

Centurion Park

FLEETWOOD ROAD NORTH
.....
THORNTON CLEVELEYS

A development of 1, 2, 3 and
4-bedroom energy efficient homes
in a modern Arts and Craft style

Welcome to *Centurion Park*

With its perfect blend of seaside charm, modern conveniences, and a welcoming community, Centurion Park in Thornton Cleveleys is the ideal place to call home.

The development offers a collection of 1, 2, 3 and 4 bedroom energy-efficient properties. Inspired by timeless Arts and Crafts design, they've been thoughtfully created by Eccleston Homes and finished with all the comforts needed for today's lifestyle. Each one features warm, inviting

spaces with sleek, open layouts, energy-efficient systems, and smart home technology.

Whether you enjoy entertaining friends and family in a spacious kitchen or winding down in a stylish, comfortable lounge, these spaces strike the perfect balance of character and functionality – designed for the way you live today.



Breathe it all in

Nestled on the stunning Fylde coast, the conurbation of Thornton-Cleveleys consists of the village of Thornton and the town of Cleveleys. The area offers home buyers a perfect blend of seaside charm and green spaces with all the convenience of great transport links by road or rail to Blackpool and other thriving Lancashire towns.

Enjoy scenic walks along Cleveleys Promenade, explore independent shops, or relax in one of the cosy cafés. So, whether you're looking for a peaceful retreat or a vibrant coastal lifestyle, Thornton-Cleveleys has something for everyone.



Everything within easy reach

Thornton-Cleveleys has excellent transport links, making it a convenient location for homebuyers. Several bus routes, including the 24, 75, and 526, connect the area to Blackpool, Fleetwood, Preston, and beyond. For train travel, Poulton-le-Fylde station is just a short drive away, offering regular services to Blackpool, Preston, Manchester, Liverpool, and even York. Additionally, the Blackpool Tramway's T1 line provides a scenic route along the Fylde coast, with Blackpool North station just four miles from Centurion Park. Whether commuting or exploring, you're never too far from your next adventure.

Thornton-Cleveleys offers families excellent local schools, making it a great place to settle. Thornton-Cleveleys Red Marsh School is on the doorstep, and Blackpool and the Fylde College are within easy reach for further education. Hodgson Academy, another outstanding secondary school, is just 2.47 miles away.

For those considering independent education, Rossall School offers excellent personal development.



Charming Thornton Cleveleys

Located along the picturesque Lancashire coast, Thornton-Cleveleys offers an abundance of activities and attractions for families, nature lovers, and history enthusiasts alike. Living at Centurion Park means you're never far from scenic seaside walks, community events, and cultural landmarks.

For family-friendly fun, the Vue Cinema in Cleveleys shows all the latest films, or for live entertainment, take your seat at Thornton's welcoming Little Theatre. If you want to immerse yourself in the culture of the area, Marsh Mill Windmill, one of the UK's best-preserved windmills, offers a unique glimpse into local history with regular markets and events.



Your Outdoor Escape

From the maritime history of Fleetwood Museum to the historical charm of Raikes Farmhouse and Sacred Heart Church, Thornton-Cleveleys is steeped in heritage. Explore Rossall Point Observation Tower for breathtaking coastal views or uncover the legend of the shipwrecks of Cleveleys.

Cleveleys Beach with its vibrant promenade, is just a short drive away. As is Wyre Estuary Country Park – a peaceful retreat with scenic walking trails, cycling routes, and picnic spots, while Jean Stansfield Park is the perfect place to spend a relaxing afternoon surrounded by nature.

The area is alive with local traditions such as Cleveleys Gala and Thornton Gala, featuring parades, live music, and family entertainment. And just a short drive away is the Blackpool Air Show, and Lytham Festival.



Local Finds and Flavours

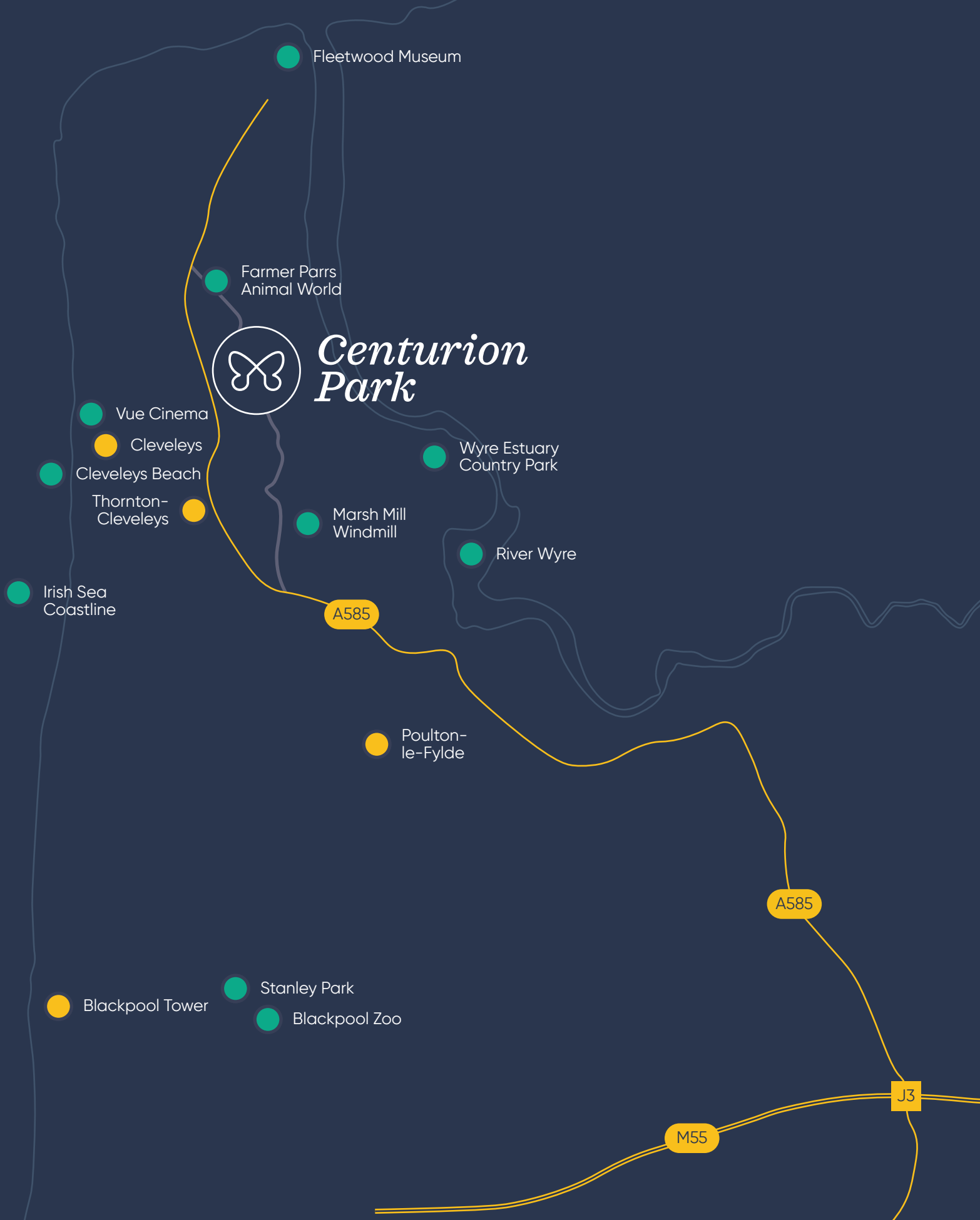
Cleveleys Town Centre boasts a mix of high street shops, independent boutiques, and cosy cafés, while Affinity Lancashire Outlet Village is the place to be for a shopping spree. For a nice and easy dinner out post shopping, visit Hickory's Smokehouse for delicious Southern-style BBQ.



