

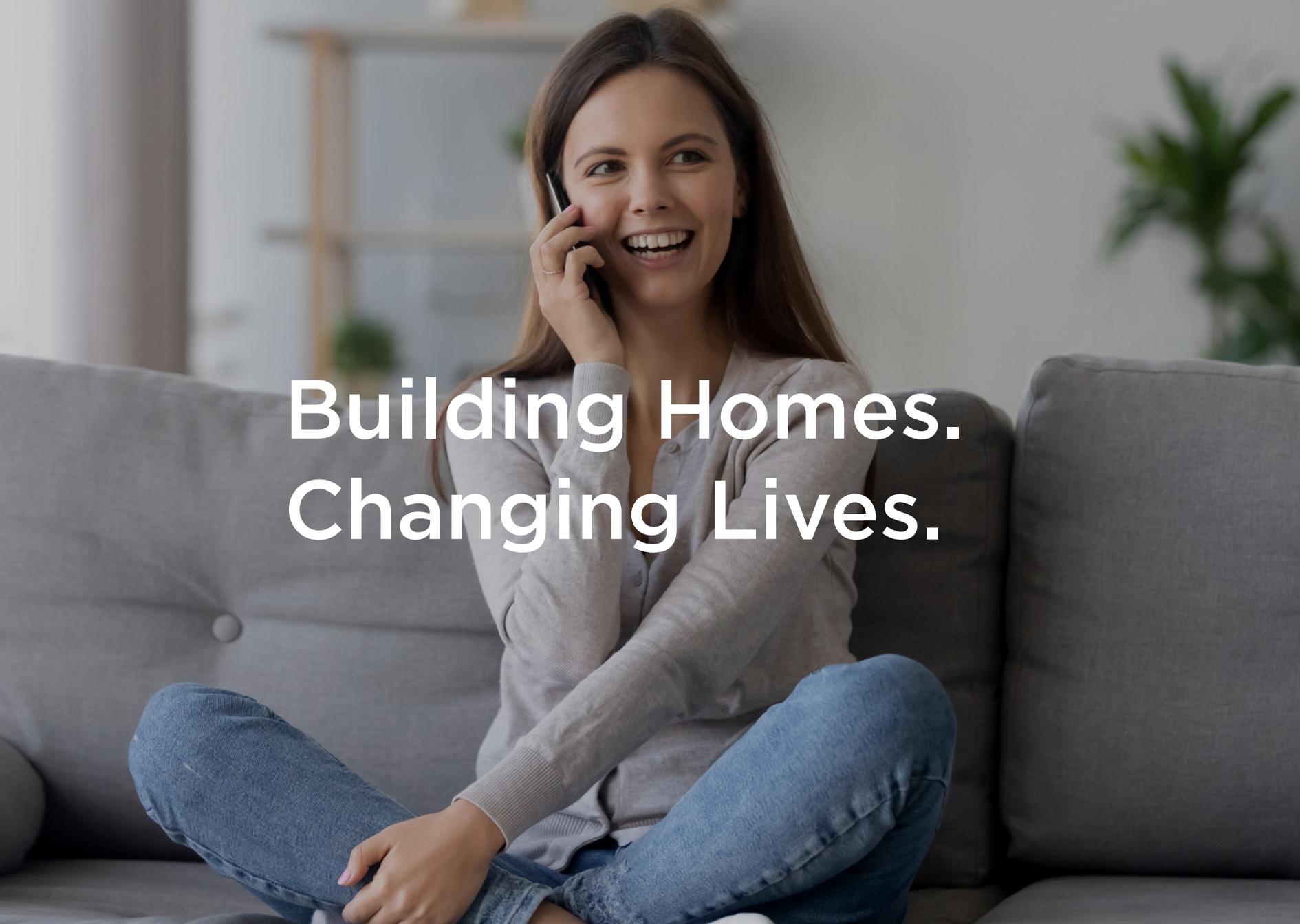


# Quality Charter

Our commitment to you



gleeson



# Building Homes. Changing Lives.

## We build quality

Whether you're just starting your buying journey or you have already reserved your home with Gleeson, in this booklet you'll find all you need to know about what to expect when buying a Gleeson home.

**Our aim is to hand over a home that you're not only happy with, but proud of too.**



## Our commitment

When you buy with Gleeson, you can expect a quality home and quality service all the way through your buying journey and beyond.

