

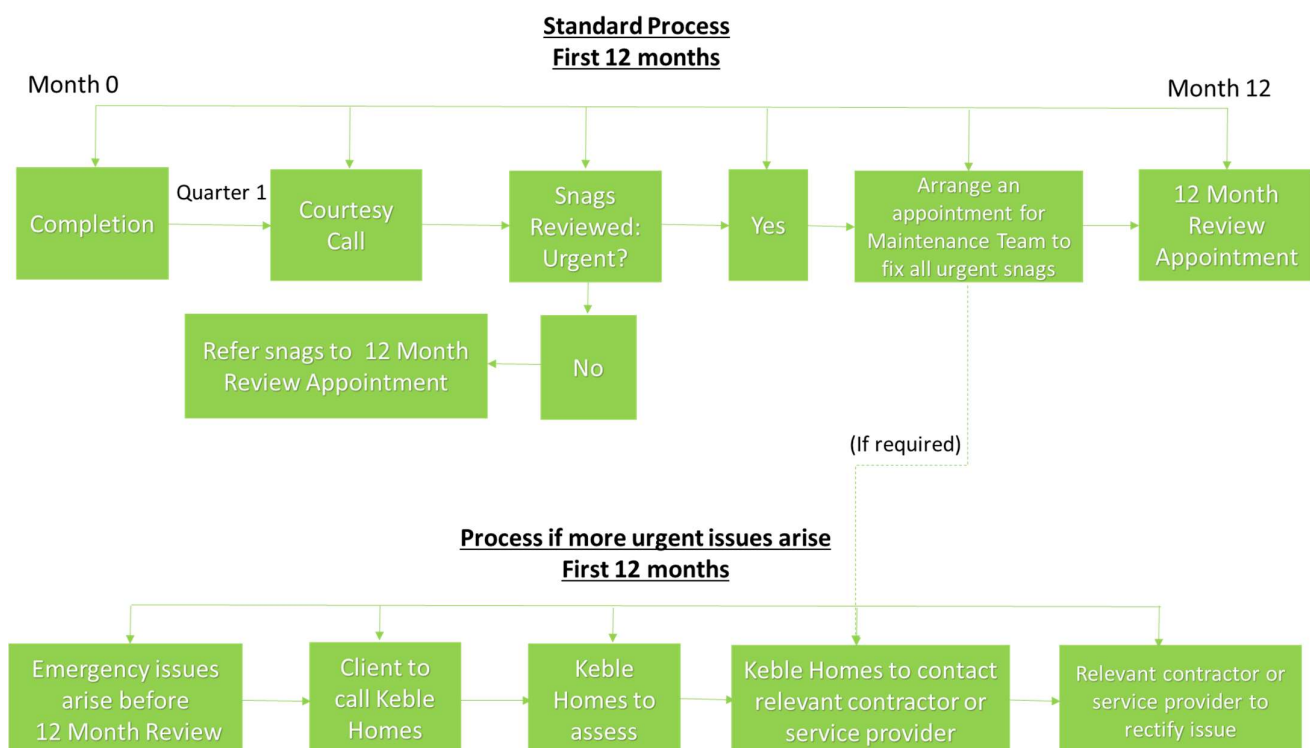
**After Sales Care Policy Document:**

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 handover pack, we have a dedicated Maintenance Team who can return to your home by appointment request to address any agreed snagging 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 contact you 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. At 12 months a snag list can be sent to us for review and all items recognised as defects\* will be acknowledged and an appointment to resolve these will be arranged. 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 any type of emergency occurs with Gas, electric or water then please let us know, and we can expedite a site visit within the first 12 months as a matter of priority.

If you have any questions regarding this service please contact our offices: 01865 860775 between 9am-4.30pm Monday - Friday, or email us at [info@keblehomes.co.uk](mailto:info@keblehomes.co.uk). Requests to any other contact or email address will not always be picked up



\* Keble Homes reserve all rights on the timing and acceptance of snags within the defect period. Attendance to a property is pre-booked against a single list as a one off-event though it could be over multiple days.