



Hollins Homes



# The Woodlands

NEWTON WITH SCALES - LANCASHIRE

AN EXCLUSIVE DEVELOPMENT OF TWO, THREE, FOUR & FIVE BEDROOM LUXURY DETACHED HOMES

# Sense of space

Hollins Homes' exciting new development The Woodlands, is nestled in the charming, award-winning village of Newton With Scales, in the highly sought after borough of Fylde, Lancashire.

This collection of impressive new homes, provides stylish, well-designed properties, which complement the natural surrounding landscape and semi-rural environment.

The Woodlands presents a stunning hamlet of beautiful homes with large outdoor spaces. Our range of 2, 3, 4 and 5 bed properties are built with traditional values and great attention to detail, with generous space between the homes and above average garden sizes.

Our interiors are thoughtfully designed to include all the practicalities of modern-day living and can be personalised to your preference with our large range of optional extras.

The development includes several areas of natural green spaces, including a pond, which provides a natural habitat for encouraging wildlife. To the west of the site there are stunning open countryside views and to the south runs the beautiful River Ribble.

The Woodlands is a rare opportunity to buy a bespoke new built property in this highly sought-after region.





## Village of the Year

The village of Newton With Scales has all the amenities you need within walking distance, while still retaining its rural and peaceful charm. The local pub The Bell and Bottle is the social hub of the village while a post office, convenience store and restaurant mean you have all essentials on your door step.

Less than two miles away, the neighbouring historic town of Kirkham has a rich history and was granted a market charter back in 1296. It is known for its market gardening community and still boasts a weekly market.

For young families, Kirkham and the encompassing areas, offer superb educational facilities, with a highly renowned grammar school, high school and sixth form centre less than three miles away. In addition to this there is a nursery and the Newton Bluecoat Church of England Primary School is within the heart of Newton-with-Scales village.

Other facilities include swimming baths, a library, supermarket, and a good range of shops. The popular Ribby Hall Village is just a short drive away, and there you can access the spa hotel and health club membership, with packages for all the family.

Further afield, a ten minute drive will take you to the seaside town of Lytham St Annes with its many quaint boutiques, cafés and restaurants.

This beautiful coastal town is the perfect place to sit and watch the world go by or enjoy a round of golf at the world famous Royal Lytham Golf Course. The close proximity to both the M55 and M6, also makes a trip to Preston city centre extremely accessible, providing the ideal combination of coastal, rural and city life.

There are very few places where you can enjoy the combination of fantastic wide open blue flag sandy beaches and quaint countryside villages within a short distance of each other, but the picturesque borough of Fylde boasts both of these, alongside great areas for cycling, parks, golf clubs, walking or bird watching.

This beautiful part of the world provides award-winning boutique hotels, restaurants, and designer shops and is also home to many music and cultural events throughout the year, but offers peace and tranquillity in equal measure. With fantastic commuter links the area is perfect for modern family living, for people who demand great amenities but also spectacular open scenery.

# The Woodlands

NEWTON WITH SCALES - LANCASHIRE



- |   |                  |                         |
|---|------------------|-------------------------|
|  | The Brunel       | 3 bedroom detached home |
|  | The Nelson       | 3 bedroom detached home |
|  | The Victoria     | 2 bedroom detached home |
|  | The Shakespeare  | 4 bedroom detached home |
|  | The Dickens      | 4 bedroom detached home |
|  | The Nightingale  | 4 bedroom detached home |
|  | The Bronte       | 4 bedroom detached home |
|  | The Wellington+  | 5 bedroom detached home |
|  | The Wesley       | 5 bedroom detached home |
|  | Affordable Homes |                         |

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. It should be noted that the representation of The Woodlands whilst similar to the development, may not necessarily be accurate in every respect. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).



## How to find The Woodlands

Woodlands Close, Newton With Scales, Preston, Lancashire **PR4 3NG**

### From the South

Join the M6 heading north. Continue to junction 32 - Broughton Interchange, keep left and follow signs for M55/Blackpool. Stay right heading onto M55, heading towards Blackpool/Fleetwood. At junction 3, take the A585 exit to Kirkham. At the roundabout, take the 1st exit onto Fleetwood Rd/A585 Kirkham. At the roundabout, take the 2nd exit onto A585. Carry on through the next 2 roundabouts. At the 3rd roundabout, take the 1st exit onto Blackpool Rd/A583. Continue to follow A583. At the traffic lights (the Bell & Bottle on the corner) turn right onto Bryning Lane. The Woodlands is the first right hand turn and is off Woodlands Close.

### From the North

Merge onto M6 heading south towards Blackpool/Preston. At junction 32 - Broughton Interchange, keep follow signs for M55 towards Blackpool. At junction 3, take the A585 exit to Kirkham/Fleetwood. At the roundabout, take the 1st exit onto Fleetwood Rd/A585. At the roundabout, take the 2nd exit onto A585. Carry on straight through the next 2 roundabouts. At the 3rd roundabout, take the 1st exit onto Blackpool Rd/A583. Continue to follow A583. At the traffic lights (the Bell & Bottle on the corner) turn right onto Bryning Lane. The Woodlands is the first right hand turn and is off Woodlands Close.

### From the East – Preston

Take the A583 (Riversway) out of the city, heading towards Kirkham and Newton with Scales for 4.5 miles. At the traffic lights (the Bell & Bottle on the corner) turn left onto Bryning Lane. The Woodlands is the first right hand turn and is off Woodlands Close.

