



An Arts & Crafts inspired development of 2, 3 & 4 bedroom homes, designed for contemporary living





## Contemporary living with heritage

Welcome to Holland House Farm, a beautiful collection of Arts & Crafts inspired 2, 3 and 4 bedroom homes, in the prominent village of Walton-le-Dale on the outskirts of Preston city centre.

Holland House Farm provides desirable modern living for families and professionals, with its ideal location, excellent connectivity throughout the North West and a wealth of nearby amenities.

There is a wonderful balance for its homeowners too, who can benefit from a village lifestyle that is built upon 19th Century cotton industry heritage, even dating back to the Roman era.









## Modern living with style

Inside, the homes offer contemporary open plan ground floor accommodation, spacious bedrooms and useful storage and utility spaces. Eccleston's homes are mindful of the modern family's needs and lifestyle, providing stunning design and luxury features desired by our discerning homeowners, as well as EV chargers across all homes and solar panel roofs to select properties. Expect to see roof skylights, stylish breakfast bars, bay-fronted windows and ensuites across a range of the homes.

A large village, Walton-le-Dale has its own community with a choice of nursery, primary and secondary schools, as well as a local post office, popular pubs for eating and drinking, and parks for families and dog walkers. Within walking distance of the village, retail outlets and supermarkets provide all the home and grocery amenities needed.



## Out and about

Walton-le-Dale is neighboured by several charming Lancashire villages to visit, as well as sitting opposite the thriving city of Preston, where there is an abundance of family entertainment, retail and leisure, museums and sports facilities. And if the seaside beckons, Blackpool and Lytham St. Annes are amongst some of the best beaches to enjoy on the North West coastline, all within 45 minutes' drive.

Surrounded by some of Lancashire's most outstanding areas of natural beauty, you don't need to travel far to take in breath-taking rivers, waterfalls, parks and woodland in and around Walton-le-Dale. Homeowners are spoiled for picturesque and interesting walks and bicycle rides, long and short. Explore the Ribble Valley, Cuerden Valley Country Park, Yarrow Valley Country Park and Beacon Fell amongst many more.



## Connected community

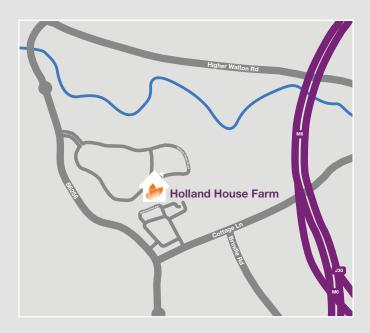
Walton-le-Dale is on the south bank of the River Ribble, and is a short drive to Preston city centre and the main North West motorway network. Holland House Farm is located just off the A6 leading to the M6 and M61 at various junctions travelling North or South.

Both Preston and Bamber Bridge train stations are within a few minutes' drive of our development. Preston Train Station provides links to other major cities including London, Glasgow and Liverpool, whilst Bamber Bridge Northern Rail services link to Blackpool, the Cumbrian coastline and across to Leeds and York. Manchester Airport is within an hours' drive for those wishing to travel further.

Universities, UCLAN, Holland House Farm caters well for families and professionals.

## How to find us

Holland House Farm, located at: Hampshire Road, Walton-le-Dale Use postcode PR5 4NJ



### FROM THE SOUTH:

- Exit the M6 at Junction 29 and merge onto the M65 (follow signs for Preston/M65/A6)
- Take 2nd exit at roundabout onto London Way/A6
- Take 3rd exit at roundabout onto Brownedge Road/B527
- Take 1st exit at roundabout to stay on B527 and take a slight left onto Duddle Lane
- · Stay on Duddle Lane until you reach Chorley Road, turn left
- Take 3rd exit onto Holland House Road
- Turn right onto Hampshire Road and follow until you reach Holland House Farm on the right



## FROM THE NORTH:

- Exit M6 at Junction 31, merge onto the A59
- Stay on the A59 and turn left onto London Road
- Merge onto Victoria Road to Walton-le-Dale
- Turn right onto B6258 and at roundabout take 1st exit onto Holland House Road
- Turn right onto Hampshire Road and follow until you reach Holland House Farm on the right

