

# CONGRATULATIONS

ON BUYING YOUR NEW BARRATT HOME



YOU'VE MADE THE RIGHT CHOICE



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At Barratt Homes we understand that moving can sometimes be stressful. That's why we've written this Home File to make it as simple and hassle-free as possible. It's been carefully thought through with you in mind and aims to guide you through the complete buying process step by step, so you'll have total confidence and peace of mind.

We are dedicated to building homes that are built to be energy-efficient and low cost to run. Designed for modern living, our homes can help you lead the life you want. At every stage of the process, from planning and design to the final lick of paint, we put the priorities and the needs of the people who will be living in our properties above everything else.

Our aim is to give you the best possible service and support you every step of the way. Our expert Sales Advisers are on hand throughout your homebuying journey to help make the process as smooth as possible.

Quality is at our heart, which is why you'll find quality in all our homes and everything we do. Year in, year out, we consistently win awards for the quality of our homes, so you can be confident you have made the right choice.

Our commitment to quality has been recognised at the highest level. We've been awarded the maximum 5 Stars from the Home Builders Federation every year since 2010, the only major housebuilder to achieve this. Our Site Managers have also been awarded more Pride in the Job Quality awards than any other housebuilder. The awards independently judge build quality against the highest standards and are the best accolade a Site Manager can win.

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# KEY CONTACTS

Sales Adviser:

Sales Centre telephone:

Sales Centre email:

Sales Centre opening hours:

Head Office telephone:

Divisional Managing Director Name:

Divisional Managing Director Email:

Development name:

Plot number:

Mortgage Adviser's name:

Mortgage Adviser's telephone:

Legal Adviser's name:

Legal Adviser's telephone:

Useful telephone numbers:

# WHAT HAPPENS NEXT

This guide shows you the key stages involved in buying your new Barratt home. In the pages that follow, we provide additional information and checklists to help ensure that you have everything you need. You'll also find a guide to the Language of Homebuying and if at any stage you have any questions, our friendly and professionally trained staff are on hand to help.

## NEXT STEPS

KEY STAGE	WHEN	WHO'S INVOLVED	IMPORTANT NOTES
Reservation	Already done!	You; Us	See enclosed checklist
Mortgage and legal arrangements	Immediately after reservation	You; Us; Mortgage Adviser	See enclosed mortgage checklist
Exchange of contracts	Before reservation period ends	You; Us; Legal Adviser	You pay your deposit: see Language of Homebuying
28 day intention to complete notification	Around four weeks before legal completion	You; Us	We advise anticipated date and confirm with a 10 working days notice
New home tour and demonstration	ASAP following 10 working day notice	You; Us	We demonstrate your new home
Legal completion and key release	Move in day	You; Us; Legal Adviser	See Your Countdown to Moving Checklist

# THE KEY STEPS

## TO BUYING YOUR NEW HOME

After you have reserved, you will have a reservation period in which to exchange contracts (missives in Scotland). In order to make the process as swift as possible, we have provided this comprehensive guide to help you through each stage.



### RESERVATION

Your reservation means that we will withdraw your new home from sale and it will not be subject to any price increases during the reservation period. Your reservation is subject to contracts being exchanged. To secure your new home, you must exchange contracts before the end of the reservation period. This needs your immediate action on mortgage and legal arrangements. Your reservation fee forms part of the deposit on your new home. Once you have reserved your new home, there will be a 14 day period whereby you can cancel your reservation and receive your deposit refunded in full. (see reservation terms for full details).

### SOLICITOR/CONVEYANCER

You will need to instruct a solicitor or conveyancer at the earliest opportunity. We can help you with this and can recommend independent Legal Advisers. Make sure you know the approximate costs involved and let us know straightaway who you have instructed.

Your solicitor carries out the conveyance – the legal process of organising all the documents necessary for transferring ownership to you – and will check the draft contract documents and generally look after your

interests. You will need to keep in close contact and act promptly in all your dealings.

### MORTGAGE

You will need to arrange your finances without delay. We can help you with this and can recommend professional New Homes Mortgage Advisers, who are bound by law to give you the best advice for your needs.

You will need to pull together a lot of information for your mortgage application and to help you there's a useful checklist on page 7. Ideally this information should be available for your first meeting with your Mortgage Adviser.

In most cases, your lender will carry out a mortgage valuation of your new home, for which you will have to pay a fee.

