



## CUSTOMER CARE

At Beechwood Estates & Development Ltd, we take great pride in our commitment to excellent aftersales service. Our dedicated team is always on hand to support you should you need us.

Prior to handover of your home, we have a rigorous quality control process in place to ensure each new home meets our exacting standards. Full details of our Quality Control Process are provided by our Sales Agent from property reservation. While we construct all properties to the highest standards, we understand that minor defects may become apparent once you move in. To address this, we offer Homeowners the opportunity to report any issues via our online platform, Clixifix, within 14 days of legal completion. Additionally, we offer a further snagging opportunity upon the 12-month construction anniversary of the property for any issues that may arise as the property settles.

In addition to the snagging process, we also offer an aftersales service for 2 years from the date of legal completion to address any genuine defects that may arise during this period. Our robust process ensures that you have complete peace of mind knowing that we stand behind the quality of our work.

Furthermore, all our properties come with a 10-year LABC warranty and adhere to the Consumer Code. All details including exclusions from the warranty, can be found in your Homeowner Manual and at [www.labcwarranty.co.uk](http://www.labcwarranty.co.uk).

## EMERGENCIES

We understand that emergencies can happen at any time, which is why we provide 24-hour emergency cover for genuine heating, plumbing and electrical issues during the initial 2-year aftersales period. During usual office hours, you can report any issues by contacting us via our online platform or by email.

However, in the event of an emergency outside of office hours, please refer to the contact details provided in your Homeowner Manual. Rest assured our team is always ready to assist you in any way we can.

## COMPLAINTS

We always strive to resolve any issues as quickly as possible, and we are committed to resolving any complaints fairly and transparently. We will do everything we can to ensure that your concerns are addressed promptly and professionally.

Our complaints procedure is outlined in Page 6 & 9 of the Homeowner Manual. To log a complaint, simply email or contact Customer Care via the online platform and if you are still not satisfied after following our formal complaints procedure, you may be able to raise your complaint with your Warranty Provider. Further details on the dispute procedure can be found at:

<https://consumercode.co.uk/home-buyers/how-are-complaints-dealt-with/complaints-summary/>

Please contact us:

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