SWEET TREATS

New Penny Ice Cream Parlour,
Poulton-le-Fylde





How to find us

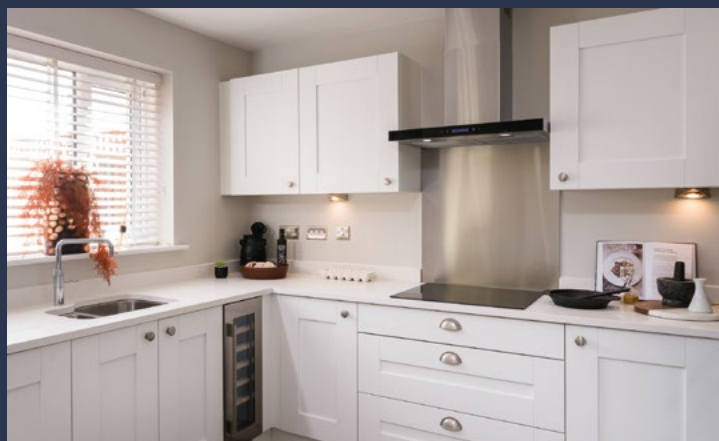
Fleetwood Rd North, Thornton Cleveleys, FY5 4LH
what3words /// heartache.glitter.shifters

The Culcheth

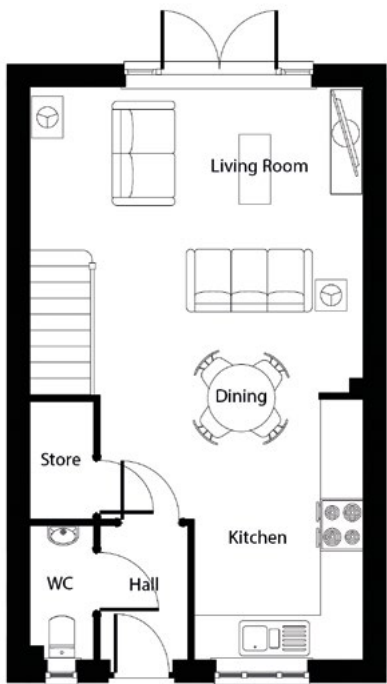
3 BEDROOM SEMI-DETACHED HOME

Three bedroom semi-detached home, open plan kitchen, dining, living room with French doors to the rear garden. Three spacious bedrooms with an ensuite to the main bedroom. Family bathroom, downstairs WC and parking.

 3 Bed  2 Bath  860 sq.ft / 79.89 sq.m

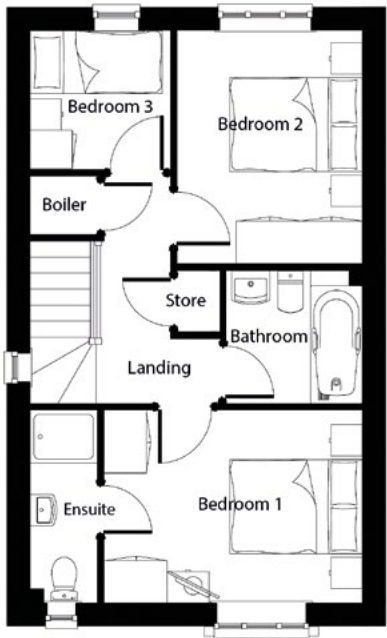


Images show typical Eccleston Homes show home interiors and do not claim to represent any particular house type.



GROUND FLOOR

Living Room	4.78m (max) x 4.39m 15'8" x 14'4"
Kitchen/Dining	3.74m x 2.42m 12'3" x 7'11"
WC	1.92m x 0.92m 6'3" x 3'0"



FIRST FLOOR

Bedroom 1	3.66m x 2.75m 12'2" x 9'1"
Bedroom 2	3.35m x 2.67m 11'0" x 8'9"
Bedroom 3	2.02m x 2m 6'7" x 6'6"
Ensuite	2.77m (max) x 0.97m 9'1" x 3'2"
Bathroom	1.96m (max) x 1.92m 6'11" x 6'3"

The Frodsham

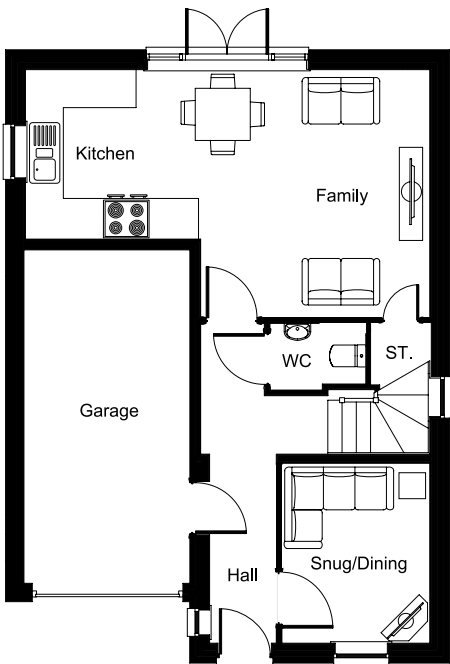
3 BEDROOM DETACHED HOME

Three bedroom detached home, open plan kitchen and family area with access to the rear garden through French doors. Den/office, three bedrooms with an ensuite to the main bedroom. Family bathroom, downstairs WC and integral garage.

