



# Our Promise to You

## CUSTOMER CARE CHARTER

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At Rydon our Customer Care Department is committed to delivering a quality service after you have moved in to your new home. This Charter sets out our commitment to you and the level of after sales service we seek to achieve.



Call us on 0203 946 1051 | [www.rydon.co.uk](http://www.rydon.co.uk) | [@RydonGroup](https://twitter.com/RydonGroup)

## Before You Move In

Before you move in we will arrange for a member of our sales team to carry out a home demonstration, where they will outline how to use the plumbing, heating and hot water services, as well as informing you about registering your kitchen appliances and boiler.

## When You Move In

For your peace of mind, your Rydon home comes with a 10 year NHBC warranty and a two year Rydon Customer Care period. On the day you move in our Sales Department will give you a Welcome Pack, which amongst other things will include your Home Manual.

This manual will provide you with information about your new home, including a schedule of external and internal finishes, caring for and maintaining your new home, information about the NHBC warranty, details of your utility suppliers, our Customer Care contact details and our emergency out of hours service number.

## After You Have Moved In

Shortly after you move in we will send you a "Welcome" letter. We will then try to contact you after two weeks to arrange our post occupation visit. At this visit we will outline the NHBC Buildmark cover and advise you on the procedures for reporting defects during the warranty period. We will discuss with you any defects (if any) you have noted since your occupation and how they will be rectified.

Generally within five days of visiting your home the Rydon customer care representative will contact you confirming the visit and our discussions. We will also outline our proposals for rectifying any defects reported.

Remedial works will be attended to within the hours of:  
8:00am – 5:00pm,  
Monday – Friday.

We aim to complete most non-urgent defects within four to six weeks, but in some circumstances this timescale may differ. We will endeavour to complete emergency works as soon as is practicably possible.

## Emergencies

We define these as problems which are, or seem to be, harmful to your health and safety, security or immediately harmful to your new home.

During normal office hours please contact the Customer Care Department. Outside of normal office hours please contact our Emergency Out of Hours Service number.

Please do not contact any of our sub contractors direct.

## What's Covered and What's Excluded

We will repair the defects in your home in accordance with the terms of the Buildmark cover.

You are responsible for wear and tear, shrinkage, decorating and routine maintenance, damage caused by neglect or failure to follow operating instructions, or lack of maintenance. We will not undertake any remedial works to these items.

Storm damage and the like are normally covered by your household insurance. If you suffer such damage you should approach your insurer in the first instance.