Sales enquiries

1772 284114

saleshollandhousefarm@ecclestonhomes.co.uk ecclestonhomes.co.uk







## Holland House Farm





## Specification

## HOLLAND HOUSE FARM, WALTON-LE-DALE

## Kitchens

- A choice of kitchen units and worktops (choice subject to build stage)
- Bosch stainless steel single multifunctional electric oven
- Bosch stainless steel 4-ring gas hob
- Stainless steel chimney-style recirculating hood
- Stainless steel splashback to hob
- Bosch integrated fridge / freezer
- 80mm co-ordinating worktop upstand (choice subject to
- Blanco one and half bowl sink and top lever tap to kitchen (choice subject to build stage)
- Stainless steel single bowl sink and tap to utility room (where
- Plumbing for washing machine
- Plumbing for dishwasher
- Cutlery tray
- Soft closers to all units and drawers

## Bathrooms and ensuites

- White contemporary sanitaryware by Roca
- Chrome towel radiators to bathrooms and ensuites
- Chrome brassware by Vado
- Electric shaver point to bathrooms and ensuites
- Choice of vanity units to bathrooms and ensuites (choice subject to build stage)
- Choice of ceramic wall tiles by 'Porcelanosa' (choice subject to build stage)
- Extent of tiling to be: splash-backs above hand-basins in WCs. half-height ceramic tiling to walls receiving sanitaryware, and full-height ceramic tiling to shower enclosures (where applicable). Choice of two co-ordinating 'Porcelanosa' wall tiles in main bathrooms and ensuites to create feature walls. The feature wall is indicated on wall tile drawings
- Vado thermostatic shower to ensuite
- Vado shower over the bath to main bathroom with shower screen
- Soft close toilet seats.

## General

- 10-year warranty (NHBC)
- Hive Active Heating Smart Compatible Thermostat (requires HiveHub, broadband and WiFi)
- Gas central heating two zone system throughout
- Gas combination boiler to Tarleton, Culcheth, Clitheroe, Whalley Plus, Hartford Plus, Haigh and Willaston housetypes
- Thermostatically controlled radiators to all rooms except where roomstat fitted
- UPVC double-glazed windows
- UPVC French patio doors
- Black rainwater pipes and gutters

## Electrical

- Access to Superfast Broadband (Infrastructure by Openreach. Subscription to Broadband services required)
- Sky+HD TV aerial point contained within media plate to lounge and family rooms with wiring to loft space (system to be completed by contacting Sky direct)
- Digital TV aerial point contained within media plate to lounge and family room wired to aerial in loft space
- Digital TV aerial point to main bedroom wired to aerial in loft space
- BT socket to lounge contained within media plate
- BT socket to main bedroom
- Downlights to kitchen
- Downlights to bathrooms and ensuites
- Double socket and light to garage
- EV chargers
- Solar panels to specific plots (see Sales Consultant for details)

## Safety and security

- Alarm system
- Mains-powered smoke detectors and mains-powered heat detectors
- Window locks to all windows (except upper floor escape windows)
- Multi-point locking systems to front and rear doors

## Decoration

- Smooth-finish ceiling painted white
- All internal woodwork painted gloss white
- All internal walls painted white
- Semi-solid internal doors painted gloss white
- Satin chrome-effect internal ironmongery

## External

- · Front porch light
- Front garden turfed
- Landscaping to front gardens to approved scheme
- Grey concrete paving to form pathways and patios as shown on external works layout
- Black tarmac drives with grey concrete edgings
- 1.8m screen fencing to rear gardens, including pedestrian timber gate. See external works layout for exact details and locations
- Steel up-and-over garage doors

## **Options**

A wide range of optional extras are available. Please see Sales Consultant for prices and full range (all subject to build stage).

