



## Buying with Kyme Homes, a personal service

Buying a new home is undoubtedly one of the biggest decisions you can make and at Kyme Homes, our customer focused approach recognises the importance of this. It underpins everything we do and is the reason behind our principal commitments of creating **Thoughtfully Designed** homes and delivering a **Perfectly Managed Service** in all aspects of the business. These assurances mean you can buy a new home from us in complete confidence.

Buying a new-build house from Kyme Homes also comes with the reassurance of a 10 year insurance backed structural warranty. Kyme Homes are proud to work according to the warranty providers' Consumer Code for Developers of Homes for Sale\*, which provides industry recognised standards from the design stage, through to build, sales and after sales care.

For additional protection, as well as offering a 10 year warranty on all our new build homes, Kyme Homes runs a two year Customer Care policy through it's internal after sales service where we deal with enquiries or issues without delay.

Buying your new home should be an exciting and enjoyable process and we strive to make sure this is the case, whilst at the same time, upholding a professional and efficient service, to ensure our customers get the home they want.

**Note:** \*The warranty providers' Consumer Code for Developers of Homes for Sale consists of the requirements and principles that home builders must meet in their marketing and selling of homes and their after sales customer service. It is a TradingStandards.uk Approved Code. The Code can be viewed by clicking either logo below:-



## **Buying with Kyme Homes – helping you through the process**

Once you have seen a Kyme Homes house that you are interested in buying, our on-site team are there to help answer any questions you may have during your viewings while our senior management team are available for on / off-site discussions to help you understand the options, advantages and flexibility buying a new build home brings.

When you have selected a house to buy, a reservation fee will be required to secure your home and you will be able to start personalising it with help from our team with the customer choices that are available with the development (depending upon availability and the build stage of each property).

You will be kept up to date with progress throughout the build and you are able to arrange to visit the site to see your new home being built. As well as not having to worry about upward chains, our new build homes are built to the latest guidelines (higher insulation standards, low energy lighting, water efficiency, etc.) reducing your running costs and any maintenance concerns you may have.

All work is assessed independently throughout the build process and covered by a 10 year structural warranty which also provides a code of conduct we proudly follow throughout your purchase process, from making your reservation, agreeing any changes or extras, all the way through to communicating dates of exchange and completion and providing our excellent after sales service.

Once a completion date has been agreed your home will be always finished to our typical high standard with your happiness in mind. Handing over the keys to a new owner of a Kyme Homes house is always a rewarding moment. Kyme Homes are proud to have personally welcomed all previous buyers into their new homes and wish to continue with this tradition, ensuring our customers are happy with the home we have built for them.

## Customer Care Charter

Our Customer Care Charter sets out the service you can expect from Kyme Homes when purchasing your new home.

1. Prior to making a reservation to buy your home, we will take you through the detail of the specification, the layout and agree any customer choices or applicable extras, along with pre-contractual information which will enable you to make an informed decision to buy.
2. Throughout the sales process you will be offered a professional level of guidance and support in order to efficiently conclude your house purchase.
3. Prior to completing a purchase and moving in to your new home, you will have the opportunity to carry out a pre-completion inspection where Kyme Homes will also run through the use of appliances, electrical systems etc. which aims to familiarise you with your new home prior to move-in day. Check-in visits are also available by appointment to allow you to keep up to date with progress on the building of your new home.
4. On the day of legal completion you will be welcomed into your new home by Kyme Homes, who will provide you with a bespoke Welcome Pack to help you settle in to your new home.
5. After you have moved in, our after sales team are on hand to assist, whenever necessary (for up to two years), to remedy relevant defects from the date of the 10 year warranty provider's insurance certificate.

Please contact by emailing: - [aftersales@kymehomes.com](mailto:aftersales@kymehomes.com).

## Kyme Homes' Two Year After Sales Service

The following items\* are covered by Kyme Homes' two year policy:-

- Central heating system – boiler, cylinder, pumps, pipework, thermostats / control panels (note: some systems require servicing to maintain the warranty. This is the responsibility of the homeowner).
- All internal and external drains, plumbing, pipes, taps, plugs and seals.
- Fixed electrical circuits, sockets, switches, security alarms, smoke, heat and carbon monoxide detectors / alarms.
- Fires / stoves.
- Kitchen, utility units and worktops (note: defects must be reported within 1 month of legal completion).
- Bathroom sanitary ware and shower enclosures (note: defects must be reported within 1 month of legal completion).
- All internal and external doors, windows and ironmongery (note: defects must be reported within 3 months of legal completion).
- Decorating and tiling - defects agreed as snagging at the time of legal completion.
- Floor coverings (note: defects must be reported within 1 month of legal completion).
- Patios, paths and drives (note: unless the damage is caused by adverse weather and / or wheel turns from stationary vehicles).
- Rainwater goods (guttering and down pipes).
- Landscaping and grass.

A new build Kyme Homes house includes manufacturer's warranties for the central heating system, boiler, kitchen and bathroom appliances, and equipment when purchased. Certain other products also come with product guarantees which will be passed on to the buyer.

The building is also covered by an industry regulated 10 year warranty covering the fabric and structural integrity of the building.

In the unlikely event that Kyme Homes are unable to resolve outstanding matters (should they arise), then new homeowners can follow our Complaints Policy.

**Note:** \* Items being those we have supplied and / or installed (unless the fault, defect and / or damage has occurred through lack of due care or maintenance).

## Complaints Policy

Kyme Homes undertake to deliver the highest quality of service to all our customers. However, if instances arise where a customer is dissatisfied then we would prefer to hear from you as early as possible.

We will always deal with any complaint as quickly and efficiently as possible and to ensure this is directed to the relevant person, we would ask you to follow these steps: -

1. In the first instance, please contact the after sales team by emailing:- [aftersales@kymehomes.com](mailto:aftersales@kymehomes.com).
2. If you are unhappy with the response, then please refer your complaint to our Senior Management Team.
3. After sales dispute resolution and mediation is also available as part of our 10 year insurance backed warranty if we are unable to resolve the matter to our buyers' satisfaction internally.

***Please be assured of our best intentions at all times.***

Dated: 11 January 2024