### From the West – Blackpool

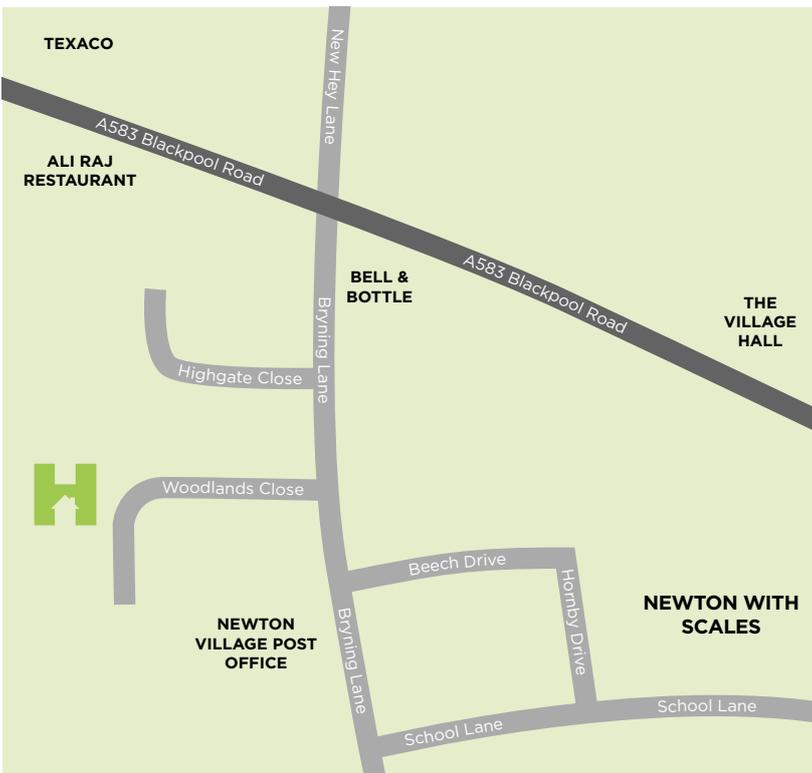
From Whitehills, take the A583 (Preston New Road) towards Preston for 6.5 miles. At the traffic lights in Newton with Scales (the Bell & Bottle on the corner) turn right onto Bryning Lane. The Woodlands is the first right hand turn and is off Woodlands Close.

## The surrounding area

Newton With Scales is perfectly situated just 5 miles from Preston – with easy connections to Manchester and Liverpool – and 11 miles from Blackpool.

If you want to go slightly further afield to seek even more stunning walks and rural landscapes, there are easy links to access the beautiful nearby Forest of Bowland and the breathtaking Lake District.

The fusion of good bus links, train stations, easy access to the M55 and M6 motorways, makes The Woodlands an excellent commuter base for the North West, whilst being the perfect location for convenient family living.



**Hollins Homes**<sup>™</sup>

**0330 133 0396**

[www.hollinshomes.co.uk](http://www.hollinshomes.co.uk)

[thewoodlandssales@hollinshomes.co.uk](mailto:thewoodlandssales@hollinshomes.co.uk)





Hollins Homes

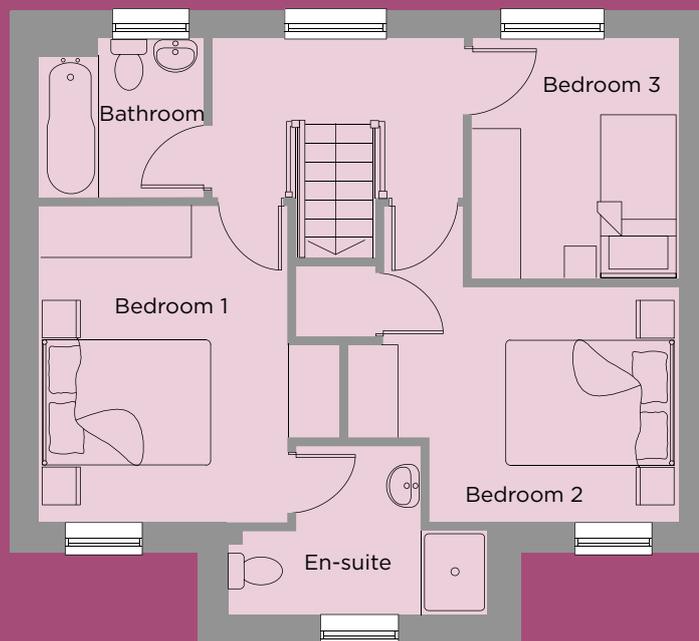


# THE Brunel

## THREE BEDROOM DETACHED PROPERTY

Central hallway / Spacious kitchen and dining area  
/ Generous lounge / Cloakroom / One single bedroom  
/ Two double bedrooms, one with en-suite / Family  
bathroom / Detached garage / Ample storage

# THE Brunel



Ground Floor	Metric (m)	Imperial
Living	2.98 (min) x 5.75	9'10" (min) x 18'10"
Kitchen / Dining	3.42 (max) x 5.75 (max)	11'3" (max) x 18'10" (max)
First Floor		
Bedroom 1	2.94 (min) x 3.77	9'8" (min) x 12'4"
Bedroom 2	3.93 (max) x 2.80 (min)	12'11" (max) x 9'2" (min)
Bedroom 3	2.44 x 2.86	8' x 9'4"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).



Hollins Homes



# THE Nelson

## THREE BEDROOM DETACHED PROPERTY

Spacious living room / Modern open plan kitchen and dining area / Cloakroom / Master bedroom with en-suite and dressing area / Two further double bedrooms / Family bathroom / Ample storage / Integral garage

# THE Nelson



Ground Floor	Metric (m)	Imperial
Living	3.69 x 4.73	12'1" x 15'6"
Kitchen / Dining	6.23 x 2.98	20'5" x 9'9"
First Floor		
Bedroom 1	6.23 x 2.58	20'5" x 8'6"
Bedroom 2	3.11 x 3.81	10'2" x 12'6"
Bedroom 3	3.04 x 2.79	12'0" x 9'2"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).



