

Christy Brow

HYDE



An Arts & Crafts inspired development of
3 and 4 bedroom contemporary homes.





Perfectly positioned

Our exclusive Christy Brow development is perfectly placed for modern living. This Arts and Crafts-inspired development is situated on the site of Carrfield Mill, former home of Christy Towels, world-renowned manufacturers of the first industrially-produced looped cotton towel.

With its rich industrial heritage and close proximity to excellent transport links, it offers families and professionals a luxurious lifestyle in an ideal location.



So much on your doorstep

Nestling on the edge of the Pennines, just a few miles from the Peak District, Hyde is a bustling town in Tameside, Greater Manchester.

With a popular market adjacent to Clarendon Square Shopping Centre, browse all kinds of food, fashion, craft and collectable stalls. Plus you'll also see regular events with walkabout characters, jazz and samba bands.

For cyclists, ramblers and lovers of sunny weekend walks, Etherow Country Park is nearby, along with Werneth Low, offering panoramic views of the Cheshire plain and the Welsh Mountains in clear weather. While the wild flower meadows, picturesque woodlands and herb gardens of Lymefield make this an ideal place for the whole family to enjoy the great outdoors.

Elsewhere, foodies are catered for, with an eclectic collection of independent eateries serving cuisines from around the world. Whether it's an intimate meal for two or a hearty family meal in a restaurant or cosy pub setting, it's all here, from bistro to bar and beyond.

Theatres, galleries, cinemas and museums of Greater Manchester are all easily accessible. Plus with two train stations, the bright lights and iconic shopping and leisure attractions of the UK's third largest city are less than a 20 minute ride away.



Christy Brow occupies an enviable position, close to idyllic countryside yet only 7 miles east of Manchester. Besides the regular train and bus services, commuters enjoy excellent motorway links to the North West via the M67 and the M60. And with an excellent choice of schools for children of all ages, your beautiful Eccleston home will have everything you need, right on your perfectly located doorstep.

How to find us

Christy Brow is located in Hyde.
Use postcode **SK14 4RY**



FROM THE NORTH

- Head south on the M62
- Leave junction 18 (Simister Island) and take the first exit onto M60 ring road (E)
- At junction 24 leave the M60 and join the M67 (Denton)
- Leave the M67 at junction 3 (Hyde) staying in the far left hand lane to join the A627 (Clark Way).
- Continue for 300m then turn right heading for the A627 / B6170.
- Continue on the B6170 (right hand lane) for 100m and turn right into Christy Brow.

FROM THE SOUTH

- Head North on the M6
- Leave at junction 19 and take the 3rd exit onto A556 (Bucklow Hill).
- Continue (for approx. 4 miles) and leave at Junction 7 to join the M56 (Manchester & Airport).
- After junction 1, the M56 joins the M60.
- Continue on the M60 and leave at Junction 24 (Denton)
- Take the 4th exit at the roundabout joining the M67.
- Leave the M67 at junction 3 (Hyde) staying in the far left hand lane to join the A627 (Clark Way).
- Continue for 300m then turn right heading for the A627 / B6170.
- Continue on the B6170 (right hand lane) for 100m and turn right into Christy Brow.



