

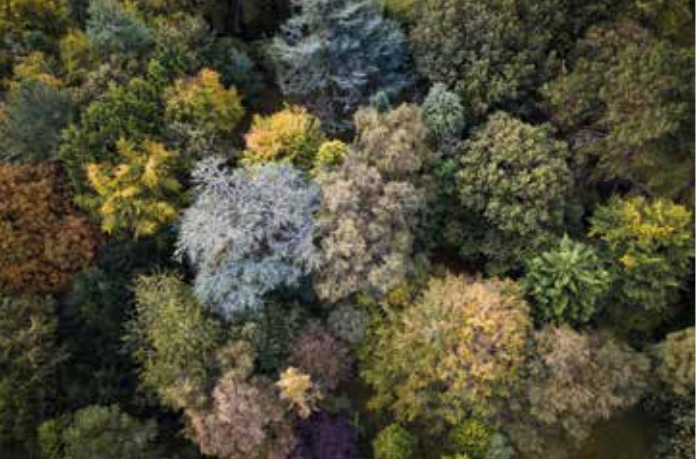
# Halcyon

HAWARDEN, NORTH WALES



An intimate collection of superior family homes  
in idyllic surroundings

  
eccleston  
HOMES



*Halcyon (adjective):  
balmy, tranquil, idyllic*

Set within the original grounds and walls of the former Poor Clare Colettine Monastery, Halcyon is a luxury collection of just 15 four and five bedroom detached new homes in the beautiful, historical village of Hawarden, North Wales.

Nestled peacefully between the feature garden walls and retained established woodland, this intimate development enjoys generous green spaces beyond each garden. Featured within the open space are the original apple orchard and the preserved monastery iron gates, that create character and attraction to this one-off location.

Just 8 miles west of Chester and next to Deeside, Halcyon offers a rare opportunity for families and professionals to enjoy a special village community lifestyle with the benefits of the surrounding Welsh landscape, outdoor activities, as well as excellent connectivity and amenities.



# On your doorstep

Within walking distance of Halcyon, the centre of Hawarden is steeped in history and thriving community spirit. From the heritage of prime-ministerial buildings, to the abundance of independent shops, restaurants and pubs, Hawarden has an outstanding offering of interesting things to do and see. Most notable, Hawarden's link to Victorian statesman and four-time Prime Minister, William Gladstone, attracts visitors and local residents, who come to take in his residential library, the only one of its kind in Britain.

Enjoy excellent food and drink at family-owned pubs and restaurants, The Fox & Grapes, The Old Grocery Restaurant and the 200-year old coaching inn, The Glynne Arms, set in the grounds of the magnificent Hawarden Estate. Amble through the village and enjoy the views from Trueman's Hill, or pop to your local post office, green grocers and florist for all your essentials. Hawarden Estate, formerly owned by Gladstone, has a wonderful farm shop and butchers.

For events and outdoor sports, there is a friendly 18-hole golf course, renowned for its challenging terrain and stunning vista. Hawarden Cricket Club sets the bar for picturesque settings within the Castle grounds. Hawarden Estate operates a walking permit system for local residents to enjoy the trails throughout the grounds and woodland. Many community events are held here too, including the annual Good Life Experience – a four-day festival with music, food, drink and entertainment.



# Beyond the village

There are numerous charming villages to visit nearby, including neighbouring Ewloe, Mancot and Aston, St. Winefride's Well in Holywell and Mold. Chester's celebrated Tudor-style pedestrian streets provide all your favourite high street and independent stores for shopping trips, as well as being an historically interesting cathedral city to visit.

Not forgetting Wales' great outdoors, Snowdonia National Park is just an hour's drive away, which is a centre for hiking, mountain biking and extreme sports fanatics. Whether you're craving relaxation or adventure, Hawarden has ample facilities for both lifestyles on its doorstep.



