



Our Promise To You



At Urban Union, we are committed to ensuring that you receive the highest standard of service, quality and experience when buying from us. That is why we make the following commitments to you in our Customer Charter.

Our Customer Charter is important in setting out our commitments to you. It is displayed in our sales offices and on our website. The Charter will be in your Home Owner Guide, with a copy also available on request.

We have agreed to comply with the requirements of the New Homes Quality Board (NHQB).

Procedures are in place to ensure that we meet our commitments to you (as set out in this Customer Charter and the New Homes Quality Board Framework).

We will provide you with a Home Owners Guide and meet with you to explain the process of buying a property from us and talk you through everything in your new home.

Our staff have been trained to ensure that they understand our responsibilities

to you so they can fulfil the commitments in the Charter and the NHQB. We will give you the name and contact details of the staff member that is responsible for assisting you throughout the buying process, and also explain how we deal with your questions.

Our marketing, advertising and literature will be clear and helpful.

We will provide you with detailed information in clear terms, about the property we are selling to you before you make any binding commitment to purchase.

You should appoint your own solicitor to represent you to deal with the legal formalities of buying your new home.

We will explain how we protect your deposit. If we received any other payments from you, we will tell you how they will be dealt with.

The terms and conditions in our missives will be clear and fair.

We will make your cancellation rights, and your rights to a refund of any deposits and reservation fees clear to you.

Reliable information about the timing of the construction, date of entry, home demonstration and handover of the property will be provided to you. We will also adequately demonstrate the functions and facilities of your new home to you. We will inform you of the health and safety precautions that we and you must take before you visit a development site, or if you are living on a development site where construction work is continuing.

Reliable information about the independent third party warranty provided with your home and any other guarantees and warranties from which you may benefit will be provided.

Our Home Owner Guide informs you about the after sales and emergency services that we provide for a certain period after legal completion. A 24 hour, 365 days' response service for emergency calls, out of normal office hours, will be provided. Both this and the after sales service will be available for 2 years after your legal completion date.

During your home purchase, you will be looked after by our Construction, Sales and Customer Service teams. We encourage you to contact them should you have any concerns regarding your new home journey.

We put the same high standards of care into looking after our customers as we do into building our homes. However, we do appreciate that sometimes things can go wrong and so we take complaints very seriously. We are a Registered Developer with the New Homes Quality Board (www.nhqb.org.uk) and comply with the New Homes Quality Code.

If you do have a complaint, we do ask you to let us know so that we may have the opportunity to resolve the issue for you and learn from it.

Reporting an issue:

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

If you have a complaint that we have:

Failed to do something we should have done; have done something badly; or treated you unfairly or discourteously.

Then please do contact us and allow us the opportunity to put it right.

Informal complaints:

If you are able to resolve any issue informally with our office and are happy with the outcome, then you need not use our formal complaints procedures.

You can contact our Customer Service department by email on customerservice@urbanunionltd.co.uk. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

Formal complaints process:

We have a robust process to ensure that your complaint is properly investigated and followed up:

Please raise your complaint by emailing info@urbanunionltd.co.uk, or you can write to Complaints at Urban Union, Pavilion 1, 3 Robroyston Oval, Glasgow, G33 1AP.

We will acknowledge all complaints within 5 calendar days of the complaint initiation date*.

We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.

We will send a full complaint assessment response by no later than 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.

Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.

In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.

We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.

It is within the New Homes Ombudsman Service discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

*The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).

A copy of the NHQB can be found on our website.

Neil McKay,
Managing Director