 3 Bed  2 Bath  1,070 sq.ft / 99.4 sq.m

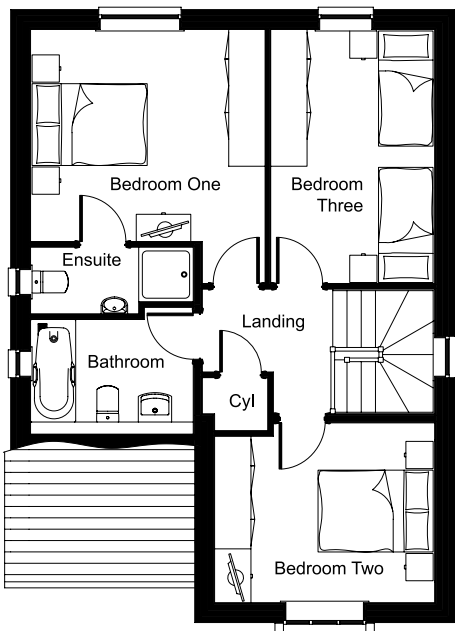


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GROUND FLOOR

Kitchen / Family Room	6.67m x 4.09m (max) 21'10" x 13'5"
Den / Home Office	2.97m x 2.44m 9'8" x 8'0"
WC	1.58m (max) x 1.09m (max) 5'2" x 3'7"
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"
Bedroom 2	3.63m x 3.02m (max) 11'10" x 9'8"
Bedroom 3	4.19m x 2.69m 13'8" x 8'10"
Ensuite	2.68m (max) x 1.11m (max) 8'9" x 3'6"
Bathroom	2.68m x 1.84m (max) 8'9" x 6'0"

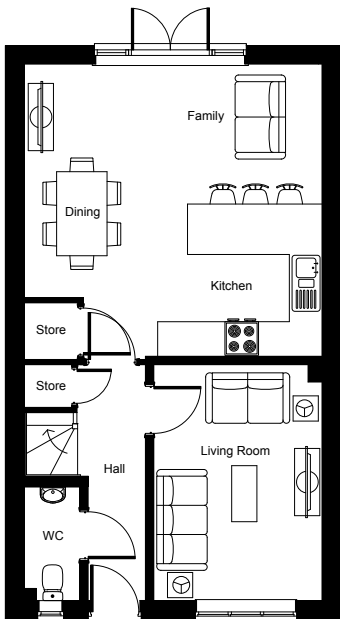
The Lytham

3 BEDROOM DETACHED HOME

Three bedroom detached family home, open plan kitchen, dining & family room with French doors leading to a rear garden. Separate living room. Three spacious bedrooms with an ensuite to the main bedroom. Large family bathroom, downstairs WC and parking.

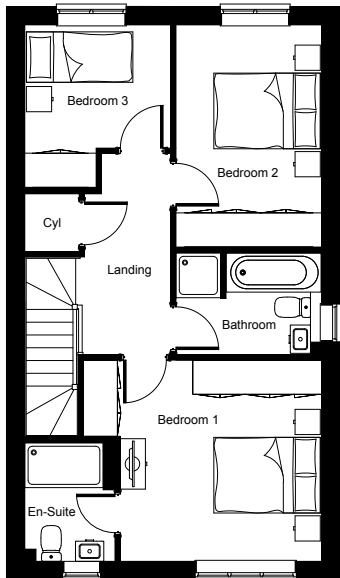
 3 Bed  2 Bath  1,108 sq.ft / 102.93 sq.m





GROUND FLOOR

Living Room	4.21m x 3.0m 13'8" x 9'8"
Family / Dining / Kitchen Area	5.3m (max) x 5.21m 17'4" x 17'1"
WC	2.02m x 0.97m 6'6" x 3'2"



FIRST FLOOR

Bedroom 1	4.25m (max) 3.59m 13'9" x 11'8"
Bedroom 2	3.96m x 2.60m 13'0" x 8'5"
Bedroom 3	2.90m (max) x 2.60m 9'5" x 8'5"
Ensuite	2.11m x 1.4m 6'9" x 4'6"
Bathroom	1.96m x 1.82m 8'5" x 6'0"

The Freckleton

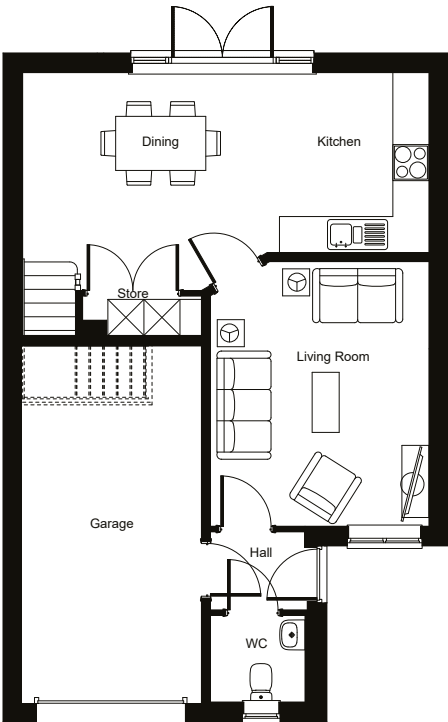
3 BEDROOM DETACHED HOME

Three bedroom detached family home, open plan kitchen and dining with French doors leading to a rear garden. Separate living room. Three spacious bedrooms, each with their own ensuite. Downstairs WC and integral garage.