Hollins Homes

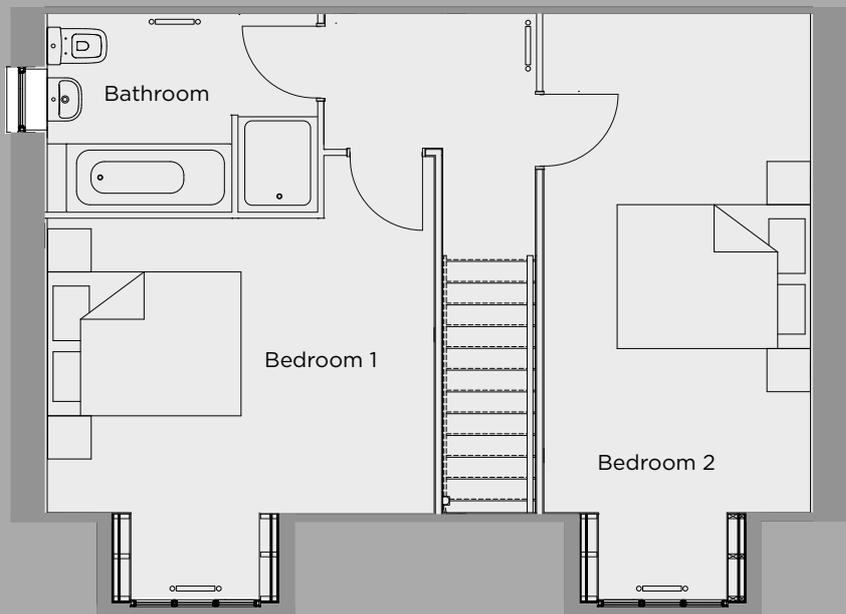
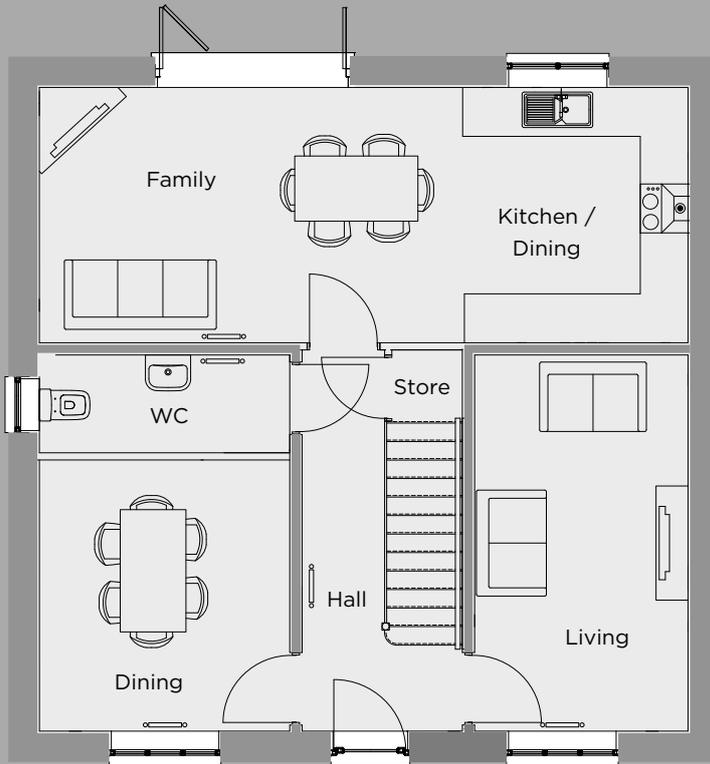


# THE Victoria

## TWO BEDROOM DETACHED PROPERTY

Spacious entrance hallway / Modern open plan kitchen  
/ Family area / Separate dining room, WC and a  
sizeable lounge / Two ample sized bedrooms with  
bathroom featuring a separate bath and shower

# THE Victoria



Ground Floor	Metric (m)	Imperial
Kitchen / Dining	7.9 x 3.1 / 3.1 x 3.3	25'11" x 10'2" / 10'2" x 10'10"
Living	2.6 x 4.6	8'6" x 15'1"
First Floor		
Bedroom 1	4 x 3.7	13'1" x 12'2"
Bedroom 2	2.8 x 6.1	9'2" x 20'

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).



