

CUSTOMER CHARTER

We know that standards vary considerably within the house building industry but at Riverdale we constantly strive to build properties that you can be happy to call your home for years to come combined with a high quality of finish and an outstanding customer service experience.

RIVERDALE'S PROMISE

Riverdale Developments are proud to work within the requirements set out in the Consumer Code for Home Builders. We will endeavour to make the buying process as smooth as possible by ensuring that we provide you with comprehensive information throughout your move. Upon completion you will also have the comfort of a 10 year structural NHBC Guarantee on your new home & a 2 year guarantee from Riverdale Developments.

This customer charter details our commitments to provide you with excellent customer service to ensure your satisfaction during and upon completion of purchasing your new home.

1. We will endeavour to ensure that the sales process and our advertising and marketing literature is clear, truthful and fair.
2. We will ensure that our sales team help you with any queries you may have and guide you through the sales process.
3. When you reserve a home with Riverdale Developments we will ensure that you have full details of the terms of the sale, together with details about your new home, its location within the development, its estimated completion date and our 28 day exchange policy. Our cancellation policy will also be explained to you by a member of our sales team.
4. We recommend that you appoint a legal advisor to carry out all legal formalities of buying the property to represent your interest. We also require your identification to be verified and for the purchaser to be financially qualified and have signed a Riverdale Developments reservation form before we can fully reserve your property.
5. We will always do our best to try to accommodate choices made by a purchaser on finishes in your new home. We usually offer a choice of tiles, kitchen units, and worktops. However this is always subject to the build stage at the time of reserving a property.
6. Whilst the door is always open for Purchasers to come and visit their property during construction, I am sure you can appreciate that some times this may be difficult due to the stage of construction and health & safety requirements as our primary concern is your safety. We try to accommodate pre arranged visits wherever possible however you must wear the protective clothing and footwear provide by us when visiting your property during construction and must always be accompanied by a member of our staff.
7. We will keep you informed as the construction of your new home progresses and at an appropriate time we will agree a legal completion date or serve notice to complete. We strive to ensure your new home will be completed by the agreed legal completion date, however if we have suffered delays due to bad weather or any other unforeseen circumstances we will ensure that you are made fully aware of any delays at the earliest opportunity.
8. Upon completion we will provide you with a detailed manual and you will receive a personal handover where we will offer you a demonstration of your new home and talk through the manual with you This will include familiarising you with the kitchen appliances, heating, hot water, security and general running of your new home as well as taking meter readings.
9. At Riverdale Developments we strive to ensure that there are no problems with your new home. Our commitment to you continues after the sale has been completed and while you are living in your new home. In addition to the NHBC Guarantee Riverdale Developments will repair any latent defects that become apparent within two years of legal completion. If a visit is required, we will respond promptly sending a representative at an agreed time & date to carry out the repair or determine what action is necessary.
10. We will ensure to make you aware of our customer care procedures and contact details
11. If you should have any complaints please contact Riverdale Developments head office in the first instance on 020 8330 4554 where our customer service department will be happy to assist.
12. At Riverdale Developments we pride ourselves on offering a personal friendly service to our customers to ensure this we require our employees to be treated with respect & dignity in an environment free from harassment & bullying. If our employees are not treated in this way we at Riverdale Developments reserve the right to notify you of this & thereafter restrict contact and if necessary refuse to deal with any person who continues to or has been abusive to our employees.

A printed copy of this Customer Charter is available upon request and will be included in your sales pack.

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