 3 Bed  3 Bath  1,211 sq.ft / 112.5 sq.m

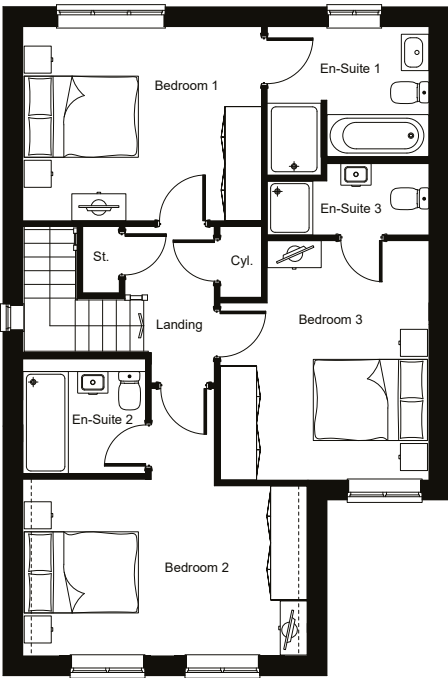


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GROUND FLOOR

Living Room	4.41m (max) x 3.59m (max) 14'5" x 11'8"
Kitchen / Dining Dining Area	6.42m (max) x 3.62m (max) 21'0" x 11'9"
WC	1.57m x 1.44m 5'1" x 4'8"
Garage	6m (max) x 2.70m 19'7" x 8'9"



FIRST FLOOR

Bedroom 1	3.97m x 3.23m 13'02" x 10'59"
Ensuite 1	2.69m x 2.47m (max) 8'82" x 8'10"
Bedroom 2	4.73m x 2.94m (max) 15'5" x 9'64"
Ensuite 2	2.04m x 1.9m 6'69" x 6'23"
Bedroom 3	3.98m (max) x 3.47m (max) 13'05" x 11'38"
Ensuite 3	2.69m x 1.18m (max) 8'82" x 3'87"

The Plumley

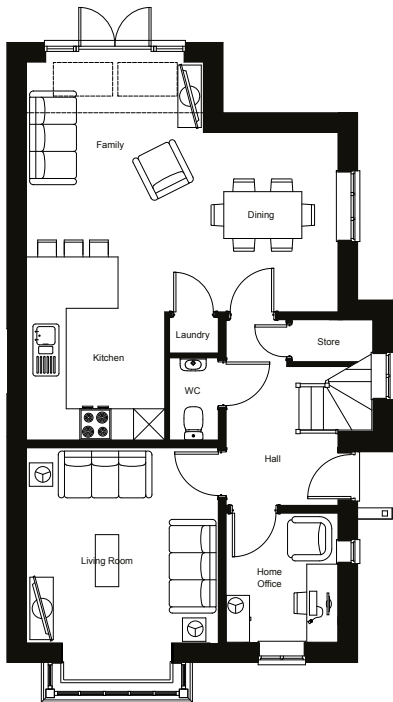
4 BEDROOM DETACHED HOME

Four bedroom detached family home, open plan kitchen, dining and family room with feature skylight windows and French doors leading to a rear garden. Separate bay fronted living room. Four spacious bedrooms with ensuite to the main bedroom. Large family bathroom, downstairs WC and single detached garage.

 4 Bed  2 Bath  1,378 sq.ft / 128.01 sq.m



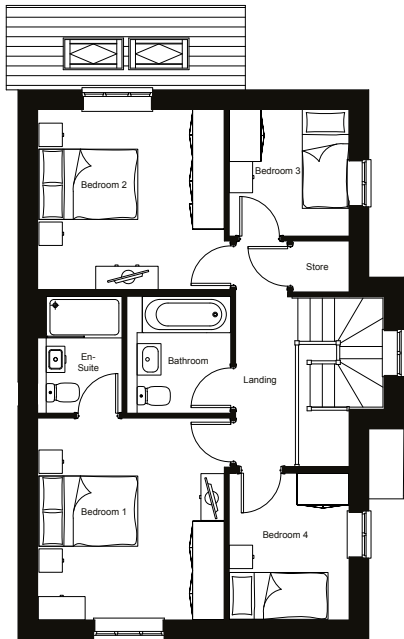
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Skylight windows Point of ceiling height change

GROUND FLOOR

Living Room	3.14m x 3.67m (plus bay) 12'3" x 12'0"
Dining room	3.5m x 2.58m 11'5" x 8'5"
Family	3.74m x 3.4m 12'3" x 11'1"
Kitchen	2.64m x 2.45m 8'7" x 8'0"
Study	2.5m x 2.1m 8'2" x 6'10"
WC	1.58m x 0.94m 5'2" x 3'0"



FIRST FLOOR

Bedroom 1	3.86m x 3.57m 12'7" x 11'8"
Bedroom 2	3.57m x 3.46m 11'8" x 11'4"
Bedroom 3	2.4m x 2.3m 7'10" x 7'6"
Bedroom 4	2.8m x 2.3m 9'2" x 7'6"
Ensuite	2.25m (max) x 1.6m (max) 7'4" x 5'3"
Bathroom	2.25m x 1.88m (max) 7'4" x 6'5"

The Haigh

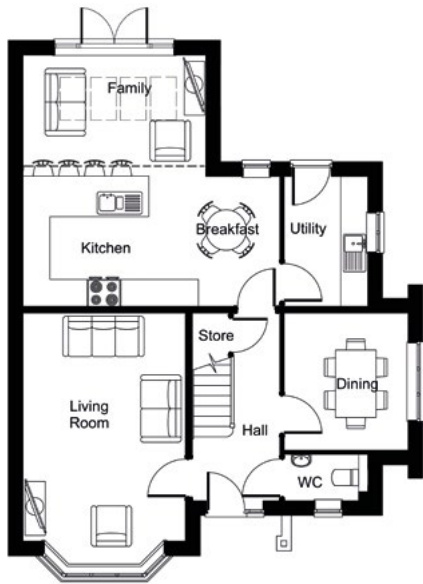
4 BEDROOM DETACHED HOME

Four bedroom detached home with open-plan kitchen, breakfast area and family room with feature skylight windows and French doors to the rear garden. Useful utility room, separate dining room and bay-fronted living room. Four spacious bedrooms with ensuite to the main bedroom and a family bathroom. Downstairs WC and single detached garage.

