

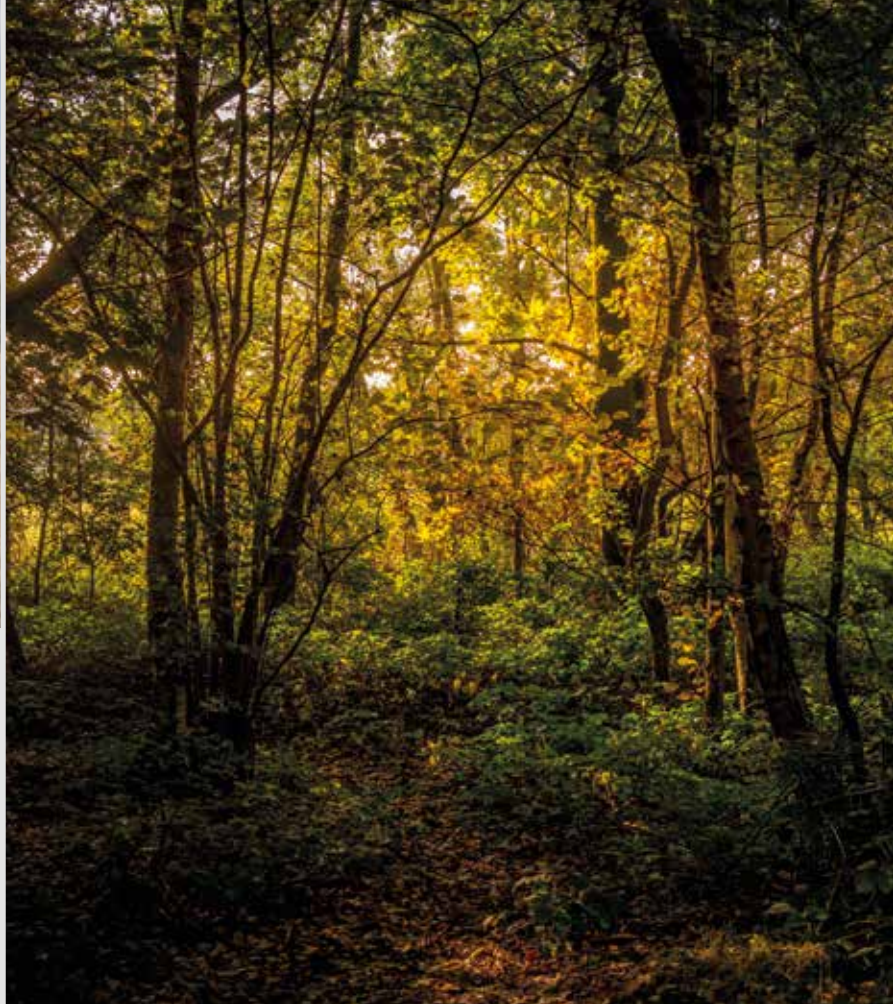
Lords Fold

RAINFORD



An Arts & Crafts inspired development of
2, 3 & 4 bedroom homes, designed for
contemporary living


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HOMES



Contemporary living in a village setting

Superbly located, Lords Fold offers contemporary living in a collection of 2, 3 and 4-bedroom homes designed with our signature Arts & Crafts style. The development is perfect for families and professionals seeking the balance of a semi-rural village lifestyle with excellent connectivity and amenities.

Ideally located to commute between key North West cities and towns, the thriving village of Rainford is built upon a prosperous heritage of farming, coal mining and clay pipe manufacturing dating back to the 16th Century.



Village lifestyle for all the family

Nestled in a desirable green belt area, the village centre is rich in life, with a great selection of amenities, independent shops, activities and events. Whether you are shopping at the local florist, butchers or boutiques, wandering through the pretty woodlands or catching up with neighbours and friends in one of its several charming pubs, Rainford has something for everyone.