Sales enquiries

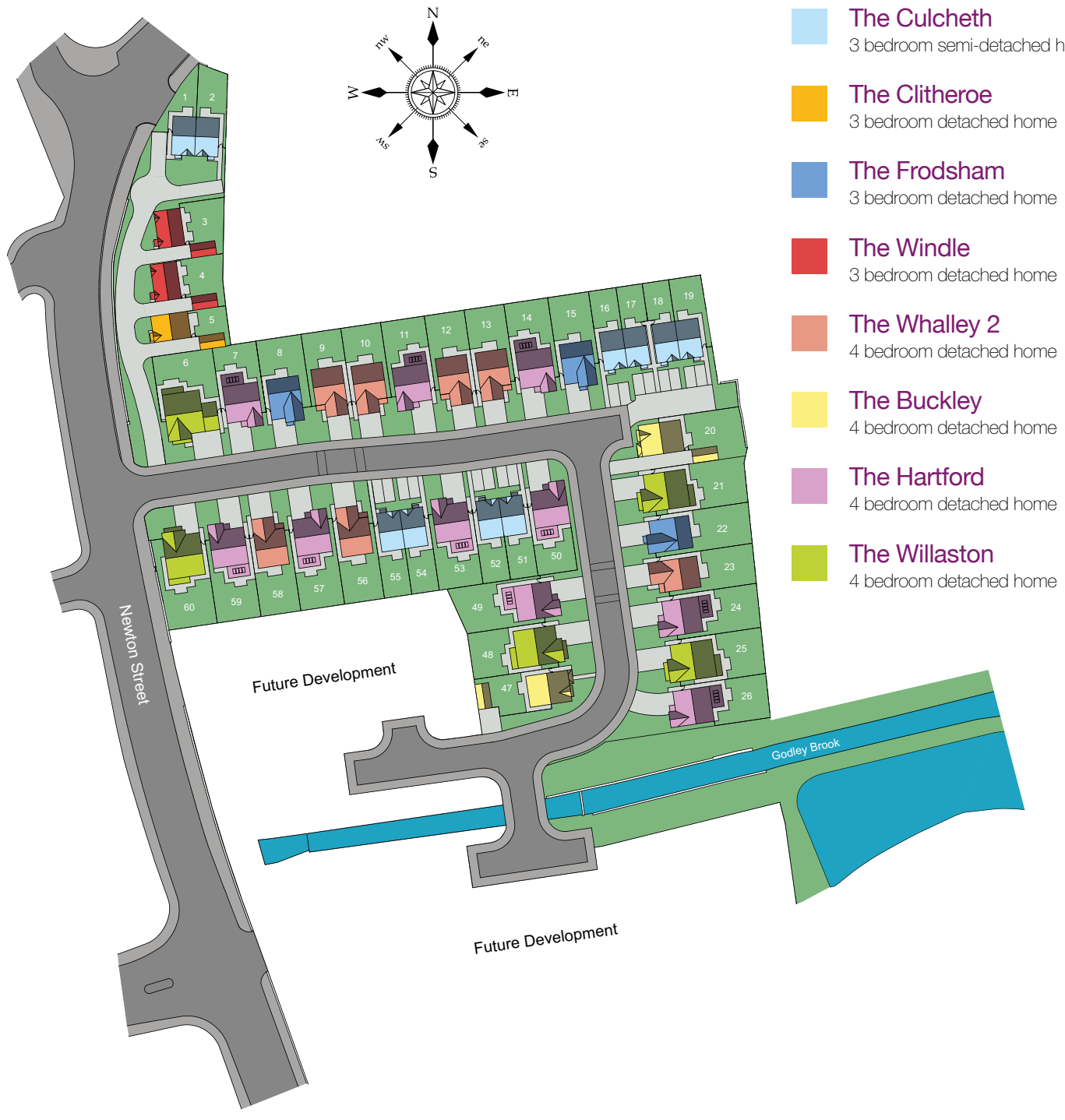
0161 518 0315

saleschristybrow@ecclestonhomes.co.uk
ecclestonhomes.co.uk



Christy Brow

HYDE



- The Culcheth**
3 bedroom semi-detached home
- The Clitheroe**
3 bedroom detached home
- The Frodsham**
3 bedroom detached home
- The Windle**
3 bedroom detached home
- The Whalley 2**
4 bedroom detached home
- The Buckley**
4 bedroom detached home
- The Hartford**
4 bedroom detached home
- The Willaston**
4 bedroom detached home

These particulars are for illustration only. The layout of this plan is not to scale and is an indication only of relative positions of properties. Consequently these particulars should be treated as general guidance only and cannot be relied on as accurately describing any of the Specific Matters prescribed by any Order under the Consumer Protection From Unfair Trading Regulations 2008. Nor do they constitute a contract or part of a contract. Please ensure that you check with the Sales Consultant on the development for specific plot details.

Specification

CHRISTY BROW, HYDE

Kitchens

- A choice of kitchen units and worktops (choice subject to build programme)
- Bosch stainless steel single multifunctional electric oven
- Bosch stainless steel 4-ring hob
- Stainless steel chimney-style recirculating hood
- Stainless steel splashback to hob
- Bosch integrated fridge / freezer
- 80mm co-ordinating worktop upstand (choice subject to build programme)
- One and half bowl sink and top lever tap to kitchen (choice subject to build programme)
- Stainless steel single bowl and tap to utility (where applicable)
- Plumbing for washing machine
- Plumbing for dishwasher
- Cutlery tray
- Soft closers to all units and drawers

Bathrooms and ensuites

- White contemporary sanitaryware by Roca
- Chrome towel radiators to bathroom and ensuites
- Chrome brassware by Vado
- Electric shaver point to bathroom and ensuite
- Choice of ceramic wall tiles by 'Porcelanosa' (choice subject to build programme)
- Extent of tiling to be: splash-backs above hand-basins in WCs, half-height ceramic tiling to walls receiving sanitaryware, and full-height ceramic tiling to shower enclosures (where applicable). Choice of two co-ordinating 'Porcelanosa' wall tiles in main bathrooms and ensuites to create feature walls. The feature wall is indicated on wall tile drawings
- Vado thermostatic shower to ensuite
- Vado shower over the bath to main bathroom with shower screen
- Vanity unit to bathrooms and ensuites

General

- Hive Active Heating Smart Compatible Thermostat (requires HiveHub, broadband and WiFi)
- Gas central heating two zone system throughout
- Thermostatically controlled radiators to all rooms except where roomstat fitted
- 10-year warranty (NHBC)
- UPVC double-glazed windows
- UPVC French patio doors
- Black rainwater pipes and gutters

Electrical

- Sky+HD TV aerial point contained within media plate to lounge and family rooms with wiring to loft space (system to be completed by contacting Sky direct)
- Digital TV aerial point contained within media plate to lounge and family room wired to aerial in loft space
- Digital TV aerial point to master bedroom wired to aerial in loft space
- BT socket to lounge contained within media plate
- BT socket to master bedroom
- Downlights to kitchen
- Downlights to bathroom and ensuites

Safety and security

- Alarm system
- Mains-powered smoke detectors and mains-powered heat detectors
- Window locks to all windows (except upper floor escape windows)
- Multi-point locking systems to front and rear doors

Decoration

- Smooth-finish ceiling painted white
- All internal woodwork painted gloss white
- All internal walls painted white
- Semi-solid internal doors painted gloss white
- Satin chrome-effect internal ironmongery

External

- Front porch light
- Front garden turfed
- Landscaping to approved scheme
- Grey concrete paving to form pathways and patios as shown on external works layout
- Black tarmac drives with grey concrete edgings
- 1.8m screen fencing to rear gardens, including pedestrian timber gate. See external works layout for exact details and locations
- Steel up-and-over garage doors
- Double socket and light to garage

Options

- A wide range of optional extras are available. Please see Sales Consultant for prices and full range (all subject to build stage).

We operate a policy of continuous product development and individual features such as windows, garages and elevation treatments may vary between individual plots and developments. Homes may be constructed from brick, stone or artificial stone or timber and all room sizes are approximate. Plots may be handed and garages may be single or double. Kitchen and bathroom layouts are indicative and any furniture layout is for illustrative purposes only. Whilst every effort has been made to ensure the information is correct it is designed specifically as a guide and may be subject to change during construction. Consequently, these particulars do not constitute or form any part of the contract. Individual detailed plans and specification are available, please see the Sales Consultant on the development for specific plot details prior to reservation.

