

Customer Care

LarkfleetHomes

FOR NEW HOMES



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CUSTOMER CHARTER

This charter sets out core standards for delivering services to you.



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- 1 In the event that a non-emergency issue arises, all calls should be directed to After Build Ltd (contact details below).
 - 2 An appointment will be made within 48 hours for an appropriate contractor to attend.
 - 3 If necessary a visit to your property can be arranged to survey the issue and agree an appropriate course of action. This visit will be attended by a representative of After Build. A representative of Larkfleet Homes will attend only in exceptional circumstances.
 - 4 The work will be completed within 30 days of the date the issue is reported to After Build.
 - 5 After Build will act as the point of contact between you and the contractor and undertake to keep you fully informed of any changes or delays due to supply of parts or materials.
 - 6 Once the work has been completed, you will be asked to sign the contractors' job sheet to indicate your satisfaction.
 - 7 In the unlikely event that you are unhappy with any aspect of the service provided by After Build or the sub contractors working in your property, please contact After Build (contact details below). If necessary a representative will visit your property and discuss the issues with you to agree any necessary action.
 - 8 Should you still feel dissatisfied, please advise the Operations Director in the first instance, to agree an appropriate course of action.
 - 9 As part of our contractual requirements, After Build provides a full monthly update report to Larkfleet Homes.
 - 10 The NHBC Booklet 'A Guild to your New Home' is an invaluable source of information to assist you in caring for your new home. It will explain how best to ensure your new homes is maintained and kept in good order during the first year of moving in. Please ensure you take the time to read this booklet to understand what can be expected during early occupation of your property.
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Emergency Maintenance Procedure for Out of Hours Customer Support

The Customer Care Department has a dedicated telephone line **01778 391575**

Our out of normal working hours Customer Care Telephone number has a pre-recorded message which will ask you to leave a message of defects to be rectified or will notify you of a number to call if it is an Emergency Call Out.

Emergency Call Out is classed as the following:

- No central heating/hot water
- Blocked drains
- Gas/water leak
- No water/gas/electric

An emergency number for you call with be given on the recorded message which will be connected to a pager where you can leave details of your problem and the telephone number to be contacted on.

The On Call maintenance Operative will then pick up the pager message and will be able to return your call. He can then call out the relevant Sub-contractor for you. All other problems will be dealt with by After Build during working hours.

Please note examples of non-emergency problems are:

- Dripping taps
- Doors/Windows need easing
- creaking floors
- Radiators require bleeding