There's plenty of interesting places to discover on foot or bike around the village too, with looping routes taking in the area's quarrying history at Crank Caverns, Siding Lane Nature Reserve, and further afield the beautiful North West coastline. The 'Top of Rainford' route is a popular residents' walk along the ridge with lovely views. Within a few miles, Rainford is neighboured by other charming villages to visit, Kings Moss, Crawford and Crank.

There are endless opportunities and activities to embrace locally, from sports clubs including North West National Golf Club, Berrington Hall, Rainford Tennis Club, three football teams, Rainford Cricket Club and table tennis through to Merseyside's Premiere brass band, Rainford Silver Band. Jubilee Playing Fields hosts the popular annual Picnic in the Park festival, which draws a notable line-up of musicians.



Out and about

You don't need to travel far to reach the North West's best coastlines all within a 30-minute drive. Crosby, Formby and Southport are all fun days out for the family with sandy beaches, piers and headlands to explore. Heading north, the Ribble Valley has a range of extreme sports and stunning spots, as well as National Trust estates and National Parks around the region, including Speke Hall and Sefton Park. For high street retail, national league rugby and football stadiums as well as theatre trips, St. Helens satisfies all your weekend hobbies.



Connected community

Located just 5 miles north of St. Helens, Rainford sits within an excellent network for commuters to Manchester, Wigan and Liverpool. Rainford Junction Train Station is central to the village and has regular daily services to Manchester Victoria and Liverpool.

Families are well catered for with a great choice of schools, including three primary schools and Rainford High School and Sixth Form, which attracts pupils from St. Helens for its specialised technology department and sports teams.

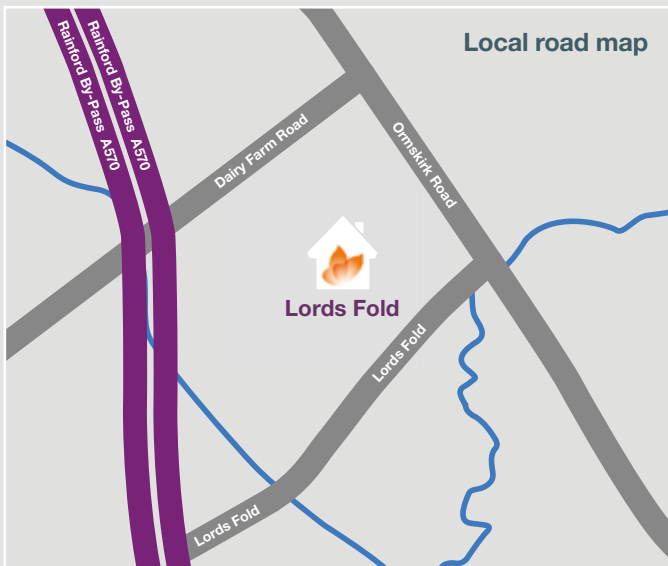
How to find us

Lords Fold is located in
Rainford, St. Helens
Use postcode **WA11 8HP**



FROM M58, JUNCTION 3

- Follow the A570 St Helens/Rainford
- After approx. 2 miles, turn left onto Ormskirk Road/B5203
- Follow this road and take the second right onto Lords Fold
- Follow the lane until you reach the development on your right.



FROM A580/WINDLE ISLAND

- Follow the A570 Rainford By-Pass
- At the roundabout (after approx. 2 miles), take the 2nd exit B5203/Rainford.
- Stay on the B5203 for ½ mile, turning left at the junction.
- Remain on the B5203 for ¾ mile.
- Turn left into Lords Fold where you'll find the development on your right

Sales enquiries

01744 419930

saleslordsfold@ecclestonhomes.co.uk
ecclestonhomes.co.uk



Lords Fold

RAINFORD

 **The Wheelton**
2 bedroom mews/semi-detached home

 **The Edenfield**
2 bedroom mews/semi-detached home

 **The Culcheth**
3 bedroom semi-detached home

 **The Clitheroe**
3 bedroom detached home

 **The Kingsleigh**
3 bedroom detached home

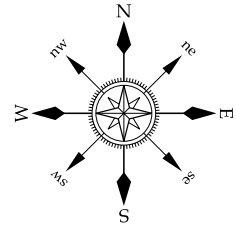
 **The Croft**
3 bedroom, 2.5 storey semi-detached home

 **The Whalley**
4 bedroom detached home

 **The Hartford**
4 bedroom detached home

 **The Haigh**
4 bedroom detached home

 **The Formby**
4 bedroom detached home



HOME REACH
by Heylo Housing

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.


