

NETHERDOWN

Distinctive new homes since 1977



BUILD CHARTER

Netherdown (Herts) Ltd have been building prestigious homes for over 30 years and we fully understand and appreciate the excitement and the commitment of buying a new home. We build houses of outstanding quality and reliability, which represent value for money because we believe that every individual and family unit is entitled to the very best.

Our goal is for you to be as proud of your new home as we are.

Our Build Charter is set out below and demonstrates the commitment that we, the Directors and Staff of Netherdown (Herts) Ltd make to our build quality.

Quality Assured

Comprehensive inspections are carried out throughout every stage of the building process by our Site Manager and a senior member of our Construction Department. These include checks on foundations, plumbing, wiring, blockwork, brickwork, cavities and roofs. In turn, regular inspections are made by an NHBC building inspector or a member of the local authority building control department.

Energy Efficiency.

Netherdown homes are insulated to a very high standard and are heated by efficient systems. These measures help to reduce running costs, use less energy and emit fewer environmentally damaging gasses than the majority of older homes. Our policy in building your new home is, wherever possible and practical, to reduce waste and to use environmentally friendly products.

Choices

Subject to stage of construction, every Netherdown home is offered with a choice of fixtures and fittings, encompassing the latest designs from leading manufacturers.

Technology.

Netherdown homes are designed to incorporate modern technological advances where possible. Innovation is used to provide Entertainment Systems and Home Cinema facilities that may be complemented with automated blackout blinds or shutters. Communication, security systems and high quality kitchen appliances are also typical characteristics of a modern Netherdown homes. Additional extras that can be requested during the build process are energy efficient ambience lighting, mood setting facilities and CCTV, and internal lifts are available for those who are less mobile. All technological equipment is covered by full guarantees.

Regular Information Call

Our staff will offer you expert guidance and practical assistance throughout the buying process. You will receive regular calls to keep you informed of the progress of your new home and we will attempt to respond quickly and efficiently to any queries you may have.

Sales Check

A pre-sales inspection is carried out before the keys are handed over.

Final Check

Lastly, before you move in you will be invited to make your own final inspection.

Full Emergency Cover Hotline

Whilst we do all within our power to make sure that everything will run smoothly once you move in, we provide a Customer Hotline to call out of hours in the event of a failure of any service supply - electricity, gas or water in your new home.

Warranties

We provide a two year warranty with your new home and enforce any warranties provided by the manufacturers of appliances within the home for the first two years of occupation; all warranties are supplied and require completion and posting to the necessary supplier. Our Customer Service Department is on hand to offer you the necessary guidance.

NHBC Ten Year Warranty Cover

The industry regulated 10 year warranty cover is applicable to every Netherdown home. A comprehensive guide explaining the cover will be supplied as part of your "Information Pack".

One Month Inspection

Teething problems may sometimes occur in a new home within the first few weeks of occupation. Any problems should be reported on your One Month Inspection Form and we will endeavour to complete all agreed items within a month of receiving this.

12 Month Check

At the end of your first year of occupation you are invited to notify us of any item which may require attention. We will arrange to visit you in your new home to agree any remedial works and arrange for the appropriate remedial action.

We at Netherdown Ltd are extremely concerned for your health and safety especially during the construction of the property. We would request that you only visit our sites during opening hours and that you always report to our Sales or Site Offices.

We also provide written advice on the steps you should take when visiting a site - please ask for a copy.



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Quality Homes