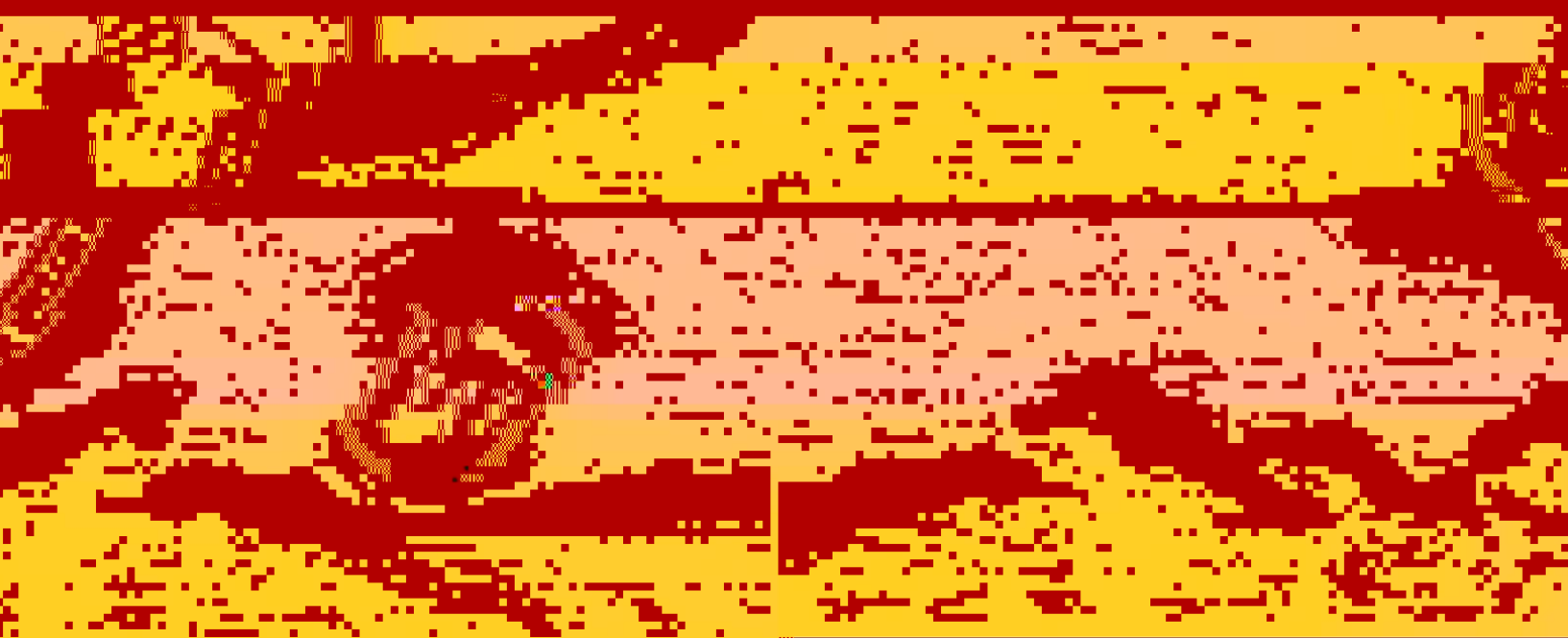


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The _____ applies to all _____ where a _____ has been issued by one of the _____ after 1 March 2016.

All _____ who are registered with the _____ agree to fully comply with the _____.

The provisions of the _____ will apply to the _____ for a period of two years after the date of _____ of the _____ purchase.

The _____ and the associated _____ does not apply to:



This _____ is mandatory for all _____ registered with the _____.
_____ must comply with the requirements of the _____.

The _____ must make the _____ available, free of charge, to any consumers interested in the purchase of a _____. The _____ should be made available in written format by the _____ to enable the _____ to suitably review the _____ before they agree to purchase a _____. _____ should be readily accessible _____ to potential _____ from the _____ website and sufficient information should be provided to the consumer to enable them to make a sound decision about the purchase of a _____.



Training must be provided to all staff who have contact with consumers, to ensure that they understand their responsibilities under the Code, and have correct and clear information to explain to potential Buyers with respect to sales & advertising, high-pressure selling techniques, standards expected, information requirements, part exchange schemes, reservation procedures, structural warranties and after sale services.

It is especially important that consumer-facing staff are trained on how to identify .
Appropriate procedures must be put in place so that staff have a clear and structured procedure for dealing with in line with the guidance provided in [Section 3.6](#).

All customer services standards, procedures, training and systems should be provided to all staff both permanent and temporary, including any of the



must be given enough suitable pre-purchase information to help them make an informed decision about purchasing a

In all cases this information must include:

- a written
- an explanation of the cover.
- a description of any & organisations to which the will be committed and an estimate of the associated cost.
- details of any leasehold arrangements to which the is subject.
- details of any future build phases of, and the facilities on, the anticipated completed development.
- a list of contents in the which are included in the price.
- a specification for the including a statement confirming the standard of cosmetic finish that the should expect to be achieved.
- information relating to the standards to which the is being built, including confirmation that the build is in compliance with the

If the is not yet complete, then the should also be provided with:

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The _____ terms and conditions must:

- be clear, fair and written in plain English.
- comply with the _____.
- clearly set out the process and timing for advising the _____ of the date of _____.
- define the Legal Completion Notice Period from serving of notice to _____.
- clearly state the circumstances in which the _____ can terminate the _____.
- clearly state what will happen if construction of the _____ is delayed and the _____ will not be ready for ownership by the _____ by the date advised by the _____.
- clearly explain how _____ are to be protected _____.

