

Our Customer Charter

We aim to make your home buying experience as enjoyable and informative as possible.



We are committed to providing affordable homes via Shared Ownership across the breadth of England

...and aim to become the leading private affordable housing provider in the country

As an affordable housing provider, we're dedicated to supplying a wide range of Shared Ownership homes, from studio flats to four-bedroom family houses.

Whether you are a first-time buyer purchasing a property independently, or a previous homeowner now looking for a family home, we want to ensure that buying a home is an achievable goal. Our Customer Charter sets out the high level of service you can expect from us.



Our team

Our team is responsible for dealing with any questions or concerns you may have during your purchase. They have been trained to understand:



their responsibilities to you



the company's main legal responsibilities to you



the commitments made under our Customer Charter.

Contacting us

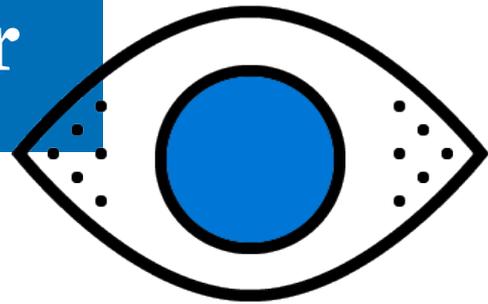
We will supply you with contact details of both your Sales Consultant and the Sales & Marketing Director who will provide you with detailed pre-contract information to help you make an informed decision about buying a property.

After exchange

Once you have exchanged contracts, a member of our Customer Care Team will be on hand to ensure you understand how your new home works, and you have a seamless move. They will also provide you with contact details so you will know who to contact should you have any queries once you have moved in.



Communicating in a fair and transparent manner



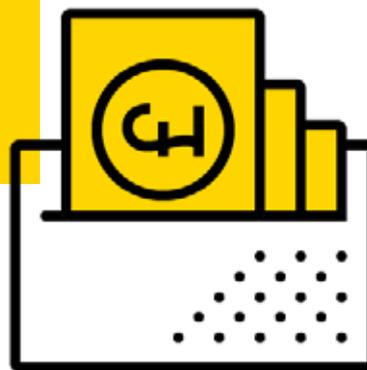
Legal Information, Communication and Marketing

We will:

- ✔ Ensure our marketing and advertising material is transparent, comprehensive and clearly states any points of concern rather than hiding them in the small print.
- ✔ Supply you with the name and telephone number of the staff members responsible for helping you at every stage of your purchase and answering any questions you may have.
- ✔ Be in touch at least once a week during the buying process, either by telephone or email to make sure you are kept up to date and help with any queries you may have.
- ✔ Provide you with detailed information about your new home, including pricing information and any charges you will be responsible for.
- ✔ Provide information on your responsibilities as a shared owner, any key restrictions relating to your home and details of how to buy more shares in the future and the costs associated with this.
- ✔ Provide you with a 5 year estimate of planned maintenance on your home and make sure these include a fund for any large scale works that may be required in the future.
- ✔ Provide you with a location and development plan, floor plans of the property (with approximate room sizes) along with details of what fixtures and fittings will be included.
- ✔ Provide you with an electronic link to the Consumer Code for Home Builders.



Delivering a home that you can afford



The Buying Process

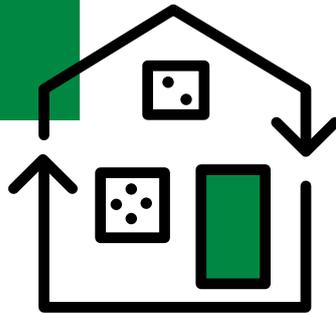
We will:

- ✔ Ensure that you have appointed a solicitor or conveyancer to deal with the legal formalities involved with buying a property and to represent your interests.
- ✔ Give you a clear contract of sale terms and conditions.
- ✔ Provide accurate information regarding your cancellation rights.
- ✔ Give you information regarding your new home warranty cover and any other guarantees and warranties from which you may benefit.
- ✔ Make sure that any monies deposited with us are protected.
- ✔ Keep you fully informed and updated with information on when we anticipate completion of your property. Completion is when the sale is final and all the money has been transferred. At this stage, you become the legal owner of the home. The date of legal completion will be agreed with you and fall within the notice period already agreed in the contract of sale.

