

Peace of
mind
knowing
you're
in safe
hands!

Our Process

We pride ourselves on providing outstanding customer service before, during and after the completion of owning your new home.

Once you've moved in, our Customer Service team will be on hand to answer any questions and resolve any issues promptly for you.

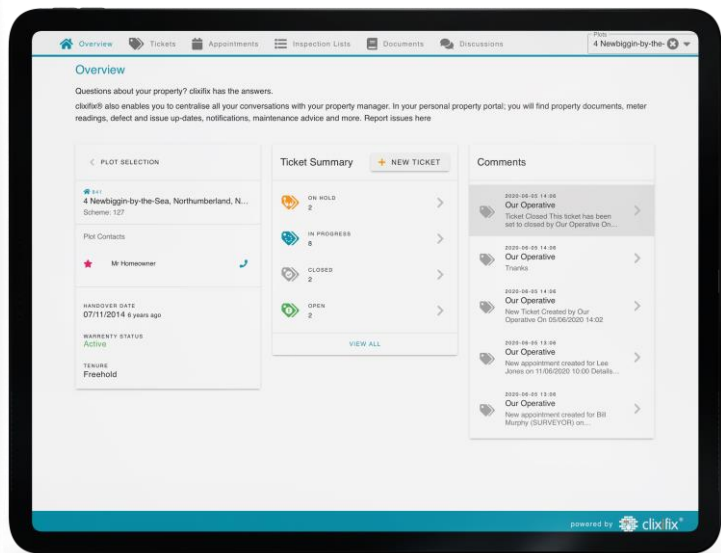
With an exceptional fault-reporting system through clixifix® Customer Service, simplified software, you'll be well looked after by our dedicated Customer Service team.

clixifix® is a web-based customer service platform, used to ensure we can provide you with the best level of service possible.

We want to make sure your settling-in period is as smooth as possible, so you can start enjoying life in your new home straight away.

You'll be invited to your very own Resident Portal, where you can communicate directly with our Customer Service team. This is essentially like a digital version of your property, where you'll be able to find everything you need in the one place.

Your Resident Portal is available 24/7 from any device with an internet connection meaning you'll have access to all the important details about your new home at your fingertips.



*Taking care of
You!*

How Clixifix Benefits You



Access to important documents

We'll upload any important documents you might need, for example warranty information and manuals for your new appliances. You can quickly access these from your Resident Portal at any time.

You can also share documents with us if needed.



Communication

We are committed to providing a personalised aftercare service to our new residents. Your journey with us doesn't end at the point of handover – we'll be available to answer your queries after you move in too.

You'll have the ability to communicate directly with our team. You can ask us a quick question and all this communication will be logged so you can easily refer back to it if needed. Our Customer Service team will respond back to you via your Portal, under a Discussions tab.



Tickets

We understand the need for reassurance when buying a new home, which is why we carry out rigorous quality checks throughout the home building process. Additionally, your new home comes with an insurance backed structural warranty and strict adherence to the Consumer Code/ NHQC for Housebuilders.

Our quality checks are in place to ensure any building defects that are in line with the warranty provider standards are resolved before you move in, however should you come across any issues with your new home we encourage you to communicate these with us as soon after handover as possible.

Within your Resident Portal you can quickly capture images of any defect related issues and send them directly to the Customer Service team. This will create a unique shared ticket so we can collaborate to resolve your issue as quickly as possible, whilst keeping you updated.



Transparency

We like to encourage positive transparency between our residents & the Customer Service team, this means keeping everyone in the loop with important updates about their new home.