We will need to keep in close contact with your Mortgage Adviser, so let us and your solicitor know as soon as you have submitted your application and immediately once you receive your mortgage offer.

### EXCHANGE OF CONTRACTS

The contracts are two identical documents – one signed by us and the other by you. When these are exchanged, both parties are legally bound to complete the transaction on the agreed terms. Signing normally takes place when your solicitor is satisfied everything is in order and you have your mortgage offer. The agreed deposit (normally 10%) is paid at this stage.

In Scotland, conveyancing laws are different. Most importantly, contract – or missives as they are called in Scotland – are exchanged at the start of the process.

### MISSED DEADLINE FOR EXCHANGE

If you have any problems meeting deadlines, please inform us immediately, as we may be able to assist you. Failure to exchange contracts within the agreed timescales brings our reservation agreement to an end and we may have to put your home back on the market.

### 28 DAY NOTICE OF INTENTION TO COMPLETE

We will send you this notice when your new home is nearing completion, confirming when we anticipate it will be ready for you to move into. This will assist you with making arrangements for your move.

We are confident we will achieve this date, however, from a legal point of view it will not be fixed until we serve our 10 Working Days Notice to Complete.

# YOUR RESERVATION CHECKLIST

As you can see, it is very important that you contact your Mortgage Adviser and solicitor straightaway to ensure that you can exchange contracts whilst the reservation period is still valid. We have provided a handy checklist below to help you understand what you need to do when you reserve.



Instruct solicitor/conveyancer	<input type="checkbox"/>
Consult Mortgage Adviser	<input type="checkbox"/>
Apply for your mortgage and ensure deposit funds are available	<input type="checkbox"/>
Understand specification of your new home and items that are included	<input type="checkbox"/>
Understand Management Company responsibilities and charges (where applicable)	<input type="checkbox"/>
Have seen the most recent plans confirming orientation and location	<input type="checkbox"/>
Understand estimated occupation date	<input type="checkbox"/>
Receipt of NHBC booklet 'Buying a New Home'	<input type="checkbox"/>
Receipt of Your Safety is Our Concern notice	<input type="checkbox"/>

# YOUR MORTGAGE CHECKLIST

You will need a lot of information for your mortgage application – the checklist below will help you to pull it all together. Ideally you should have everything available for your first meeting with your Mortgage Adviser.

GENERAL	IDENTITY
National Insurance number <input type="checkbox"/>	Driving licence or passport <input type="checkbox"/>
Tax reference <input type="checkbox"/>	
Tax office <input type="checkbox"/>	
EMPLOYMENT	MORTGAGE – If you have an existing mortgage:
Original payslips from the last six months <input type="checkbox"/>	Details of lender <input type="checkbox"/>
P60 form <input type="checkbox"/>	Account number <input type="checkbox"/>
Name and address of current employer <input type="checkbox"/> <small>(if you've worked there for less than three years, you'll need to provide details of your previous employer as well)</small>	Last mortgage statement <input type="checkbox"/>
If you're self-employed, accounts for the last three years <input type="checkbox"/>	RENT – If you're renting:
If you're a sole trader, tax assessments for the last three years <input type="checkbox"/>	Name and address of landlord <input type="checkbox"/>
	Your rent book <input type="checkbox"/>
RESIDENCE	LOAN
Details of where you have lived for the past three years <input type="checkbox"/>	Details of any current loans and agreements <input type="checkbox"/>
Bank or mortgage statement <input type="checkbox"/>	Statements <input type="checkbox"/>
Council tax bill <input type="checkbox"/>	MEDICAL
Utility bill <input type="checkbox"/>	Your Doctor's name and address <input type="checkbox"/>
	CREDIT CHECK – You will need to declare any:
	Mortgage arrears <input type="checkbox"/>
	Current debts <input type="checkbox"/>
	County court judgements <input type="checkbox"/>



## YOUR NEW HOME TOUR AND DEMONSTRATION

We will invite you to attend your New Home Tour and Demonstration shortly after we have served the 10 Working Days Notice to Complete. This is a major event in your purchase – we demonstrate your new home to ensure that when you move in you know where everything is and how it works. We'll show you:

- How to operate the central heating, hot water and any other systems
- Where the main switches, electrical consumer unit and stopcocks are located
- How to maintain your new home
- How the warranties and guarantees work
- It's an opportunity for you to fully inspect your new home before you move in and to raise any questions you might have. We'll also review what will happen on the move in day, how to run in your new home and our after-sales procedures.