We supply products by:











We operate a policy of continuous product development and individual features such as windows, garages and elevation treatments may vary between individual plots and developments. Homes may be constructed from brick, stone or artificial stone or timber and all room sizes are approximate. Plots may be handed and garages may be single or double. Kitchen and bathroom layouts are indicative and any furniture layout is for illustrative purposes only. Whilst every effort has been made to ensure the information is correct it is designed specifically as a guide and may be subject to change during construction. Consequently, these particulars do not constitute or form any part of the contract. Individual detailed plans and specification are available, please see the Sales Consultant on the development for specific plot details prior to reservation.







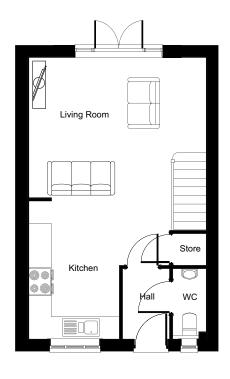


Three bedroom mews/semi-detached home / open plan contemporary kitchen and living area / French doors leading to the rear garden / useful storage space / family bathroom / downstairs WC / parking



## The Tarleton

## 3 BEDROOM MEWS/SEMI-DETACHED HOME • 772 sq.ft.



## **Ground Floor**

**LIVING ROOM** 4.74m (max) x 3.75m

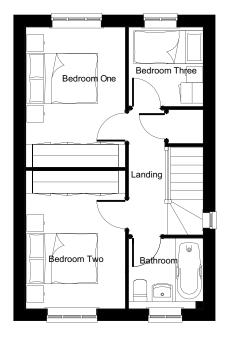
15'5" (max) x 12'3"

**KITCHEN** 3.70m x 2.42m

12'1" x 7'11"

WC 1.88m x 0.89m

6'1" x 2'10"



## First Floor

**BEDROOM 1** 3.75m x 2.66m

12'3" x 8'7"

**BEDROOM 2** 3.70m x 2.66m

12'1" x 8'7"

**BEDROOM 3** 2.12m x 1.99m

6'11" x 6'5"

**BATHROOM** 1.99m x 1.88m

6'5" x 6'1"







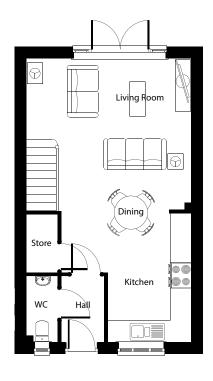
## The Culcheth 3 BEDROOM SEMI-DETACHED HOME





## The Culcheth

3 BEDROOM SEMI-DETACHED HOME • 860 sq.ft.



## **Ground Floor**

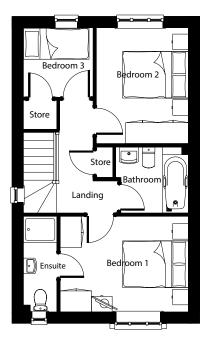
LIVING/DINING ROOM 4.78 (max) x 4.39m

15'8" (max) x 14'4"

**KITCHEN** 3.74 x 2.42m

12'3" x 7'11"

WC 1.92 x 0.92m 6'3" x 3'0"



## First Floor

**BEDROOM 1** 3.71 x 2.77m

12'2" x 9'1"

**ENSUITE** 2.77 (max) x 0.97m

9'1" (max) x 3'2"

**BEDROOM 2** 3.35 x 2.67m

11'0" x 8'9"

**BEDROOM 3** 2.27 x 2.02m

7'5" x 6'7"

**BATHROOM** 2.11 (max) x 1.92m

6'11" (max) x 6'3"







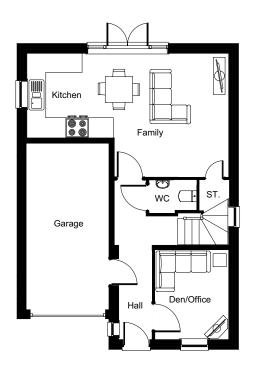


Three bedroom detached home / open plan kitchen/family area with access to the rear garden through French doors / den/office / three bedrooms / ensuite to master bedroom / family bathroom / downstairs WC / integral garage / exterior Arts & Crafts styling



## The Froolsham

3 BEDROOM DETACHED HOME • 1070 sq.ft.



## **Ground Floor**

KITCHEN/FAMILY ROOM 6.67m x 4.09m (max)

21' 10" x 13' 5" (max)

