

Broughton Chase

Broughton Astley, Leicestershire



— When you buy from Lagan Homes
you're not simply buying bricks and
mortar. Nor a fancy new postcode.
You're buying a property that carries
your own personal design stamp.
Where everything from fittings and
flooring to lighting is crafted to your
unique tastes with unparalleled
— passion, care and expertise.

—
Built by us.
Created by you.
—

We believe in the beauty of bespoke.
In challenging convention and
celebrating invention.
And that every home should be
full of personality. Yours.
We believe in doing things
the right way, right away.
With unparalleled care and attention.
And that every brick laid, nail hammered
and light fitted is a chance to build
something extraordinary together.
Because we believe collaboration is
the foundation for long-term success.
And have done for over 30 years.
As a family-run business we also
believe in keeping things remarkably
easy, yet always remarkable.
And starting where others
stop in terms of design quality,
sustainability and personalisation.
So, whether selecting colours,
exploring finishes or arranging
finance, you'll find buying a home
from us beautifully simple.



Welcome to Broughton Chase.

At Lagan Homes we pride ourselves on the attention to detail that goes into every one of our tailored properties.

It's the same with the locations we choose for each of our developments. No corners are cut, no shortcuts ever taken when it comes to sourcing the perfect plot. After all, it's what makes our homes truly unique. It's why we're pleased to have secured the setting of Broughton Astley in Leicestershire for our new Broughton Chase development of 35 three, four and five-bedroom homes.

With wide expanses of greenery as far as the eye can see from every direction, Broughton Astley delivers the peace of country life with the practicality of being within easily commutable distance from both Leicester and Coventry. As with all our developments, community lies at the heart of the location, which is why a large communal space has been included within the design of Broughton Chase to provide a further source of escapism for residents.



Broughton Chase

Broughton Astley, Leicestershire

Made up of two previously separate villages, Broughton and Primethorpe, this charming parish village also covers Sutton in the Elms. Located just ten miles from Leicester city centre and six miles from the quaint market town of Hinckley, Broughton Astley provides a picturesque sanctuary away from the hustle and bustle of modern city life.

However, while peace and quiet reigns in Broughton Astley you'll find its extensive transport links make commuting a breeze. Key roads include the B581 and nearby M1 and M69. If you're looking to travel by train the nearest railway station is Narborough Train Station, which operates frequent services to Leicester, Birmingham and London to name just a few destinations.

Convenient access to top-rated schools is the hallmark of all our developments, and Broughton Chase continues this all-important trend.

In the village you'll find Hallbrook Primary School, rated 'Good' by Ofsted, and the Thomas Estley Community College for 11-16 year olds that has been rated 'Outstanding' by Ofsted. A number of other highly rated primary schools, secondary schools and independent academies are available within a short drive, while the leading research institute that is the University of Leicester can be reached in 30 minutes by car.

Doctors and dentists, public parks and houses, independent shops and trusted supermarkets. You'll find all these and more in Broughton Astley and the nearby towns of Lutterworth and Hinckley. If you're looking to make new friends and acquaint yourself with a few thirst-quenching locals head straight to The Red Admiral, which is just a five-minute walk from Broughton Chase.

The House Types

Three-Bedroom Homes

- | | |
|-------------------|-------------------|
| Plot 18 ▸ Enfield | Plot 30 ▸ Enfield |
| Plot 21 ▸ Enfield | Plot 50 ▸ Enfield |
| Plot 24 ▸ Enfield | |

Four-Bedroom Homes

- | | |
|-----------------------|-----------------------|
| Plot 16 ▸ Greencastle | Plot 33 ▸ Hilltown |
| Plot 17 ▸ Gorey | Plot 34 ▸ Gorey |
| Plot 19 ▸ Gorey | Plot 35 ▸ Kinnegad |
| Plot 20 ▸ Kildare | Plot 37 ▸ Kildare |
| Plot 22 ▸ Gorey | Plot 38 ▸ Kinnegad |
| Plot 23 ▸ Greencastle | Plot 41 ▸ Hilltown |
| Plot 25 ▸ Kildare | Plot 42 ▸ Greencastle |
| Plot 26 ▸ Hilltown | Plot 43 ▸ Greencastle |
| Plot 27 ▸ Kinnegad | Plot 44 ▸ Hilltown |
| Plot 28 ▸ Hilltown | Plot 45 ▸ Kildare |
| Plot 29 ▸ Gorey | Plot 46 ▸ Kinnegad |
| Plot 31 ▸ Greencastle | Plot 48 ▸ Kildare |
| Plot 32 ▸ Greencastle | Plot 49 ▸ Gorey |

Five-Bedroom Homes

- | | |
|---------------------|---------------------|
| Plot 36 ▸ Portadown | Plot 40 ▸ Portadown |
| Plot 39 ▸ Portrush | Plot 47 ▸ Portrush |



The development plan is for illustrative purposes only and is not intended to be scaled or used to indicate specific boundaries. Lagan Homes reserves the right to change this layout subject to changes in planning.