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Specification

LORDS FOLD, RAINFORD

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
- Gas combination boiler to Edenfield, Wheelton, Culcheth, Clitheroe, Kingsleigh, Croft and Whalley housetypes
- 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
- 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).

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




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The Edenfield & Wheelton

2 BEDROOM MEWS/
SEMI-DETACHED
HOMES

HOME
REACH



Two bedroom mews/semi-detached home / contemporary kitchen /
stylish living area with access to the rear garden through French doors /
family bathroom / downstairs WC / parking

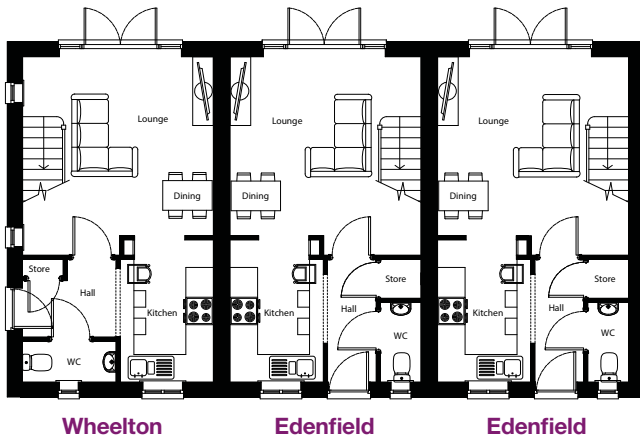

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*Images are of typical Eccleston Homes show home interiors

The Edenfield & Wheelton

2 BEDROOM MEWS/SEMI-DETACHED HOME • 636 sq.ft.

Ground Floor



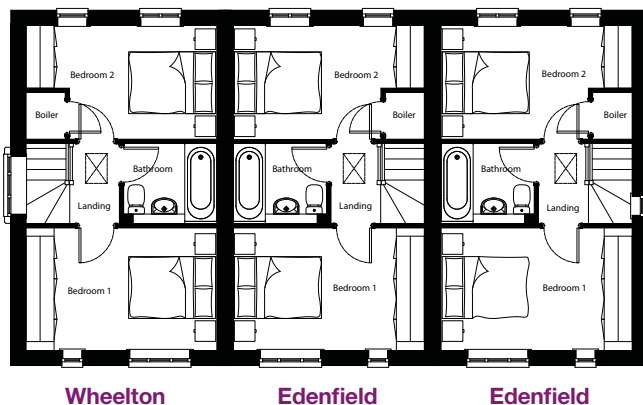
LIVING ROOM

4.33m (max) x 4.16m (max)
14'2" (max) x 13'6" (max)

KITCHEN

3.10m x 2.03m
10'1" x 6'6"

First Floor



BEDROOM 1

4.16m x 2.67m
13'6" x 8'9"

BEDROOM 2

4.16m (max) x 2.48m (max)
13'6" (max) x 8'1" (max)

BATHROOM

2.03m x 1.75m
6'6" x 5'7"

