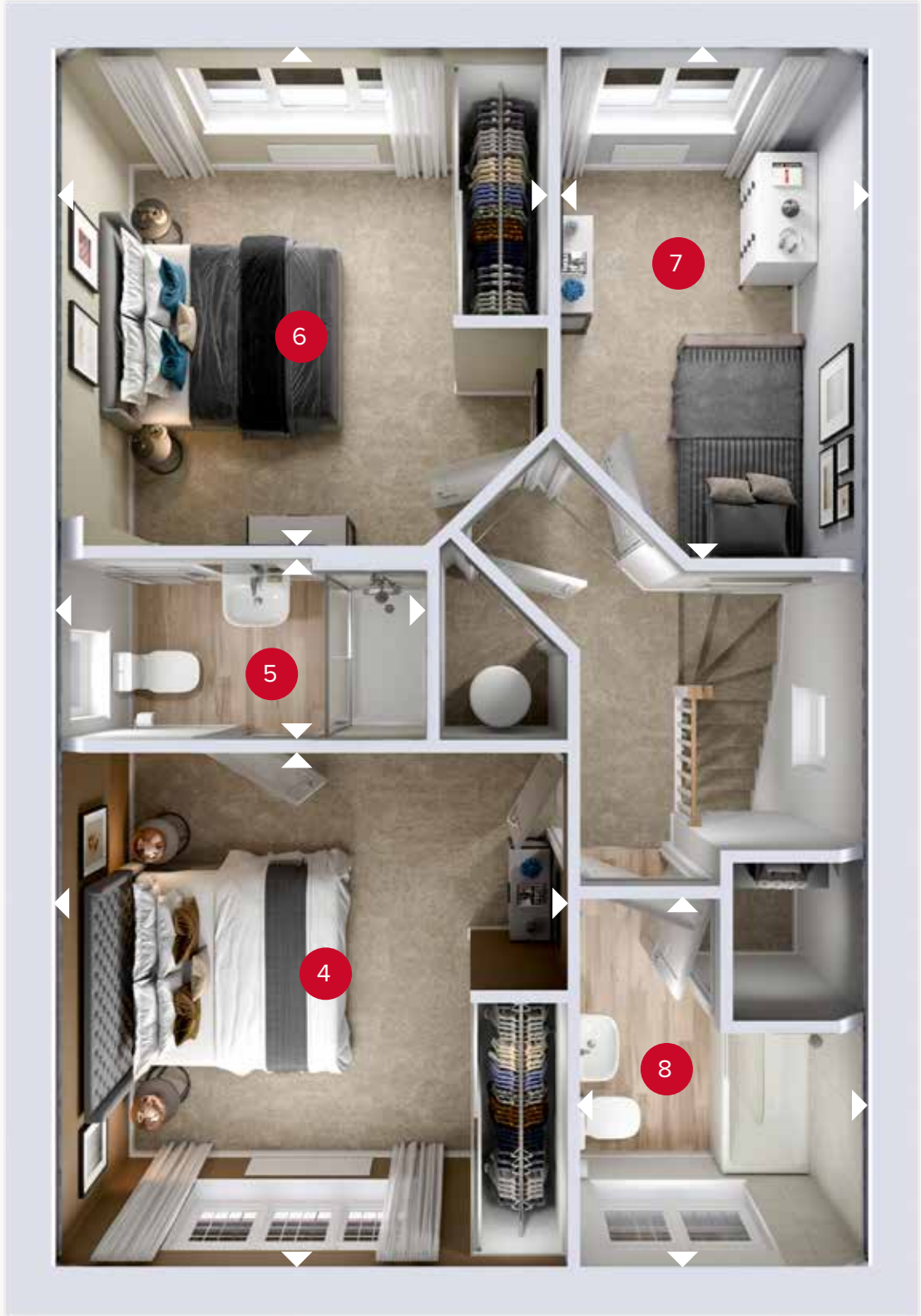
THREE BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE WARWICK

## GROUND FLOOR

1	Lounge	15'7" x 11'5"	4.75 x 3.49 m
2	Kitchen/ Dining	18'8" x 12'3"	5.70 x 3.73 m
3	Cloaks	5'7" x 3'3"	1.70 x 0.98 m

## FIRST FLOOR

4	Bedroom 1	12'0" x 11'8"	3.66 x 3.56 m
5	En-suite	8'3" x 4'2"	2.51 x 1.28 m
6	Bedroom 2	11'6" x 11'3"	3.51 x 3.42 m
7	Bedroom 3	12'5" x 7'2"	3.78 x 2.19 m
8	Bathroom	8'9" x 6'9"	2.66 x 2.05 m





HERITAGE

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# THE WINDSOR

FOUR BEDROOM DETACHED HOME







HERITAGE

- REDROW -

# THE WINDSOR

FOUR BEDROOM DETACHED HOME





# THE WINDSOR

## GROUND FLOOR

1	Kitchen/ Dining	18'2" x 13'5"	5.53 x 4.09 m
2	Lounge	14'2" x 10'8"	4.32 x 3.26 m
3	Utility	7'4" x 6'3"	2.22 x 1.91 m
4	Cloaks	5'6" x 3'1"	1.69 x 0.94 m
5	Garage	19'1" x 9'10"	5.81 x 3.00 m

