

A home you can be proud of...

At Leason Homes we appreciate the importance, excitement and commitment of buying a new home. Our aim is to help you through the home buying process in a friendly and professional manner and to provide you with a new home that both you and ourselves can be proud of. Set out below is our Customer Charter which demonstrates the commitment to our home buyers.

Our helping hand

Our helping hand is offered to assist in selecting the right home for you and personalising it to suit your taste and lifestyle. We offer step by step guidance through the buying process and will keep you fully informed about completion and moving in date. Our trained and knowledgeable staff aim to help you make the most of your new home and its location.

About your new home

We aim to provide reliable and relevant information about your new home, the development and local amenities in a clear, easy to understand manner. You can contact us with any queries via letter, telephone or email.

Warranties

As an NHBC A1 rated builder all our new homes are covered by the NHBC 10 year Buildmark Warranty Scheme. Our Sales Advisors will provide you with the details of the Buildmark scheme together with the Consumer Code for Home Builders.

Your move

We will welcome you into your new home and supply you with the Health and Safety Handover File. This will contain all the relevant information you need about our after-sales service and procedures for any emergency. We will be available to offer assistance with any queries you may have. Leason Homes' helping hand is extended to all our customers beyond the day of moving in. We offer the reassurance of our reputation for ongoing customer care under the NHBC Buildmark Warranty Scheme and the Consumer Code for Home Builders.

Health and Safety

Housing developments are an active place of work and the safety of visitors and employees is a priority. We will advise you on any safety procedures that are necessary to minimise risks during your visit. We will also supply you with information to help you use and maintain your new home in a safe manner.

Customer care

You can expect all Leason Homes' employees to be helpful, polite and endeavour to assist you with any concerns or questions you may have. If we do not meet your expectations at any time please let us know in order that we can improve our service in the future.