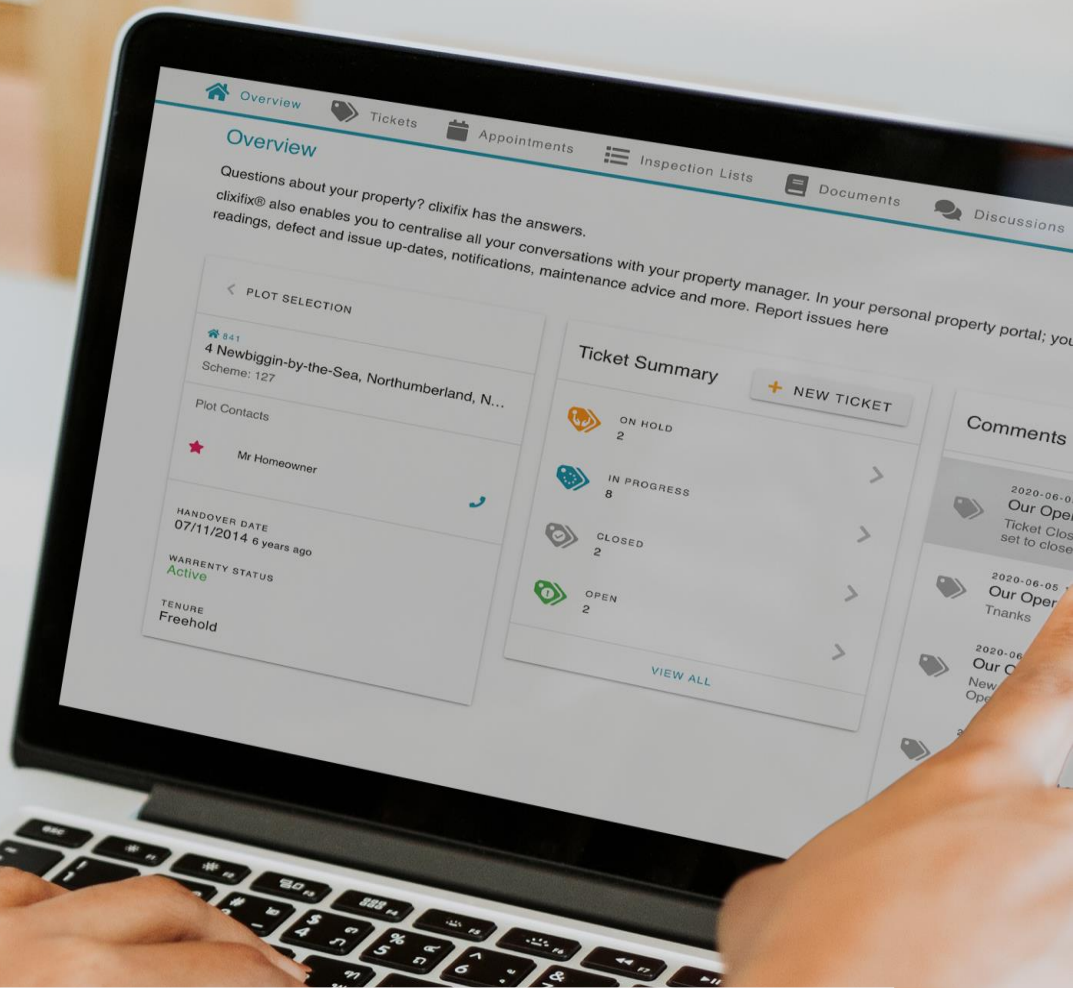
You can also see live status updates on the tickets you have logged with us regarding the defect related in your new home. The stages a ticket might go through are Open, In Progress, On Hold & issues Closed



Appointments

You will have access to a handy shared calendar within your Resident Portal, detailing what appointments we have arranged for you, with who, and how long they will be in your home.

This is so you can prepare for the appointment around your own schedule, ensuring we do not take up too much of your time, so you can enjoy your new home at your leisure.



We can't wait to see you moved in!

It is important to us that you receive a 5-star experience when you purchase one of our homes, and that means continuing to deliver excellent service even after you have moved in.

We want you to be able to enjoy your new home, with the assurance that our Customer Service team are on hand to help with any issues or queries.

As well as care and support from the Sales Team during your purchase, we take care of you after you have moved in. Our team are proud of providing a friendly, easily accessible, knowledgeable and efficient service.

Throughout your time of living in your new home your warranty provider may send you out a survey to ask how you are finding your time in your new property and if you would recommend us to a friend. We would hope that you would feel confident to recommend us to your loved ones but if at any point you would like to discuss any items this can be communicated via your user-friendly resident portal