



Our After Sales Policy

In line with the Consumer code for Home Builders we provide a full after sales service.

It is rare to encounter a problem after buying our homes however we are on hand to help with any issues, primarily through our Customer Care department and then on through a network of support.

Most emergencies are electrical, plumbing or drainage:

- during office hours these should be telephoned directly through to Customer Care
- out of office hours should be telephoned directly through to the appropriate sub-contractor for this site

The above will be treated as an emergency and actioned within 24 hours.

Items of a non-urgent nature:

- should be given to us in writing (post, fax or email)
- once received we will aim to make contact within 24 hours to give guidance / make arrangements for the work to be carried out and aim to complete the work where possible within a 28 day period.

Please note the above after sales service applies for the first 2 years from handover of the property; for full details please refer to the NHBC Buildmark Policy or LABC Warranty.

If you are unhappy with our service, let us know. Tell us the nature of your complaint and if possible how you think the problem should be resolved. You can do this by:

- Writing to us at: **Hills Homes, Wiltshire House, County Park Business Centre, Shrivenham Road, Swindon SN1 2NR**
- Telephoning us on: **01793 781200**
- Faxing us on: **01793 781201**
- E-mailing us at: customer care@hills-group.co.uk

Our Promise:

Once we have received your complaint we will respond to it as quickly as possible, and you will receive an acknowledgement within 7 working days informing you how to contact the person dealing with your complaint.

Within 21 working days of the acknowledgement we will write to you to either:

- Confirm what we have done to resolve your complaint
- Let you know when you can expect a full response (if further investigation or information is required for example)