

# Our commitment to our customers

Customer Charter

millershomes

*the place to be*<sup>®</sup>

Miller Homes has been building homes since 1934, that is three generations of experience. We have learned a lot about people and we aim to provide world-class service for all our customers. The Charter sets out our commitment to excellence. It provides a clear guide to the procedures we will follow and the information we will provide as you go through the home-buying process.

**1.** We are committed to clarity and honesty in marketing and advertising. All our promotional material will comply with the relevant laws and codes of practice, and none of the information or publicity material we issue will be intentionally misleading. It would be wholly counter-productive for us to state or imply things which we later had to retract.

**2.** Our Contract of Sale (under English law) and our Missives (under Scots law), and all the terms and conditions included or attached to them, will be clear and fair, and will comply with the principles of all relevant laws and regulations.

**3.** Before any contract is signed or any reservation made, we will provide you with all the information you need to make an informed decision about buying a property. This will include detailed pricing information including the list price, any deductions or pre-payments, plus the cost of any extras.

Once you have reserved a home we will provide the following:

- Details of the home including land and communal areas, parking arrangements, location, development size and layout, demarcation and boundary details.
- A sketch layout plan with approximate room sizes shown.
- Summary details of the type of construction of your home.
- Fixtures and fittings to be included.
- Any choices and options where available.
- The type of heating system, number of radiators or outlets.
- Kitchen and bathroom layouts.

- Summary of the external works and layouts.
- Details of things that may not be finished before you buy the property, such as road surfaces, footpaths or landscaping.
- An estimate of any yearly costs or charges that you'll be responsible for paying.
- The date by which you must exchange contracts/ conclude missives.

We will also try to ensure that you've appointed your own professional legal advisor to represent and protect your interests. Legal and contractual matters should be clear and transparent throughout.

**4.** We will give you clear information about applicable cancellation rights. We will explain how we protect your deposit, and how we deal with any other pre-payments you make.

**5.** At every stage, we will provide you with a contact at Miller Homes who will deal with your queries or concerns. We promise to answer your questions as fully and as promptly as we can.

We promise also to give you full details of any choices or options available, and allow you time to consider them.

**6.** Building sites can be dangerous places and are covered by strict health and safety regulations. We are prevented by law from giving you open access to your home during construction. However, we will invite you to visit the site at specific times to show you the progress on your home and demonstrate its features.

During these visits, we will brief you on health and safety to make your visit as safe as possible. We will also provide any protective clothing and footwear that you may require. Within your Homeowners' Manual and other documentation, we will give you information about your home that is required by the Construction Design and Management Regulations 2007. Our 'Health & Safety' booklet will give you important details about staying safe on site.

**7.** Once you have reserved your home, we will stay in contact regularly to keep you informed about the construction process. There are several ways we will keep you updated – by phone, letter, email, SMS, and via mymillerhome an exclusive website and app dedicated to your home. We will agree with you how often you'd like to be contacted by phone. We will give you information about when we expect the construction of the property to be completed – this will become more precise as building work nears completion.

- When you reserve your home, as a minimum, we will provide you with an anticipated completion date and that date will be in a committed calendar quarter.
- At your pre-plaster meeting we will specify which month we expect your home to be ready.
- When we commence the decoration of your home and, providing that all of the statutory services are connected (e.g. electricity, gas, water etc), we will let you know which week your home will be ready.
- Once the property is decorated we will notify you of an exact date.
- The timing of the connection of statutory services is often outside of the control of Miller Homes.

In the unlikely event that, due to unforeseen circumstances, we fail to hand over your home within 2 months after the anticipated completion date we advised, you will be entitled to cancel your contract with Miller Homes. If you do cancel in this way then we will refund any deposits, pre-payments or reservation fees you have paid to Miller Homes.

The above applies to low-rise buildings (e.g. 2/3 storey homes). The construction process for apartment buildings can be more complicated and therefore the stages above may not apply. We will still provide you with an anticipated completion date and if we fail to hand over the apartment within 12 months of the anticipated completion date then the same cancellation rights will apply.