HOME
REACH

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The Culcheth

3 BEDROOM
SEMI-DETACHED
HOME



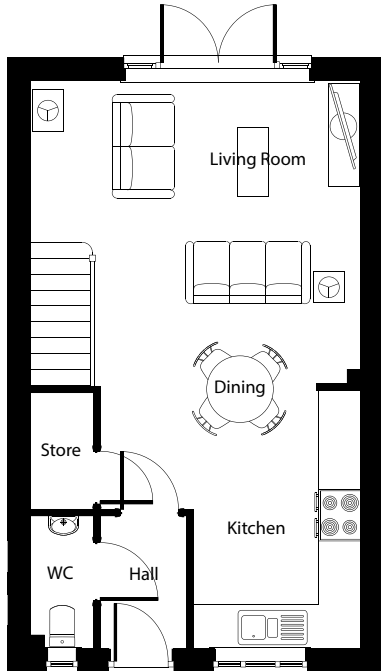
Three bedroom semi-detached home / open plan kitchen/dining/living room / French doors to the rear garden / three spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC


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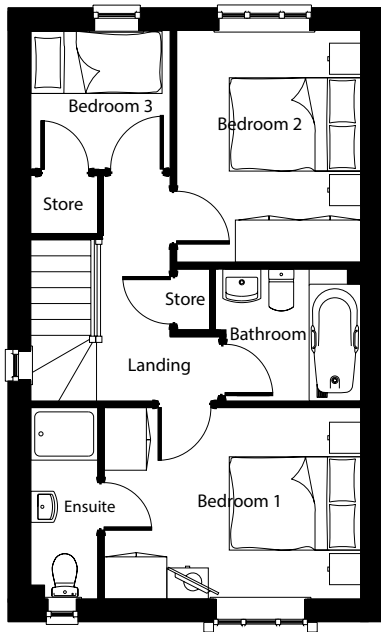
The Culcheth

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 (max) x 2.02m 7'5" (max) 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



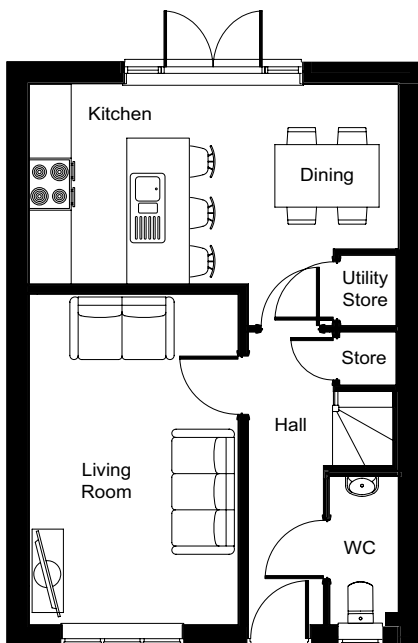
Three bedroom detached home / contemporary kitchen/dining room with access to the rear garden through French doors / stylish breakfast area / separate light and airy living room / useful storage cupboard / three spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC


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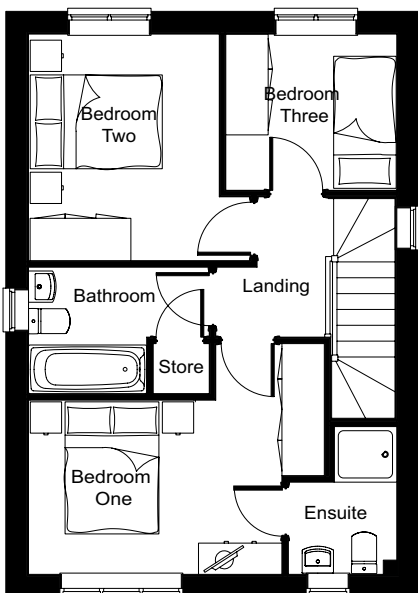
The Clitheroe