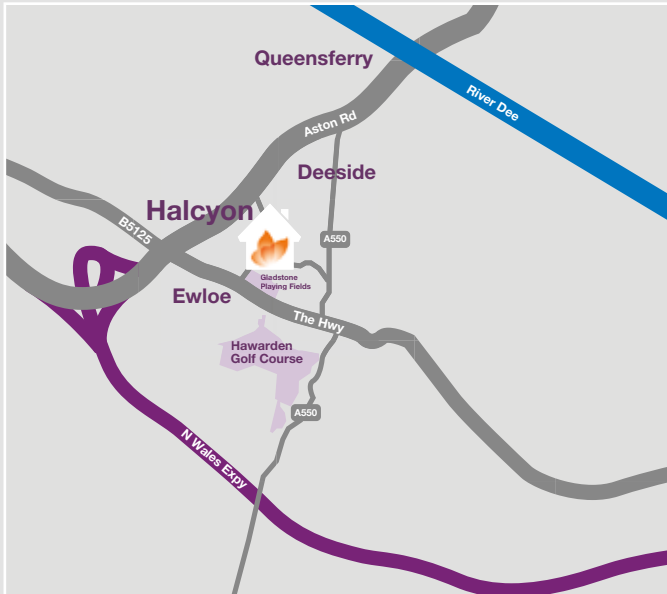
# Connectivity

Halcyon is superbly located in peaceful surroundings, yet within close proximity to the main road and motorway networks throughout the North West. Hawarden has its own train station within 15 minutes' walk of Halcyon and a bus line, both with regular services connecting to Chester and beyond. 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

Halcyon is located in  
Hawarden, North Wales  
Use postcode **CH5 3EN**



## FROM THE NORTH

- Join the M56 Motorway (heading towards North Wales/Chester)
- Continue to the end of the M56 and bear left onto the A494 Bypass Road (towards North Wales/Queensferry)
- Stay on the A494 for approx. 6.5 miles, then exit at the B5127 (Bwcle/Buckley)
- At the roundabout take the 1st exit B1525 (Penarlâg/Hawarden)
- At the next roundabout take the 1st exit B1525 (Penarlâg/Hawarden)
- Continue for ½ mile then turn left onto Upper Aston Hall Lane
- Follow the road for approx. 200m and Halcyon is located on your right.



## FROM THE SOUTH

- Head north on the M6
- Leave the M6 at Junction 20a to join the M56 (towards N Wales /Chester/Runcom)
- Continue to the end of the M56 and bear left onto the A494 Bypass Road (towards North Wales/Queensferry)
- Stay on the A494 for approx. 6.5 miles, then exit at the B5127 (Bwcle/Buckley)
- At the roundabout take the 1st exit B1525 (Penarlâg/Hawarden)
- At the next roundabout take the 1st exit B1525 (Penarlâg/Hawarden)
- Continue for ½ mile then turn left onto Upper Aston Hall Lane
- Follow the road for approx. 200m and Halcyon is located on your right.

## Sales enquiries

01244 268453

[saleshalcyon@ecclestonhomes.co.uk](mailto:saleshalcyon@ecclestonhomes.co.uk)  
[ecclestonhomes.co.uk](http://ecclestonhomes.co.uk)



# Halcyon

HAWARDEN, NORTH WALES



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

HALCYON, HAWARDEN, NORTH WALES

## Kitchens

- A choice of kitchen units and worktops (choice subject to build stage)
- Bosch stainless steel single multifunctional electric oven
- Bosch stainless steel 4-ring gas 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 stage)
- Blanco one and half bowl sink and top lever tap to kitchen (choice subject to build stage)
- Stainless steel single bowl sink and tap to utility room (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 bathrooms and ensuites
- Chrome brassware by Vado
- Electric shaver point to bathrooms and ensuites
- Choice of vanity units to bathrooms and ensuites (choice subject to build stage)
- Choice of ceramic wall tiles by 'Porcelanosa' (choice subject to build stage)
- 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, soft close toilet seats.

## General

- 10-year warranty (NHBC)
- 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
- UPVC double-glazed windows
- UPVC French patio doors
- Black rainwater pipes and gutters

## Electrical

- Access to Superfast Broadband (Infrastructure by Openreach. Subscription to Broadband services required)
- 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 main bedroom wired to aerial in loft space
- BT socket to lounge contained within media plate
- BT socket to main bedroom
- Downlights to kitchen
- Downlights to bathrooms and ensuites
- Double socket and light to garage

## Safety and security

- Alarm system
- Mains-powered smoke detectors and mains-powered heat detectors
- Mains fed domestic sprinkler system
- 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 front gardens 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

## Options

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

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We supply products by:

