

Glenmoor Developments

AFTER SALES PROCEDURE

The issue of after sales and customer care are as important to Glenmoor Developments as the design and construction of your new home.

We strive to ensure that you are entirely satisfied with your new home and that it gives you many years of enjoyment.

Our aim is to ensure that the property is in first class condition when you take possession and that any queries you have are dealt with promptly and efficiently.

The Directors of Glenmoor Developments personally monitor any problems encountered by our purchasers. A monthly meeting specifically addresses this as part of its agenda, and thereby ensures that quality control is an on-going and continually improving aspect of the company's service.

Glenmoor Developments Ltd is registered with the NHBC and CRL and offers a 10 year structural warranty on each new property.

NEW HOME HANDOVER PROCEDURE

1. Before legal completion there will be a demonstration meeting between the Client and a representative of Glenmoor Developments to explain and highlight the functions of the property.
2. On the day of legal completion, a representative of Glenmoor Developments will conduct a formal handover of the property. Relevant manuals and guarantees for the property will be given to the Client as part of the Homeowners manual. NHBC or CRL warranty documentation will also be given to the Client's solicitor on legal completion.
3. After moving in, and in the event of an emergency such as a serious leakage, please refer to the list of emergency contact telephone numbers provided in the Homeowners manual.
4. Please keep a note of any minor items which may arise and hand a copy of the list to the Site Manager for rectification.
5. Thereafter, in the unlikely event of any faults occurring or remaining outstanding after the first month of occupation, they are handled directly by one of the Company Directors. These should be advised IN WRITING to our Langham office marked "For the attention of Martin Broom". Where appropriate, an inspection will be arranged and remedial work, if required, carried out as soon as practicable.
6. All appointments to inspect or carry out remedial work will be made during normal working hours.
7. Modern building methods and materials reduce the incidence of shrinkage cracks, however some will still occur as part of the normal drying out process. Normal shrinkage cracks are not deemed to be a defect and we expect purchasers to deal with minor cracks themselves in the routine course of decorating.
8. Please refer to your NHBC or CRL warranty documents as to what is/is not covered.