## FIRST FLOOR

6	Bedroom 1	17'0" x 9'6"	5.19 x 2.89 m
7	En-suite	8'2" x 4'3"	2.48 x 1.29 m
8	Bedroom 2	10'3" x 9'6"	3.12 x 2.91 m
9	Bedroom 3	9'9" x 8'10"	2.97 x 2.69 m
10	Bedroom 4	11'5" x 7'3"	3.48 x 2.22 m
11	Bathroom	6'9" x 6'4"	2.07 x 1.94 m



GROUND FLOOR



FIRST FLOOR



14.02.2023

Customers should note this illustration is an example of the Windsor 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. EG\_WINS\_DM.2

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ov - oven  
ff - fridge freezer  
dw - dishwasher

wm - washing machine space  
td - tumble dryer space







HERITAGE

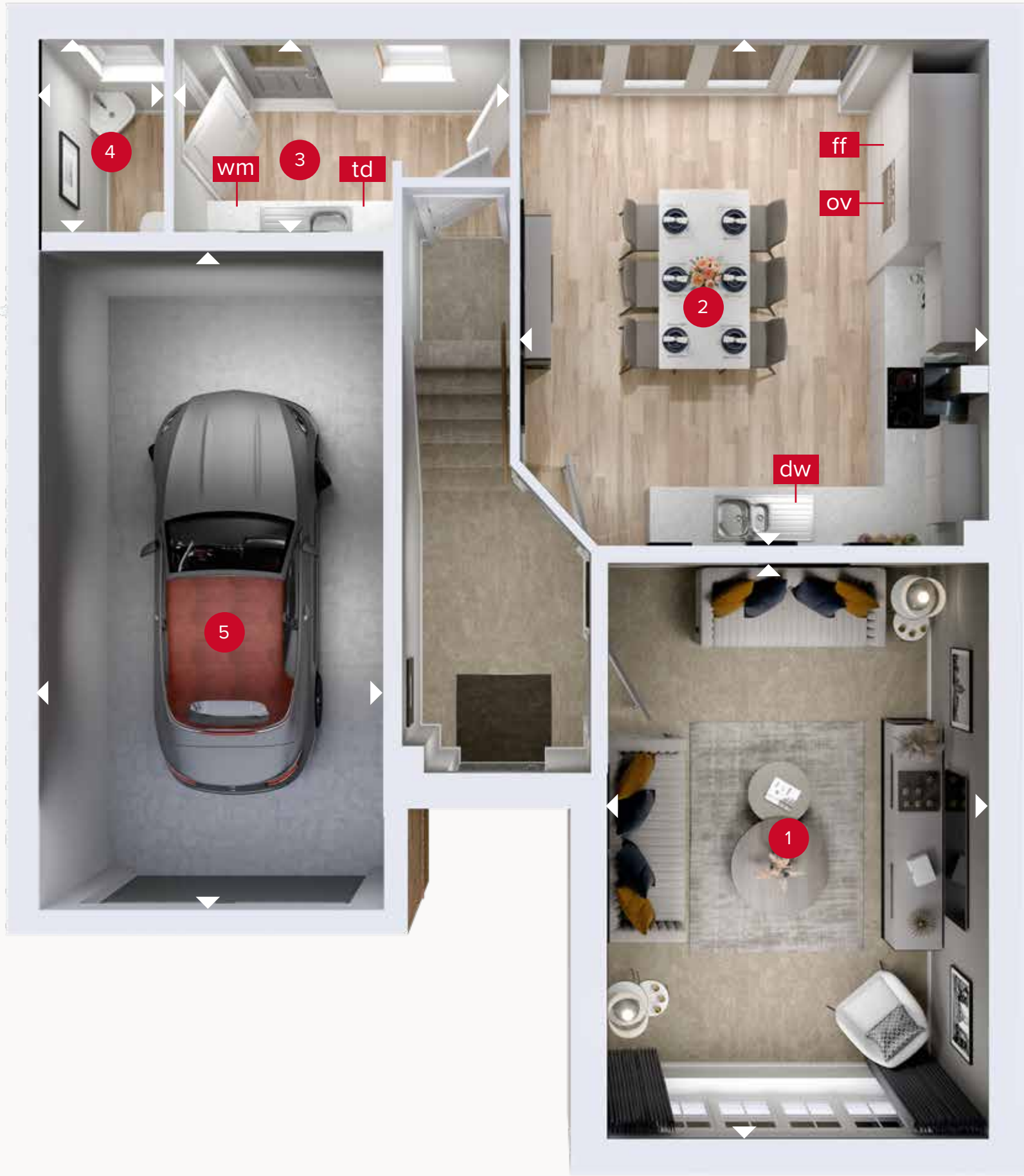
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# THE MARLOW