We supply products by:

PORCELANOSA



Roca



eccleston
HOMES

The Culcheth

3 BEDROOM
SEMI-DETACHED
HOME

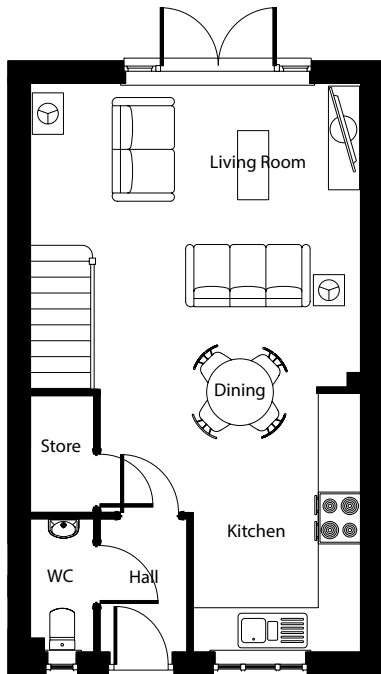


Three bedroom semi-detached home / open plan kitchen/dining/living room / French doors to the rear garden / three spacious bedrooms / ensuite to master bedroom / family bathroom / downstairs WC


eccleston
HOMES

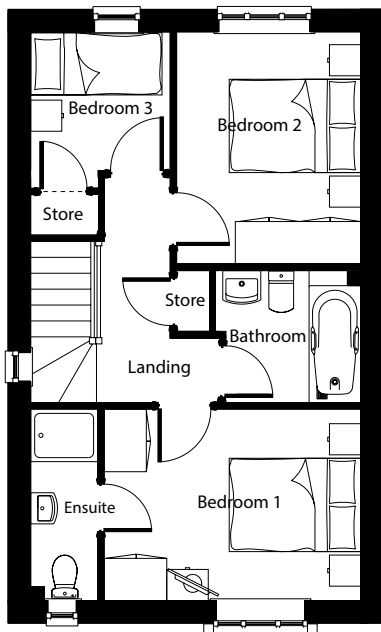
The Culcheth

3 BEDROOM SEMI-DETACHED HOME • 860 sq.ft.



Ground Floor

LIVING/DINING ROOM	4.78 (max) x 4.39m 15'8" (max) x 14'4"
KITCHEN	3.74 x 2.42m 12'3" x 7' 11"
WC	1.92 x 0.92m 6'3" x 3'0"



First Floor

BEDROOM 1	3.71 x 2.77m 12'2" x 9'1"
ENSUITE	2.77 (max) x 0.97m 9'1" (max) x 3'2"
BEDROOM 2	3.35 x 2.67m 11'0" x 8'9"
BEDROOM 3	2.27 x 2.02m 7'5" x 6'7"
BATHROOM	2.11 (max) x 1.92m 6'11" (max) x 6'3"

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The Clitheroe

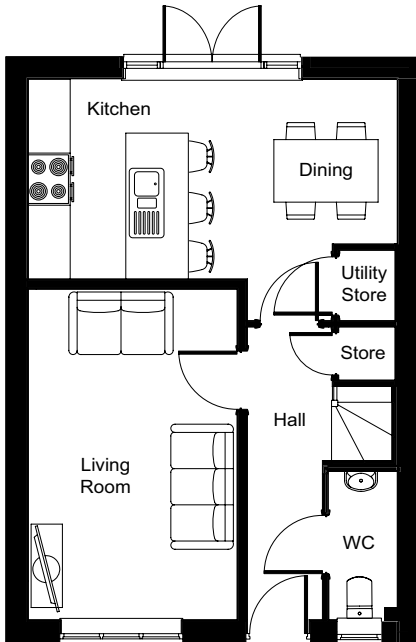
3 BEDROOM
DETACHED HOME



Three bedroom detached home / contemporary kitchen/dining room with access to the rear garden through French doors / stylish breakfast area / separate light and airy living room / useful storage cupboard / three spacious bedrooms / ensuite to master bedroom / family bathroom / downstairs WC

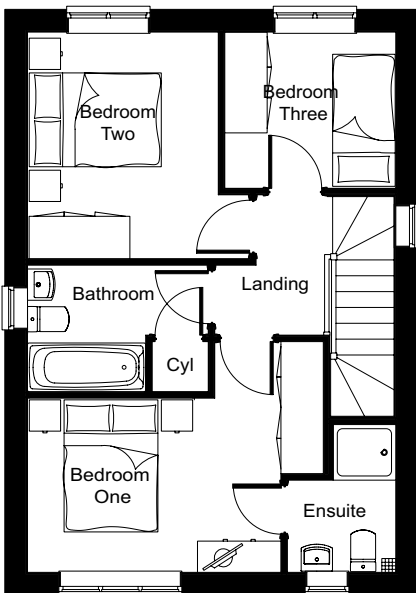
The Clitheroe

3 BEDROOM DETACHED HOME • 901 sq.ft.



Ground Floor

LIVING ROOM	4.75m x 3.00m 15' 7" x 9' 10"
KITCHEN/DINING ROOM	5.30m (max) x 3.47m (max) 17' 5" (max) x 11' 5" (max)
WC	2.10m x 0.97m 6' 11" x 3' 2"



First Floor

BEDROOM 1	4.25m (max) x 2.50m 13' 11" (max) x 8' 2"
ENSUITE	2.12m (max) x 1.56m (max) 6' 11" (max) x 5' 1" (max)
BEDROOM 2	3.26m x 2.74m 10' 8" x 8' 11"
BEDROOM 3	2.46m x 2.24m 8' 1" x 7' 5"
BATHROOM	2.60m (max) x 1.82m (max) 8' 6" (max) x 6' (max)