 4 Bed  2 Bath  1,468 sq.ft / 136.38 sq.m



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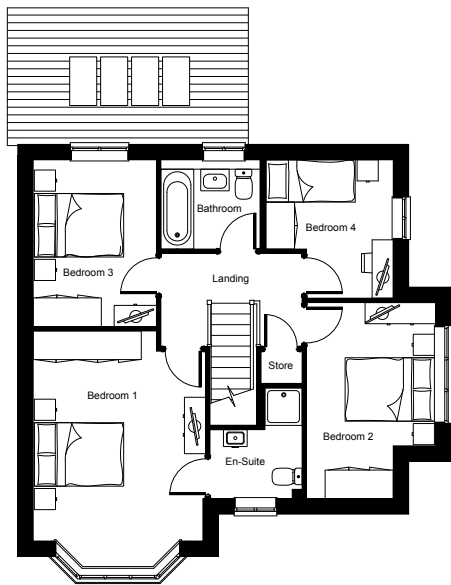


Skylight windows

Point of ceiling height change

GROUND FLOOR

Living Room	5.63m (inc bay) x 3.61m 18'4" x 11'10"
Kitchen / Family Area	5.71m (max) x 5.59m (max) 18'9" x 18'4"
Dining Room	3.06m x 2.73m 10'0" x 8'11"
WC	1.86m x 1.03m 6'1" x 3'5"
Utility	2.89m x 1.86m 9'6" x 6'1"



FIRST FLOOR

Bedroom 1	5.03m (inc bay) x 3.66m (max) 16'5" x 12'0"
Bedroom 2	4.18m (max) x 2.75m (max) 13'9" x 9'0"
Bedroom 3	3.55m x 2.63m 11'8" x 8'8"
Bedroom 4	2.95m (max) x 2.72m (max) 9'8" x 8'11"
Ensuite	2.36m (max) x 1.97m (max) 7'9" x 6'6"
Bathroom	2.23m x 1.9m 7'0" x 6'3"

The Formby

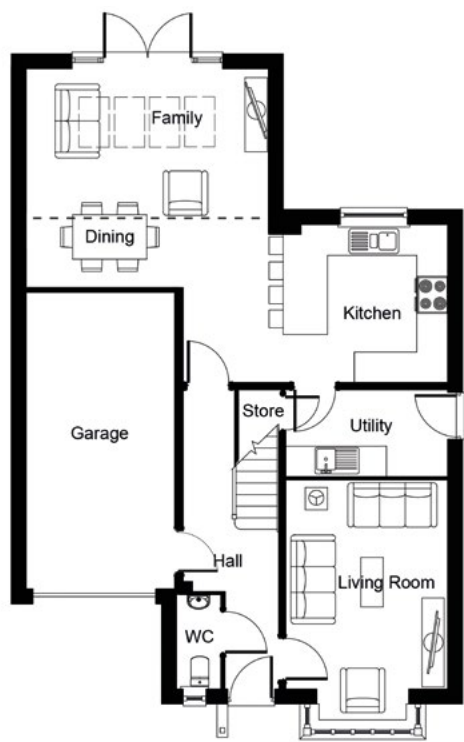
4 BEDROOM DETACHED HOME

Four bedroom detached home, large contemporary kitchen, dining and family room with French doors leading to a rear garden. Feature skylight windows, stylish breakfast area, separate bay fronted living room, and useful utility room. Four spacious bedrooms with ensuites to both the main and second bedroom, family bathroom. Ample storage, downstairs WC and integral garage.

 4 Bed  3 Bath  1,567 sq.ft / 145.57 sq.m



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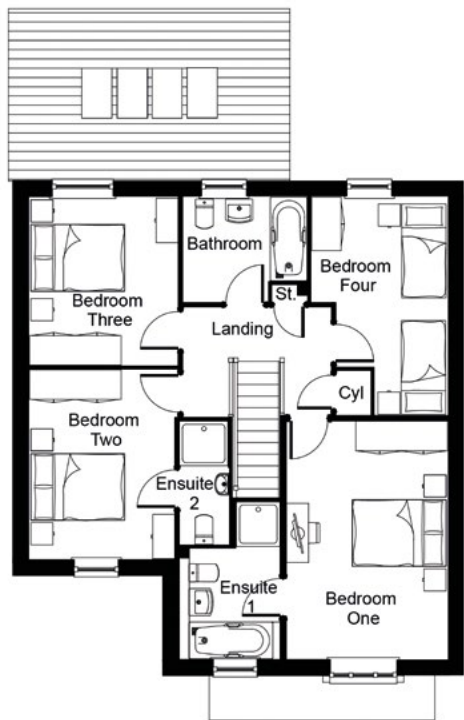


Skylight windows

Point of ceiling height change

GROUND FLOOR

Living Room	4.88m (plus bay) x 3.24m 13'8" x 10'7"
Family / Dining Room	4.85m x 4.32m 15'10" x 14'2"
Kitchen Area	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	6m x 3m 19'8" x 9'10"



FIRST FLOOR

Bedroom 1	4.80m 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 0.99m 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" x 9'1"
Bathroom	2.52m x 2.13m (max) 8'3" x 6'11"



Culcheth 860 sq.ft / 79.89 sq.m
3 bedroom semi-detached home



Plumley 1,378 sq.ft / 128.01 sq.m
4 bedroom detached home



Frodsham 1,070 sq.ft / 99.4 sq.m
3 bedroom detached home



Haigh 1,468 sq.ft / 136.38 sq.m
4 bedroom detached home



Lytham 1,108 sq.ft / 102.93 sq.m
3 bedroom detached home



Formby 1,567 sq.ft / 145.57 sq.m
4 bedroom detached home



Freckleton 1,211 sq.ft / 112.5 sq.m
3 bedroom detached home



Sales Centre,
Showhomes
& Options
Centre

This development plan is indicative and is intended to be used for guidance purposes only. It does not form part of any contract or agreement to purchase. It does not indicate ownership boundaries, easements, rights of way or way leaves and can be subject to change. Future phases may be subject to change. For specific details please contact our Sales Consultant.