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 Kingsleigh

3 BEDROOM
DETACHED HOME



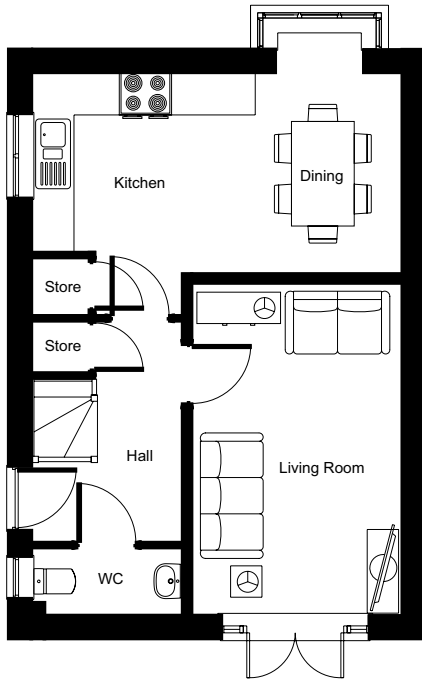
Three bedroom detached home / kitchen/dining room with feature bay window / separate living room with French doors / three spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / detached garage


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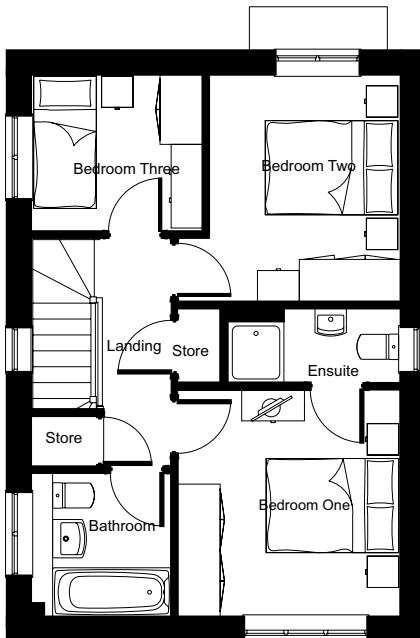
The Kingsleigh

3 BEDROOM DETACHED HOME • 909 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) (excluding bay)
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	2.53m (max) x 1.07m (max) 8'3" (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 Croft

3 BEDROOM, 2.5 STOREY
SEMI-DETACHED HOME



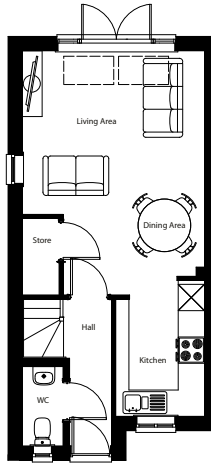
Three bedroom 2.5 storey semi-detached home / contemporary kitchen/dining/living area with access to the rear garden through French doors / 2 bedrooms and family bathroom on first floor / main bedroom with ensuite on second floor / downstairs WC / parking


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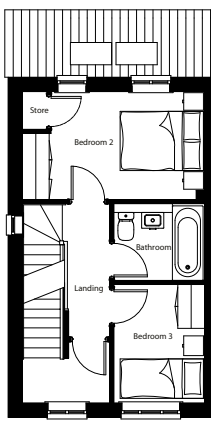
The Croft

3 BEDROOM, 2.5 STOREY SEMI-DETACHED HOME • 963 sq.ft.



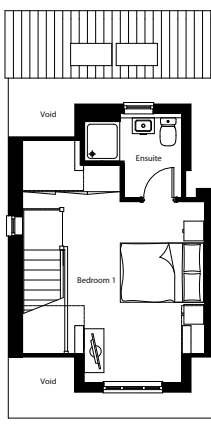
Ground Floor

LIVING/DINING	5.14m (max) x 4.17m (max) 16'10" (max) x 13'8" (max)
KITCHEN	3.1m x 2.03m 10'2" x 6'8"
WC	1.86m X 0.92m 6'1" X 3'0"



First Floor

BEDROOM 2	4.17m (max) x 2.46m 13'8" (max) x 8'1"
BEDROOM 3	2.7m x 2.04m 8'10" x 6'8"
BATHROOM	2.04m x 1.75m 6'8" x 5'9"



Second Floor

BEDROOM 1	4.12 (max) x 3.1m (max) 13'6" (max) x 10'2" (max)
ENSUITE 1	2.2m (max) x 1.9m (max) 7'3" (max) x 6'3" (max)