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The Windle

3 BEDROOM
DETACHED HOME

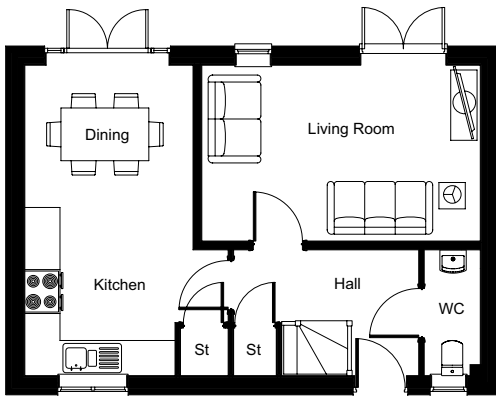


Three bedroom detached home / open plan kitchen/dining room / separate living room with French doors / three spacious bedrooms / ensuite to master bedroom / family bathroom / downstairs WC / detached garage

The Windle

3 BEDROOM DETACHED HOME • 901 sq.ft.

Ground Floor



LIVING ROOM

4.75m x 3m
15' 7" x 9' 10"

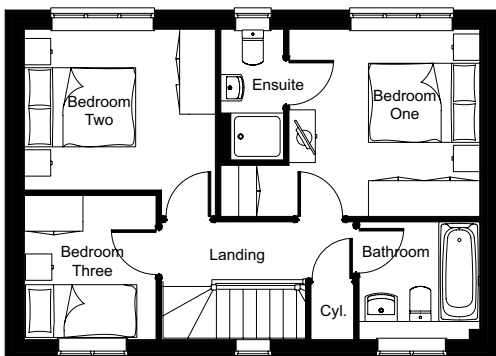
KITCHEN/DINING ROOM

5.29m (max) x 3.47m (max)
17' 4" (max) x 11' 4" (max)

WC

2.14m x 0.96m
7' x 3' 1"

First Floor



BEDROOM 1

3.22m x 3.19m
10' 7" x 10' 5"

ENSUITE

2.23m (max) x 1.07m (max)
7' 3" (max) x 3' 6" (max)

BEDROOM 2

3.26m x 2.74m
10' 8" x 8' 11"

BEDROOM 3

2.46m x 2.25m
8' x 7' 4"

BATHROOM

2.06m (max) x 2.01m (max)
6' 9" (max) x 6' 7" (max)

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The Frodsham

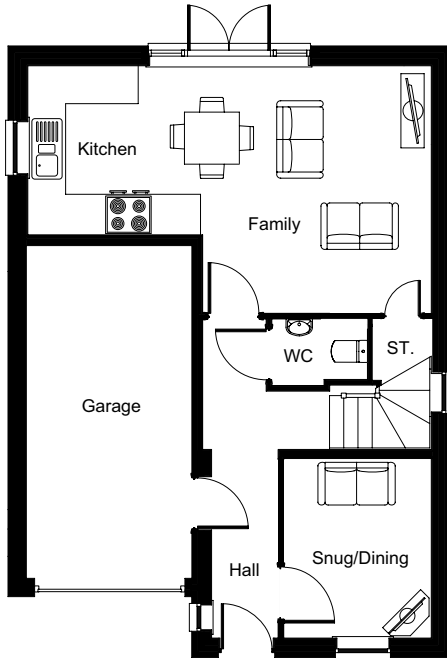
3 BEDROOM
DETACHED HOME



Three bedroom detached home / open plan kitchen/family area with access to the rear garden through French doors / snug/dining room / three bedrooms / ensuite to master bedroom / family bathroom / downstairs WC / integral garage / exterior Arts & Crafts styling

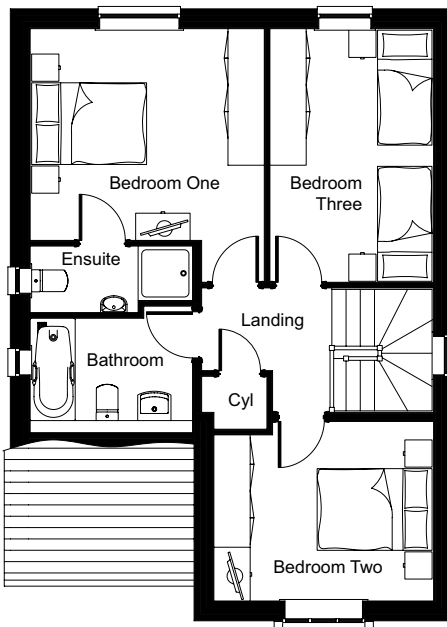
The Frodsham

3 BEDROOM DETACHED HOME • 1070 sq.ft.



Ground Floor

KITCHEN/FAMILY ROOM	6.67m x 4.09m (max) 21' 10" x 13' 5" (max)
SNUG/DINING	2.97m x 2.44m 9' 8" x 8' 0"
WC	1.58m (max) x 1.09m (max) 5' 2" (max) x 3' 7" (max)
GARAGE	5.50m x 2.73m 18' 0" x 8' 11"



First Floor

BEDROOM 1	3.87m x 3.50m 12' 8" x 11' 5"
ENSUITE	2.68m (max) x 1.08m (max) 8' 9" (max) x 3' 6" (max)
BEDROOM 2	3.63m x 2.97m (max) 11' 10" x 9' 8" (max)
BEDROOM 3	4.19m x 2.71m 13' 8" x 8' 10"
BATHROOM	2.68m x 1.84m (max) 8' 9" x 6' 0" (max)

