



EVERLONG DEVELOPMENTS

Customer Complaints Procedure

Everlong Developments aim to build your home without any issues - quality places for people to live, work and relax. We are committed to delivering the highest standard of design, construction and service to every customer, and you can feel secure in the knowledge that all our new homes come with our two-year Everlong Developments warranty, plus a 10-year insurance-backed warranty. We are pleased that the overwhelming majority of our customers are delighted with their new homes, and have never had a formal complaint. Of course issues can arise, but we deal with them swiftly and effectively. Whilst we aim for this to continue, it's important that you do know how we would follow up a complaint in the event one occurs. However, despite the care we take, we know that sometimes things can go wrong. When they do, we take it very seriously and do everything we can to resolve issues quickly. We have this Customer Complaints Procedure in place to ensure concerns can be addressed efficiently:

- We aim to acknowledge complaints within 2 days, save for weekends and Bank Holidays, where we will acknowledge your concerns on the next working day;
- Within 10 days we will set out our proposed path to resolution, letting you know how we intend to put right any issues for which we are responsible;
- We aim to fully resolve the complaint within 8 weeks, and on the odd occasion where issues may take longer to resolve, for instance, as a result of supply chain difficulties, we will provide you with regular updates.

It's important the people dealing with our customer's complaints are those best placed to do so efficiently. Set out below is the complaints escalation process so you know who this is likely to be:

First - your local site manager. You will be provided with details of your site manager during the sale process, and local teams are best placed to help you should you have any concerns related to our service or your home. Please contact your local site manager, who will ensure the appropriate action or advice is delivered.

Further support - Managing Director If you're not satisfied with the initial response, please send a letter of complaint to me at ashley.brown@everlongltd.com

Concerns remain – if you are still unhappy with the outcome you can refer your complaint to the New Homes Ombudsmen at <https://www.nhos.org.uk/> or your housing warranty provider detailed in your purchase pack.

Please note: if a new complaint is received, it will always be referred to the local team in the first instance as they are best placed to deal with any concerns.

We hope you never need to refer to this Complaints Procedure but be assured that if you do, every member of our team will continue to work tirelessly to make your new property into the home of your dreams.

Ashley Brown, Managing Director,
Everlong Developments