### CARING FOR YOUR NEW HOME DOCUMENTATION

This will be provided to you at your New Home Tour and Demonstration.

Your Caring For Your New Home documentation contains concise and easy-to-understand information with a step-by-step guide to the remaining stages of your move, including what happens on move in day. You'll find useful advice on running in and looking after your new home,



as well as details of our customer service procedures. This is when you will also receive the manuals and guarantees for the appliances fitted in your new home, and details of the NHBC Buildmark Warranty.

### LEGAL COMPLETION

This is the final part of the homebuying process (called 'Settlement' in Scotland), which takes place after we have served the 10 Working Days Notice to Complete. As soon as we are in receipt of all the monies and the formalities have been completed, we can release the keys to you.

Your solicitor will receive the Title Deeds of the property, which are subsequently held by the lender on your behalf.



# OCCUPATION DATES

When you reserve your brand-new Barratt home you will be given an estimated completion date when it should be ready for occupation. We always try to ensure that your new home is ready for your occupation by the estimated date on your reservation form, but it is important to remember that estimates like this cannot take into account every eventuality.

The estimated date is based upon the planned construction programme at the time of reservation, however construction programmes can change for a variety of reasons. For example, prolonged spells of bad weather.

Also, delays may be caused by other factors such as unexpected difficulties with the supply of materials or labour. These can sometimes have a serious effect on the progress of even the most carefully managed building schedules. We also have to deal with planning and infrastructure issues which are dependent upon the actions of others and are therefore beyond our control.

By contrast, all of the above – particularly weather – can go so well that completion is actually achieved ahead of the original date estimated.

Either way, please bear in mind that estimates really are estimates. Your Sales Adviser will have the latest available information and we will endeavour to keep you informed as construction progresses. However, we understand the need for some certainty and will therefore give you the estimated legal completion date of your new home. This is the date that we expect your home to be completed and to transfer ownership to you. As certainty increases over time we will be able to be more clear and:

- Before completion of the foundations and the floors we will give the calendar quarter when your home is likely to be ready
- When the roof is complete and the building is weather proofed we will give you the month when your home is likely to be ready
- When your home is decorated and the main services have been connected we will say what week your home is likely to be ready

In addition, your contract with us will set out your rights to cancel your purchase and receive your monies back (as set out in the contract) in the unlikely event that the delay means the longstop date set out in the contract is missed. Please ask your Sales Adviser if you would like to know more about this.

Delays, however, are not a forgone conclusion, but if they do happen, you can rest assured that your new Barratt home will be worth waiting for.



# YOUR 10 YEAR NHBC BUILDMARK WARRANTY

Your new home is protected by the 10 year Buildmark warranty from the National House Building Council (NHBC).

NHBC, established in 1936, is the independent regulatory body for the UK housebuilding industry. NHBC is a non-profit making organisation whose role is to both protect homebuyers and to help the industry to construct good quality new homes.

It is very important that you read the NHBC guide to your new home that we will provide with your Move In File, which explains the Buildmark policy in detail. The cover is comprehensive, and after the initial 2 year warranty period, the NHBC take over responsibility for structural and other issues that you will find detailed in their information booklet.

This is an insurance policy which protects you, the new homeowner, against any specific risks for a full 10 years. The cover is split into two sections. Firstly, you are protected for the full 10 years against serious defects occurring in, for example, foundations, roof and other structural areas. Secondly, for the first two years of that period, together with the NHBC, we will cover you against any physical damage to your home should it be caused by a defect that results from a failure to meet the NHBC standards.

Full details are set out in your Buildmark Cover document that you will receive from your solicitor. The NHBC also provides the Guide to Your New Home booklet which contains a summary of the Buildmark cover, and advice about running in your new home.

It is important that you read these documents carefully. If you require a specimen copy to read now, the NHBC will be happy to provide this information.

On some Developments, cover is provided by an alternative provider but on similar terms. Your Sales Advisers will inform you if you are covered by a different warranty.





## YOUR COUNTDOWN TO MOVING

With only four weeks to go until you move into your new home, there's still plenty to do; this handy checklist will make sure you don't miss anything important.

