

# Treville Properties Ltd

## After-Sales Service Policy

**Corn Mill Court, New Mills, High Peak, SK22 3AB**

*Compliant with the Consumer Code for Home Builders & LABC Warranty Requirements*

### 1. Introduction

At Treville Properties Ltd, we are committed to delivering homes of exceptional quality and providing a responsive, transparent after-sales service. This policy outlines how we support homeowners at **Corn Mill Court**, ensuring full compliance with the **Consumer Code for Home Builders** and the requirements of our warranty provider, **LABC Warranty**.

Our goal is simple: to give every homeowner confidence, clarity, and peace of mind from the moment they move in.

### 2. Scope of This Policy

This policy applies to:

- All homes at **Corn Mill Court, New Mills**
- All Treville Properties Ltd employees, contractors, and representatives involved in customer care
- All after-sales interactions from legal completion through the full warranty period

### 3. Our After-Sales Commitments

#### 3.1 Clear, Accessible Information

We will provide each homeowner with:

- A comprehensive **Homeowner Pack**
- Full details of the **LABC Warranty**
- Emergency contact information
- Maintenance guidance and responsibilities
- This After-Sales Service Policy
- All communication will be clear, courteous, and jargon-free.

#### 3.2 Fair and Consistent Service

We treat all homeowners with respect and impartiality. Decisions are based on:

- The Consumer Code
- Evidence gathered through inspections and reports

#### 3.3 Timely Responses

We will:

- Acknowledge non-emergency issues within **5 working days**
- Provide next steps or a proposed resolution within **10 working days**
- Complete valid warranty works within a reasonable timeframe, considering access, materials, and safety



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**Director:**  
T.B.Cullen  
**Company Secretary:**  
S.J.Cullen

### 3.4 Quality and Professionalism

All remedial works will be carried out by qualified tradespeople approved by Treville Properties Ltd.

We ensure:

- High-quality workmanship
- Compliance with building regulations
- Clean, tidy, and respectful conduct in your home

## 4. Reporting Issues

### 4.1 Emergencies

An emergency is any issue posing immediate risk to health, safety, or the structure of the home (e.g., major leaks, electrical failure, total loss of heating in winter).

#### 24-Hour Emergency Contact:

- 01663 742555 (please leave a message if it goes through to voicemail)
- Email: [info@trevillepropertiesltd.com](mailto:info@trevillepropertiesltd.com) please mark the subject as URGENT and include detail of what the emergency is
- 07768 091 993 (Gary)

We will respond as quickly as possible to make the situation safe and prevent further damage.

### 4.2 Non-Emergency Issues

Homeowners may report issues via:

- Email: [info@trevillepropertiesltd.com](mailto:info@trevillepropertiesltd.com)
- Phone: **01663 742555**
- Online form: <https://trevillepropertiesltd.com/contact-us>

Photographs are encouraged where helpful.

## 5. What Is Covered

### 5.1 Treville Properties Ltd – 2-Year Builder Warranty

During the first two years from legal completion, we will address:

- Defects in workmanship or materials
- Issues not meeting LABC Warranty Technical Manual standards
- Items that fall outside normal tolerances

### 5.2 LABC Warranty – Structural Warranty

From years 3-10, structural defects are covered directly by LABC Warranty, in accordance with their policy terms.

## 6. What Is Not Covered

The following are typically outside the scope of after-sales service:

- Wear and tear
- Cosmetic damage reported after the handover period
- Damage caused by lack of maintenance or homeowner alterations
- Shrinkage cracks within normal tolerance limits
- Issues arising from misuse or accidental damage

Where an issue is not covered, we will explain the reason clearly and offer guidance where appropriate.

## 7. Access and Appointments

To ensure efficient service:

- We will offer reasonable appointment windows
- At least **48 hours' notice** will be provided for non-emergency visits
- Missed appointments may need to be rescheduled

Homeowners are responsible for providing safe access to the property.

## 8. Record Keeping

Treville Properties Ltd maintains detailed records of:

- All reported issues
- Communications and updates
- Inspections and findings
- Completed works and sign-off

This ensures transparency, consistency, and compliance.

## 9. Complaints and Escalation

### 9.1 Internal Complaints Procedure

If a homeowner is dissatisfied with our service, they may raise a formal complaint.

We will:

- Acknowledge the complaint within **5 working days**
- Provide a full written response within **20 working days**
- Reference relevant LABC Warranty or Consumer Code requirements in our decision

Please see our Complaints procedure & policy for more information

### 9.2 Independent Dispute Resolution

If the homeowner remains dissatisfied after our internal process, they may refer the matter to the **Consumer Code Independent Dispute Resolution Scheme (IDRS)**.

Details are provided in the Homeowner Pack.

## 10. Continuous Improvement

We regularly review:

- Customer feedback
- Complaint outcomes
- LABC Warranty reports
- Updates to the Consumer Code

This ensures our service remains fair, compliant, and aligned with best practice.