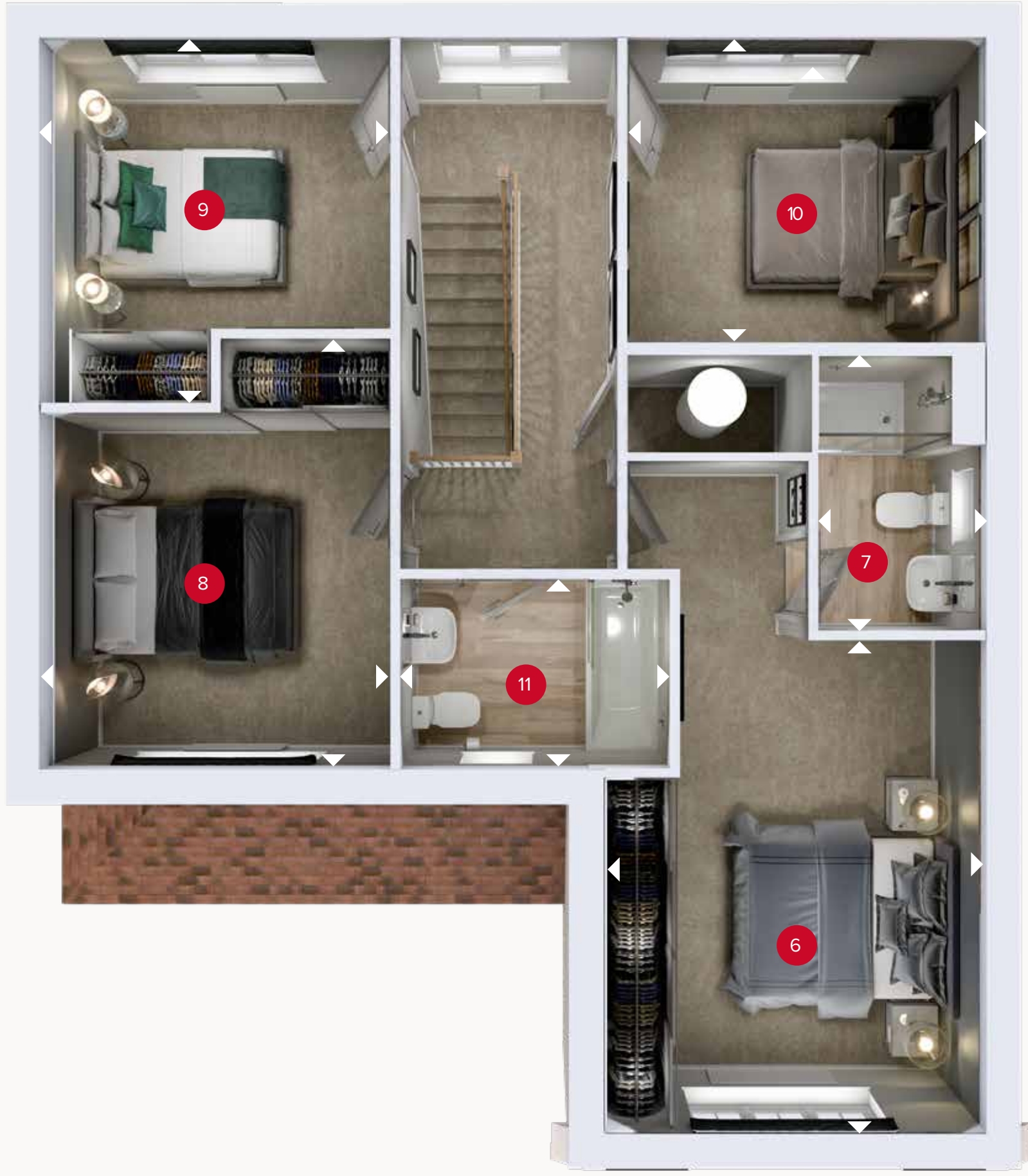
FOUR BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE MARLOW

## GROUND FLOOR

1	Lounge	17'0" x 10'11"	5.19 x 3.34 m
2	Kitchen/ Dining	14'10" x 13'7"	4.52 x 4.15 m
3	Utility	9'10" x 5'10"	2.99 x 1.78 m
4	Cloaks	5'10" x 3'6"	1.78 x 1.06 m
5	Garage	19'9" x 10'0"	6.01 x 3.05 m

## FIRST FLOOR

6	Bedroom 1	14'8" x 10'11"	4.47 x 3.34 m
7	En-suite	8'1" x 4'10"	2.46 x 1.47 m
8	Bedroom 2	12'7" x 10'3"	3.83 x 3.12 m
9	Bedroom 3	11'0" x 10'3"	3.34 x 3.12 m
10	Bedroom 4	10'7" x 9'0"	3.22 x 2.74m
11	Bathroom	8'0" x 5'7"	2.44 x 1.71 m





HERITAGE

- REDROW -

# THE OXFORD LIFESTYLE

THREE BEDROOM DETACHED HOME







HERITAGE

- REDROW -

# THE OXFORD LIFESTYLE

THREE BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE OXFORD LIFESTYLE

## GROUND FLOOR

1	Kitchen/Dining	21'5" x 12'9"	6.53 x 3.88 m
2	Lounge	15'11" x 10'7"	4.85 x 3.23 m
3	Utility	6'7" x 5'10"	2.01 x 1.78 m
4	Cloaks	5'10" x 3'0"	1.78 x 0.92 m
5	Garage	19'4" x 9'8"	5.89 x 2.94 m

## FIRST FLOOR

6	Bedroom 1	16'0" x 10'7"	4.87 x 3.23 m
7	Dressing	7'4" x 6'8"	2.24 x 2.03 m
8	En-suite 1	10'7" x 5'11"	3.23 x 1.80 m
9	Bedroom 2	12'7" x 10'8"	3.84 x 3.26 m
10	En-suite 2	7'11" x 5'9"	2.41 x 1.74 m
11	Bedroom 3	11'9" x 9'11"	3.57 x 3.02 m
12	En-suite 3	8'4" x 6'6"	2.54 x 1.98 m