Hollins Homes

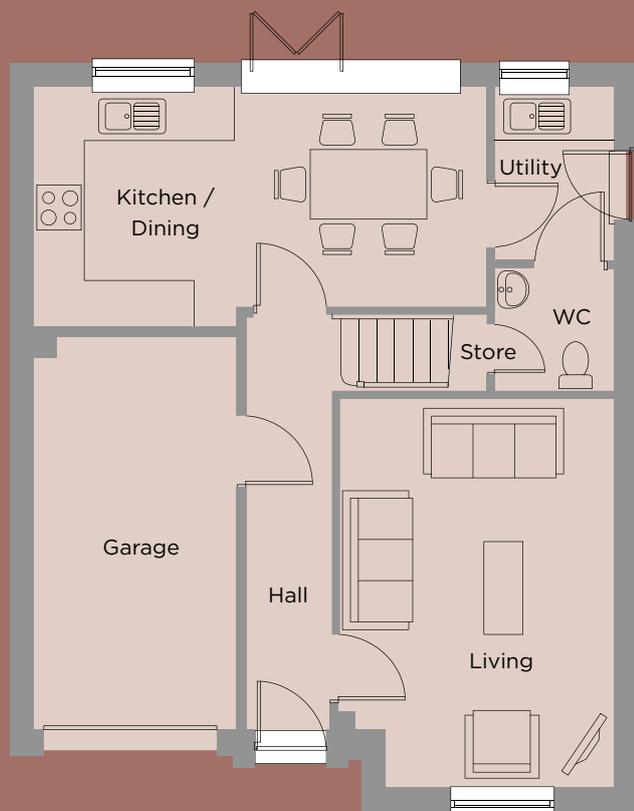


# THE Shakespeare

## FOUR BEDROOM DETACHED PROPERTY

Central hallway / Large living room / Modern open plan kitchen and dining area / Utility room / Bi-folding doors leading to rear garden / Cloakroom / Four double bedrooms, one with en-suite / Family bathroom / Ample storage / Integral garage

# THE Shakespeare



Ground Floor	Metric (m)	Imperial
Living	3.50 x 5.00	11'6" x 16'5"
Kitchen / Dining	5.75 x 3.03	18'10" x 9'11"
First Floor		
Bedroom 1	3.10 x 4.02	10'2" x 13'2"
Bedroom 2	4.09 x 2.82	13'5" x 9'3"
Bedroom 3	3.76 x 2.82	12'4" x 9'3"
Bedroom 4	2.98 x 3.20	9'9" x 10'6"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).

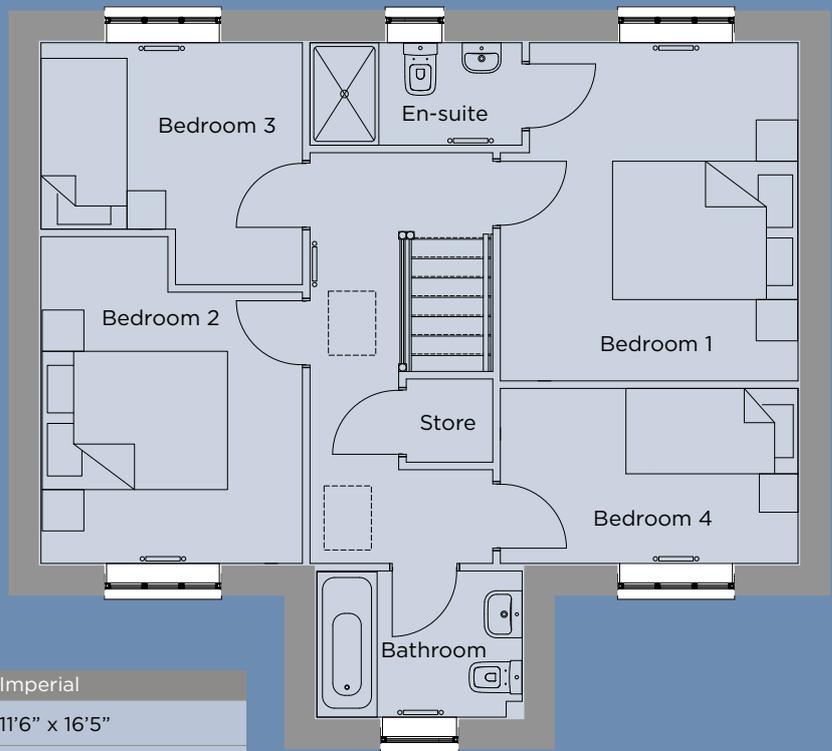
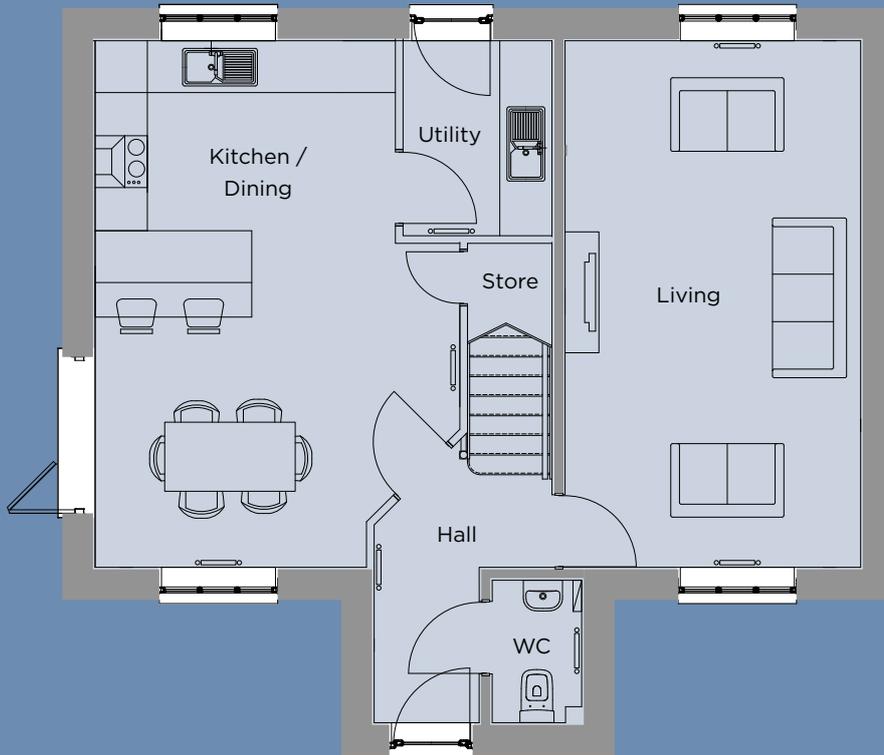


# THE Dickens

## FOUR BEDROOM DETACHED PROPERTY

Central hallway / Spacious living room / Open plan kitchen/breakfast/dining with bi-folding doors leading to rear garden / Family room / Utility room / Cloakroom / Two double bedrooms, one with en-suite / Two Single Bedrooms / Large family bathroom / Ample storage

# THE Dickens



Ground Floor	Metric (m)	Imperial
Living	3.4 x 6.1	11'6" x 16'5"
Kitchen / Dining	3.5 x 6.1	18'10" x 9'11"
First Floor		
Bedroom 1	3.5 x 4.00	10'2" x 13'2"
Bedroom 2	3.5 x 3.00	13'5" x 9'3"
Bedroom 3	2.5 x 3.00	12'4" x 9'3"
Bedroom 4	2.1 x 3.5	9'9" x 10'6"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).



