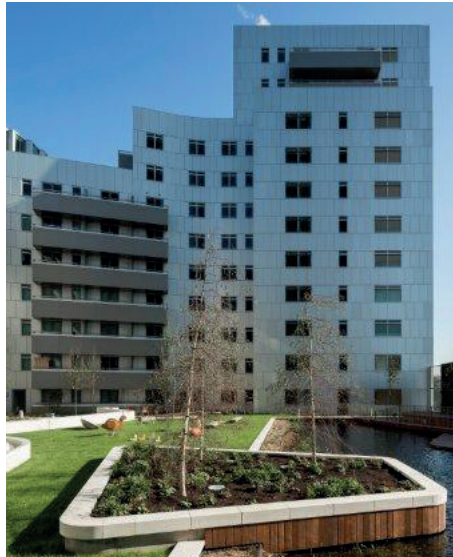




CUSTOMER CHARTER

our commitment to you...



ECf is one of the country's leading names in urban regeneration. We create new homes within our towns and cities, with a focus on quality and sustainability.

ECf's three partners are Muse Developments, Legal & General and the Homes & Communities Agency. We are driven by a desire to bring a fresh and innovative approach to property development.

ECf is committed to putting the needs of you, our customer, first. Your journey with us starts from the moment you consider reserving your new home.

This Charter sets out our commitment to excellence. It provides a guide to the procedures we will follow, and the information we will provide as you go through the home buying process.

ECf has a passion for creating urban city living spaces that you can't help but love. Every detail is given the attention it deserves, and every thought begins and ends with the buyer.

Customers are our first consideration and we endeavour to make the purchase of your home an enjoyable experience.

Our aim is to get it right first time, and we seek to continually improve our standards and all aspects of our service to you.

We adopt the principles and good practice of the Consumer Code for Home Builders.

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.



We want your experience with ECf to be as smooth and stress-free as possible, and hope that the enclosed sets out our commitment to you. However, if you believe we have not acted within the spirit of our Charter, please contact us in writing and send your correspondence to our New Homes Manager. Details are listed below.

When contacting us to make a complaint please provide us with your full contact details and as much information about the complaint as possible. Your complaint will be acknowledged within three working days. Your complaint will be fully investigated and a response will be issued within ten working days.

South

New Homes Manager
English Cities Fund
2 Cavendish Square
LONDON
W1G 0PU
Tel: 0203 328 4949
Fax: 0203 328 4954
Email: london@ecfresidential.co.uk

North

New Homes Manager
English Cities Fund
Anchorage 1
Salford Quays
MANCHESTER
M50 3YJ
Tel: 0161 877 3400
Fax: 0161 877 5480
Email: manchester@ecfresidential.co.uk