HERITAGE

- REDROW -

# THE OXFORD

FOUR BEDROOM DETACHED HOME







HERITAGE

- REDROW -

# THE OXFORD

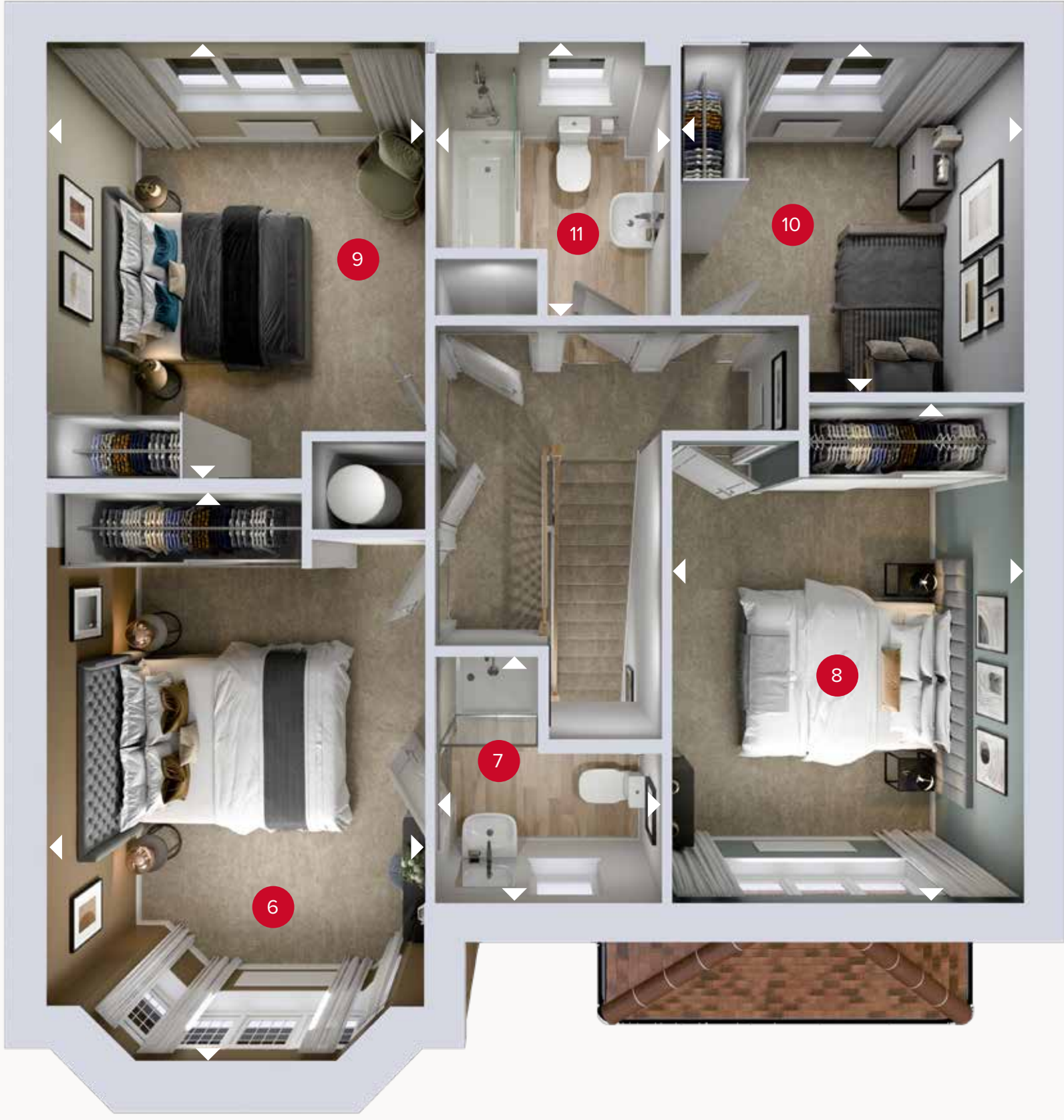
FOUR BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE OXFORD

## GROUND FLOOR

1	Lounge	15'11" x 10'7"	4.85 x 3.23 m
2	Kitchen/ Dining	21'5" x 12'9"	6.53 x 3.88 m
3	Utility	6'7" x 5'10"	2.01 x 1.78 m
4	Cloaks	5'10" x 3'0"	1.78 x 0.92 m
5	Garage	19'4" x 9'8"	5.89 x 2.94 m

## FIRST FLOOR

6	Bedroom 1	16'5" x 10'7"	5.01 x 3.23 m
7	En-suite	7'2" x 6'6"	2.19 x 1.98 m
8	Bedroom 2	14'7" x 9'11"	4.45 x 3.02 m
9	Bedroom 3	12'3" x 10'7"	3.75 x 3.23 m
10	Bedroom 4	9'9" x 9'9"	2.96 x 2.96 m
11	Bathroom	7'7" x 6'8"	2.30 x 2.04 m



14.02.2023

Customers should note this illustration is an example of the Oxford 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. EG\_OXFO\_DM.2

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ov - oven  
ff - fridge freezer  
dw - dishwasher

