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# Customer Charter



1. Our customer charter is important in setting out our commitments to you. We will publish our charter in our office at 5 West Mills Newbury and a copy is available on our website. If for any reason you haven't received a copy before you reserve a property, please do not hesitate to ask for one.
2. We have systems and procedures to help ensure that:
  - *We can give you the information and service to enable you to make a well informed and enjoyable purchase.*
  - *We will endeavour to provide an appropriate after sales service.*
3. Our experienced team at Rivar are here to deal with any questions you may have at any stage when buying a property and afterwards.
4. We have been trained to understand our responsibilities to you, the company's main legal responsibilities to you, and the commitments we have made to you under the customer charter.
5. You will be provided with a point of contact who will be responsible for helping you during the buying process. We will also explain how we will deal with any questions you may have.
6. We will inform you of the health and safety precautions that should be adhered to when visiting a development site. You will be provided with a health and safety file for your home under the Construction (Design and Management) Regulations 2007.
7. We ensure that all of our marketing material complies with the relevant laws and advertising codes.
8. The contract of sale terms and conditions that we enter into with you will be clear and fair and comply with the Unfair Terms in Consumer Contracts Regulations 1999.
9. We will provide you with clear and accurate information in the contract of sale to enable you to understand any cancellation rights relating to your purchase.
10. Your new home will benefit from the 10 year NHBC Buildmark cover. This is included in the purchase price of the property; please refer to the policy for full details. You will receive a NHBC Buildmark document from us through your solicitor. You can view a copy of the document on NHBC's web site [www.nhbc.co.uk](http://www.nhbc.co.uk) together with other relevant information.
11. We will ensure suitable protection for any property reservation deposits and contract deposits that we receive from you.
12. Once you have reserved your property we will endeavour to keep you informed of the construction progress and timescales for completion. Once a completion date is set we will ensure that:
  - *The transfer of ownership takes place; and*
  - *The functions and facilities of the property are demonstrated to you.*
13. If for any reason there are problems after you have moved into your new home our commitment to you continues after the sale has been completed. Please contact our office where we will be available to discuss our procedures between the hours of 9.00am and 5.30pm (excluding weekends and holidays).
14. Please contact us if you would like further information of how you can:
  - *Use our complaints system*
  - *Use a service that can help resolve complaints about warranties that are not resolved using our own complaint procedure.*
  - *Use any further complaint procedures if we are unable to deal with the complaint to your satisfaction.*
15. If in the unlikely event a dispute arises we will co-operate with your appropriately qualified professional advisors to resolve the situation.

**Our customer charter commitments do not affect your statutory rights.**