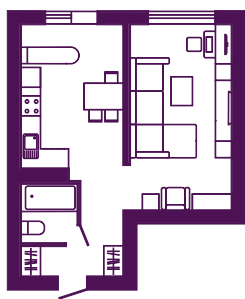


The Candleston Homes Customer Charter

Candleston is committed to providing safe, secure, warm homes, and we care about the people who live in them. Our Customer Charter outlines our promise to you, before, during, and after you complete the purchase of your new Candleston home.

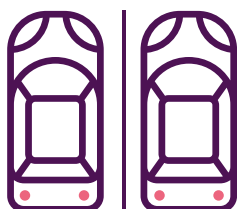
Before you reserve, we will:

Ensure you will get the information you need.



Provide you with details of your home including a development layout, details of your plot boundaries, floor plans, fixtures, fittings and type of heating system.

Provide details on communal areas, parking and an estimate of service charges.



Provide you with the details regarding the price of your chosen home and the application process.

Ensure you receive independent legal advice.



Provide your mortgage company with any details they may require regarding the construction of your new home.



Candleston





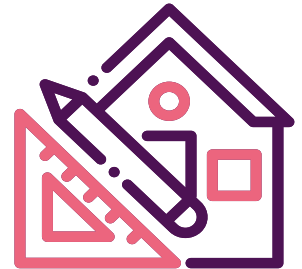
When you have reserved, we will:

Support you through the home buying process and provide you with access to Guided where key information has been accessed.

Keep in close contact, providing regular updates on the construction of your new home, and the progress of your purchase until the day you get your keys.

Offer you a tour when your property has been quality checked and ready to be viewed.

Facilitate access to your property for an independent snagger should you wish.



After you move in, we will:

Support you with a helpful after-care service to allow you to thrive in your new home.

Provide out of hours cover for your warranty period.

Help you get the most out of your community.



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