



The Bancon Homes Customer Charter



With more than 20 years experience of creating beautiful homes, we understand what it takes to make a house a home.

Attention to detail is paramount to everything we do and we focus all our efforts on providing the very best service to all our valued customers. And that is why we make the following commitment to you in our Bancon Homes Customer Charter.



1. Our Customer Charter is important in setting out our commitment to you and is displayed in our sales offices and is on our website. We will give you a copy of our Customer Charter if you ask for one and when you reserve a property with us.
2. Our staff have been trained to understand our responsibilities to you to ensure we fulfill the commitments made to you in this Charter. We will give you names and contact details of our staff who will be responsible for helping you at every stage of the buying process – including after sales hand-over. We will also explain how we deal with your questions and any relevant choices and options you can consider. Every Bancon home is offered with a range of fixtures and fittings by leading manufacturers.
3. We will provide detailed information, in clear terms, about the property we are selling to you prior to you making a binding commitment to purchase. We will seek to ensure that you appoint your own professional legal advisor to carry out the legal formalities of buying the property and to represent your interests.



4. Our marketing and advertising will be clear and helpful.
5. We will make your cancellation rights clear to you.
6. Our terms and conditions in our Missives will be clear and fair.
7. We will make sure we will protect any property deposits that we receive from you.
8. We will give you reliable information about the Warranty provider's cover and any other guarantees and warranties from which you may benefit.

9. We will give you reliable information about the timing of construction, the date of entry, and the procedure for the handover of the property at date of entry.

10. At the time of the handover of the property we will provide a demonstration of the many features of your new home before you move in, and will explain amongst other things;

How to operate the central heating, hot water and any other systems.
Where the main switches, consumer unit and stopcock are located.
How the warranties and guarantees work.
How our Customer Care procedures work.

11. Your new Bancon home is an investment - and is protected by the 10 year buildmark cover from NHBC. Briefly, Buildmark is an insurance policy which protects you, the homeowner against specific risks for a full 10 years. The insurance cover is split into two stages. You are protected for the full 10 years against serious defects occurring: for example foundations, roof and other structural areas. In addition, for the first two years, Bancon Homes, together with the NHBC cover you against physical damage to your new home should this be caused by a defect which results from a failure to meet NHBC standards. Like all insurance policies there are limitations to the cover and these are fully explained in the Buildmark Cover document, which you will receive from your Solicitor. Additionally a specimen Buildmark cover document is available at our Sales Office or you can obtain a copy, and a video describing the cover, from the NHBC by calling 0870 241 4302. www.nhbc.co.uk.

12. We will advise you about our procedures for dealing with customer complaints, including the availability of any services that can help resolve complaints about warranties. We will co-operate with appropriate professional advisors you have appointed to help resolve disputes.

13. We will provide our customers with Health and Safety advice to minimise the risk of danger during construction. The safety and wellbeing of you and your family is of paramount importance to us. A building site can be a dangerous place, especially for children who may see it as an adventure playground. With this in mind, please follow this guidance when on site:

Unaccompanied visits to construction areas are not allowed under health and safety regulations for any reason - access can only be arranged through your sales consultant.
Always wear the safety helmet and any other protective equipment provided.
Keep a safe distance from construction activity.

14. We always aim to be helpful efficient and professional. If you feel you have not been afforded the level of service to which we are committed please, in the first instance, contact our Customer Care Manager.



OUR CUSTOMER CHARTER COMMITMENTS DO NOT AFFECT YOUR STATUTORY RIGHTS.

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