Hollins Homes



# THE Nightingale

## FOUR BEDROOM DETACHED PROPERTY

Central hallway / Spacious living room / Open plan kitchen/ breakfast/dining/family area with bi-folding doors leading to rear garden / Utility room / Cloakroom / Four double bedrooms, one with en-suite / Large family bathroom / Integral garage / Ample storage

# THE Nightingale



Ground Floor	Metric (m)	Imperial
Living	3.50 (max) x 5.62	11'6" (max) x 18'5"
Kitchen / Dining	5.76 x 2.97 (max)	18'11" x 9'9" (max)
Family	3.97 x 3.01	13'0" x 9'11"
First Floor		
Bedroom 1	3.35 (max) x 4.64	11'0" (max) x 15'3"
Bedroom 2	4.20 (max) x 2.82	13'9" (max) x 9'3"
Bedroom 3	3.66 (max) x 2.82	12'0" (max) x 9'3"
Bedroom 4	2.98 (max) x 3.20	9'9" (max) x 10'6"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).

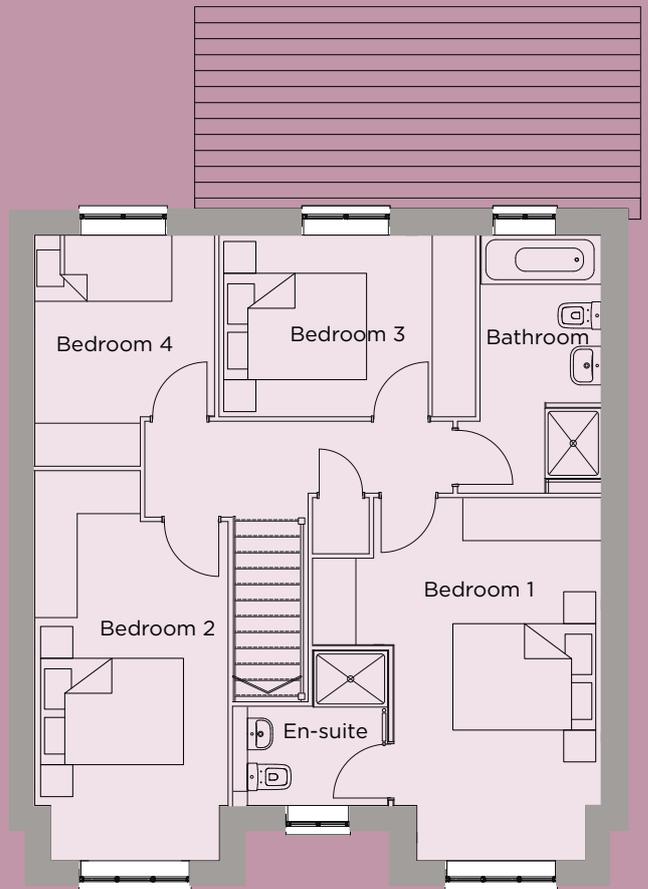
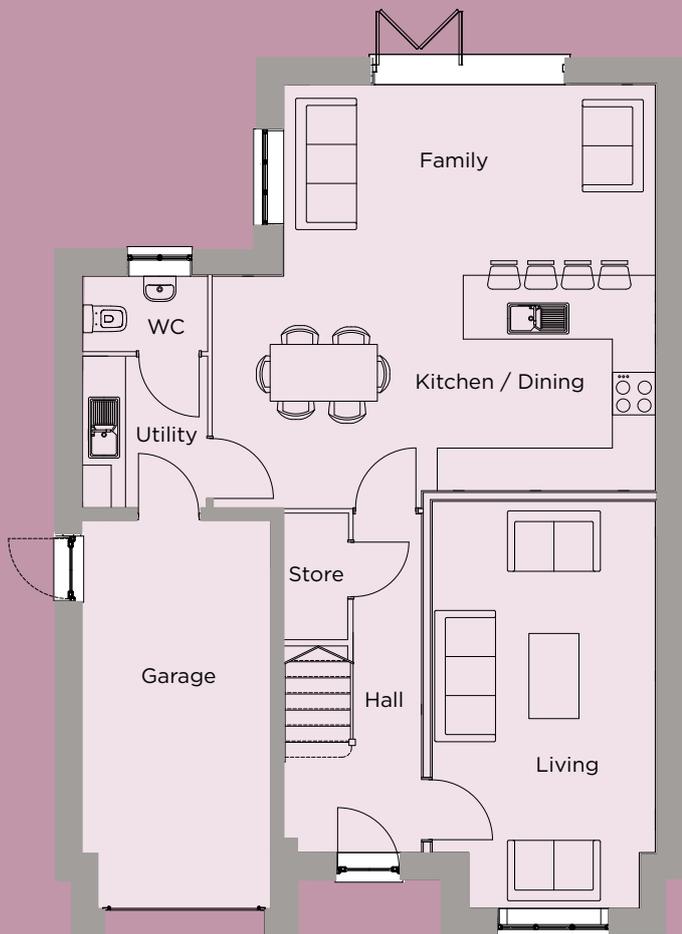