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
- Glass splashback to hob
- Bosch integrated fridge / freezer
- 80mm co-ordinating worktop upstand (choice subject to build stage)
- Stainless steel one and half bowl sink and top lever tap to kitchen
- Stainless steel single bowl sink and tap to utility room (where applicable)
- Plumbing for washing machine
- Plumbing for dishwasher
- Cutlery tray
- Soft closers to all units and drawers

BATHROOMS AND ENSUITES

- White contemporary sanitaryware
- Towel warming radiators to bathrooms and ensuites
- Chrome taps 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 'Johnson Tiles' (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 'Johnson Tiles' 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

ENERGY EFFICIENCY

- Hive Active Heating Smart Compatible Thermostat (requires HiveHub, broadband and WiFi)
- Gas central heating two zone system throughout
- Thermostatically controlled radiators to all rooms, except where roomstat fitted
- UPVC Triple glazed windows
- Solar panels*
- Gas combination boilers to Culcheth, Frodsham, Lytham, Plumley, Haigh

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

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 (where applicable)
- EV chargers
- USB sockets to living room, kitchen and bedroom one

DECORATION

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

EXTERNAL AND GENERAL

- 10-year warranty (NHBC)
- UPVC French patio doors
- Black rainwater pipes and gutters
- 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
- Black tarmac to shared drives
- 1.8m screen fencing to rear gardens, including pedestrian timber gate. Acoustic fences to certain plots. 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)

*Please see Sales Consultant for plot specific details of solar panels. **Sales specification does not apply to the affordable homes

Images are of typical Eccleston Homes show home interiors and do not intend to represent any particular house type. Exterior and interior finishes specifications may have changed from other Eccleston Homes developments. 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 or artificial stone and room sizes are approximate. Plots may be handed and any garages may be single or double. Kitchen and bathroom layouts are indicative. Images and plans are correct at the time of going to press, but may be subject to change during construction. Consequently these particulars should be treated as guidance only and cannot be relied on as accurately describing any of the Specific Matters prescribed by any Order under the Consumer Protection From Unfair Trading Regulations 2008. Nor do they constitute a contract or part of a contract. Images and computer-generated images are for guidance only and do not represent any particular plot. Please ensure that you check with the Sales Consultant on the development for specific plot details.

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VADO



BOSCH

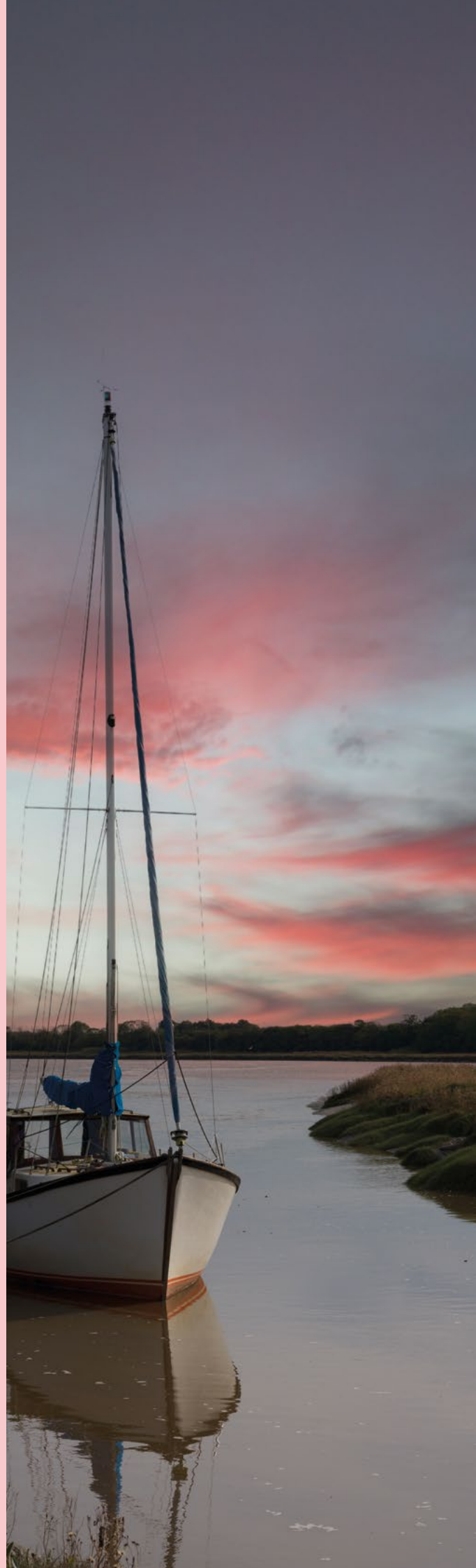


HIVE

Eccleston
HOMES

The best of all worlds

Centurion Park offers discerning home buyers a perfect blend of seaside charm and green spaces with all the convenience of great transport links by road or rail to Blackpool and other thriving Lancashire towns. Scenic coastal and countryside walks are within easy reach and good rail and road routes make light work of exploring the beauty and heritage that the whole of Lancashire has to offer. If you're looking for a peaceful retreat or a vibrant lifestyle by the sea, Thornton-Cleveleys has something for everyone.



Think warmer houses but lower bills

From energy-efficient appliances to superior insulation, our homes are designed with sustainability in mind.

We've worked hard to increase energy efficiency through improvements to both the fabric and specification items in the property. Our homes also have improved thermal performance, triple glazing and solar panels. They're better for the world and better for you too. Think warmer houses but lower bills.



OUR MISSION

Home of happy

From our development-based sales and construction colleagues, to our small head office team, we love what we do and hope this comes across in our quality homes and personal, helpful customer service.

From your very first visit, to receiving your keys and beyond, we are committed to delivering a friendly, simple and informative journey, and your new home built to our highest standards.

If you enjoyed your customer journey with us today, we'd love your feedback. Your review makes a huge impact on our independent business.



"We have had a brilliant experience and we are really happy with our house!"

Scott



"From start to finish our buying experience with Eccleston Homes was trouble free."


Christine



"Had top class service from Eccleston."

Karen



 **Trustpilot**

Search for us at uk.trustpilot.com

 **Eccleston**
HOMES

Reserving your 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.

Homes 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.



1. 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 a £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.