FOUR WEEKS TO GO

Your 28-Day Intention To Complete Notice will tell you when we anticipate your home will be ready for you to move into.	<input type="checkbox"/>
Liaise with your Legal Adviser to ensure all the necessary arrangements are in place to legally complete on this date. Any problems, let us know immediately.	<input type="checkbox"/>
Book removals firm with date and time to be confirmed nearer legal completion day.	<input type="checkbox"/>
Ask if they can supply packing cases. Start collecting boxes and heavy-duty bin liners.	<input type="checkbox"/>
If you rent accommodation, give sufficient notice in writing to your landlord (you may have to do this earlier – check your rental agreement).	<input type="checkbox"/>
Check that the home contents insurance covers your move and advise insurers of your new address.	<input type="checkbox"/>
Start clearing out cupboards and dispose of unwanted items.	<input type="checkbox"/>
If you are moving into a new area, start looking for doctors and dentists and inform your existing practitioners that you are leaving.	<input type="checkbox"/>

Two weeks until moving day! In all the excitement this checklist might come in handy helping to make sure that you are up and running as soon as you move in.

TWO WEEKS TO GO

We serve your 10 Working Days Notice To Complete, which means that your legal completion date can now be fixed.	<input type="checkbox"/>
Your new home tour and demonstration is arranged.	<input type="checkbox"/>
Check with your Legal Adviser that everything is in place for completion and check that the finance for your purchase is all in order.	<input type="checkbox"/>
Confirm removals booking.	<input type="checkbox"/>
Notify the electricity, gas, water, and telephone companies of the date of your move and arrange for the meters to be read at your present address. Arrange with new occupier whether electricity, gas and water are to be left on.	<input type="checkbox"/>
Confirm telephone and internet will be connected ready for use when you move in.	<input type="checkbox"/>
Check with the local authority arrangements for refuse collection at your new home.	<input type="checkbox"/>
Notify your employer and arrange time off work.	<input type="checkbox"/>
Arrange to put pets in kennels or leave with friends.	<input type="checkbox"/>
If appropriate, arrange for a plumber to disconnect your washing machine/dishwasher.	<input type="checkbox"/>
Notify your bank of change of address – and cancel standing orders for council tax, electricity, gas, water etc.	<input type="checkbox"/>
Arrange TV licence transfer and TV aerial to be fitted as soon as possible after legal completion (where applicable).	<input type="checkbox"/>
Arrange for redirection of your mail.	<input type="checkbox"/>
Start packing non-essential items. (Remember to wrap all breakables in paper and label contents on all boxes.)	<input type="checkbox"/>

In the final week before you get the keys to your new home you'll be really busy getting all the last minute bits and pieces organised. We have pulled together one final checklist to help you on your way.

ONE WEEK TO GO

Finish packing and mark on boxes what they contain and where the removal men should put them in your new home.	<input type="checkbox"/>
Pack all your valuables/documents in one place for safekeeping.	<input type="checkbox"/>
Pack an overnight bag with essentials (including soap, towels, toilet paper) and bedding so it can be easily found.	<input type="checkbox"/>
Pack a box containing brush, dustpan and plenty of rubbish bags: keep it (and vacuum cleaner) handy in case of spillages.	<input type="checkbox"/>
Cancel newspapers/milk at your present address – and re-order for your new home.	<input type="checkbox"/>
Defrost your fridge/freezer. (If you are moving your freezer with its contents switch it up to maximum.)	<input type="checkbox"/>
Send off change of address cards.	<input type="checkbox"/>

LAST MINUTE CHECKLIST

Keep some plasters/bandages/antiseptic handy. Accidents do happen!	<input type="checkbox"/>
Pack a box of refreshments containing kettle, mugs, drinks, snacks etc – plus washing up liquid and tea towel – ready for use.	<input type="checkbox"/>
Keep some favourite toys/books handy for youngsters.	<input type="checkbox"/>

