

CUSTOMER CHARTER



Ensuring your satisfaction in your experience with Mactaggart & Mickel is very important to us; from the first time you visit a development or call our sales hotline, throughout the purchase process, till two years after your move in date. We are proud of the fact that we have clients who have been brought up in one of our homes and then go on to buy one themselves and of the many customers who have bought several Mactaggart & Mickel, from a starter apartment to a family villa in their lifetime.

We aim to make your home buying process a happy and stress-free journey and we have set out the following “promises” to our customers to formalise our commitment to you.

- Your satisfaction... Our promise.** Our unique range of homes shares the design excellence and attention to detail that you expect from Mactaggart & Mickel.
- To provide handcrafted homes** constructed by a team of highly skilled trades people using well-tested homebuilding methods, giving you, our customers a unique superior home.
- To employ best practices** that are based on over 90 years experience of assuring the highest standards of construction are used in the creation of our homes.
- To monitor industry standards** and invest in innovation, thus exceeding many statutory requirements.
- To formalise our commitment to responsible, low carbon business practices**, striving to reduce our business impact on the environment and in the communities in which we create.
- To strive towards zero defects** in our homes, resulting in peace of mind for you.
- To employ fully trained sales consultants**, creating sales centres manned by confident, friendly and informed staff. This provides a consistent Point Of Contact, which ensure that excellent relationships with you are built and maintained.
- To strive to guarantee your entry date**, offering you peace of mind by providing you with a guaranteed entry date on the conclusion of your missives. Your sales consultant will advise you of the availability of this guarantee on your individual home.
- To undertake a dedicated run-in procedure on your new home** with greater efficiency to minimise any disruption to you and with services that include a pre-entry inspection, new home demonstration and dedicated After Sales Care for 2 years.
- To tell you about the new Consumer Code for Homebuilders** with which our established sales procedures and practices comply and exceed.