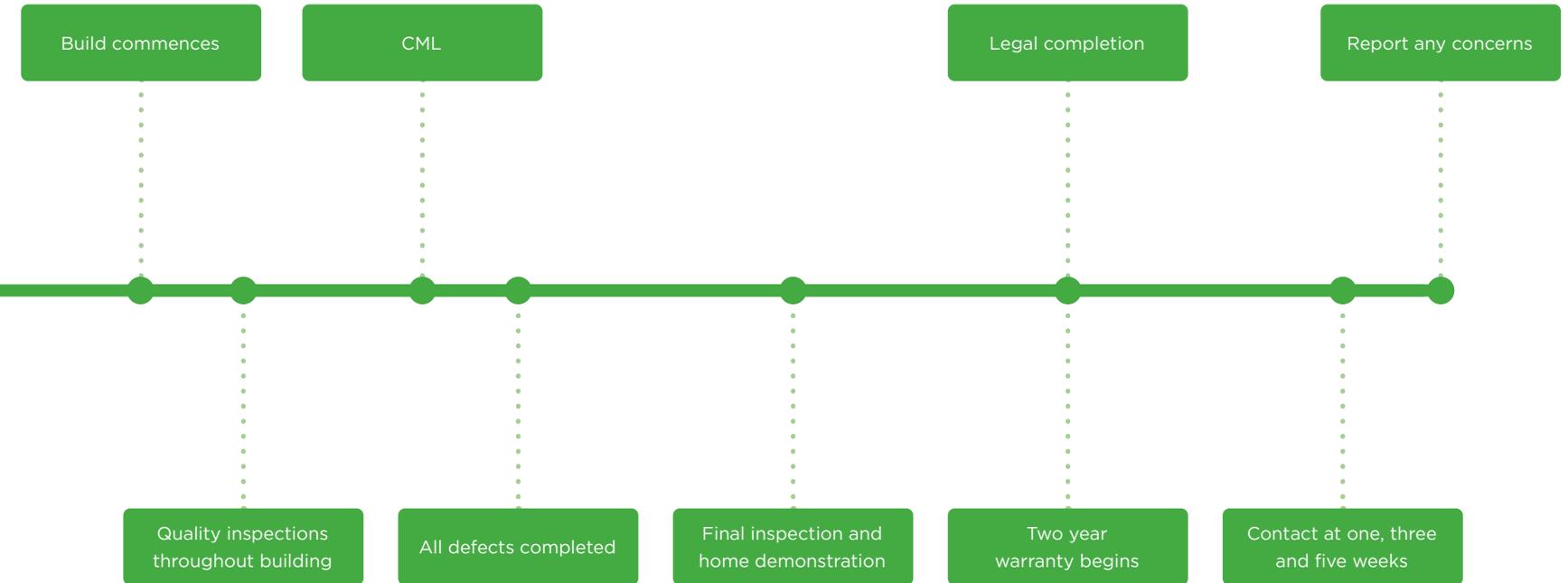
We're committed to building quality, affordable homes and delivering a service to you from the moment you meet us, to the moment we hand over your keys. After key hand over, we also commit to a two year Gleeson warranty which is backed by the NHBC Build Mark Warranty, to give you absolute trust, peace of mind and comfort in your new home.



“They are absolutely fantastic and so helpful when it comes to any defects or issues I may find whilst settling into my new home. Time after time I’ve had great ‘after sales’ care.”  
Dan, Rochdale

## your journey

From the moment you first make contact with us, our friendly sales team are here to guide you through the buying process. Whether you’re buying your first home or you’re moving to your Gleeson home from another, we’ll keep you updated along the way and advise you on what to do next.



# the details

Our guide to buying a Gleeson home will take you through each step, from saving for your deposit and financial advice to choosing a solicitor and schemes available to help you buy your new home, in fact everything you need when you choose Gleeson. Just ask your sales executive for a copy.

## Quality inspections

As part of our mission in building quality, affordable homes, your customer relations manager will carry out ad-hoc quality inspections to your home, before your legal completion.

**We'll never hand over a home that isn't ready.**

By inspecting homes throughout the build process, we aim to get it right first time, handing over a home that you're not only happy with, but proud of too.

## CML

Once your home is fully built, an independent building inspector will carry out an inspection to ensure your new home meets NHBC standards. Once signed off, you'll be issued with a CML (Council of Mortgage Lenders) certificate.

We'll then carry out works on any remaining defects to ensure your home is of the highest quality when we hand over to you.

## Final Inspection and Home Demonstration

We'll invite you to view your home with the site manager, who will show you how everything works, from the cooker to the shower and everything in between, and encourage you to try out appliances for yourself so that you're familiar with everything.

## Legal Completion

This is the day you've been waiting for, the day we hand over the keys to your new home. At Gleeson, we're committed to handing over a high-quality standard of home every time, so you know you're in trusted hands. We'll also provide you with a welcome pack to help make those first few days a little easier and kick start your two year warranty to give you absolute trust and comfort.

## Keeping in Touch

We're dedicated to keeping in touch with you after legal completion. We'll ensure you have a dedicated divisional customer care coordinator who will call you after weeks one, three and five of your legal completion, to provide advice and support where needed.

## Reporting any Concerns

We hope that your home will be issue free but sometimes, faults can happen. If something does go wrong, you can report any concerns with any aspect of your home directly through our online portal, **My Gleeson**.

You'll have your own, personalised account which is accessible 24/7, and is really easy to use. We also have a dedicated divisional customer care team to support you.

Any defect you report to us will be categorised and attended to as below.

We'll ensure:

- We'll answer all email queries within four working days
- We'll respond to all complaints within 14 days
- How we'll action any defects is based on which category the defect falls under, which will be **emergency, urgent** or **standard repair**

## Emergency

- All emergencies will be actioned within 24 hours
- Emergency repairs include, but are not limited to, the loss of heat, power or light, access to running water or cooking facilities, and some water leaks

## Urgent

- All urgent defects will be actioned within 72 hours
- Urgent repairs include, but are not limited to, faulty locks to the bathroom doors and other items which are likely to worsen or cause additional damage to the property if not attended to, and any non-dangerous faults on appliances

## Standard Repair

- All standard repairs will be actioned within 14 days
- Standard repairs include, but are not limited to, adjusting doors or windows (unless they are a security risk in which case they are an emergency repair) and any remedial works to decoration

**Our customer care team is also on hand to answer any questions you might have after your legal completion.**

You can contact them on **0114 261 2900** or at **customer@mjgleeson.com**

# 88%

of our customers have or would recommend Gleeson to their friends and family.



Call our customer care team 0114 261 2900  
or email [customercare@mjgleeson.com](mailto:customercare@mjgleeson.com)

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