

Customer Charter

At Briar Homes our aim is to make moving home as easy as possible and provide you with a first class home. At a Briar Homes Development you receive the best possible customer services from all staff. Our customer charter below allows you to see for yourself the high level and quality you will receive.

1. To allow you to make a decision before reserving your new property we will detail the specification and layout of the house and any information which would be relevant. With our help and care you will have an easy decision to make.
2. Our sales team will provide any relevant support.
3. Our marketing and advertising is clear and helpful.
4. Our site manager will arrange an information day for you to attend prior to you moving into your new home. They will go through the basics of appliances, heating controls, lighting etc.
5. We will provide a Handover Booklet. The booklet will detail information you need to know in relation to your new home. The information will be helpful for the first few months after moving in.
6. On the day of the legal completion our Sales Adviser will welcome you to your new home and ensure you settle in comfortably.
7. When visiting the development and after you have taken possession of your new home. Briar Homes will provide you with all the Health and Safety information that is required.
8. We will supply you with emergency contact telephone numbers.
9. With a dedicated team on site, each house is built with care. Briar Homes staff all work together to deliver high standards of design, construction and service.
10. When you have taken possession of your new home you can feel secure as it comes with a 10 year Premier Guarantee warranty.