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The Whalley 2

4 BEDROOM
DETACHED HOME

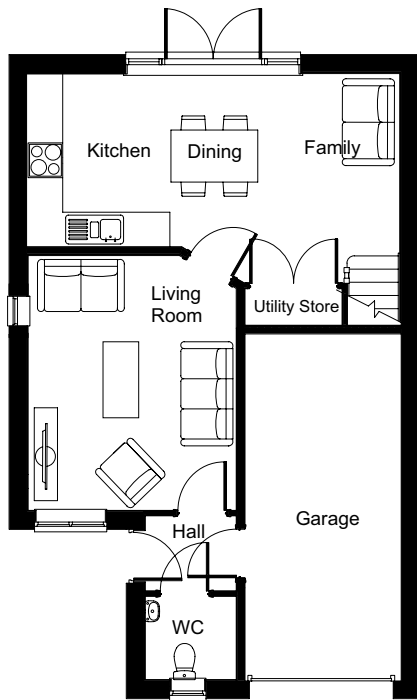


Four bedroom detached home / modern kitchen/dining room with access to the rear garden through French doors / relaxing living room / useful utility store / downstairs WC / four spacious bedrooms / ensuite to master bedroom / family bathroom / integral single garage / exterior Arts & Crafts features


eccleston
HOMES

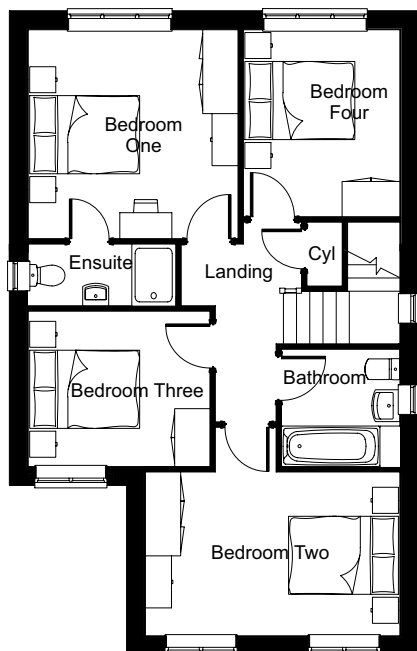
The Whalley 2

4 BEDROOM DETACHED HOME • 1152 sq.ft.



Ground Floor

LIVING ROOM	4.41m (max) x 3.59m (max) 14' 5" (max) x 11' 9" (max)
KITCHEN/DINING/ FAMILY ROOM	6.42m (max) x 3.62m (max) 21' (max) x 11' 10" (max)
WC	1.57m x 1.44m 5' 1" x 4' 8"
GARAGE	6m (max) x 2.70m 19' 8" (max) x 8' 10"



First Floor

BEDROOM 1	3.62m x 3.61m 11' 10" x 11' 10"
ENSUITE	2.55m (max) x 1.18m (max) 8' 4" (max) x 3' 10" (max)
BEDROOM 2	4.39m x 2.83m 14' 4" x 9' 3"
BEDROOM 3	3.14m x 2.57m 10' 3" x 8' 5"
BEDROOM 4	3.23m x 2.71m 10' 7" x 8' 10"
BATHROOM	2.05m x 2.02m 6' 9" x 6' 7"

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The Buckley

4 BEDROOM
DETACHED HOME

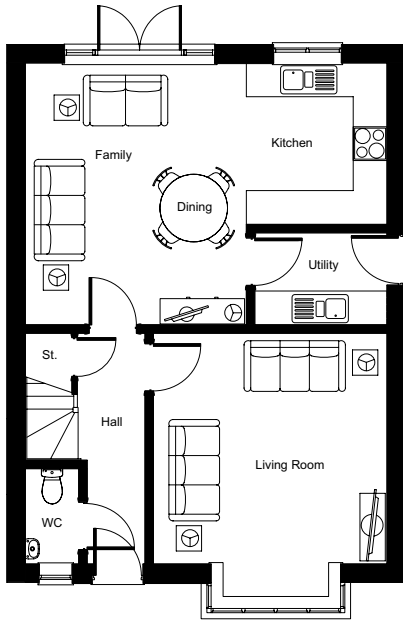


Four bedroom detached home / contemporary kitchen/dining/family room with access to the rear garden through French doors / bay fronted living room / useful utility room / downstairs cloakroom / four spacious bedrooms / ensuite to master bedroom / family bathroom / detached single garage


eccleston
HOMES

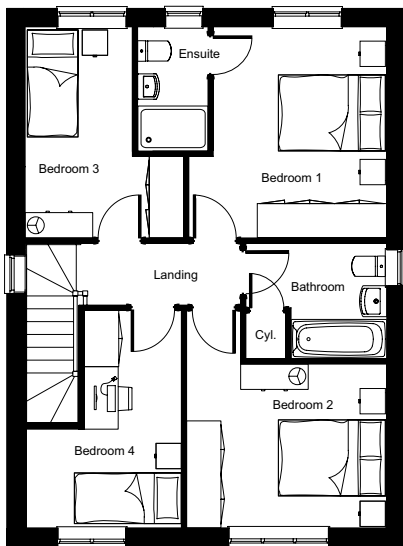
The Buckley

4 BEDROOM DETACHED HOME • 1261 sq.ft.



Ground Floor

LIVING ROOM	4.15m x 4.1m (plus bay) 13' 7" x 13' 5" (plus bay)
KITCHEN/DINING/ FAMILY ROOM	6.42m (max) x 4.65m (max) 21' 1" (max) x 15' 3" (max)
UTILITY ROOM	2.35m x 1.63m 7' 9" x 5' 4"
WC	1.69m x 0.95m 5' 7" x 3' 1"



First Floor

BEDROOM 1	3.75m (max) x 3.51m (max) 12' 3" (max) x 11' 6" (max)
ENSUITE	2.21m (max) x 1.18m (max) 7' 3" (max) x 3' 10" (max)
BEDROOM 2	3.56m x 2.91m 11' 8" x 9' 6"
BEDROOM 3	3.75m (max) x 2.81m (max) 12' 3" (max) x 9' 3" (max)
BEDROOM 4	3.87m (max) x 2.77m (max) 12' 8" (max) x 9' 1" (max)
BATHROOM	2.51m (max) x 2.06m (max) 8' 3" (max) x 6' 9" (max)