wm - washing machine space  
td - tumble dryer space







HERITAGE

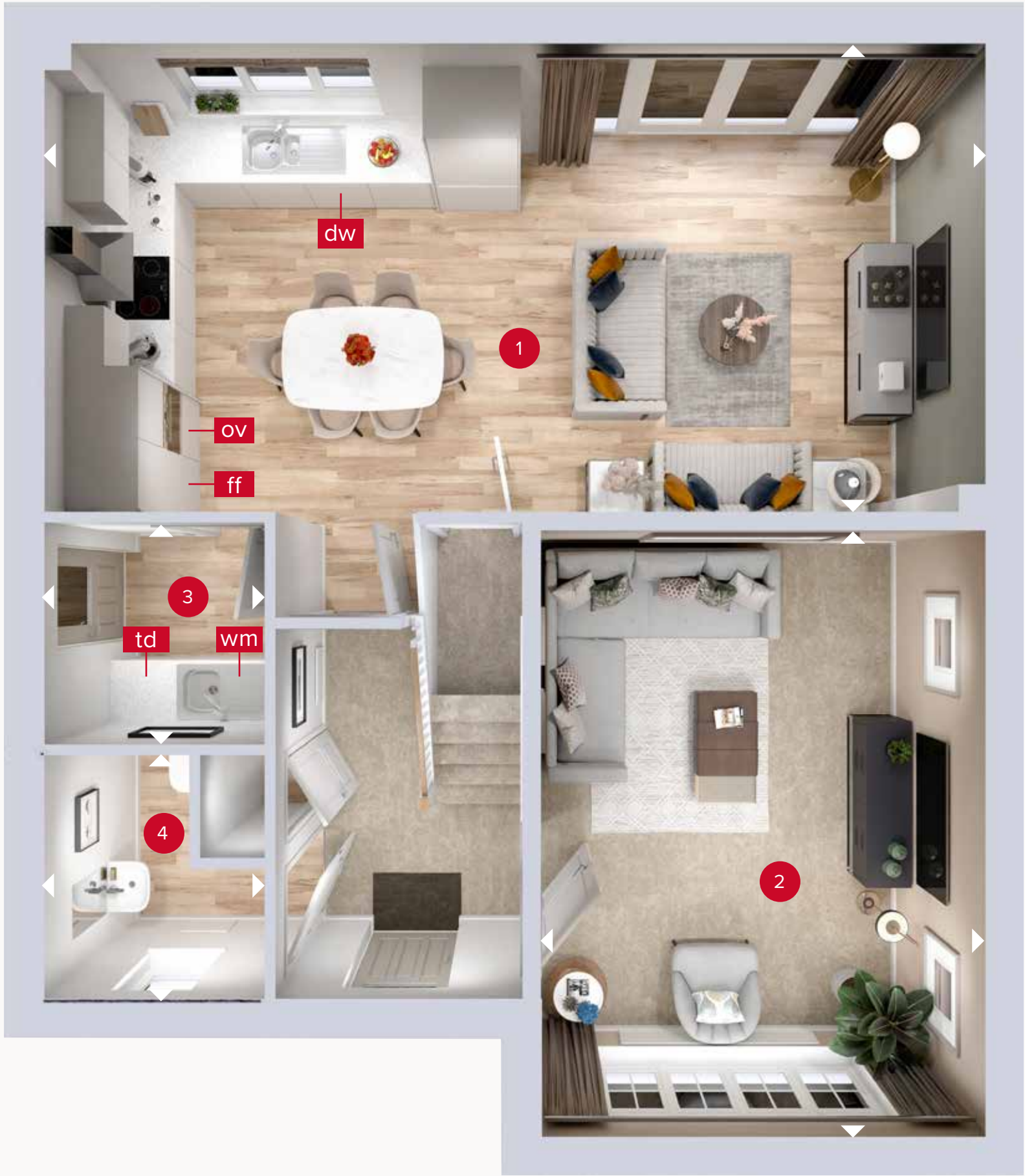
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# THE CAMBRIDGE

FOUR BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE CAMBRIDGE

## GROUND FLOOR

1	Kitchen/Dining/ Family	25'0" x 12'8"	7.62 x 3.87 m
2	Lounge	16'4" x 11'9"	4.95 x 3.57 m
3	Utility	6'1" x 5'11"	1.85 x 1.80 m
4	Cloaks	6'6" x 5'11"	1.99 x 1.80 m

## FIRST FLOOR

5	Bedroom 1	13'8" x 12'11"	4.16 x 3.94 m
6	En-suite	8'2" x 4'3"	2.49 x 1.30 m
7	Bedroom 2	13'8" x 11'0"	4.17 x 3.36 m
8	Bedroom 3	11'7" x 8'2"	3.52 x 2.49 m
9	Bedroom 4	11'9" x 9'1"	3.58 x 2.76 m
10	Bathroom	8'4" x 7'2"	2.53 x 2.19 m