PORCELANOSA  BOSCH



Roca



  
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HOMES

# The Denbigh

4 BEDROOM  
DETACHED HOME



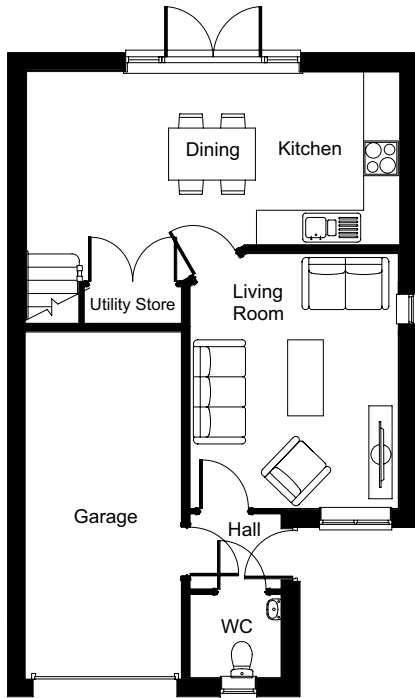
Four bedroom detached home / modern kitchen/dining room with access to the rear garden through French doors / relaxing living room / useful utility store / downstairs WC / four spacious bedrooms / ensuite to main bedroom / family bathroom / integral single garage / exterior Arts & Crafts features

\*Images are of typical Eccleston Homes show home interiors

  
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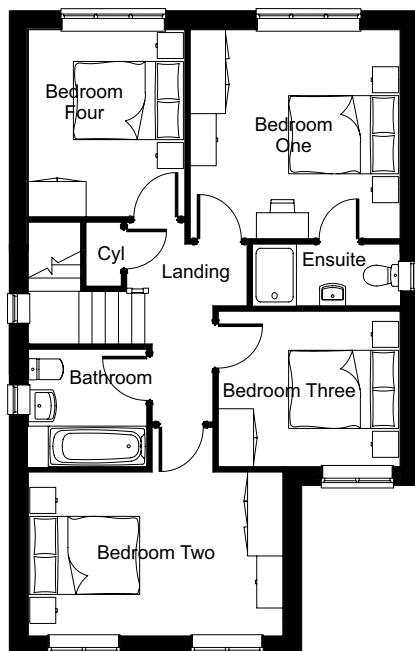
# The Denbigh

4 BEDROOM DETACHED HOME • 1139 sq.ft.



## Ground Floor

<b>LIVING ROOM</b>	4.37m x 3.57m 14'4" x 11'8"
<b>KITCHEN/DINING/ FAMILY ROOM</b>	6.37m (max) x 3.59m (max) 20'10" (max) x 11'9" (max)
<b>WC</b>	1.57m x 1.4m 5'1" x 4'7"
<b>GARAGE</b>	5.97m x 2.67m (max) 19'7" x 8'9" (max)



## First Floor

<b>BEDROOM 1</b>	3.60m x 3.58m 11'9" x 11'8"
<b>ENSUITE</b>	2.52m (max) x 1.18m (max) 7'11" (max) x 3'10" (max)
<b>BEDROOM 2</b>	4.34m x 2.78m 14'2" x 9'1"
<b>BEDROOM 3</b>	3.11m x 2.53m 10'2" x 8'3"
<b>BEDROOM 4</b>	3.18m x 2.68m 10'5" x 8'9"
<b>BATHROOM</b>	2.02m x 2.02m 6'7" x 6'7"

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# The Harlech

4 BEDROOM  
DETACHED HOME



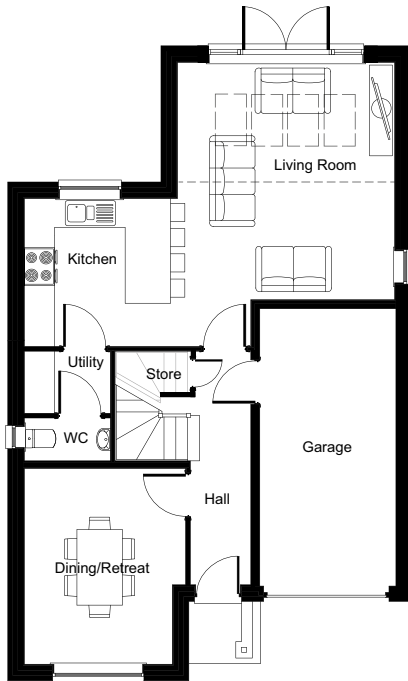
Four bedroom detached home / contemporary living/kitchen area with French doors leading to the rear garden / feature roof light windows / stylish breakfast bar / separate dining room/retreat / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / integral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