**DEN/OFFICE** 2.97m x 2.44m

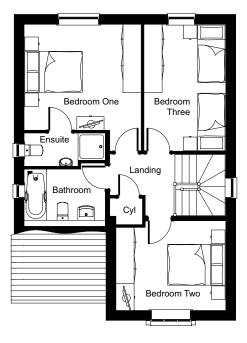
9' 8" x 8' 0"

WC 1.58m (max) x 1.09m (max)

5' 2" (max) x 3' 7" (max)

**GARAGE** 5.50m x 2.73m

18' 0" x 8' 11"



## First Floor

**BEDROOM 1** 3.87m x 3.50m

12' 8" x 11' 5"

**ENSUITE** 2.68m (max) x 1.08m (max)

8' 9" (max) x 3' 6" (max)

**BEDROOM 2** 3.63m x 2.97m (max)

11' 10" x 9' 8" (max)

**BEDROOM 3** 4.19m x 2.71m

13' 8" x 8' 10"

**BATHROOM** 2.68m x 1.84m (max)

8' 9" x 6' 0" (max)







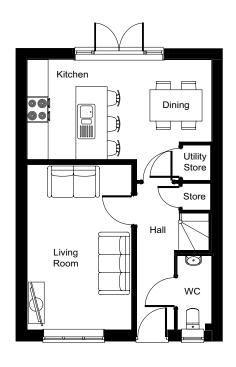


Three bedroom detached home / contemporary kitchen/dining room with access to the rear garden through French doors / stylish breakfast area / separate light and airy living room / useful storage cupboard / three spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC



## The Clitheroe

3 BEDROOM DETACHED HOME • 901 sq.ft.



## **Ground Floor**

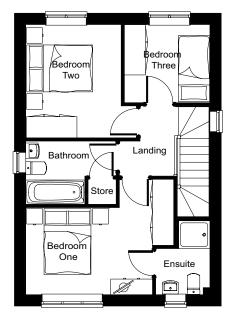
**LIVING ROOM** 4.75m x 3.00m 15'7" x 9'10"

KITCHEN/DINING ROOM 5.30m (max) x 3.47m (max)

17'5" (max) x 11'5" (max)

WC 2.10m x 0.97m

6'11" x 3'2"



## First Floor

**BEDROOM 1** 4.25m (max) x 2.50m

13'11" (max) x 8'2"

**ENSUITE** 2.12m (max) x 1.56m (max)

6'11" (max) x 5'1" (max)

**BEDROOM 2** 3.26m x 2.74m

10'8" x 8'11"

**BEDROOM 3** 2.46m x 2.24m

8'1" x 7'5"

**BATHROOM** 2.60m (max) x 1.82m (max)

8'6" (max) x 6'(max)







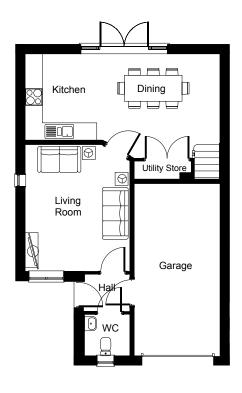


Four bedroom detached home / modern kitchen/dining room with access to the rear garden through French doors / relaxing living room / useful utility store / downstairs WC / four spacious bedrooms / ensuite to main bedroom / family bathroom / integral single garage / exterior Arts & Crafts features



## The Whalley Plus

4 BEDROOM DETACHED HOME • 1211 sq.ft.



## **Ground Floor**

**LIVING ROOM** 4.40m x 3.63m 14'4" x 11'10"

KITCHEN/DINING 6.76m (max) x 3.62m (max)

22'2" (max) x 11'10" (max)

WC 1.57m x 1.44m 5'1" x 4'8"

**GARAGE** 6.00m (max) x 3.00m

19'8" (max) x 9'10"



## First Floor

**BEDROOM 1** 3.86m x 3.61m 12'7" x 11'10"

**ENSUITE 1** 2.78m (max) x 1.17m 9'1" (max) x 3'10"

**BEDROOM 2** 4.73m x 2.83m 15'6" x 9'3"

**BEDROOM 3** 3.47m x 2.58m 11'4" x 8'5"

**BEDROOM 4** 3.23m x 2.80m 10'7" x 9'2"

**BATHROOM** 2.05m x 2.02m

6'9" x 6'7"









