

Buying a new home is one of the most significant decisions we make in our lives. It is only natural to want reassurance both that the home you are buying is built to the highest quality standards and that the builder you are buying from operates with absolute integrity.

The YTL Homes Customer Charter gives you the peace of mind to buy with confidence at Brabazon.

Throughout Your Buying Journey

1. **Quality At Every Step**

At YTL Homes, we aim to deliver quality in everything we do. From our dedicated Quality Manager who checks every home to ensure it meets the highest standards, to our friendly and knowledgeable New Homes Consultants, we aim to deliver quality at every step.

2. **Clear Communication**

As a buyer, you always want to know where you stand. Whether it is the features of your new home, your move in date or how we will ensure that your parks and public spaces are maintained, we will always communicate clearly, giving you the information you need at the point you need it.

3. **The Consumer Code For Home Builders**

When we say we will do the right thing by our buyers, you don't just need to take our word for it. We comply with The Consumer Code for Home Builders, which provides added reassurance that we will meet or exceed industry standards.

Before You Buy

4. **More Transparent**

There are a lot of features that add up to make a home, from the latest appliances, energy saving solar panels or luxurious carpets. Our New Homes Consultants will explain every detail of what comes as standard in your new home so you know exactly what you're buying.

5. **More Straightforward**

Buying a new home involves more than just the home builder. From mortgage brokers to conveyancing solicitors, everyone has a part to play to make sure buying your new home is as simple as can be. We only work with and recommend trusted partners who share our values.

After You've Reserved

6. More Support

Once you have reserved your new home, the anticipation builds. You will have many questions so we have built in steps to give you the answers. From regular email updates, drop-in sessions and a home demonstration in advance of moving in, we will support you every step of the way.

7. More Personal

The moment you reserve, we will introduce you to your dedicated Customer Relations Manager. You will have one point of contact who will provide you with all the information and advice you need, both before and after you have moved in.

Once You've Moved In

8. More Peace Of Mind

At YTL Homes we take pride in every home we build. We have quality checks at every step, but very occasionally something might slip through the net. The YTL Homes New Home Warranty is designed to give you the reassurance that we will do the right thing if any defects do come up. And for added peace of mind, it forms part of the National House Building Council's (NHBC) Buildmark Warranty scheme - the leading warranty and insurance provider for new homes in the UK.

9. More Enjoyable

YTL Homes' commitment to quality means that we want you to be able to enjoy not just your own home, but the community that surrounds you. We know that creating great homes for our customers means creating great neighbourhoods, giving you more space, more connectivity and more opportunity to live the way you want.

10. More For The Future

Buying with YTL Homes is not just about buying for now, but about investing for the future. Whether through more sustainable solar panels, cleverly-designed landscaping or a clear estate management strategy, our developments are built to grow and drive over time, offering you more for the future.

About YTL Homes

YTL Homes works in partnership with YTL Developments, a team of adventurous placemakers, creating exceptional developments where many generations can thrive. Our Pioneering Spirit unites us to enrich people's lives by creating tomorrow's communities.

Read more information on our projects at
www.ytldevelopments.co.uk