HERITAGE

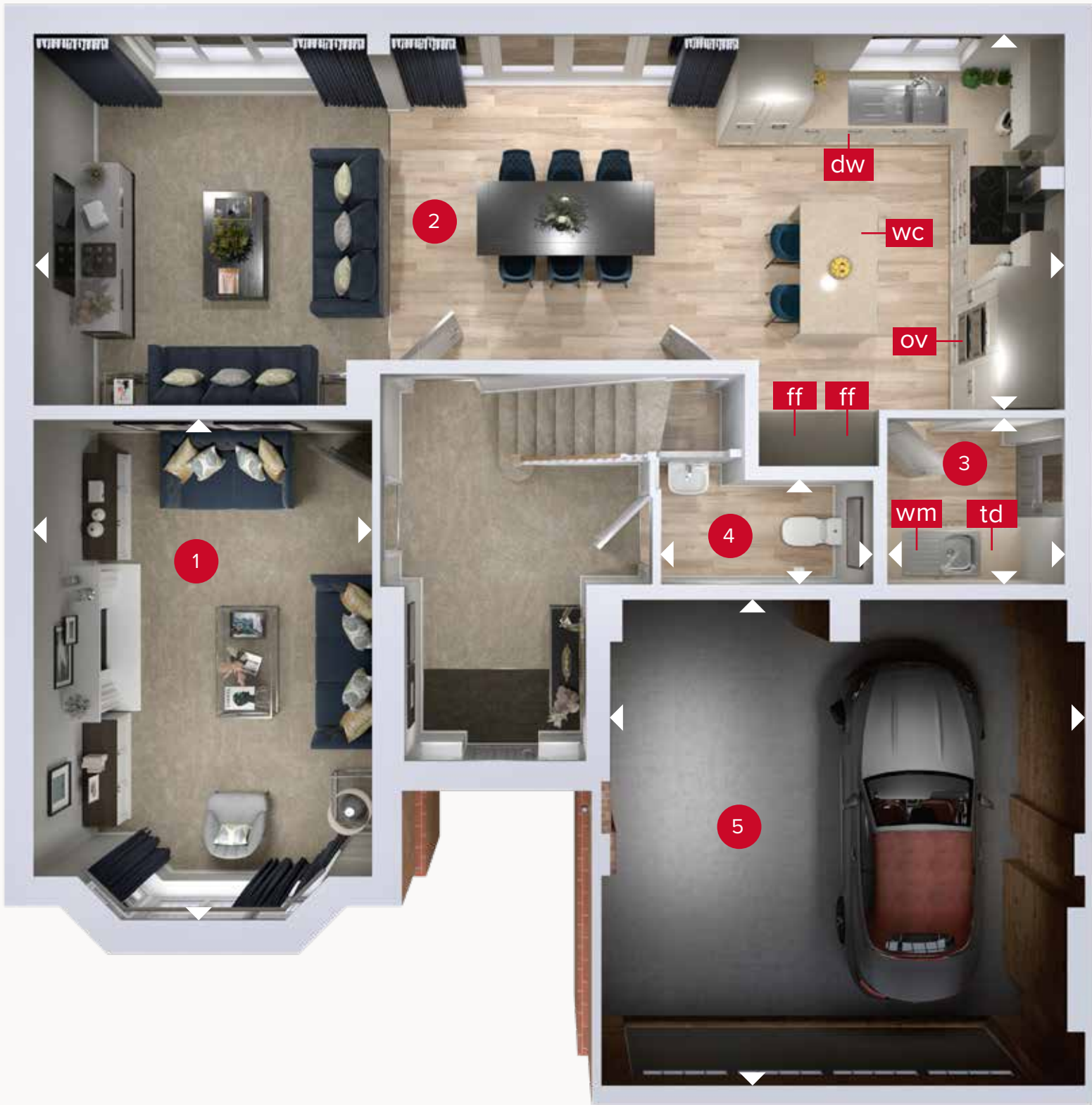
- REDROW -

# THE HENLEY

FOUR BEDROOM DETACHED HOME







GROUND FLOOR



FIRST FLOOR

# THE HENLEY

## GROUND FLOOR

1	Lounge	17'7" x 11'9"	5.37 x 3.57 m
2	Family/Kitchen/ Dining	36'1" x 13'4"	10.99 x 4.07 m
3	Utility	6'3" x 5'10"	1.90 x 1.79 m
4	Cloaks	7'5" x 3'7"	2.25 x 1.10 m
5	Garage	17'1" x 17'0"	5.21 x 5.19 m

## FIRST FLOOR

6	Bedroom 1	16'8" x 11'9"	5.09 x 3.57 m
7	En-suite 1	10'9" x 6'4"	3.28 x 1.94 m
8	Bedroom 2	14'4" x 10'2"	4.37 x 3.11 m
9	En-suite 2	7'5" x 5'4"	2.27 x 1.63 m
10	Bedroom 3	11'11" x 9'11"	3.63 x 3.02 m
11	Bedroom 4	12'5" x 8'6"	3.78 x 2.59 m
12	Bathroom	8'4" x 7'9"	2.54 x 2.37 m



12.01.2023

Customers should note this illustration is an example of the Henley 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. 03113-01, EG\_HENL\_DM.1

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ov - oven  
ff - fridge freezer  
dw - dishwasher

wm - washing machine space  
td - tumble dryer space  
wc - wine cooler





# SKILFUL EXECUTION

Quality is never an accident, it is always the  
result of high intention to detail. It represents  
the wise choice of many alternatives.







# PLAN YOUR DREAM HOME



## KITCHEN & UTILITY

### Kitchen Styles

A range of quality kitchen styles from Symphony. Please see Sales Consultant for further details.

### General

Kitchens to include smooth door closers and plastic cutlery tray.

### Work Surfaces

Square Edged worktops. Refer to My Redrow for choices.

### Upstand

Matching above worktops, with stainless steel splash-back behind Hob.

### Sink

Stainless Steel bowl and a half (in housetypes up to 1600 sq ft).  
Stainless Steel double bowl (in housetypes over 1600 sq ft).