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The Buckley

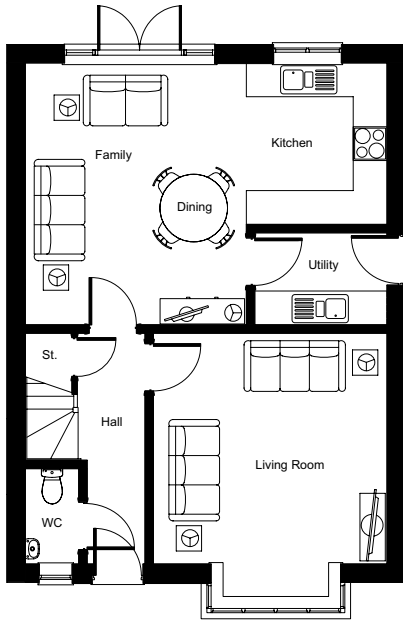
4 BEDROOM
DETACHED HOME



Four bedroom detached home / contemporary kitchen/dining/family room with access to the rear garden through French doors / bay fronted living room / useful utility room / downstairs cloakroom / four spacious bedrooms / ensuite to master bedroom / family bathroom / detached single garage

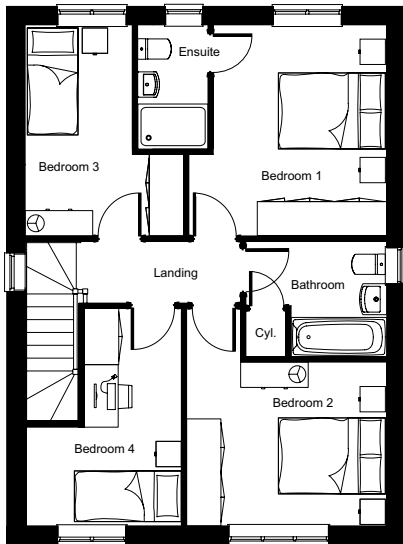
The Buckley

4 BEDROOM DETACHED HOME • 1261 sq.ft.



Ground Floor

LIVING ROOM	4.15m x 4.1m (plus bay) 13' 7" x 13' 5" (plus bay)
KITCHEN/DINING/ FAMILY ROOM	6.42m (max) x 4.65m (max) 21' 1" (max) x 15' 3" (max)
UTILITY ROOM	2.35m x 1.63m 7' 9" x 5' 4"
WC	1.69m x 0.95m 5' 7" x 3' 1"



First Floor

BEDROOM 1	3.75m (max) x 3.51m (max) 12' 3" (max) x 11' 6" (max)
ENSUITE	2.21m (max) x 1.18m (max) 7' 3" (max) x 3' 10" (max)
BEDROOM 2	3.56m x 2.91m 11' 8" x 9' 6"
BEDROOM 3	3.75m (max) x 2.81m (max) 12' 3" (max) x 9' 3" (max)
BEDROOM 4	3.87m (max) x 2.77m (max) 12' 8" (max) x 9' 1" (max)
BATHROOM	2.51m (max) x 2.06m (max) 8' 3" (max) x 6' 9" (max)

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The Hartford

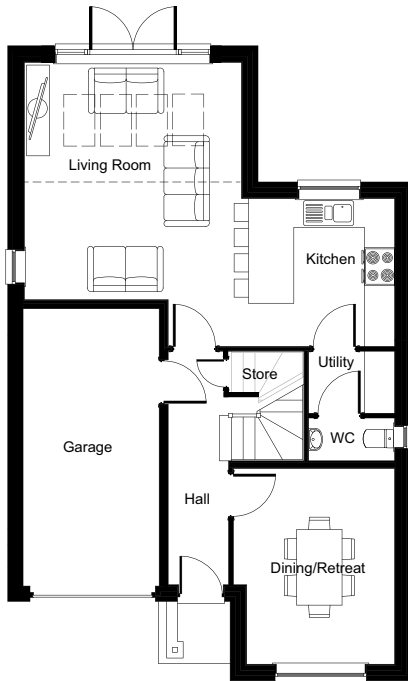
4 BEDROOM
DETACHED HOME



Four bedroom detached home / contemporary living/kitchen area with French doors leading to the rear garden / feature roof light windows / stylish breakfast bar / separate dining room/retreat / useful utility room / four spacious bedrooms / ensuite to master bedroom / family bathroom / downstairs WC / integral garage / exterior Arts & Crafts styling

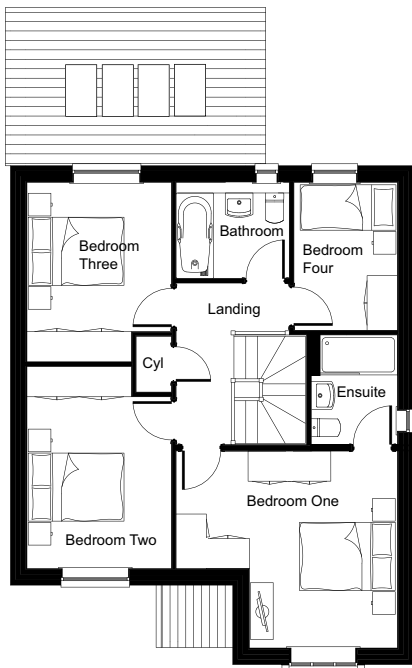
The Hartford

4 BEDROOM DETACHED HOME • 1281 sq.ft.



Ground Floor

LIVING ROOM	4.71m x 4.31m 15' 5" x 14' 1"
DINING ROOM / RETREAT	3.86m x 3.20m (max) 12' 7" x 10' 6" (max)
KITCHEN	3.04m x 2.94m 9' 11" x 9' 7"
UTILITY ROOM	1.71m x 1.19m 5' 7" x 3' 10"
WC	1.71m x 0.91m 5' 7" x 2' 11"
GARAGE	5.50m x 2.70m 18' 0" x 8' 10"