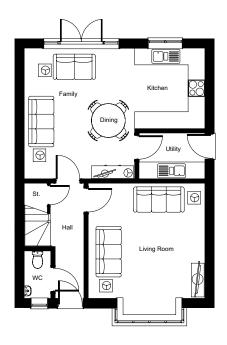


Four bedroom detached home / contemporary kitchen/dining/family room with access to the rear garden through French doors / bay fronted living room / useful utility room / downstairs cloakroom / four spacious bedrooms / ensuite to main bedroom / family bathroom / detached single garage



## The Buckley

4 BEDROOM DETACHED HOME • 1261 sq.ft.



## **Ground Floor**

**LIVING ROOM** 

4.15m x 4.1m (plus bay) 13' 7" x 13' 5" (plus bay)

KITCHEN/DINING/ FAMILY ROOM 6.42m (max) x 4.65m (max) 21' 1" (max) x 15' 3" (max)

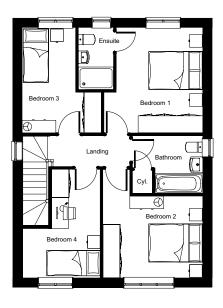
UTILITY ROOM

2.35m x 1.63m

7' 9" x 5' 4"

WC

1.69m x 0.95m 5'7" x 3'1"



recycle

## First Floor

**BEDROOM 1** 

3.75m (max) x 3.51m (max)

12' 3" (max) x 11' 6" (max)

**ENSUITE** 

2.21m (max) x 1.18m (max)

7'3" (max) x 3'10" (max)

**BEDROOM 2** 

3.56m x 2.91m 11' 8" x 9'6"

BEDROOM 3

3.75m (max) x 2.81m (max)

12'3" (max) x 9'3" (max)

**BEDROOM 4** 

3.87m (max) x 2.77m (max)

12'8" (max) x 9'1" (max)

**BATHROOM** 

2.51m (max) x 2.06m (max)

8' 3" (max) x 6' 9" (max)





# The thartford Plus 4 BEDROOM DETACHED HOME



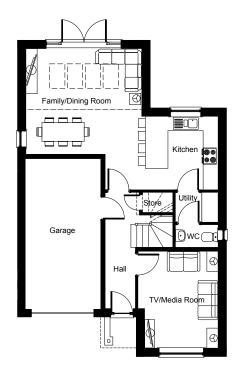


Four bedroom detached home / contemporary living/kitchen area with French doors leading to the rear garden / feature roof light windows / stylish breakfast bar / separate dining room/retreat / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / integral garage / exterior Arts & Crafts styling



## The Hartford Plus

4 BEDROOM DETACHED HOME • 1312 sq.ft.



## **Ground Floor**

**FAMILY/DINING ROOM** 4.62m x 4.22m 15'1" x 13'10"

**TV/MEDIA ROOM** 3.86m x 3.19m (max) 12'7" x 10'5" (max)

**KITCHEN** 3.03m x 2.93m 9'11" x 9'7"

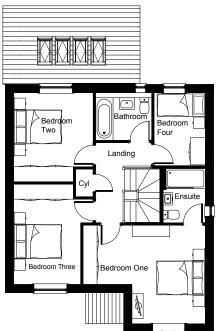
**UTILITY ROOM** 1.70m x 1.19m

5'6" x 3'10" WC

1.70m x 0.91m 5'6" x 2'11"

**GARAGE** 6.00m x 3.01m

19'8" x 9'10"



## First Floor

**BEDROOM 1** 4.88m (max) x 3.94m (max)

16'0" (max) x 12'11" (max)

**ENSUITE 1** 2.17m x 1.68m

7'1" x 5'6"

**BEDROOM 2** 3.56m (max) x 3.17m (max)

11'8" (max) x 10'5" (max)

4.00m (max) x 2.67m **BEDROOM 3** 

13'1" (max) x 8'9"

