

# Customer Charter



Here at Cala we are incredibly proud of our culture, it's the driving force behind our business and it's encapsulated in our vision – **building a place to be proud of.**

Our four values drive our culture; **Passion, Delivery, Quality** and **Respect** run through everything we do, including the way we help our customers from the first time they contact us right through their home move and beyond.

**That is why we make the following pledge to you:**



## Passion

- We build in desirable locations, put customers at the heart of our designs and build with care and attention.
- We strive for improvement and regularly seek customer feedback through independent surveys.
- We bring added value and meaningful benefit to communities through our Community Pledge. Find out more at [cala.co.uk/communitypledge](https://cala.co.uk/communitypledge)
- We design homes that allow our customers to live more sustainably.



## Quality

- We strive for high standards and each home is inspected for quality by a senior manager before you move in.
- We offer you an opportunity to appoint a suitably qualified inspector (RICS or RPSA member) to undertake a Pre-Completion Inspection of your new home.
- Your new home is covered by an NHBC or similar industry-regulated insurance scheme covering the structural integrity of your new home from years three to 10.
- The first two years of the warranty is provided by us. This means we take responsibility for fixing any quality issues during this period after you move in. We also provide you a 24-hour response service for emergency calls. We take personal pride in our customer service.

If you feel you have not received a Cala standard of service, please get in touch with your Cala representative in the first instance. If your Cala representative is unable to resolve your concern, our formal complaints policy can be found on our website at [cala.co.uk/formalcomplaintspolicy](https://cala.co.uk/formalcomplaintspolicy)

A stylized, handwritten signature in black ink, appearing to read "Tom Nicholson".

Tom Nicholson, Chief Executive



## Delivery

- Our sales materials, contracts and all customer communications are clear, accurate and helpful so that you know what to expect at all stages of your home purchase and warranty period.
- We will provide you with reliable construction timings and keep you up-to-date as build of your new home progresses.



## Respect

- Your Health and Safety is our top priority. While you are visiting homes under construction, we will advise you of our safety policies and provide necessary protective equipment. We will also provide guidance for safely living near an active construction site.
- You will have access to trained staff who will offer support during your purchase and your first two years in your new home.