First Floor

BEDROOM 1	4.39m (max) x 3.91m (max) 14' 4" (max) x 12' 9" (max)
ENSUITE	2.17m x 1.68m 7' 1" x 5' 6"
BEDROOM 2	4.01m (max) x 2.87m (max) 13' 1" (max) x 9' 5" (max)
BEDROOM 3	3.56m (max) x 2.87m (max) 11' 8" (max) x 9' 5" (max)
BEDROOM 4	2.94m x 2.05m 9' 8" x 6' 9"
BATHROOM	2.25m x 1.91m (max) 7' 4" x 6' 3" (max)

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The Willaston

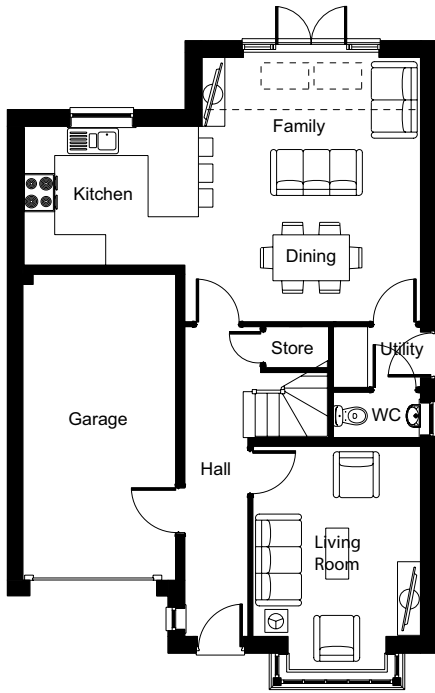
4 BEDROOM
DETACHED HOME



Four bedroom detached home / large family/dining/kitchen area with French doors to the rear garden / stylish breakfast area / useful utility room / separate bay fronted living room / downstairs WC / four spacious bedrooms / ensuite to master / family bathroom / integral garage / exterior Arts & Crafts styling

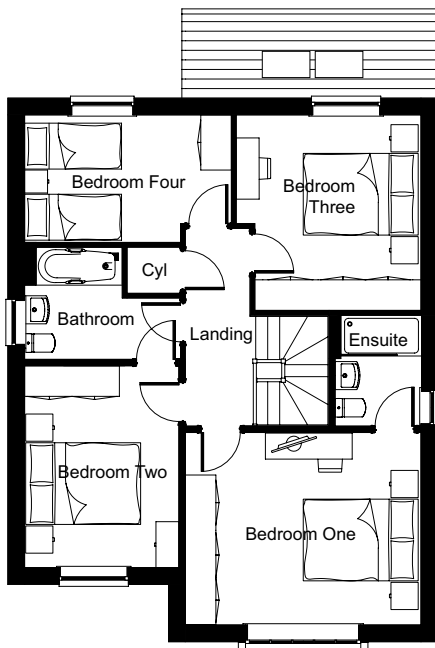
The Willaston

4 BEDROOM DETACHED HOME • 1479 sq.ft.



Ground Floor

LIVING ROOM	3.72m x 3.29m (plus bay) 12' 2" x 10' 9" (plus bay)
FAMILY/ DINING ROOM	5.19m x 4.62m 17' 0" x 15' 1"
KITCHEN	3.15m x 2.72m 10' 4" x 8' 11"
UTILITY ROOM	1.71m x 1.19m 5' 7" x 3' 10"
WC	1.71m x 0.91m 5' 7" x 2' 11"
GARAGE	6.0m x 3.0m 19' 8" x 9' 10"



First Floor

BEDROOM 1	4.62m x 3.80m 15' 1" x 12' 5"
ENSUITE	2.17m x 1.68m 7' 1" x 5' 6"
BEDROOM 2	3.95m x 3.02m 12' 11" x 9' 10"
BEDROOM 3	3.80m x 3.62m (max) 12' 5" x 11' 10" (max)
BEDROOM 4	4.05m x 2.50m (max) 13' 3" x 8' 2" (max)
BATHROOM	3.05m (max) x 2.19m 10' 0" (max) x 7' 2"

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Help to Buy

Did you know you can buy your new home with only a 5% deposit?*



Backed by HM Government

At Eccleston Homes, we believe that when you find your dream home, you want the dream to become a reality as soon as possible. That's why the Government's Help to Buy scheme is such a good idea. The scheme is open to first-time buyers and existing homeowners who are looking to move into a new build property.



Simply save a 5% deposit and the Government will lend you up to an additional 20%.

That means you'll have a 75% mortgage and own 100% of your home!

Even better, whether you're a first time buyer or an existing homeowner, you can still take advantage of this fantastic scheme.

Save a 5% deposit.

TICK

Help to buy loan of 20%.

TICK

Arrange a 75% mortgage.

TICK

That's it. You'll be in your Eccleston dream home in just 3 ticks.

Talk to your Sales Consultant for more info.

*Terms and conditions apply

Reservation Process

Reserving your new Eccleston home

You've found your dream Eccleston home! So what happens next?

We sell our new homes in order of the route that we build them and plots are released for sale at various times to follow this route and ahead of them being built.

They are sold on a first come, first served basis and purchasers are required to exchange contracts within 6 weeks (42 days) with the appropriate 5% or 10% deposit. This usually means that you will need to be either a first time buyer, have your current property sold subject to contract, be a none dependant purchaser, or a cash purchaser. If you have a property to sell, you could consider using one of our home sale assistance schemes, EasyMove or Part Exchange*.