DON'T FORGET TO TELL EVERYONE THAT YOU'RE MOVING

Gas/electricity/water	<input type="checkbox"/>	Council tax	<input type="checkbox"/>
Employer (remember to book time off work for your move)	<input type="checkbox"/>	Child Benefits Office	<input type="checkbox"/>
Bank/building societies	<input type="checkbox"/>	Credit card companies	<input type="checkbox"/>
Schools	<input type="checkbox"/>	HP companies	<input type="checkbox"/>
Insurance companies	<input type="checkbox"/>	Shop accounts	<input type="checkbox"/>
DVLA	<input type="checkbox"/>	Clubs	<input type="checkbox"/>
Car breakdown company	<input type="checkbox"/>	Magazine subscriptions	<input type="checkbox"/>
Telephone and Internet company	<input type="checkbox"/>	Premium Bonds	<input type="checkbox"/>
Inland Revenue	<input type="checkbox"/>	Post Office	<input type="checkbox"/>
Doctor	<input type="checkbox"/>	TV Licensing Authority	<input type="checkbox"/>
Dentist	<input type="checkbox"/>	Vet	<input type="checkbox"/>
Optician	<input type="checkbox"/>	Passport Office	<input type="checkbox"/>



## THE LANGUAGE OF HOMEBUYING

You may not be familiar with all the legal and financial terms involved in the homebuying process. That's why instead we've put together a list of all the key words and phrases. We've tried to explain them in a clear way so you have a better understanding of what's involved at every stage.

## BRIDGING LOAN

A loan to 'bridge the gap' between the sale of your present house and the purchase of your new home when the dates don't coincide (or until long-term finance comes through from your mortgage lender).

## BUILDMARK

Your brand-new built Barratt home is covered by the National House Building Council (NHBC) 10 year Buildmark warranty. You will receive an NHBC (or alternative provider) booklet which contains details of the warranty cover.

## COMPLETION

The last stage in the homebuying process. When the deeds for your new home, along with other documentation, are handed over to transfer ownership to you, this is called legal completion.

EXCHANGE OF CONTRACTS (in Scotland – conclusion of missives).

The contracts are two identical documents; one is signed by the seller and the other by the purchaser. When these are exchanged, both sides are legally bound to complete the transaction.

## CONVEYANCING

The legal transfer of a property from one owner to another.

## COVENANT

A restriction of condition affecting the property which must be complied with by law.

## DEPOSIT

A part payment of the agreed purchase price paid by the buyer on exchange of contracts (or conclusion of missives in Scotland).

## DESPOSITION OR FEU DISPOSITION (SCOTLAND ONLY)

A legal document which transfers ownership of a property to the buyer.

## FREEHOLD

The full ownership of both the property and the land on which it stands.

## INSURANCE

This is usually discussed with your Mortgage Adviser or lender when making mortgage arrangements. You will need:

- Contents insurance: to work out how much cover you need for a household contents insurance policy you need to add up the value of all the possessions in your home
- It is recommended that any items of particular value – jewellery for example – are specified and covered by an all risks policy which applies even when the items are not in the home
- Buildings insurance: cover for the bricks and mortar of your home. It is advisable to review insurance cover regularly

## LAND REGISTRY FEES

These are paid through your solicitor to register your ownership of the property with the Land Registry. The scale of fees is fixed by the Government.

## LEASEHOLD

Land held under a lease for a number of years on which ground rent is paid.

## LOCAL AUTHORITY SEARCH

Carried out by a solicitor, this establishes if your new home is likely to be affected by any planning decisions.

## MANAGEMENT COMPANY (IN SCOTLAND: FACTORING COMPANY)

Apartment buildings usually have a management company responsible for maintaining the main structure, common parts (e.g. stairs and hallways) and landscaped areas. On some developments a management company may also maintain roads, street lighting and open spaces. The management company recovers its costs from each owner through a service charge.

## MISSIVES (SCOTLAND ONLY)

The name given to a contract. Missives are letters that are exchanged by the purchaser (making an offer for the property) and the seller (accepting the offer).

## MORTGAGE

Most people will need to take out a mortgage to buy a home. There are many different types of mortgages available to homebuyers and your Mortgage Adviser will be able to explain in more detail.

## MORTGAGE INDEMNITY (INSURANCE/GUARANTEE)

Your Mortgage Lender will usually require additional security if the loan is in excess of 70% or 80% of the purchase price. This involves a one off payment which can normally be added to your mortgage. The amount of the payment varies with the amount borrowed and the term of your loan.

## MORTGAGE PROTECTION POLICY

An insurance policy is often arranged in conjunction with a repayment mortgage. The policy is taken out to ensure that the loan will be paid off should the borrower die before the end of the mortgage term. Insurance may also be available to protect your repayments in the event of redundancy.