If you are not satisfied with any part of your new home, you can contact our Sales & Marketing Director in the first instance. Our Customer Charter commitments do not affect your statutory rights.



Homes fit for the future



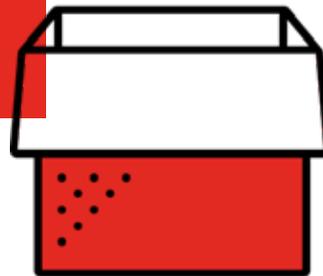
Your Home

We will:

- ✔ Ensure that all homes have a comprehensive quality check in line with the property warranty guidelines.
- ✔ We will check:
 - all sanitaryware, taps, bath and panel, waste and overflow, showers including door and frame, and all mastic is neat.
 - kitchen appliances are tested, and come with 12 month warranties.
 - the heating, hot water and programmer.
 - all windows and doors open, close and lock.
 - all lighting and electrical sockets have a test certificate.
 - carpets and flooring are fully fitted (as detailed in the brochure).
 - all keys are provided and labelled.
- ✔ Be transparent about the rent you pay and how this is calculated.
- ✔ Provide you with service charge estimates which have been checked to ensure accuracy.
- ✔ Provide you with a lease which demonstrates best practice in the industry by giving you the longest lease available (the length of your lease will be detailed in your reservation form);
 - Houses** If we own the freehold, we will provide you with a 990 year lease. As freeholders we fully own the whole property and the land it stands on and are responsible for maintaining the property and the land it stands on.
 - Apartments** We will always provide you with the maximum lease term available and we always provide a minimum lease term of 250 years.
 - Existing Customers** We will not charge you a premium for extending your lease and will only charge you for actual costs incurred if you do need to extend your lease.



Moving into your new home



Completion and Handover

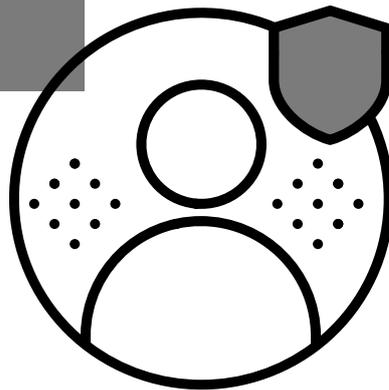
We will:

- ✔ Meet with you at the property at an agreed time prior to you moving in, to demonstrate how everything in your home works.
- ✔ Walk you through your new home once you've legally completed on the property, take meter readings with you and hand over the keys. We will make sure that your home is clean and ready for you to move into.
- ✔ Give you an information pack on completion that will provide you with all the relevant details about your new home including health and safety, electrical appliances, operating instructions, an explanation of our after-sales procedure and details of our management provider. Management providers are designed to provide local housing services and expertise in partnership with Legal & General Affordable Homes. For example; helping you move into your home, collecting payments, and providing ongoing customer support once you've moved in. All management providers are regulated and have committed to delivering exceptional customer services to our residents.
- ✔ Provide support from one of our regional management providers who will answer any queries you have and ensure the services provided to your home are done so to a high quality. However, we hope there will be no problems after you have moved in.
- ✔ Ensure that for your peace of mind, your home is covered by a 12-month defect liability period from the point it is completed which will include emergency repairs. In addition, your home will include a 10-year new home warranty cover.



Putting your safety first

Safety is a major concern for people buying a new home, especially in light of recent news stories. Here at Legal and General we take health and safety very seriously. We've listed the measures that we take to meet safety standards below.



Health and Safety

We will:

- ✔ Arrange pre-agreed site visits for you to view your home where possible. However, as building sites can be dangerous, we will accompany you and provide the necessary protective equipment.
- ✔ Provide health and safety advice if you are visiting the development and if you are living on a development where construction work is continuing.
- ✔ Fully check and test your services before you move in. These checks will include gas, water, electric heating etc and any certificates will be provided.
- ✔ Make sure we carry out regular fire and safety checks on all apartment buildings to make sure your home meets our safety standards.



Customer satisfaction is important to us.

We welcome feedback from our customers at any point.

In addition, we conduct independent surveys at various points throughout the buying process.

If you are not satisfied with any part of your new home, you can contact your local Customer Service Representative who can help.

customerexperience@landgah.com
landgah.com