1. Mortgage in Principle

In order to reserve your new home, you'll need a Mortgage in Principle, or Decision in Principle (DIP) from your mortgage provider. Based on basic info such as your income and outgoings, your lender will provide you with a certificate or statement that confirms 'in principle' the amount of money they will lend you.

If you need help sorting a Mortgage in Principle we have access to independent new homes mortgage specialists who are able to provide you with free advice on the range of new homes mortgages available. Please ask your Sales Consultant for further details.

2. Proof of identity

As you're undertaking a financial transaction with us, we'll need to see a copy of your passport (for non-UK citizens also a copy of a valid visa) plus proof of your address – this could be from a recent utility bill or driving license. Your Sales Consultant can provide you with a list of all acceptable forms of proof of address.

3. Reservation fee

We ask for £1000 reservation fee to secure your new home. If you're purchasing using the Help to Buy scheme, it's just £500. The reservation fee forms part of the overall price of the property and is credited upon Legal Completion.

4. Reservation meeting

To secure your new Eccleston home, we will set up a reservation meeting. It gives us the opportunity to take you through your reservation paperwork, share the technical drawings and run through the finer details about your new home and the buying process. And of course, the most exciting bit, you can sign your formal reservation confirmation documents meaning your dream Eccleston home is off the market! Please allow at least an hour for this meeting, this gives you time to ask any questions you may have too.

*Terms and conditions apply.

If you have any questions about the reservation process please talk to your Sales Consultant.

Talk to your Sales Consultant for more info.



Part Exchange

We will pay the market value for your home

Buy your new Eccleston home using our Part Exchange scheme and say goodbye to chains, time wasters and estate agent fees*.



1. Choose your new Eccleston home
2. We arrange for independent valuations to be carried out and agree a cash offer for your existing home
3. Stay in your existing home until your new home is built
4. Once your new Eccleston home is completed, simply move in!



No chains

No timewasters

No estate agent fees

Talk to your Sales Consultant for more info.

*Terms and conditions apply

Easy Move

Selling your house and buying your dream Eccleston home just got easier.

Say goodbye to estate agent fees, with Easy Move you can move in five easy steps*. And the fees are on us!



1. Choose your new Eccleston home
2. We'll arrange for an independent estate agent to value your current home
3. We agree a sale price and our sales team market your home for an agreed period
4. When your home is sold you can reserve your new Eccleston home
5. When you move into your Eccleston home we will pay all your estate agents fees.

It really is as easy as that!



Free *valuation*
of your current home.

Expert *assistance*
to help sell your home.

No estate agent *fees*

Talk to your Sales Consultant for more info.

*Terms and conditions apply


eccleston
HOMES

Eccleston Choices

Everyone likes to have Choices. Everyone loves to have Options.
At Eccleston Homes, we offer you both.

At Eccleston Homes we understand that everyone sees their new home differently.

It has to be right. It has to be beautiful. But above all, it has to be you.

That's why our Choices help you put your own personal stamp on it.

Whatever you select is included in the price, you simply personalise your new home to suit your style and the way you like to live.



Kitchen units



Tiling



Sinks



Kitchen surfaces

Eccleston Options

Take personalisation to the next level with our Eccleston Options range, bringing you the latest design inspiration. From fabulous flooring and lighting to on-trend worktops and high-tech appliance upgrades. Simply choose what inspires you, and we'll have it all fitted and ready for when you move in.



Bi-fold doors



Feature radiators*



Flooring



Upgrade units & work surfaces



Curtains and blinds



Bedroom furniture

Choices and Options are development specific.
Please check with your Sales Consultant for details.
Terms and Conditions apply.
*Illustrative purposes only. Feature radiators only white available.

Customer Care

Customer Care Commitment

To make sure every part of your move goes smoothly, our **Customer Care Plan** outlines our continued commitment to you, before, during and after the purchase of your new home.

We are dedicated to providing an excellent customer experience and all our policies and procedures are designed to ensure we meet all of the commitments outlined below.



We will:

- ✓ Make sure you know who to contact at each stage of the purchase
- ✓ Deal effectively with all your questions
- ✓ Provide you with all the relevant choices and options that may affect your decision
- ✓ Provide you with health and safety advice to reduce the risk of danger both to you and your family on site while your property is being built and when in your new home
- ✓ Ensure all our marketing and advertising is clear and accurate
- ✓ Ensure our contract-of-sale terms and conditions are clear and fair
- ✓ Inform you of your cancellation rights
- ✓ Give you reliable information about our warranty provider's cover and any other guarantees from which you may benefit
- ✓ Explain how we protect your deposit and how we deal with any other pre-payments
- ✓ Give you reliable information about the timing of construction, legal completion and handover of your new home.

Once a completion date is set we will:

- ✓ Ensure that the transfer of ownership takes place as scheduled
- ✓ Demonstrate the functions and features of your new home at a pre-arranged time
- ✓ For a two year period from the purchase of your new home, provide after-sales care, customer services and emergency services. We will also ensure you are aware of all the support we can offer you.

Our customer commitments do not affect your statutory rights.

Customer Care



Customer Care Commitment

When you buy your Eccleston home you can be confident that your new home has benefited from a wealth of building knowledge and experience. And, as members of the National House Building Council (NHBC), the UK's leading home warranty and insurance provide, you'll benefit from their expertise too.

Consumer Code

The Consumer Code for Home Builders is an industry led scheme which gives protection and rights to purchasers of new homes. As members you can be assured that you're going to be treated fairly and be fully informed about your purchase at every stage of the home-buying process – whether it's pre-contract, at exchange of contract or during occupation.

Buildmark

When you purchase an Eccleston home you are covered by our two-year warranty, so should you find that your house has any defects that aren't due to general wear and tear or maintenance issues in this time, we promise to get it sorted for you.

After the first two years you're covered by Buildmark, the NHBC's insurance scheme, for a maximum of 10 years after you move into your new home.



Registered