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The Whalley

4 BEDROOM
DETACHED HOME



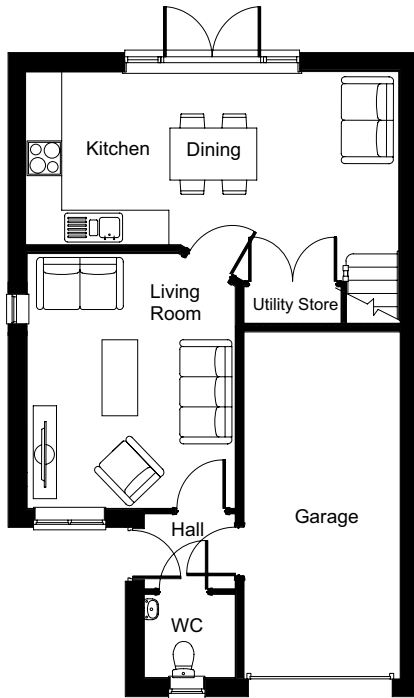
Four bedroom detached home / modern kitchen/dining room with access to the rear garden through French doors / relaxing living room / useful utility store / downstairs WC / four spacious bedrooms / ensuite to main bedroom / family bathroom / integral single garage / exterior Arts & Crafts features


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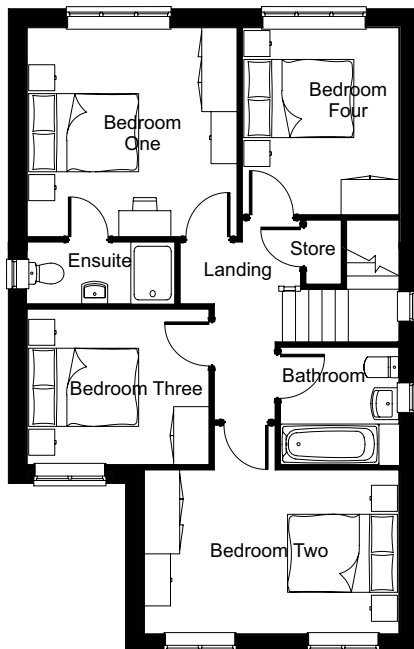
The Whalley

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	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	3.21m x 2.71m 10'6" x 8'10"
BATHROOM	2.05m x 2.02m 6'9" x 6'7"

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The Hartford

4 BEDROOM
DETACHED HOME



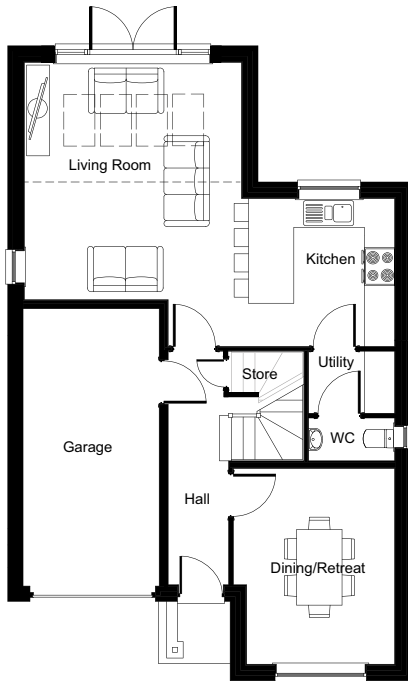
Four bedroom detached home / contemporary living/kitchen area with French doors leading to the rear garden / feature roof light windows / stylish breakfast bar / separate dining room/retreat / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / integral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


