

# Legal & General Homes Customer Charter

At Legal & General Homes, we are driven by our mission to create beautiful, vibrant sustainable communities where people can thrive. Born from Legal & General – one of the UK's oldest, most respected financial services companies – honesty, trust and transparency are synonymous with our approach.

We aspire to help address the UK's housing shortage by providing well-designed homes built to the highest standards, with every element of the home and buying process surpassing customer expectations. Alongside our sister brand Cala Homes\*, we are committed to delivering excellence across customer service, sustainability and quality.

## That is why we make the following pledge to you:

- We build in desirable locations, put customers at the heart of our designs and build with care and attention.
- We strive for improvement and regularly seek customer feedback through independent surveys.
- We bring added value and meaningful benefit to communities through our Community Pledge.
- We design homes that allow our customers to live more sustainably.
- Our sales materials, contracts and all customer communications are clear, accurate and helpful so that you know what to expect at all stages of your home purchase and warranty period.
- We will provide you with reliable construction timings and keep you up-to-date as build of your new home progresses.
- We strive for high standards and each home is inspected for quality by a board director before you move in.
- We offer you an opportunity to appoint a suitably qualified inspector (RICS or RPSA member) to undertake a Pre-Completion Inspection of your new home.
- Your new home is covered by an NHBC or similar industry-regulated insurance scheme covering the structural integrity of your new home from years three to 10.
- The first two years of the warranty is provided by us. This means we take responsibility for fixing any quality issues during this period after you move in. We also provide you a 24-hour response service for emergency calls. We take personal pride in our customer service.
- Your Health and Safety is our top priority. While you are visiting homes under construction, we will advise you of our safety policies and provide necessary protective equipment. We will also provide guidance for safely living near an active construction site.
- You will have access to trained staff who will offer support during your purchase and your first two years in your new home.

If you feel you have not received our high standard of service, please get in touch with your Legal & General Homes representative in the first instance. If they are unable to resolve your concern, our formal complaints policy can be found on our website at [landghomes.com/formalcomplaintspolicy](https://landghomes.com/formalcomplaintspolicy)



**Kevin Whitaker**, Chief Executive