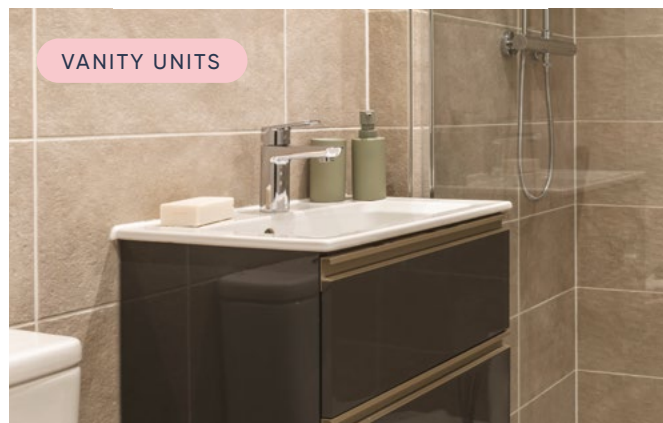
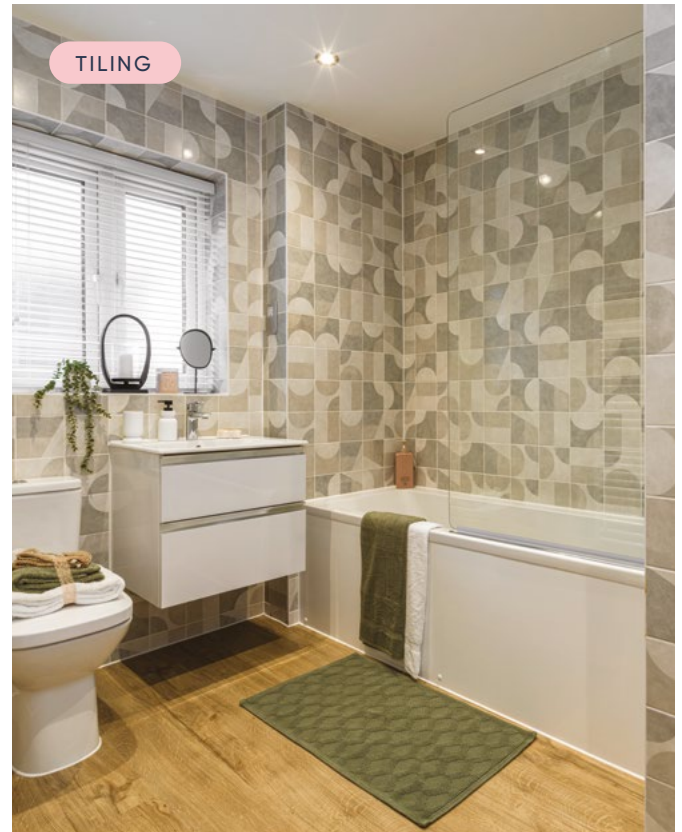
4. RESERVATION MEETING

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.

Talk to your Sales Consultant for more information.

We all like having choices. And the more, the better.

At Eccleston Homes we understand that your vision for your new home is unique. That's why we've created Choices.



Everything you need to make your new home yours.

Choices gives you that bit more flex in putting your personal stamp on the place. From kitchen spec to tiling, whatever you select will be fully included in the price – simply choose the options that best suit your style and the way you like to live.

Take personalisation to the next level...

Our Eccleston Options range brings you the latest design inspiration. From fabulous flooring and lighting to on-trend worktops and high-tech appliance upgrades, simply choose what inspires you, and we'll have it all fitted and ready for when you move in.

Please ask our Sales Consultant for a price list.



BI-FOLD DOORS



FLOORING



VERTICAL RADIATORS



UPGRADED UNITS &
WORK SURFACES



CURTAINS & BLINDS



BEDROOM FURNITURE

Customer complaints procedure

Where a complaint arises, we will, wherever possible, endeavour to respond to the matter within 20 working days.

We will acknowledge your complaint within 5 working days and reassure you that we will be dealing with the points that you have raised through this formal process, providing you with the details of who will be handling the matter and their contact details.

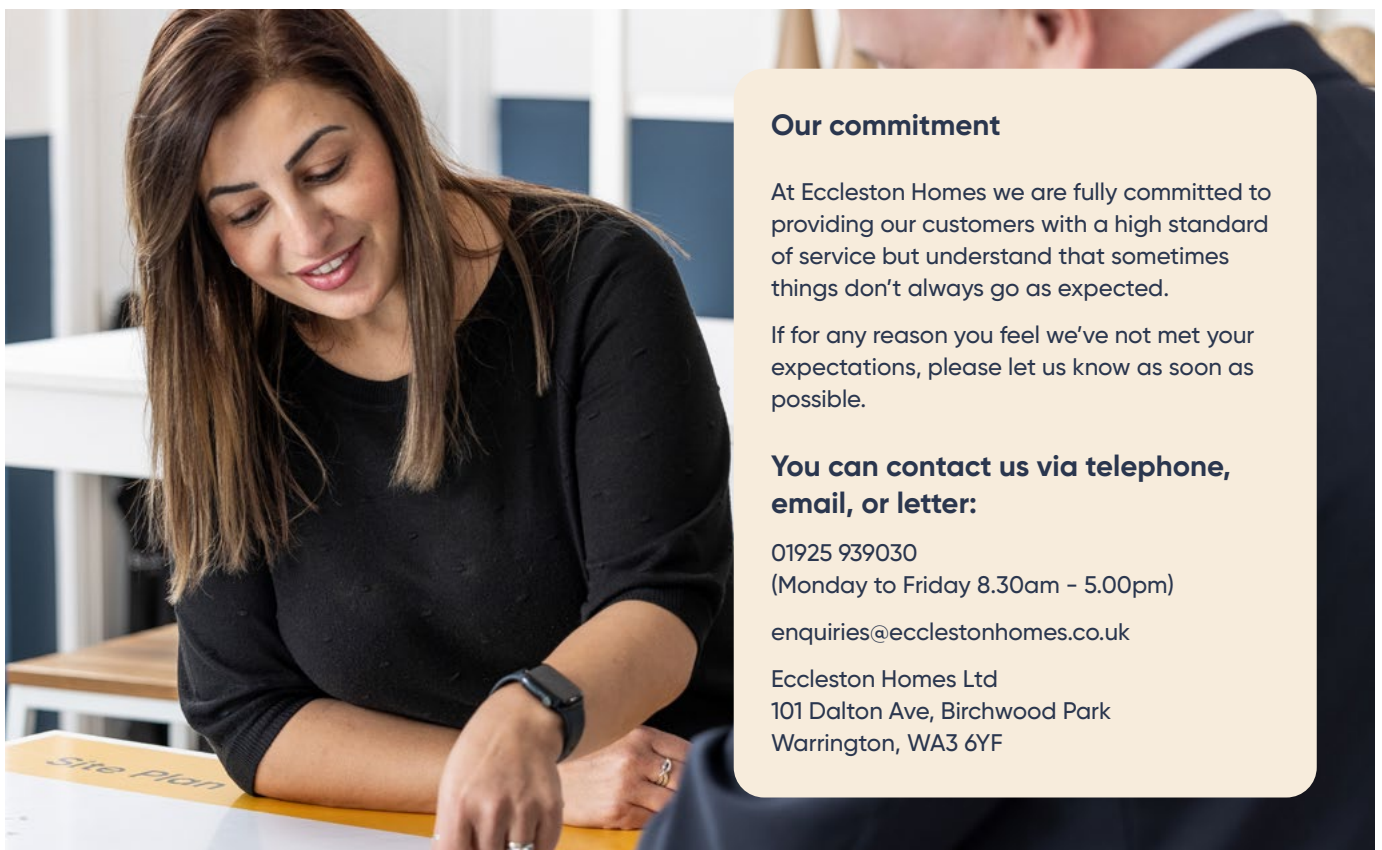
We will aim to present a final response to you as soon as we are able to. We anticipate that we will be able to provide you with a substantive response within the timescales set out above.