Once a final date is set, we will ensure that full legal transfer of ownership takes place as quickly as possible thereafter.

We will give you an information pack about your home when we hand it over to you. We will also arrange to meet you at your property (usually about one week before completion), to demonstrate how all the facilities work. You will be given the keys to your property when your solicitor has paid us and the sale has been legally completed (the 'date of entry' in Scotland).

**8.** All our homes benefit from a 10-year NHBC warranty. This is included in the purchase price of the property. We will give you clear information about what this covers, and about any other guarantees or warranties which apply to your new home and its fittings.

**What follows is a general outline of what your NHBC warranty covers.**

"Before the sale is legally completed, the warranty provides protection in the unlikely event that the housebuilder becomes insolvent. For the first two years after completion, the warranty states that the housebuilder must repair any defects that do not conform to NHBC standards or recommendations.

Over the following eight years, the warranty provides cover against the cost (subject to the minimum claim value and exclusions and limitations shown in the policy document) of putting right any significant damage to the load-bearing structure and certain parts of the home that appears during this period. The warranty does not cover wear and tear or lack of maintenance."

You should always refer to the policy for full details and you can see a sample copy at our Sales Centre. You will receive your own copy of the NHBC warranty document through your solicitor. You should read it through carefully and ask your solicitor to explain anything you do not understand.

**9.** Our commitment to you does not end when you move in. We expect your new home to be free from problems, but if the unexpected does happen we have clear guidelines covering after-sales care and emergency services throughout the warranty period. We will explain these to you clearly and make sure that you know who to contact in the event of a problem.

Our general service delivery standards are:

- Emergencies – we aim to have someone in your home within four hours to put an end to the emergency situation.
- Standard items (labour only) we expect to complete within 10 working days.
- Where replacement parts are required, we expect to complete the job within 20 working days.
- Miller Homes are committed to the rights and principals found in the Consumer Code for House Builders. You will be given a copy of the code which provides an alternative dispute resolution service.

**Our reputation is very valuable to us and it is based on the quality of our customer service as well as that of our homes. Our staff fully understand their responsibilities in their dealings with you. We hope customers will read and take the Charter seriously, because it is something we take very seriously.**

10. If problems do arise, that are the responsibility of Miller Homes, we are committed to resolving the situation as rapidly as we can. In the first instance you should contact our Customer Services department who will do their utmost to resolve the problem.

If the issue cannot be solved by our Customer Services team, your query will be referred onto the Regional Customer Services Manager. Only if the problem remains unresolved, will it be taken up by the Regional Managing Director. Should you still be unsatisfied with the resolution after these steps, you may refer your complaint to the Consumer Codes Independent Dispute Resolution Scheme. This does not affect your normal legal rights.

It's in everyone's interest to deal with such matters as efficiently and quickly as possible. We will tell you about the procedures we use for dealing with issues, and inform you about third parties or external services who may be able to offer help. If you choose to use professional advisors, we will co-operate fully with them. We will ask you to write and let us know who you want to represent you, giving details of their qualifications. This is to make sure you're properly represented and getting the best advice.

11. We always welcome feedback about our performance, and would be grateful for your views on whether we meet the high standards we set for ourselves. We want your home-buying experience to be as enjoyable and stress-free as possible.

Throughout our relationship, we will always work hard to communicate effectively with you. We will always do our utmost to deliver what we promise.

This Charter has been developed to comply with best standards and guidelines provided by:



A customer charter is only worth anything if it actually works for you, the customer. In all our dealings with you, whenever we meet and whatever we do, you'll experience our Customer Charter in action. We hope this works for you. If you find otherwise, then we hope you'll let us know so we can put things right.

**If you have any comments, suggestions or views you wish to express please write to us at:**

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### Download our app

Further information about the buying and building process and tips for living in your new home are available through our My Miller Home app.



### Step by Step

We've created an at-a-glance guide to homebuying so you can always see where you're up to and what happens next. There's detailed information on our website about what happens at each stage. But if you have any questions, please get in touch. That's what we're here for.



millerhomes.co.uk