



A S Homes (Scotland) Ltd CUSTOMER CHARTER

This Customer Charter is our commitment to you to provide you with service, procedures and information at appropriate periods throughout the purchase of your new home.

Our Customer Charter is important to us in establishing a commitment to our customers. A copy of the Charter will be displayed in our Sales Office and will be supplied to you on request. We will automatically provide you with a copy when you purchase a property from us.

We will set out procedures to meet the commitments stated within the Charter.

Our Staff will be trained to undertake their responsibilities in their dealings with you and what the Customer Charter means to you.

We will give you as much information as possible prior to signing a contract to enable you to make an informed decision regarding the purchase of a property.

We will endeavour to ensure that you appoint your own professional legal advisor to carry out the necessary legal formalities in connection with the purchase of your property.

We will provide you with information timeously to enable you to contact the necessary people throughout every stage of the purchase of your new home.

We will assist you in making the relevant choices and options available to you.

We will provide you with the Health and Safety advice to reduce, where possible, the risk of danger on our development during the course of the construction of your home and in the use of your new home.

Our marketing and advertising will be clear, concise and truthful.

The terms and conditions of our Missives of Sales will be clear and concise.

We will make clear to you your cancellation rights.

We will provide you with reliable information regarding the warranty Provider's Cover and any other relevant guarantees from which you may benefit.

We will explain how we protect your deposit and how we deal with any other prepayments.

We will provide you with as reliable information as possible about the timing of construction, date of entry and handover of your property.

Once we have a completion date we will endeavour to ensure that:

The transfer of the property takes place

The functions and facilities of the property are demonstrated to you.

We will inform you concisely regarding the after-sales service which we provide to you for a certain period after the handover of your property.

We will let you know of the procedures which we have in place for dealing with customer complaints including the availability of any external services which can assist in resolving complaints.

We will co-operate fully with appropriately qualified professional advisors whom you have appointed to assist with any disputes which may arise.

Our Customer Charter commitments do not affect your statutory rights.