



Our After Sales Policy (updated due to Coronavirus - June 2020)

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.

Due to the restrictions presented by the Coronavirus pandemic, we will only prioritise emergency issues that arise and do our best to respond to these as soon as possible. Other routine or minor matters cannot, during this time, be dealt with as a priority and these will be logged and attended to when the situation allows.

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 as soon as possible.

Items of a non-urgent nature:

- should be given to us in writing (post, fax or email)
- once received we will contact you to give guidance / make arrangements for the work to be carried out

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:

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| • 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: | customercare@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 informing you how to contact the person dealing with your complaint.

Following the acknowledgement we will write to you again 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)