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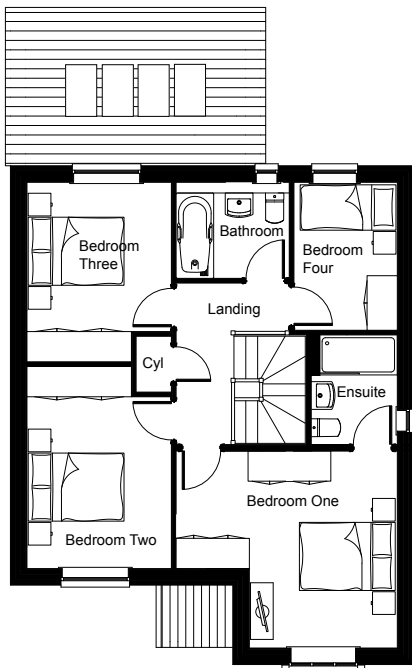
The Hartford

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 Haigh

4 BEDROOM
DETACHED HOME



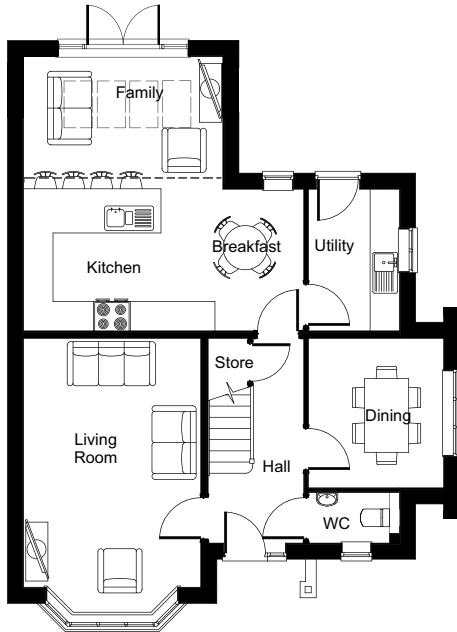
Four bedroom detached home / contemporary kitchen/family room with access to the rear garden through French doors / feature roof light windows / light and airy breakfast area / separate bay fronted living room / dining room / useful utility room / four spacious bedrooms / ensuite to main bedroom / family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

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The Haigh

4 BEDROOM DETACHED HOME • 1468 sq.ft.



Ground Floor

LIVING ROOM	5.07m (plus bay) x 3.61m 16'8" (plus bay) x 11'10"
DINING ROOM	3.06m x 2.73m 10' x 8'11"
KITCHEN/BREAKFAST/ FAMILY ROOM	5.71m (max) x 5.59m (max) 18'9" (max) x 18'4" (max)
UTILITY ROOM	2.89m x 1.86m 9'6" x 6'1"
WC	1.86m x 1.03m 6'1" x 3'5"



First Floor

BEDROOM 1	4.47m (plus bay) x 3.66m (max) 14'8" (plus bay) x 12'(max)
ENSUITE	2.36m (max) x 1.97m (max) 7'9" (max) x 6'6" (max)
BEDROOM 2	4.18m (max) x 2.75m (max) 13'9" (max) x 9'(max)
BEDROOM 3	3.55m x 2.63m 11'8" x 8'8"
BEDROOM 4	2.95m (max) x 2.72m (max) 9'8" (max) x 8'11" (max)
BATHROOM	2.13m x 1.9m 7' x 6'3"

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. Images and computer generated images are for guidance only and do not represent any particular plot.

The Formby

4 BEDROOM
DETACHED HOME



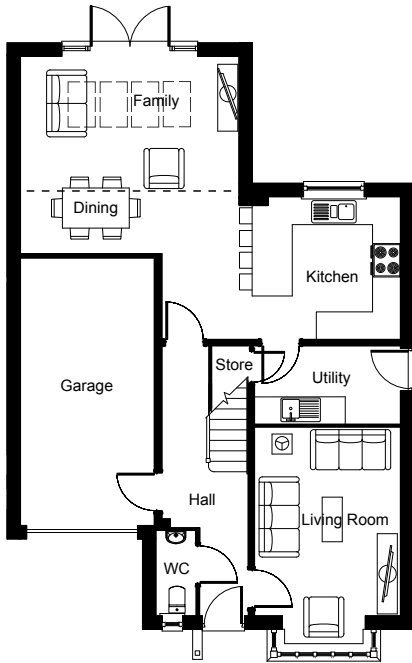
Four bedroom detached home / large contemporary kitchen/dining/family room with access to the rear garden through French doors / feature roof light windows / stylish breakfast area / separate bay fronted living room / useful utility room / downstairs WC / four spacious bedrooms / ensuites to both the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