  
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HOMES

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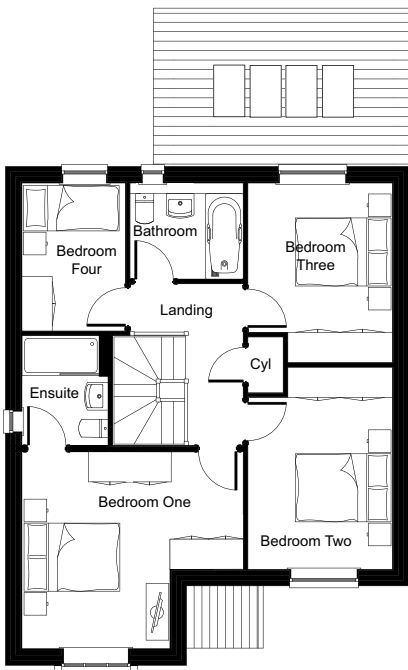
# The Harlech

4 BEDROOM DETACHED HOME • 1269 sq.ft.



## Ground Floor

<b>LIVING ROOM</b>	4.66m x 4.25m 15'3" x 13'11"
<b>DINING ROOM / RETREAT</b>	3.83m x 3.17m (max) 12'6" x 10'4" (max)
<b>KITCHEN</b>	3.01m x 2.90m 9'10" x 9'6"
<b>UTILITY ROOM</b>	1.68m x 1.19m 5'6" x 3'10"
<b>WC</b>	1.68m x 0.91m 5'6" x 2'11"
<b>GARAGE</b>	5.47m x 2.67m 17'11" x 8'9"



## First Floor

<b>BEDROOM 1</b>	4.36m (max) x 3.91m 14'3" (max) x 12'9"
<b>ENSUITE</b>	2.17m (max) x 1.65m (max) 7'1" (max) x 5'4" (max)
<b>BEDROOM 2</b>	3.98m (max) x 2.84m 13'0" (max) x 9'3"
<b>BEDROOM 3</b>	3.53m (max) x 2.84m 11'6" (max) x 9'3"
<b>BEDROOM 4</b>	2.88m x 2.02m 9'5" x 6'7"
<b>BATHROOM</b>	2.24m x 1.88m 7'4" x 6'2"

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# The Pembroke

4 BEDROOM  
DETACHED HOME



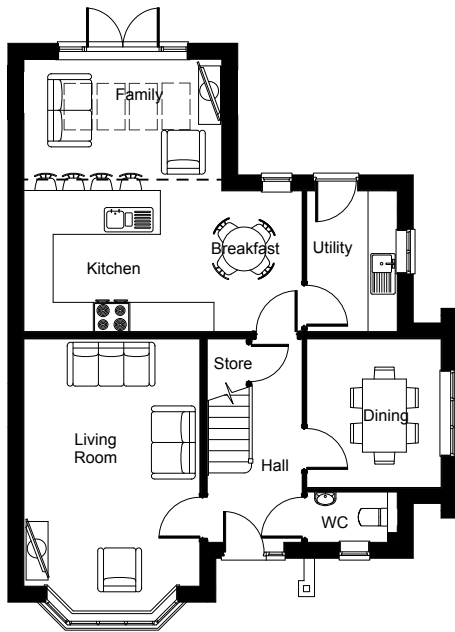
Four bedroom detached home / contemporary kitchen/family room with access to the rear garden through French doors / feature roof light windows / light and airy breakfast area / separate bay fronted living room / dining room / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / detached garage / exterior Arts & Crafts styling

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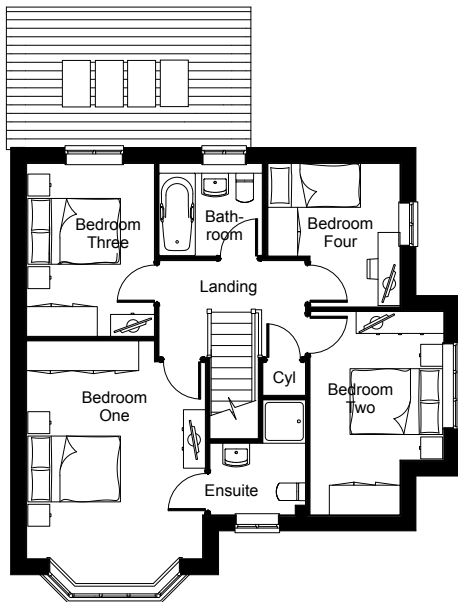
# The Pembroke

4 BEDROOM DETACHED HOME • 1461 sq.ft.



## Ground Floor

<b>LIVING ROOM</b>	5.53m (inc. bay) x 3.57m 18'1" (inc. bay) x 11'8"
<b>DINING ROOM</b>	3.00m x 2.73m 9'10" x 8'11"
<b>KITCHEN/BREAKFAST/ FAMILY ROOM</b>	5.68m (max) x 5.56m (max) 18'7" (max) x 18'2" (max)
<b>UTILITY ROOM</b>	2.88m x 1.83m 9'5" x 6'0"
<b>WC</b>	1.83m x 1.03m 6'0" x 3'3"