## MORTGAGE VALUATION SURVEY

Prior to making a mortgage offer, your lender will have the property valued for mortgage purposes. You will be required to pay a fee to your lender, which can vary, depending on the purchase price and lender.

## NATIONAL HOUSEBUILDING COUNCIL

A non-profit making body whose role is to both protect the homebuyer and help the industry to construct good quality new homes. NHBC inspectors carry out spot checks and regular examinations on all properties at various stages of construction. The NHBC will also provide the 10 year Buildmark Warranty.

## SETTLEMENT (SCOTLAND ONLY)

The end of the homebuying process when the deeds of your new home and other documentation are handed over in return for the payment of the agreed purchase price.

## STAMP DUTY

Government tax on the purchase price of the property. Your solicitor will automatically handle payment on your behalf.

## TITLE DEEDS

The legal documents which prove ownership of your new home.

## WILL

As a homeowner, it is advisable to make a will – or alter an existing one. Your solicitor will be able to advise you.





## SUSTAINABILITY AND YOUR ENERGY- EFFICIENT NEW HOME

Our ambition is to be recognised as the nation's leading housebuilder, creating homes and communities where you can build your future. Some factors which may be of interest to you as a Barratt homeowner are:

### ENERGY EFFICIENCY

Our homes are up to 69% cheaper to run than an updated Victorian equivalent<sup>1</sup>. Whilst your actual energy bills will depend on how you personally use the home, we have taken steps to help you keep running costs down. These include:

- Highly thermally efficient insulation, so your home will be super cosy and cost less to keep warm.
- Argon filled double-glazing fitted as standard which allows the heat from the sun in whilst minimising heat loss.
- Advanced systems and smart technologies, which mean all our homes have an energy-efficiency rating of either EPC A or B, a level of energy-efficiency shared by just 3.1% of existing homes\*.
- Highly efficient heating systems, which will help keep your gas bills down.

### LOW AND ZERO CARBON (LZC) TECHNOLOGIES

Some of our homes are installed with LZC technologies<sup>2</sup>, your Sales Adviser will let you know what has been fitted in your home. If these are installed in your home you will also benefit through having some of your energy provision supplied by these technologies. Typically, these may include:

#### SOLAR PHOTOVOLTAICS (PV)

- These panels convert sunlight into electricity for use in the home

#### SOLAR THERMAL

- These panels absorb heat from the sun and use it to assist the provision of hot water and heating

#### AIR SOURCE HEAT PUMPS

- These units extract heat from the external air for use within the home

### RESPONSIBLE SOURCING OF MATERIALS

Our supply chain is a key part of our business. Through working with our partners we strive to minimise the environmental impact of the materials we use to build your home. We encourage all suppliers to have an accredited Environmental Management System in place, and where timber is supplied a Chain of Custody certification mechanism is required to ensure the product uses timber only from forests which are sustainably managed<sup>3</sup>.



### BEST PRACTICE SITE MANAGEMENT

All of our site teams are trained to minimise the impact of the construction process on the local environment. Depending on the site, this can include:

- Reducing noise and dust pollution
- Utilising waste segregation to achieve industry-leading diversion from landfill rates
- Minimising energy and water usage
- Protection of the existing ecological features and enhancing where possible
- Adherence with the Considerate Constructors Scheme
- Cleaning vehicles before they leave site and sweeping the surrounding roads when necessary
- Only operating during dedicated work times that are sympathetic to local needs

1. Based on figures produced by the Zero Carbon Hub in conjunction with the NHBC Foundation and the BRE trust.

2. Whether your home is fitted with LZC technology is site specific. If you are unsure, or for more information, ask your Sales Adviser.

3. For more information please visit [www.fsc.org](http://www.fsc.org) or [www.pefc.co.uk](http://www.pefc.co.uk)

<sup>1</sup>Indicative figures, based on research from Briary Energy, April 2022

\*Source: GOV.UK. This figure represents the level of energy-efficiency of existing housing stock only (homes built up to 2007 when EPCs were introduced).

## BIO-DIVERSITY

Features you may see in your new home/garden;

### BAT BRICKS AND SWIFT BRICKS

Your new home may include a bat or swift brick. These have been installed to help support species that rely on buildings to raise their young. These bricks are completely sealed and are self-cleaning so no maintenance is required.