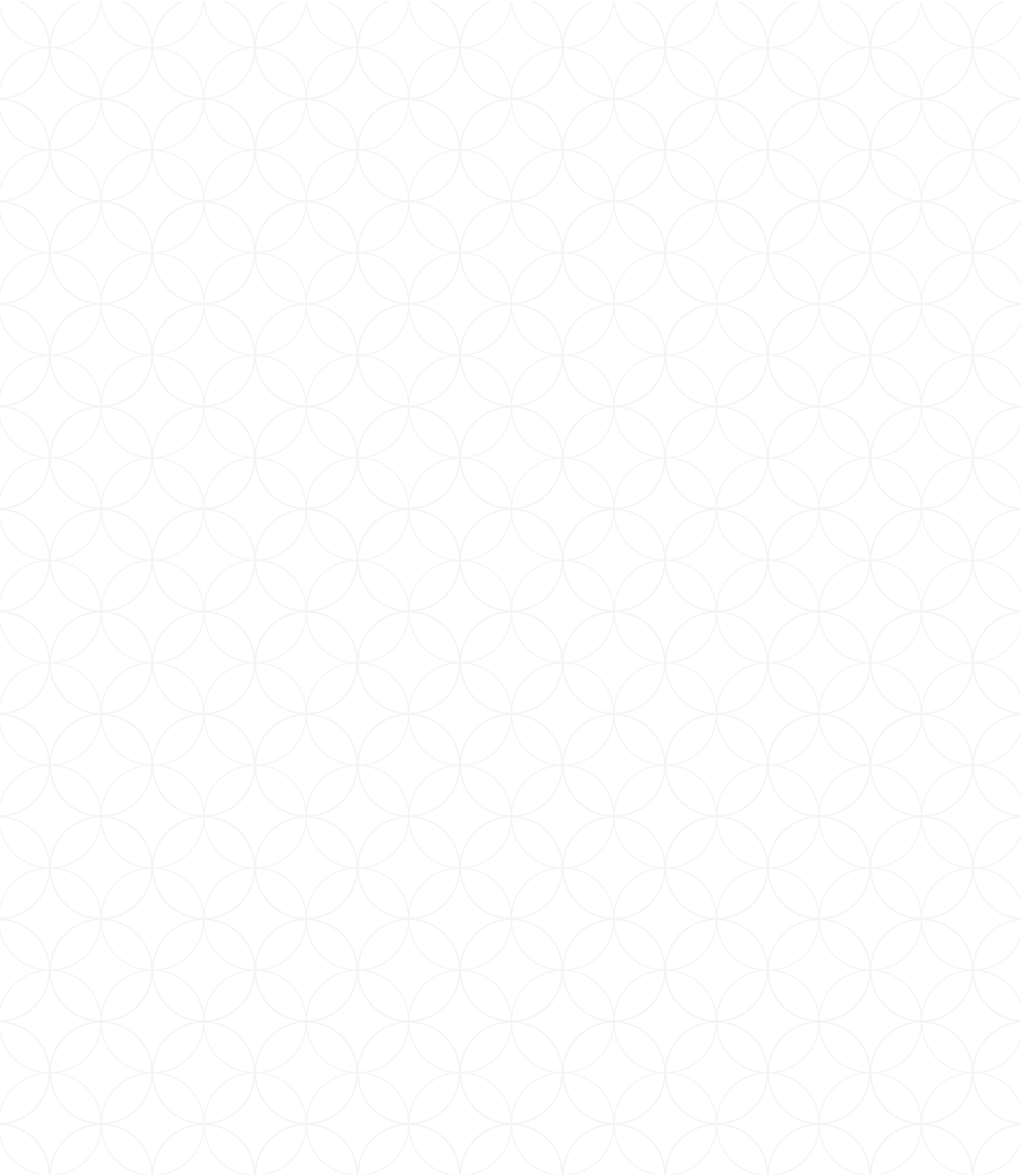
### Utility (Where applicable)

Cupboards and worktop to match kitchen.  
Stainless steel single bowl with mixer tap.

### Appliances

- AEG 60cm ceramic hob with 4 heat zones (in housetypes up to 1600 sq ft)
- AEG 90cm ceramic hob with 6 heat zones (in housetypes over 1600 sq ft)
- AEG Double Oven
- Electrolux 60cm Chimney extract (in housetypes up to 1600sqft)
- Electrolux 90cm Chimney extract (in housetypes over 1600sqft)
- 2x Zanussi integrated fridge/freezer 50/50 (in housetypes over 1600 sq ft)
- Single Zanussi integrated fridge/freezer (in housetypes under 1600 sq ft)





INTERIOR

**Walls**  
Crown White paint finish.

**Internal Doors**  
Cambridge internal moulded door.

**Ceilings**  
Crown White paint finish.

**Central Heating**  
Air source heat pump with energy efficient hot water cylinder. Refer to drawings for specifications.

**Radiators**  
Wet underfloor heating system to ground floor.  
Radiators to first floor. See Sales Consultant for more details.

**Wardrobes**  
Goodings wardrobes to all Bedrooms are available as an optional upgrade – refer to My Redrow.

**Phone Point**  
Phone Point finishes to match electrical accessories in rooms.

**TV Point**  
TV Point finishes to match electrical accessories in rooms to be located in the Lounge, Bedroom 1 and Family Room where applicable..

**Electrical Sockets & Switch Plates**  
BG white electrical switch and socket plates together with BG pendant and batten lighting points.



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



## BATHROOM, CLOAKROOM & EN SUITES

### Sanitaryware

Ideal Standard in White finish.

### WC

Ideal Standard Arc pan with AquaBlade technology in White finish.

### Bath

Ideal Standard bath and panel in White finish.

### Shower

Shower valve & screen to be provided above the bath except when there is a separate shower enclosure within the bathroom.

### Low Profile Tray

Acrylic capped low profile shower tray with concealed waste and upstands to all four sides.

### Shower Screen

Polished Chrome effect finish shower door.

### Wall Tiles

Porcelanosa Tiles to wet rooms where applicable

- Full height tiling around bath with shower
- Half height tiling around bath without shower
- Cloakroom- one tile height splashback above basin

### Bathroom & En-suite Basin

Ideal Standard Arc basin with Tesino basin mixer.