## First Floor

<b>BEDROOM 1</b>	4.98m (max, inc. bay) x 3.64m (max) 16'4" (max, inc. bay) x 11'11" (max)
<b>ENSUITE</b>	2.33m (max) x 1.96m (max) 7'7" (max) x 6'5" (max)
<b>BEDROOM 2</b>	4.14m (max) x 2.72m (max) 13'6" (max) x 8'11" (max)
<b>BEDROOM 3</b>	3.52m x 2.60m 11'6" x 8'6"
<b>BEDROOM 4</b>	2.94m x 2.70m (max) 9'7" x 8'10" (max)
<b>BATHROOM</b>	2.12m x 1.8m 6'11" x 5'10"

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# The Beaumaris

4 BEDROOM  
DETACHED HOME



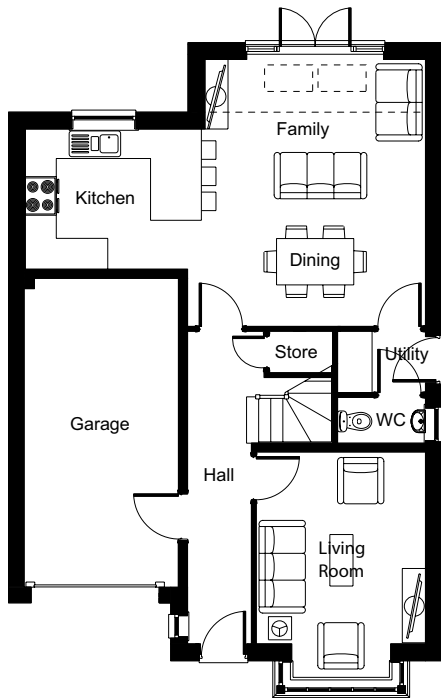
Four bedroom detached home / large family/dining/kitchen area with French doors to the rear garden / stylish breakfast area / useful utility room / separate bay fronted living room / downstairs WC / four spacious bedrooms / ensuite to main bedroom / family bathroom / integral garage / exterior Arts &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

  
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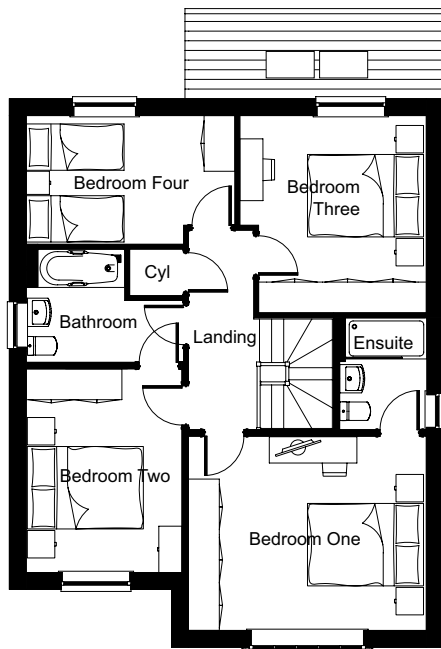
# The Beaumaris

4 BEDROOM DETACHED HOME • 1472 sq.ft.



## Ground Floor

<b>LIVING ROOM</b>	4.38m (inc. bay) x 3.26m 14'4" (inc. bay) x 10'8"
<b>FAMILY/ DINING ROOM</b>	5.15m (max) x 4.23m 16'10" (max) x 13'10"
<b>KITCHEN</b>	3.15m x 2.70m 10'4" x 8'10"
<b>UTILITY ROOM</b>	1.70m x 1.19m 5'6" x 3'10"
<b>WC</b>	1.70m x 0.91m 5'6" x 2'11"
<b>GARAGE</b>	5.97m x 2.97m 19'7" x 9'8"



## First Floor

<b>BEDROOM 1</b>	4.57m x 3.78m 14'11" x 12'4"
<b>ENSUITE</b>	2.17m (max) x 1.68m (max) 7'1" (max) x 5'6" (max)
<b>BEDROOM 2</b>	3.93m x 2.78m 12'10" x 9'1"
<b>BEDROOM 3</b>	3.77m x 3.60m (max) 12'4" x 11'9" (max)
<b>BEDROOM 4</b>	4.02m x 2.47m (max) 13'2" x 8'1" (max)
<b>BATHROOM</b>	3.05m (max) x 2.18m (max) 10'0" (max) x 7'1" (max)

