

CUSTOMER CHARTER

At Platform Home Ownership, we aim to make moving home as simple as possible, provide you with the best possible customer service and a home you can be proud of.

This Charter describes the level of service and standards that you can expect from us:

- 1.** We will be committed to ensuring our websites and marketing are clear and accurate.
- 2.** Before reserving your new home, we will go through the working drawings, specification and layout of your home with you to enable you to make an informed decision. You will also have the benefit of a thorough affordability assessment by a mortgage advisor to ensure the property is affordable and sustainable for you.
- 3.** We will provide you with a dedicated and friendly Sales Consultant who will be on hand to provide you with support and guidance throughout your sales journey.
- 4.** Your Sales Consultant will explain the full sales process clearly and provide you with regular build updates on your new home.
- 5.** Prior to moving into your new home, we will invite you to a home tour and demonstration to guide you through the key features of your new home.
- 6.** We will provide you with clear health and safety advice during construction and visits to site.
- 7.** On the day of legal completion, our Sales Consultant will welcome you to your new home and handover your keys.
- 8.** We will provide you with a New Home Guide to help you during the first few months of living in your new home. In addition, we will also provide the Manufacturer warranties for all appliances in your home from which you will benefit.
- 9.** Shortly after your completion day, you will receive a survey to check you are happy with your new home and if there is anything we can help you with. This feedback is greatly welcomed and will be used to see how well we are performing and areas where there is room for improvement.
- 10.** Your new home is covered by an NHBC or similar industry regulated 10-year insurance scheme covering the structural elements of your home. We also provide an initial defects period, details of which will be confirmed to you prior to reservation. You can report these items to our dedicated Platform Hub contact centre, which includes an emergency out of hours contact 24/7.
- 11.** We hope you have a smooth journey with us here at Platform, however, on the occasion where this doesn't happen and we have been unable to resolve an issue for you, we do have a detailed Customer Complaints Procedure which can be found on our website below.

[COMPLAINTS PROCEDURE >](#)