If we are unable to provide you with a response within the timescale set out here, we will provide you with an update and our anticipated response date.

Eccleston Homes are members of the New Homes Quality Code / Consumer Code for Home Builders Schemes, and a copy of the relevant code is available on our website, or was provided to you at the reservation of your new home. The codes provide information for the referral of disputes via a free and fast Dispute Resolution Scheme, or via the Home Warranty provider NHBC.

The use of this complaints procedure, or the independent Dispute Resolution Schemes, does not affect your legal rights.

A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since the complaint was first raised, but no later than 12 months following our final response.



Our commitment

At Eccleston Homes we are fully committed to providing our customers with a high standard of service but understand that sometimes things don't always go as expected.

If for any reason you feel we've not met your expectations, please let us know as soon as possible.

You can contact us via telephone, email, or letter:

01925 939030

(Monday to Friday 8.30am – 5.00pm)

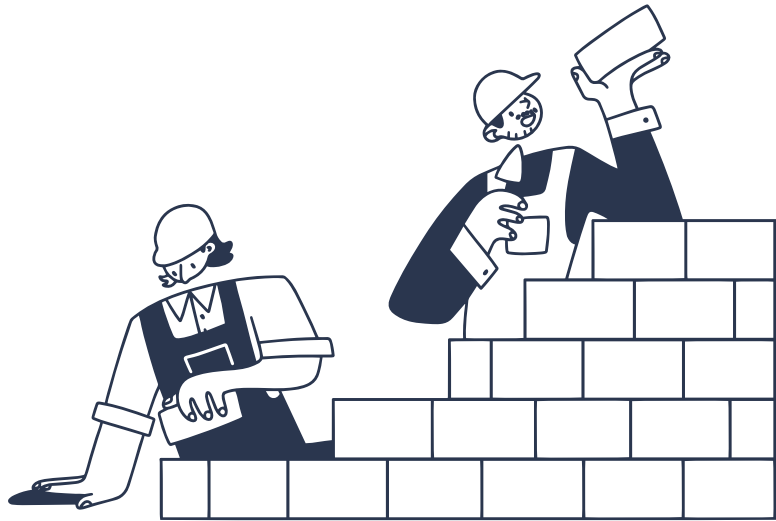
enquiries@ecclestonhomes.co.uk

Eccleston Homes Ltd

101 Dalton Ave, Birchwood Park

Warrington, WA3 6YF

Health & Safety



At Eccleston Homes your safety is our top priority.

In line with Health and Safety Legislation, we have a number of guidelines in place to protect you whilst you are visiting our developments.

- Keep your driving speed to a minimum, the road surface may not be finished and could also be slippery.
- Park only in the designated parking areas. If you take your vehicle to any part of the site other than the sales area, this is at your own risk.
- You are responsible for the security of your personal belongings.
- Keep children under supervision at all times. We regret that children cannot enter the construction area.
- Should you wish to visit a plot on site, please speak to our Sales Consultant. Visits are only possible at a certain stage in the build and when pre-arranged with our Site Management Team.
- Do not enter any area identified as unsafe by a member of our Sales Team or the Site Manager.
- Appropriate, sturdy footwear should be worn on site.
- Safety helmets and hi-vis vests must be worn when entering the construction area. These are available from the Sales Office.
- Keep away from construction vehicles and machinery, particularly those that are working.
- In the interest of your safety, entry may be refused during certain stages of the construction work.
- Should you be injured while on site, inform a company representative immediately.
- Do not enter any house that is still being constructed unless accompanied.

For a safe and enjoyable visit please observe these guidelines at all times.

Ensuring happy customers

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/New Homes Quality Code.
- 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 of 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 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.
- Provide you with the details of who to contact in the event of a complaint.



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.

How to care for your home

We understand that buying a new home is one of the biggest purchase decisions you'll ever make, which is why all Eccleston Homes come with a full 10 year NHBC (National House Builders Council) structural warranty.

Protected by the 10 year New Home Warranty, your new home is completely covered for any necessary structural repairs from the date of completion, with an independent surveyor team making the final checks on the new home before issuing what is called a 'Build Mark Cover Note' once they are happy that the property is ready to move into. So, while it is unlikely that you will ever have any problems, you can be assured that help is at hand.

1. POLICY DETAILS

The policy is valid for 10 years and includes two key periods; the first two years of the policy called the '2 year Builder Warranty Period', and next 8 years known as the 'Structural Insurance Period'.

2. BUILDER WARRANTY PERIOD

During this first two year period Eccleston Homes are responsible for rectifying any defects, you should report any faults to us directly, and in writing, so that we can try to resolve any issues as quickly as possible.

3. NHBC 8 YEAR STRUCTURAL INSURANCE PERIOD

For the balance of the warranty, should you need to make a claim on your policy during this period, you will need to contact the claims team at the NHBC, they will assess your claim and where necessary help you in organising any repair work.

4. 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 NHBC, the UK's leading home warranty and insurance provider, you'll benefit from their expertise too.

5. CONSUMER CODE/NEW HOMES QUALITY CODE

The Consumer Code for Home Builders/New Homes Quality Code provides 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.

6. BUILDMARK

When you purchase an Eccleston home you are covered by our two year warranty, so should you find that your home 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.