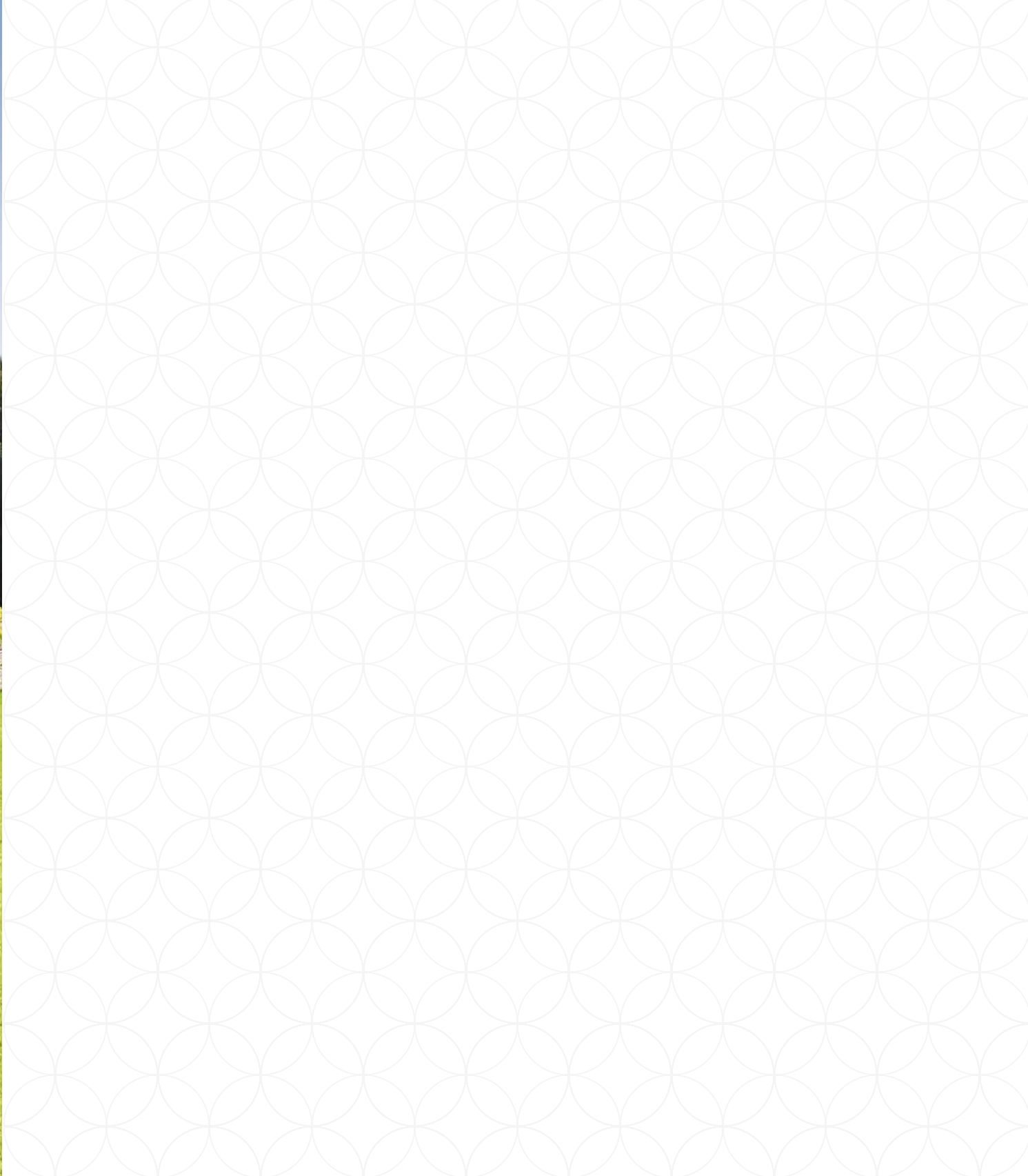
### Cloakroom Basin

Ideal Standard Sottini Arc basin with Tesino basin mixer.

### Towel Rail

Curved towel warmer in Chrome effect finish to bathroom and en-suite.





## EXTERIOR

### Windows

Sealed double-glazing uPVC windows in white finish with stainless steel easy-clean hinges. Obscure glazing to be provided for all WC and Bathroom windows. White handles to match windows & doors.

### External Doors

GRP door with patterned glass. Finished in solid colour externally and white finish internally. Frame to be uPVC.

### Rear door

Steel door with patterned glass, finished internally and externally in white. Frame to be uPVC.

### External Lights

Lantern to front entrance - Black in colour.  
Coach down lantern to houses under 1600 sq ft.  
Grande Georgian Lantern to houses over 1600 sq ft.

### Front

Turf to front garden.

### Rear

Gardens topsoil in accord with NHBC requirements.

### Garage

Double power point and lighting pendant to integral and detached garages with steel up and over door. Door finish to be painted to match Front Door.

### Door Bell

Black effect bell push.

### Fencing

All plots to receive 1800m high vertical fence with 1800m high Timber gate,





# A THRIVING PARTNERSHIP

Our 'Nature for people' biodiversity strategy was developed alongside our long-standing partners, The Wildlife Trusts. The strategy focuses on three key themes – Nature Gains, Rewilding Lives and Flourishing Legacy with a view to improving people's well-being through nature.

Find out more at [redrowplc.co.uk/sustainability](https://redrowplc.co.uk/sustainability)

Working in close partnership with





# 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](http://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.







# MANOR PLACE

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Littlehampton Road, Angmering, West Sussex BN16 1DY

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