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# The Caerphilly

4 BEDROOM  
DETACHED HOME



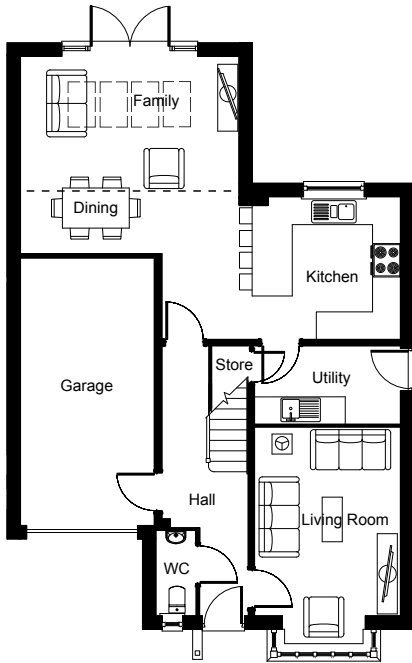
Four bedroom detached home / large contemporary kitchen/dining/family room with access to the rear garden through French doors / feature roof light windows / stylish breakfast area / separate bay fronted living room / useful utility room / downstairs WC / four spacious bedrooms / ensuites to both the main and second bedroom / family bathroom / ample storage / integral garage / exterior Arts & Crafts styling

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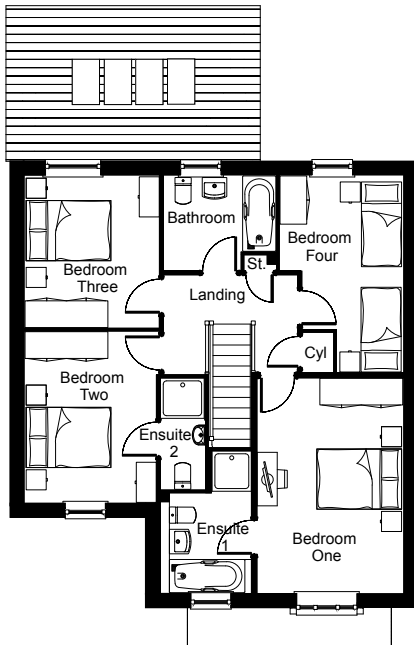
# The Caerphilly

4 BEDROOM DETACHED HOME • 1548 sq.ft.



## Ground Floor

<b>LIVING ROOM</b>	4.84m (inc. bay) x 3.21m 15'10" (inc. bay) x 10'6"
<b>FAMILY/ DINING ROOM</b>	4.80m x 4.30m 14'8" x 14'1"
<b>KITCHEN</b>	5.28m x 3.14m 17'3" x 10'3"
<b>UTILITY ROOM</b>	3.21m x 1.69m 10'6" x 5'6"
<b>WC</b>	1.87m x 0.88m 6'1" x 2'10"
<b>GARAGE</b>	5.97m (max) x 2.97m 19'7" (max) x 9'8"



## First Floor

<b>BEDROOM 1</b>	4.78m x 3.22m 15'8" x 10'6"
<b>ENSUITE 1</b>	3.15m (max) x 2.00m (max) 10'4" (max) x 6'6" (max)
<b>BEDROOM 2</b>	3.80m x 2.94m 12'5" x 9'7"
<b>ENSUITE 2</b>	2.49m x 1.00m 8'2" x 3'3"
<b>BEDROOM 3</b>	3.37m x 2.98m 11'0" x 9'9"
<b>BEDROOM 4</b>	4.38m x 2.72m (max) 14'4" x 8'11" (max)
<b>BATHROOM</b>	2.52m x 2.10m (max) 8'3" x 6'10" (max)

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# The Caernarfon

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 living room / downstairs WC / four spacious bedrooms / ensuite to main and bedroom 2 / family bathroom / integral garage / exterior Arts & Crafts styling

