



Our customer charter

Here at Forge New Homes, we're committed to providing you with the highest levels of customer service, every step of the way.

We work hard to make your journey with us simple and rewarding, from first contact to collecting your keys and beyond. This customer charter outlines our key commitments to clarity, quality and aftercare.





Communications

We will strive to make sure our marketing and advertising material is clear and truthful. Our sales teams will provide you with all the information you need to make an informed buying decision.



Buying your home

Before you buy your new home, we will share the following, and check that you are happy with them:

- choices and options available to you when you buy
- contract terms and conditions
- our cancellation policy



Timescales

We promise to keep you informed and involved, with clear and transparent communication regarding the progress of your project, important milestones, and any changes. Your contact at Forge will be on hand to address any questions or concerns you may have.



Moving in

Once the date of completion is confirmed, we will invite you to view your new home. We will demonstrate its features so that you are familiar with how everything works before you move in.

We will also offer you the opportunity to arrange a pre-completion inspection of your new home, within five calendar days of our notice to complete being issued – or earlier, by mutual agreement. Your inspector should be a member of RICS, RPSA, CIOB or ICWCI, or have relevant residential property surveying qualifications.

On the day that you legally complete on your home, we will hand over the keys, as well as an information pack with all the manuals, guarantees and certificates relating to your new home.





Site safety

If you visit a development during construction, or move into your home before construction work on the rest of the development is complete, we will advise you on the health and safety precautions that you need to take.



Aftercare

Once you have moved in, we will be in touch to check that you are happy with your new home, and support you with any issues or queries. Your home comes with a two-year Forge warranty.

We also provide a further eight years of insurance against structural defects and other major issues. If you need to make a claim, we will support you appropriately, and co-operate with any professional advisers appointed by you.



Complaints

If you are not satisfied with any aspect of our service, please contact customercare@forgenewhomes.co.uk and we will respond within 48 hours. If our customer service team is unable to resolve the problem, the next step is to register a formal complaint. For further information on our complaints process, please visit our [Aftercare page](#).



Our wider impact

Our building practices are designed to be sustainable and create a net-positive impact on the environment. Our 'profit for purpose' status means our owners will use our profits to invest in affordable housing and community-led projects. We engage with residents, local authorities and other organisations to foster relationships and make a positive contribution to the areas where we operate, as well as the wider region.



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