# THE Bronte

## FOUR BEDROOM DETACHED PROPERTY

Central hallway / Spacious living room / Open plan kitchen/ breakfast/dining/family area with bi-folding doors leading to rear garden / Utility room / Cloakroom / Three double bedrooms, one with en-suite / One single bedroom / Large family bathroom / Integral garage / Ample storage

# THE Bronte



Ground Floor	Metric (m)	Imperial
Living	3.12 x 5.73	10'3" x 18'9"
Kitchen / Dining	6.19 x 3.28 (max)	20'4" x 10'9" (max)
Family	5.20 x 2.68	17'1" x 8'10"
First Floor		
Bedroom 1	4.35 x 5.17	14'3" x 17'0"
Bedroom 2	2.57 x 5.49	8'5" x 18'0"
Bedroom 3	3.60 x 2.57	11'10" x 8'5"
Bedroom 4	2.52 x 3.32	8'3" x 10'11"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).

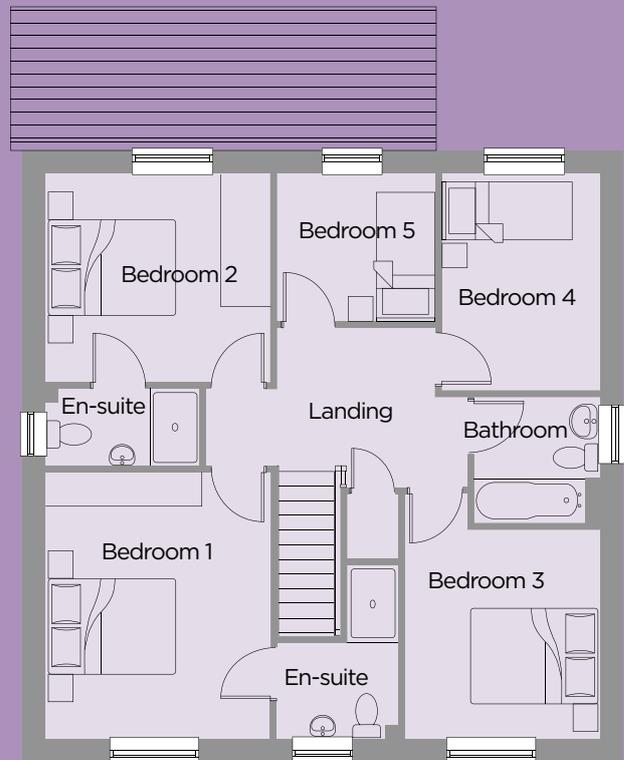
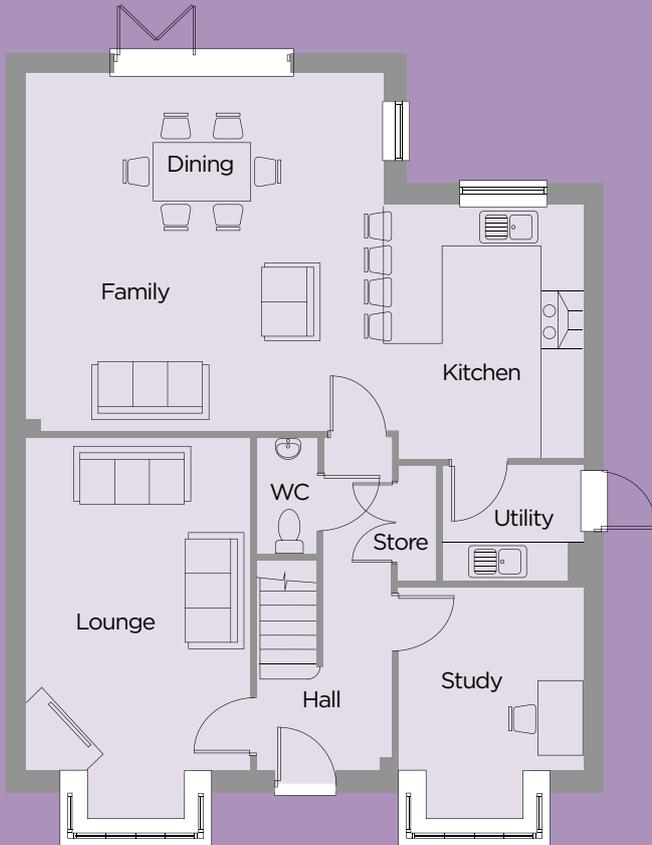


# THE Wellington+

## FIVE BEDROOM DETACHED PROPERTY

Central hallway / Spacious lounge with bay window / Study with bay window / Open plan kitchen/breakfast/dining/family area with bi-folding doors leading to rear garden / Utility room / Cloakroom / Three double bedrooms, two with en-suite bathrooms / Two further single bedrooms / Family bathroom / Ample storage / Detached garage

# THE Wellington+



Ground Floor	Metric (m)	Imperial
Living room	3.37 x 5.07 (plus bay)	11'1" x 16'8" (plus bay)
Study	2.80 x 2.82 (plus bay)	9'2" x 9'3" (plus bay)
Kitchen	3.01 x 3.90	9'11" x 12'10"
Dining / Family	5.42 x 5.50	17'9" x 18"
First Floor		
Bedroom 1	3.43 x 4.10	11'3" x 13'5"
Bedroom 2	3.43 x 3.21	11'3" x 10'6"
Bedroom 3	2.97 x 3.22 (min)	9'9" x 10'7" (min)
Bedroom 4	2.40 x 3.32	7'10" x 10'11"
Bedroom 5	2.45 x 2.26	8' x 7'5"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).