### HEDGEHOG HIGHWAYS

Fences can act as a barrier to animals such as hedgehogs finding food and shelter. A Hedgehog Highway is a small hole in the base of the fence, large enough for a hedgehog but too small for domestic pets to pass through. Hedgehog highways do not require any maintenance other than being kept free of obstruction.

Features you may see on your new development:

### WILDFLOWER MEADOW/SPECIES-RICH GRASSLAND

Some areas of grassland on the development may have been sown with a diverse mix of grasses and flowers, which will provide nectar and pollen to bees and butterflies. Unlike a garden lawn or sports pitch, these areas only require cutting once or twice a year to maintain them in optimal condition so are left long for much of the year.

### HEDGEROWS AND TREES

Hedgerows and trees provide valuable habitat and food for wildlife. We aim to retain as many hedgerows and trees as possible to ensure wildlife is provided for. When we create new hedgerows and plant new trees, these provide new habitat into the future, absorb carbon and help minimise flood risk.

### SUDS

Sustainable Urban Drainage Systems (SUDS) are an alternative to conventional drainage methods which pipe rainwater underground, away from a development. SUDS aim to deal with rainwater and surface water at source, filtering pollutants and providing a more sustainable method of rainwater/surface water management.

## HEALTH AND SAFETY

The safety and well-being of you and your family is of paramount importance to us. As you will appreciate, a building site can be a dangerous place, especially for children who may see it as an adventure playground.

Unaccompanied visits to construction areas are not allowed under Health and Safety Regulations. Access can only be arranged through your Sales Adviser.

With this in mind, please follow this simple guidance when you do visit the construction site:

- Fully comply with advice given by your Sales Adviser
- Always wear the safety helmet and any other protective equipment provided
- Keep a safe distance from construction activity
- Ensure that children are not left unsupervised and that they are not allowed to play in construction areas

Please help us to keep our site safe.

\*First 2 years covered by Builder Warranty and NHBC Guarantee or similar. Years 3-10 covered by NHBC insurance or similar. Full exclusions and limitations can be found on the NHBC website. Available on virtually all of our developments.





## CUSTOMER CHARTER OUR PROMISE TO YOU

At Barratt Homes we put the same high standards of care and attention into looking after our customers as we do into building our homes.

Through our 10 point Customer Charter, we are committed to helping you throughout your purchase and long after you have moved in.

We will:

1. Provide you with the applicable Code of Practice and adhere to the requirements it places upon us.
2. Provide you with detailed information about your new home, plus the choices and options available to you.
3. Provide you with updates, at agreed intervals, on the progress of build, physical completion and occupation dates.
4. Provide you with health and safety advice to minimise the risk of danger from construction works, when visiting the development and after you have moved into your new home.
5. Offer you an opportunity to appoint a suitably qualified inspector (RICS or RPSA member) to undertake a Pre-Completion Inspection of your new home, from 5 calendar days after the Notice to Complete has been served (or earlier by mutual agreement).
6. Undertake a demonstration of the many features of your new home before you move in and provide documentation about running in and maintenance.
7. Provide you with a statement of incomplete work on the development and indicative timescales for completion, for example, roads, open spaces, recreational areas and landscaping.
8. Provide you with an easily accessible and efficient after-sales service (including emergency out of hours cover) for handling issues, enquiries and complaints; endeavouring to resolve warranty issues within one calendar month.
9. Provide you with advice on the NHBC 10 Year Buildmark warranty and other warranties from manufacturers from which you will benefit.
10. Facilitate independent satisfaction surveys so that you can feedback to us how we are performing.

**CONSUMER  
CODE FOR  
HOME BUILDERS**  
[www.consumercode.co.uk](http://www.consumercode.co.uk)

**NEW  
HOMES  
QUALITY  
CODE**

If you reserved your home **before** 1<sup>st</sup> November 2022 then you will be covered by the Consumer Code for Homebuilders

The [Consumer Code for Homebuilders](http://www.consumercode.co.uk) gives protection and rights to purchasers of new homes, ensuring that all new home buyers are treated fairly and are fully informed about their purchase before and after they sign the contract.

If you reserved your home **on or after** 1<sup>st</sup> November 2022 then you will be covered by the New Homes Quality Code

The [New Homes Quality Code](http://www.newhomesqualitycode.co.uk) introduces additional requirements for Home builders which extend beyond the current protections.

It covers every aspect of a new home purchase, from when a customer walks into a sales office, through to two years after occupation of the home is covered.