**BEDROOM 4** 2.91m x 2.05m

9'6" x 6'9"

**BATHROOM** 2.24m x 1.90m

7'4" x 6'3"









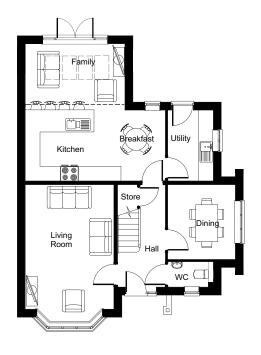


Four bedroom detached home / contemporary kitchen/family room with access to the rear garden through French doors / feature roof light windows / light and airy breakfast area / separate bay fronted living room / dining room / useful utility room / four spacious bedrooms / ensuite to main bedroom / family bathroom / downstairs WC / detached garage / exterior Arts & Crafts styling



## The Haigh

4 BEDROOM DETACHED HOME • 1468 sq.ft.



## **Ground Floor**

**LIVING ROOM** 5.07m (plus bay) x 3.61m

16'8" (plus bay) x 11'10"

**DINING ROOM** 3.06m x 2.73m

10'x 8'11"

KITCHEN/BREAKFAST/

**FAMILY ROOM** 

5.71m (max) x 5.59m (max) 18'9" (max) x 18'4" (max)

**UTILITY ROOM** 2.89m x 1.86m

9'6" x 6'1"

WC 1.86m x 1.03m

6'1" x 3'5"



## First Floor

**BEDROOM 1** 4.47m (plus bay) x 3.66m (max)

14'8" (plus bay) x 12'(max)

**ENSUITE** 2.36m (max) x 1.97m (max)

7'9" (max) x 6'6" (max)

**BEDROOM 2** 4.18m (max) x 2.75m (max)

13'9" (max) x 9'(max)

**BEDROOM 3** 3.55m x 2.63m

11'8" x 8'8"

**BEDROOM 4** 2.95m (max) x 2.72m (max)

9'8" (max) x 8'11" (max)

**BATHROOM** 2.13m x 1.9m

7' x 6'3"









Four bedroom detached home / large family/dining/kitchen area with French doors to the rear garden / stylish breakfast area / useful utility room / separate bay fronted living room / downstairs WC / four spacious bedrooms / ensuite to main / family bathroom / integral garage / exterior Arts & Crafts styling



## The Willaston

4 BEDROOM DETACHED HOME • 1479 sq.ft.



## **Ground Floor**

LIVING ROOM 3.72m x 3.29m (plus bay) 12' 2" x 10' 9" (plus bay)

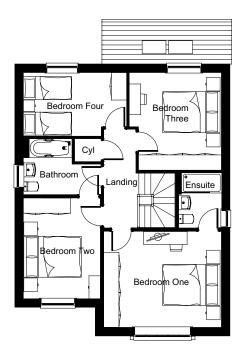
FAMILY/ 5.19m x 4.62m 17' 0" x 15' 1"

KITCHEN 3.15m x 2.72m 10' 4" x 8' 11"

**UTILITY ROOM** 1.71m x 1.19m 5' 7" x 3' 10"

WC 1.71m x 0.91m 5' 7" x 2' 11"

**GARAGE** 6.0m x 3.0m 19' 8" x 9' 10"



## First Floor

**BEDROOM 1** 4.62m x 3.80m 15' 1" x 12' 5"

**ENSUITE** 2.17m x 1.68m 7' 1" x 5' 6"

**BEDROOM 2** 3.95m x 3.02m 12' 11" x 9' 10"

**BEDROOM 3** 3.80m x 3.62m (max) 12' 5" x 11' 10" (max)

**BEDROOM 4** 4.05m x 2.50m (max) 13' 3" x 8' 2" (max)

**BATHROOM** 3.05m (max) x 2.19m

10' 0" (max) x 7' 2"