To avoid _____ over spoken statements, immediately before _____ Exchange the _____ should ensure that the _____, through their legal representative, states in writing what spoken statements they are relying on when entering into the _____.

The solicitor acting for the _____ will send the _____ and all relevant documents and approvals to the _____ independent advisor as soon as reasonably possible after the date of the _____.

The _____ must be given reliable and realistic information about:

- when construction of the _____ may be finished.
- { the date at which ownership of the _____ will transfer from the _____ to the _____ on _____.



If a change occurs to the design, construction or materials to be used in the _____ that will materially alter its value, the _____ must formally consult the _____ and obtain their written agreement to any changes.

Where the alterations materially affect the value of the _____ and the _____ does not agree with those alterations, they may cancel the _____ and obtain a full refund of the _____, with no deductions or withholding of any fees.

Minor changes that do not significantly alter the size, appearance or value of the _____ should be communicated to the _____, with the advice that they may wish to consult their professional legal advisor as to the effect of those changes under the _____. However, the _____ agreement is not required by the _____ in respect of such changes.

Changes requested by the _____ and that the _____ agrees to pay for that are not included in the _____ or _____ must be agr



The _____ must provide the _____ with comprehensive and accessible after-sales service information as described in [Section 6.1](#).

Specifically in relation to the After Sales Service provided by the _____, this information must include:

- how long the service will last
- accurate and current contact names, numbers and e-mail addresses of the After Sales Service Team
- contact details of other relevant authorities, bodies and persons which will be needed by the _____
- details of what to do in an emergency
- details for making a claim under the _____ including contact details

Well-trained and knowledgeable staff must provide the After Sales Service.

In providing telephone numbers for _____, the _____ must not use premium rate numbers. In the absence of a freephone number being provided, a national or local rate telephone number must be used.

If the _____ or their _____ needs to visit or carry out works to the _____ after it is occupied by the _____, then the following steps should be taken:

- the _____ should agree a suitable appointment time with the _____ when a responsible adult can be present to represent the _____. This should be explained to the _____.
- if a responsible adult is not present at the _____ at the time agreed, then the _____ (or their _____) should not enter the _____ and should instead re-arrange the appointment with the _____.

When it is possible to access the _____ at the agreed time, the _____ (or their _____) should:

- show clear and professional identification to the _____ (or their representative) prior to entering.
- ensure work clothes and equipment are clean and presentable.
- be prepared to remove outdoor footwear or wear clean overshoes. If safety shoes are required, they should be clean and covered by overshoes.
- ensure appropriate protection is provided for carpets, furnishi



The [redacted] is operated by the [Centre for Effective Dispute Resolution](#) which is independent of the [redacted] and the [redacted].

Any matter referred to this scheme concerns [redacted] under this [redacted].

The Independent Adjudicator [redacted] is applicable in the event that a [redacted] arises between the [redacted] and the [redacted] where agreement cannot be reached within 56 calendar days of the complaint being raised with the [redacted].

Process

1. The [redacted] must complete an application form and send it to the Independent Adjudicator [redacted] with their statement of evidence and a case registration fee of £100 plus VAT. Their statement must contain all the information relevant to the complaint together with copies of receipts or other evidence of expenditure.
2. The Adjudicator will ask the [redacted] to respond to the [redacted] statement. At this stage the [redacted] may resolve the complaint without formal adjudication – this is called “early settlement” and costs the [redacted] a reduced fee of £250 plus VAT.
3. If early settlement does not happen, the [redacted] must submit [redacted]



The must comply with the Adjudicator's



Any contravention of the [redacted] by a [redacted] (or their [redacted]) will be treated as a very serious matter by the

Where required, the [redacted] Disciplinary and Sanctions Panel will be convened.

The Panel membership will depend on the nature of the contravention under investigation and will typically consist of 3-5 members drawn from a pre-approved list of independent consumer experts and independent construction industry professionals.

A chairperson will be appointed by the Panel and all decisions will be made on the basis of a clear majority.

Should the [redacted] fail to comply with the [redacted], there is a range of sanctions which the Disciplinary and Sanctions Panel can enforce depending on the level of seriousness of the breach:

1. Improvement Programme



The [redacted] will monitor performance and criteria against the [redacted] requirements through regular feedback and analysis, reporting the findings on a regular basis internally, with an annual report being prepared of the findings and analytical processes, indicating ratios of performance against the key criteria, actions and remedies taken together with a review of the [redacted] performance in improving the customer experience and quality of completed [redacted].

This will enable the [redacted] to monitor trends and identify any dip in performance promptly and initiate remedial action to maintain the enhanced level of consumer protection that the [redacted] is designed to provide.

An annual review of the performance of the measures will be conducted by the [redacted] in order to establish if the measures remain effective and whether there are any priority areas which need to be addressed. The Board of Directors [redacted] 190.86150.77 [redacted] T1(l)-8(l)-8(-)-77(enab)4



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