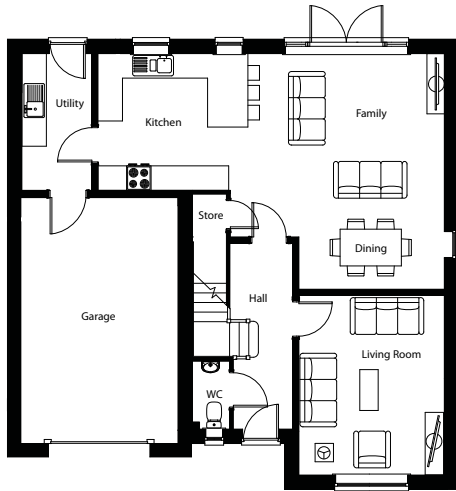
  
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# The Caernarfon

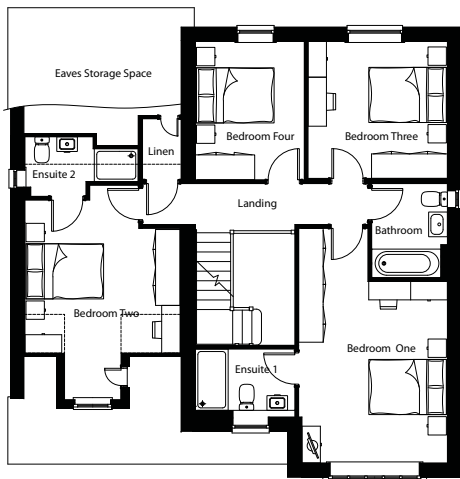
4 BEDROOM DETACHED HOME • 1725 SQ.FT.

## Ground Floor



<b>LIVING ROOM</b>	4.40m x 3.56m 14'5" x 11'8"
<b>FAMILY/DINING ROOM</b>	5.77m x 4.80m (max) 18'11" x 15'8" (max)
<b>KITCHEN</b>	3.67m x 3.35m 12'0" x 10'11"
<b>UTILITY ROOM</b>	3.35m x 1.71m 10'11" x 5'7"
<b>WC</b>	1.66m x 0.91m 5'5" x 2'11"
<b>GARAGE</b>	6.00m x 3.84m 19'8" x 12'7"

## First Floor



<b>BEDROOM 1</b>	5.74m (max) x 3.56m 18'9" (max) x 11'8"
<b>ENSUITE 1</b>	2.43m (max) x 1.66m (max) 7'11" (max) x 5'5" (max)
<b>BEDROOM 2</b>	3.82m x 3.74m (max) 12'6" x 12'3" (max)
<b>ENSUITE 2</b>	2.44m (max) x 1.45m (max) 8'0" (max) x 4'9" (max)
<b>BEDROOM 3</b>	3.41m x 3.26m 11'2" x 10'8"
<b>BEDROOM 4</b>	3.36m x 2.66m 11'0" x 8'8"
<b>BATHROOM</b>	2.30m x 1.85m 7'6" x 6'0"

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# The Chepstow

5 BEDROOM  
DETACHED HOME



Five bedroom detached home / large family/dining/kitchen area with French doors to the rear garden / useful utility room / separate bay fronted living room / downstairs WC / five spacious bedrooms / main bedroom with ensuite and dressing room / ensuite to bedroom 2 / family bathroom / integral garage / exterior Arts & Crafts styling

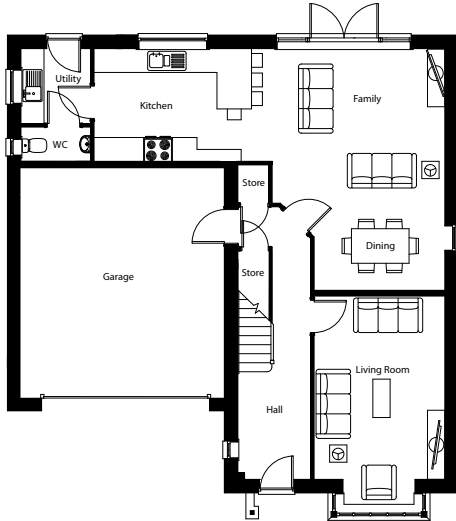
  
eccleston  
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\*Images are of typical Eccleston Homes show home interiors

# The Chepstow

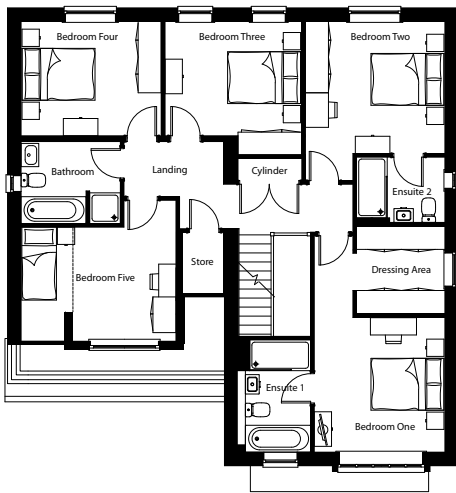
5 BEDROOM DETACHED HOME • 1985 SQ.FT.