*Images are of typical Eccleston Homes show home interiors


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HOMES

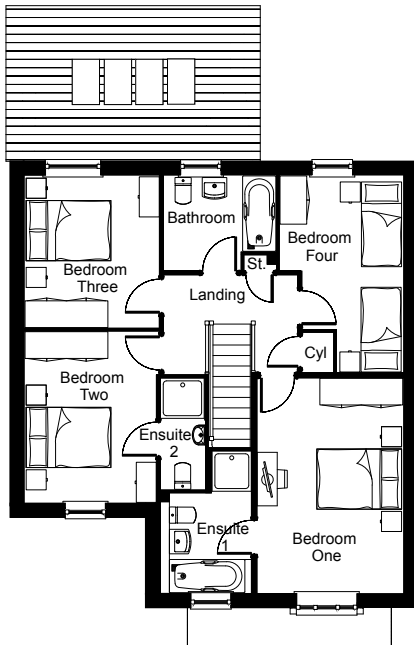
The Formby

4 BEDROOM DETACHED HOME • 1567 sq.ft.



Ground Floor

LIVING ROOM	4.19m (plus bay) x 3.24m 13'8" (plus bay) x 10'7"
FAMILY/ DINING ROOM	4.85m (max) x 4.32m (max) 15'10" x 14'2"
KITCHEN	5.31m x 3.17m 17'5" x 10'4"
UTILITY ROOM	3.24m x 1.74m 10'7" x 5'8"
WC	1.87m x 0.88m 6'1" x 2'10"
GARAGE	6.00m x 3.00m (max) 19'8" x 9'10" (max)



First Floor

BEDROOM 1	4.79m x 3.25m 15'8" x 10'7"
ENSUITE 1	2.22m x 2.04m (max) 7'3" x 6'8"
BEDROOM 2	3.83m x 2.95m 12'6" x 9'8"
ENSUITE 2	2.49m x 1.00m 8'2" x 3'3"
BEDROOM 3	3.40m x 3.03m 11'1" x 9'11"
BEDROOM 4	4.40m (max) x 2.77m (max) 14'5" (max) x 9'1" (max)
BATHROOM	2.52m x 2.13m 8'3" x 6'11"

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Eccleston Choices

AT LORDS FOLD

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 LORDS FOLD

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



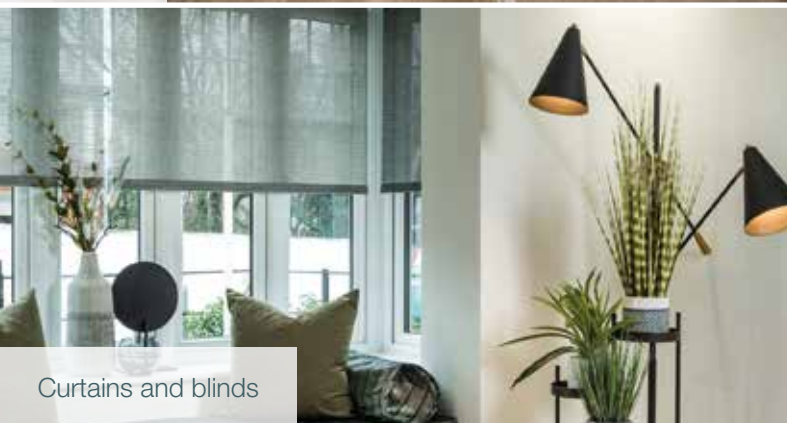
Vertical Radiators



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


eccleston
HOMES

Reservation Process

AT LORDS FOLD

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.