

After Sales Care Policy Document:

Buyers of new Keble Homes can rest assured that our relationship will continue once they have completed their purchase. As well every home being protected by a 10-year Premier Guarantee, and every new owner being given a comprehensive handover pack, we have a dedicated Maintenance Team who can return to your home by appointment request to address any snagging and maintenance matters at the 12 month anniversary of buying your property, allowing you to relax and enjoy living in your new home with total peace of mind.

During the first quarter after you have moved in, one of our team will give you a courtesy call to make sure that all is well with your new home. While we execute high standards in all areas of our work, minor snagging can arise naturally within the first 12 months of a new building settling. We ask all new buyers to keep a record of these snags over your first 12 months and aim to address the majority of these at your 12 month Review Appointment. Issues such as cracking can occur as new buildings settle, and it is advised to leave these issues for 12 months, by which stage your home will have settled.

If anything more pressing arises please let us know, and if required we can arrange for our Maintenance Team to address them as a matter of priority.

If you have any questions regarding this service please contact our offices: 01865 860775, option 1, or email us at info@keblehomes.co.uk.