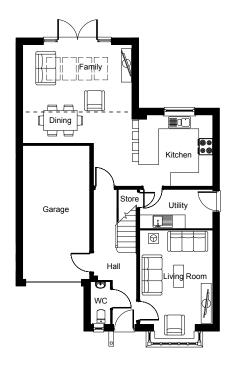


Four bedroom detached home / large contemporary kitchen/dining/family room with access to the rear garden through French doors / feature roof light windows / stylish breakfast area / separate bay fronted living room / useful utility room / downstairs WC / four spacious bedrooms / ensuites to both the main and second bedroom / family bathroom / ample storage / integral garage / exterior Arts & Crafts styling



## The Formby

4 BEDROOM DETACHED HOME • 1567 sq.ft.



## **Ground Floor**

**LIVING ROOM** 4.19m (plus bay) x 3.24m

13'8" (plus bay) x 10'7"

FAMILY/ 4.85m (max) x 4.32m (max)

**DINING ROOM** 15'10" x 14'2"

**KITCHEN** 5.31m x 3.17m

17'5" x 10'4"

**UTILITY ROOM** 3.24m x 1.74m

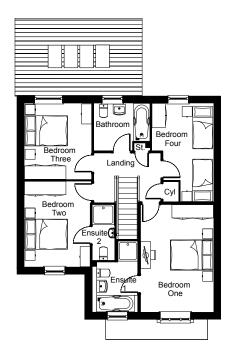
10'7" x 5'8"

WC 1.87m x 0.88m

6'1" x 2'10"

**GARAGE** 6.00m x 3.00m

19'8" x 9'10"



recycle

## First Floor

**BEDROOM 1** 4.79m x 3.25m

15'8" x 10'7"

**ENSUITE 1** 2.22m x 2.04m (max)

7'3" x 6'8"

**BEDROOM 2** 3.83m x 2.95m

12'6" x 9'8"

**ENSUITE 2** 2.49m x 1.00m

8'2" x 3'3"

**BEDROOM 3** 3.40m x 3.03m

11'1" x 9'11"

**BEDROOM 4** 4.40m (max) x 2.77m (max)

14'5" (max) x 9'1" (max)

**BATHROOM** 2.52m x 2.13m

8'3" x 6'11"





Four bedroom 2.5 storey detached home / large contemporary kitchen/dining/family room with access to the rear garden through French doors / feature roof light windows / stylish breakfast area / separate TV/media room / useful utility room / downstairs WC / four spacious bedrooms / ensuites to both the main and second bedroom / family bathroom / ample storage / integral garage / exterior Arts & Crafts styling



## The Chegolle

4 BEDROOM 2.5 STOREY DETACHED HOME • 1702 sq.ft.



## **Ground Floor**

TV/MEDIA ROOM 3.86m (plus bay) x 3.19m (max) 12'8" (plus bay) x 10'5" (max)

**FAMILY/DINING ROOM** 4.78m x 4.31m 15'8" x 14'2"

**KITCHEN** 3.35m x 2.93m 11'0" x 9'7"

**UTILITY ROOM** 2.19m (max) x 1.70m (max)

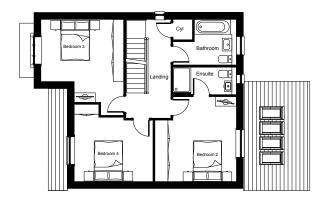
7'2" (max) x 5'7" (max)

WC 1.40m x 1.12m

4'7" x 3'8"

**GARAGE** 6.00m x 3.01m

19'8" x 9'10"



## First Floor

**BEDROOM 2** 4.01m (max) x 3.84m (max) 13'2" (max) x 12'7" (max)

**ENSUITE 2** 2.99m x 1.29m 9'10" x 4'3"

**BEDROOM 3** 4.53m (max) x 3.91m (max) 14'10"(max) x 12'10" (max)

**BEDROOM 4** 3.71m (max) x 3.03m 12'2" (max) x 9'11"

**BATHROOM** 2.15m x 1.98m 7'1" x 6'6"



## Second Floor

**BEDROOM 1** 4.36m x 4.26m 14'4" x 14'0"

**ENSUITE 1** 3.19m (max) x 2.16m (max)

10'5" (max) x 7'1" (max)







## Reservation Process AT HOLLAND HOUSE FARM

## Reserving your new Eccleston home You've found your dream Eccleston home! So what happens next?

We sell our new homes in order of the route that we build them and plots are released for sale at various times to follow this route and ahead of them being built.