## Ground Floor



<b>LIVING ROOM</b>	5.44m (inc. bay) x 3.40m 17'10" (inc. bay) x 11'1"
<b>FAMILY/DINING ROOM</b>	6.30m x 4.49m (max) 20'8" x 14'8" (max)
<b>KITCHEN</b>	4.62m (max) x 2.93 15'1" (max) x 9'7"
<b>UTILITY ROOM</b>	1.95m x 1.81m 6'4" x 5'11"
<b>WC</b>	1.81m x 0.94m 5'11" x 3'1"
<b>GARAGE</b>	6.00m x 5.32m 19'8" x 17'5"

## First Floor



<b>BEDROOM 1</b>	3.50m x 3.40m 11'5" x 11'1"
<b>DRESSING AREA</b>	2.30m x 2.26m 7'6" x 7'4"
<b>ENSUITE 1</b>	2.92m (max) x 1.89m (max) 9'6" (max) x 6'2" (max)
<b>BEDROOM 2</b>	3.62m x 3.50m 11'10" x 11'5"
<b>ENSUITE 2</b>	2.30m x 1.69m (max) 7'6" x 5'6" (max)
<b>BEDROOM 3</b>	3.54m x 3.47m (max) 11'7" x 11'4" (max)
<b>BEDROOM 4</b>	3.64m x 2.97m 9'8" x 8'7"
<b>BEDROOM 5</b>	4.03m (max) x 2.97m 13'2" (max) x 9'8"
<b>BATHROOM</b>	2.56m x 2.13m 8'4" x 6'11"

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 or artificial stone and room sizes are approximate. Plots may be handed and any garages may be single or double. Kitchen and bathroom layouts are indicative. Images and plans are correct at the time of going to press, but may be subject to change during construction. Consequently these particulars should be treated as 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.

# Eccleston Choices

AT HALCYON

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

AT HALCYON

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.



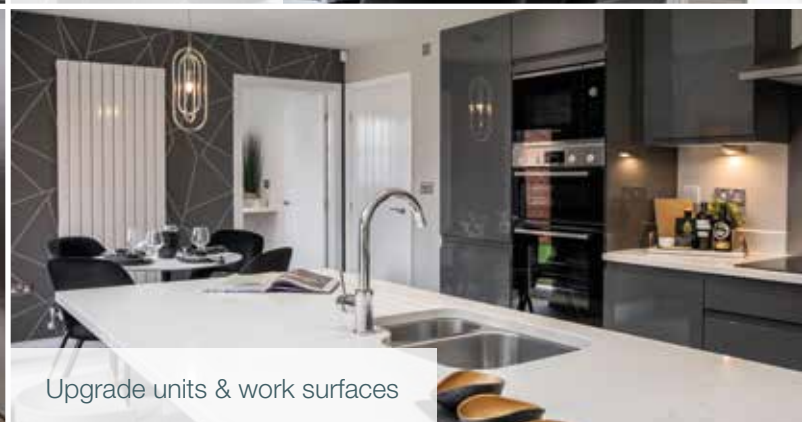
Bi-fold doors



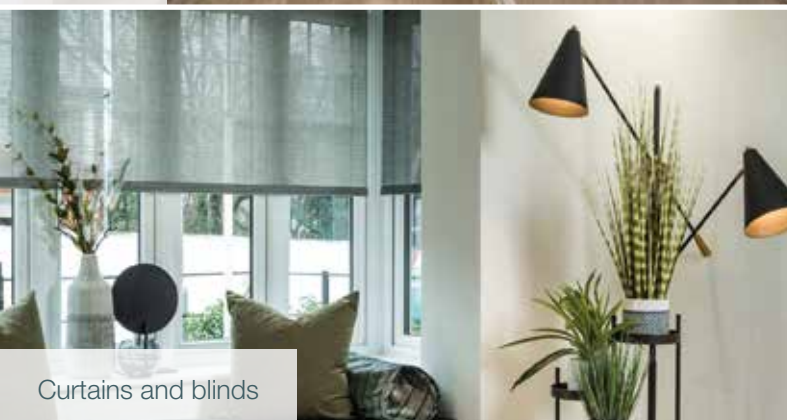
Vertical Radiators



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.

# 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

  
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# Reservation Process

AT HALCYON

## 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 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. 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.

\*Availability and 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.





# 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 provider, 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.