# THE Wesley

## **FIVE BEDROOM DETACHED PROPERTY WITH DOUBLE GARAGE**

Spacious central hallway / Cloakroom / Open and airy Lounge / Spacious kitchen, dining, family area / Utility room / Spacious landing area / Four double bedrooms (Beds 1 & 2 with en-suites) / Single sized fifth bedroom / Bathroom with bath and large shower

# THE Wesley



Ground Floor	Metric (m)	Imperial
Living room	3.3 x 5.2	10'10" x 17'1"
Kitchen/Dining	5.9 x 5.4	19'4" x 17'9"
Family	3.2 x 5.00	10'6" x 16'5"
First Floor		
Bedroom 1	6.4 x 3.4	20'12" x 11'2"
Bedroom 2	5.1 x 2.8	16'9" x 9'2"
Bedroom 3	3.4 x 3.00	11'2" x 9'10"
Bedroom 4	2.6 x 4.3	8'6" x 14'1"
Study/Bedroom 5	2.5 x 2.3	8'2" x 7'7"

The information contained within this document is for guidance only. Hollins Homes operate a policy of continuous product development and therefore may vary from time to time. These particulars should not be relied upon as accurately describing any of the specific matters described by an order under the Property Misdescriptions Act 1991. This information does not constitute a contract, part of a contract or warranty. All details correct as shown above at the time of going to press (November 2018).

# Specification

## KITCHEN

- A choice of fitted kitchen unit doors, laminate worktops as standard and co-ordinating worktop upstands (choices subject to build stage)
- Stainless steel hob splashback (where hob is against wall)
- Soft closers to all unit doors and drawers
- Cutlery draw insert
- Brushed steel electric oven
- Brushed steel 4 burner gas hob
- Brushed steel extractor chimney hood
- Inset sink 1.5 bowl and chrome Monobloc tap
- Integrated in-column fridge/freezer to Wesley and Wellington+ types
- Integrated built-in microwave to Wesley and Wellington + types
- Integrated dishwasher to four and five bedoomed properties
- Plumbing for washing machine in kitchen (in homes not afforded separate utility)
- Kitchen unit and appliance upgrades available as an optional extra subject to build stage

## UTILITY (where applicable)

- A choice of fitted kitchen unit doors, laminate worktops as standard and co-ordinating worktop upstands (choices subject to build stage)
- Stainless steel inset single bowl sink and chrome tap
- Plumbing for washing machine
- Kitchen unit and appliances available as an optional extra subject to build stage

## MAIN BATHROOM

- Sanitaryware in white
- Vado 'Photon' chrome single lever basin mixer with click waste
- Vado 'Altitude' chrome tablet thermostatic 1 way bath valve with click waste and overflow
- Shower enclosure complete with glass door/chrome frame and Vado shower consisting of 'Altitude' concealed chrome tablet thermostatic 2 way shower valve, 200mm round chrome 'Aquablade' fixed head with side arm and single function 'Zoo' mini shower kit to house styles with a shower enclosure in the main bathroom
- Choice of ceramic wall tiles (choice subject to build stage)
- Main bathrooms to receive half height ceramic tiling to walls receiving sanitaryware, and full-height ceramic tiling to shower enclosures (where applicable). Choice of two co-ordinating wall tiles to

create feature walls. The feature wall in main bathrooms is to be the wall along the length of the bath and the back wall of shower cubicle (where applicable)

- Additional wall tiling and larger format wall tiles available as an optional extra subject to build stage
- Electric Shower above bath is available as an optional extra subject to build stage

## EN-SUITES

- Sanitaryware in white
- Vado 'Photon' chrome single lever basin mixer with click waste
- Shower enclosure complete with glass door/chrome frame and Vado shower consisting of 'Altitude' concealed chrome tablet thermostatic 2 way shower valve, 200mm round chrome 'Aquablade' fixed head with side arm and single function 'Zoo' mini shower kit.
- Choice of ceramic wall tiles (choice subject to build stage)
- En-suites to receive half-height ceramic tiling to walls receiving sanitaryware, and full-height ceramic tiling to shower enclosures. Choice of two co-ordinating wall tiles to create feature walls. The feature wall in en-suites is to be the back wall of shower cubicle
- Chrome heated towel rail
- Additional wall tiling and larger format wall tiles available as an optional extra subject to build stage

## CLOAKROOM

- Sanitaryware in white
- Vado 'Photon' mini chrome single lever basin mixer with click waste
- Choice of ceramic wall tiles (choice subject to build stage)
- Cloakrooms to receive tiled splashback to wash hand basin
- Additional wall tiling and larger format wall tiles available as an optional extra subject to build stage

## HALL AND LANDING

- White 'satin' finish painted staircase with stained handrail and newel caps

## HEATING

- Gas fired central heating, radiators including thermostatic valves
- Digital room thermostats
- Chrome heated towel rail to en-suites

## ELECTRICAL

- Telephone point to lounge (also to study in Wellington+ type)
- Television point to Lounge, Bedroom 1 and

Family room (if applicable). Wired to loft space. Customer to organise own aerial

- Smoke and heat detectors
- PIR 'Up and Down' external light to front door
- Power / light to integral garages only
- Brushed chrome switches and sockets to hallway, lounge, kitchen/diner/family areas and study
- Additional electrical items and upgrades available as optional extra subject to build stage