They are sold on a first come, first served basis and purchasers are required to exchange contracts within 6 weeks (42 days) with the appropriate 10% deposit. This usually means that you will need to be either a first time buyer, have your current property sold subject to contract, be a none dependant purchaser, or a cash purchaser.

## Mortgage in Principle

In order to reserve your new home, you'll need a Mortgage in Principle, or Decision in Principle (DIP) from your mortgage provider. Based on basic info such as your income and outgoings, your lender will provide you with a certificate or statement that confirms 'in principle' the amount of money they will lend you.

If you need help sorting a Mortgage in Principle we have access to independent new homes mortgage specialists who are able to provide you with free advice on the range of new homes mortgages available. Please ask your Sales Consultant for further details.

## **2** Proof of identity

As you're undertaking a financial transaction with us, we'll need to see a copy of your passport (for non-UK citizens also a copy of a valid visa) plus proof of your address – this could be from a recent utility bill or driving license. Your Sales Consultant can provide you with a list of all acceptable forms of proof of address.

## 3. Reservation fee

We ask for £1000 reservation fee to secure your new home. The reservation fee forms part of the overall price of the property and is credited upon Legal Completion.

## 4. Reservation meeting

To secure your new Eccleston home, we will set up a reservation meeting. It gives us the opportunity to take you through your reservation paperwork, share the technical drawings and run through the finer details about your new home and the buying process. And of course, the most exciting bit, you can sign your formal reservation confirmation documents meaning your dream Eccleston home is off the market! Please allow at least an hour for this meeting, this gives you time to ask any questions you may have too.

If you have any questions about the reservation process please talk to our Sales Consultants



## Holland House Farm

WALTON-LE-DALE



















## Customer Care

## **Customer Care Commitment**

To make sure every part of your move goes smoothly, our **Customer Care Plan** outlines our continued commitment to you, before, during and after the purchase of your new home.

We are dedicated to providing an excellent customer experience and all our policies and procedures are designed to ensure we meet all of the commitments outlined below.



## We will:

- Provide you with information on the Consumer code for home builders
- ✔ Provide you with information on the NHBC warranty
- Make sure you know who to contact at each stage of the purchase
- ✔ Deal effectively with all your questions
- Provide you with all the relevant choices and options that may affect your decision
- Provide you with health and safety advice to reduce the risk of danger both to you and your family on site while your property is being built and when in your new home
- Ensure all our marketing and advertising is clear and accurate
- ✓ Ensure our contract-of-sale terms and conditions are clear and fair
- ✓ Inform you of your cancellation rights
- Give you reliable information about our warranty provider's cover and any other guarantees from which you may benefit

- ✓ Explain how your deposit is protected
- Give you reliable information about the timing of construction, legal completion and handover of your new home.

## Once a completion date is set we will:

- Ensure that the transfer of ownership takes place as scheduled
- Demonstrate the functions and features of your new home at a pre-arranged time
- ✓ For a two-year period from the purchase of your new home, provide after-sales care, customer services and emergency services. We will also ensure you are aware of all the support we can offer you.

Our customer commitments do not affect your statutory rights.



## Customer Care



## **Customer Care Commitment**

When you buy your Eccleston home you can be confident that your new home has benefited from a wealth of building knowledge and experience. And, as members of the National House Building Council (NHBC), the UK's leading home warranty and insurance provider, you'll benefit from their expertise too.

## Consumer Code

The Consumer Code for Home Builders is an industry led scheme which gives protection and rights to purchasers of new homes. As members you can be assured that you're going to be treated fairly and be fully informed about your purchase at every stage of the home-buying process - whether it's pre-contract, at exchange of contract or during occupation.

## Buildmark

When you purchase an Eccleston home you are covered by our two-year warranty, so should you find that your house has any defects that aren't due to general wear and tear or maintenance issues in this time, we promise to get it sorted for you.

After the first two years you're covered by Buildmark, the NHBC's insurance scheme, for a maximum of 10 years after you move into your new home.