## INTERNAL AND EXTERNAL WINDOWS AND DOORS

- UPVC double glazed windows. Window locks to all windows, except upper floor escape windows
- French doors with multi-point locking system to Brunel house style
- Bi-folding doors / French doors with multi-point locking system all other house styles per the house type drawings
- GRP front and rear doors (where applicable) with multi-point locking system
- 'Cottage' style semi solid internal doors finished in white 'satin', complete with contemporary chrome door furniture

## DECORATION

- Soft White emulsion to walls and ceilings
- Painted 'satin' finish woodwork
- Contemporary skirting and architrave to be finished in 'satin' white paint

## EXTERNAL FEATURES

- Fencing (refer to boundary types key plan)
- 1.8m high timber fencing to rear/side gardens
- Timber side gate to rear access
- Black tarmac to drives and parking areas
- Grey concrete pavings to rear patio and footpath (refer to site specific layout for details/colour)
- Additional pavings and upgrades available as optional extra subject to build stage

## GARDENS

- Front and exposed side gardens to receive turf
- Landscaping to approved scheme

## SUSTAINABILITY

- Energy efficient kitchen appliances
- High levels of wall and loft insulation
- Energy efficient lighting

## FLOOR FINISHES

- A large choice of floor finishes available as an optional extra subject to build stage





## Assisted Mover

Our **Assisted Mover** scheme can help to get you moving into your brand new dream Hollins home!

With **Assisted Mover** we aim to reduce some of the stress and cost of selling your current home, giving you more time and money to spend on your brand new Hollins home.

If you have set your heart on one of our new homes, but still need to sell your current property, Hollins Homes can help to find you the right buyer with our **Assisted Mover** scheme.

Via our **Assisted Mover** scheme, we manage the sale of your current home, we pay your estate agent fees\* and we ensure a fast sale at the best price. You can sit back, relax and let us do the hard work selling your current home!

These are the simple steps to secure your dream Hollins home:-

1. You choose your perfect Hollins home
2. We select the right Estate Agent to provide a realistic market valuation of your current home
3. Together we agree the asking price and our Estate Agent markets your property for an agreed period
4. We follow up on all viewings, keeping in regular contact with our Estate Agent, and we keep you fully updated along the way
5. Once we find a buyer for your current home, you then reserve your dream Hollins home\*\*
6. As you move into your Hollins home, we pay your estate agent fees saving you thousands!\*

To take advantage of our **Assisted Mover** scheme, or to simply find out more, speak with your Hollins Homes' Sales Consultant today.

\*Estate agent fees will be paid up to 1.5% of the achieved sale price on your current home.  
\*\*Standard £1000 reservation fee applies on your chosen Hollins Home. Subject to Hollins Homes' Terms & Conditions which can be requested on application. This offer cannot be used in conjunction with other offers. Hollins Homes will continue to market your chosen plot and has the right to sell your chosen plot to any prospective purchaser who is in a position to proceed prior to you selling your current home. In this circumstance, you will be contacted immediately and offered a suitable replacement plot if available.



## Health and Safety

At Hollins Homes, we know that you will be excited about your new home and want to see it whilst our team are still carefully constructing it.

This said, building sites can be dangerous places. At Hollins Homes, we pride ourselves on our commitment to Health and Safety, and your safety whilst on site is of paramount importance. To assist us in this, we would appreciate if you could follow these following guidelines:

- Our sites are restricted to the general public
- It is important that customers refrain from going onto the construction areas of the development without prior agreement from a member of the sales team. If you wish to book a visit to your new home, our team will be happy to help
- You will only be allowed onto site when accompanied by one of the Hollins Homes team, with protective clothing and footwear – this must be worn at all times
- Under no circumstances can children under the age of 8 be taken onto the construction site

**These guidelines are in place to ensure your safety and we appreciate your efforts in adhering to them:**

- ⚠ **Always** - make sure your family is safe and supervised on site
- ⚠ **Never** - enter a development without being accompanied by a member of staff
- ⚠ **Do** - wear a safety jacket, helmet and hi-vis jacket when in the construction area
- ⚠ **Don't** - climb scaffolding and ladders on site. These are for professional use only
- ⚠ **Caution** - large vehicles will be moving about the development and may be too big to see you so stay vigilant
- ⚠ **Attention** - make sure you have suitable and sturdy footwear



## Customer Care **Commitment**

We know that purchasing a property is one of the biggest decisions you are likely to make. That's why at Hollins Homes we have a **Customer Care Plan** to help you along the journey.

We endeavour to make the process as smooth as possible, every step of the way, outlining our commitment to supporting you before, during and after your purchase.

Our team of skilled specialists are committed to giving you the highest level of customer experience and we have implemented processes and policies to protect our promises.

### **We will:**

- ✓ Ensure you have a point of contact through every stage
- ✓ Ensure all your questions are resolved
- ✓ Keep you fully aware of all decisions and choices and how these will affect the purchase
- ✓ Ensure your safety on site by providing you and your family with health & safety information and protection
- ✗ Never use marketing or ad speak and communicate with you in an open and straightforward manner
- ✓ Ensure our contracts and terms of purchase will be fully explained to you and made clear in plain English
- ✓ Ensure you will be fully briefed on your cancellation rights from the outset
- ✓ Make sure you know the exact level of our warranty provider's cover and any other guarantees you will receive

- ✓ Ensure you understand how and where your deposit is protected and how all payments are dealt with
- ✓ Importantly, keep you fully up to date on the progress of the purchase and the timeline leading up to the handover of your new Hollins home

### **Once a completion date is set, we will:**

- ✓ Make sure you are in the house as expected, when you expect to be
- ✓ Give you a full tour and ensure you know all the functions and features of your new home
- ✓ For two years post-completion, we promise to support you fairly with the after-care of your property