Enfield

A large detached three-bedroom home with an open plan kitchen and dining area with double doors out to the garden. Spacious separate living room. Upstairs, the master bedroom has a large built-in wardrobe and sizeable en suite with shower. Generous family bathroom with bath. Two further double bedrooms. Garage and private parking for two cars.

Enfield

Broughton Chase



Enfield

3 bedroom home

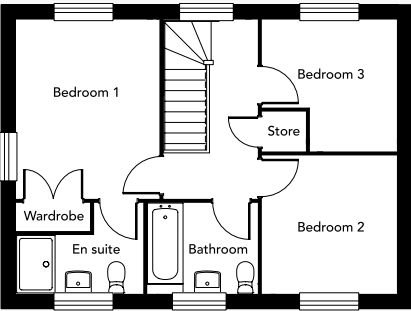
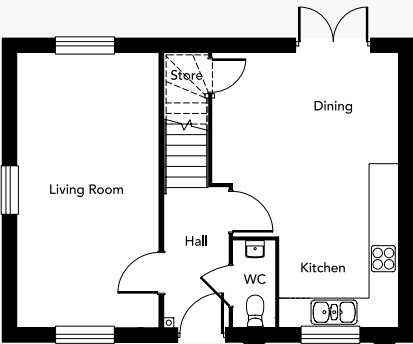
Plots 18, 21, 24, 30 & 50

Ground Floor

| | Metric | Imperial |
|----------------------|-------------|---------------|
| Living | 5746 x 2957 | 18'9" x 9'7" |
| Kitchen/Dining WC | 5746 x 3900 | 18'9" x 12'8" |

First Floor

| | Metric | Imperial |
|-----------|-------------|--------------|
| Bedroom 1 | 3756 x 3004 | 12'3" x 9'9" |
| En suite | | |
| Bedroom 2 | 2895 x 2827 | 9'5" x 9'3" |
| Bedroom 3 | 2826 x 2758 | 9'3" x 9'0" |
| Bathroom | | |



Computer generated image shows a typical Enfield housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Gorey

An impressive four-bedroom detached home with a spacious open plan kitchen and dining area with access to the garden. Separate spacious living room with fire place* and double doors that open out to the garden. Downstairs study that overlooks the rear garden. Upstairs, the master bedroom has a large built in wardrobe opposite a large en suite with shower. Two further double bedrooms and one single bedroom. Large family bathroom with bath. Garage and private parking for two cars.

*Chimney to plots 17, 19, 22 and 34 only.



Gorey

4 bedroom home

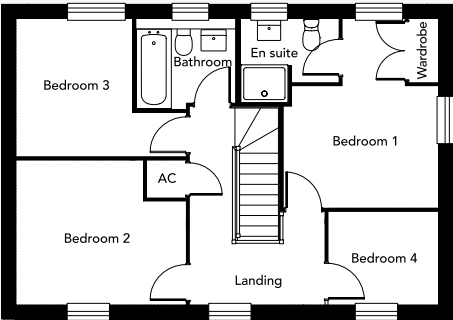
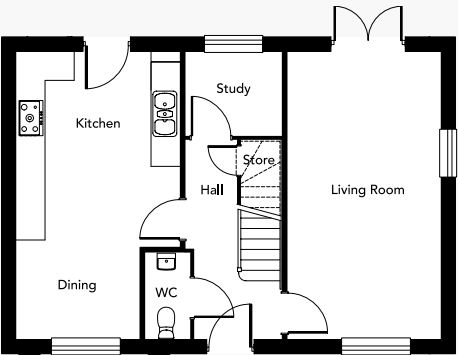
Plots 17, 19, 22, 29, 34 & 49

Ground Floor

| | Metric | Imperial |
|----------------|-------------------|---------------|
| Living | 6103 x 3252 | 20'0" x 10'7" |
| Kitchen/Dining | 6103 x 3471 (max) | 20'0" x 11'4" |
| Study | 2026 x 1780 | 6'6" x 5'8" |
| WC | | |

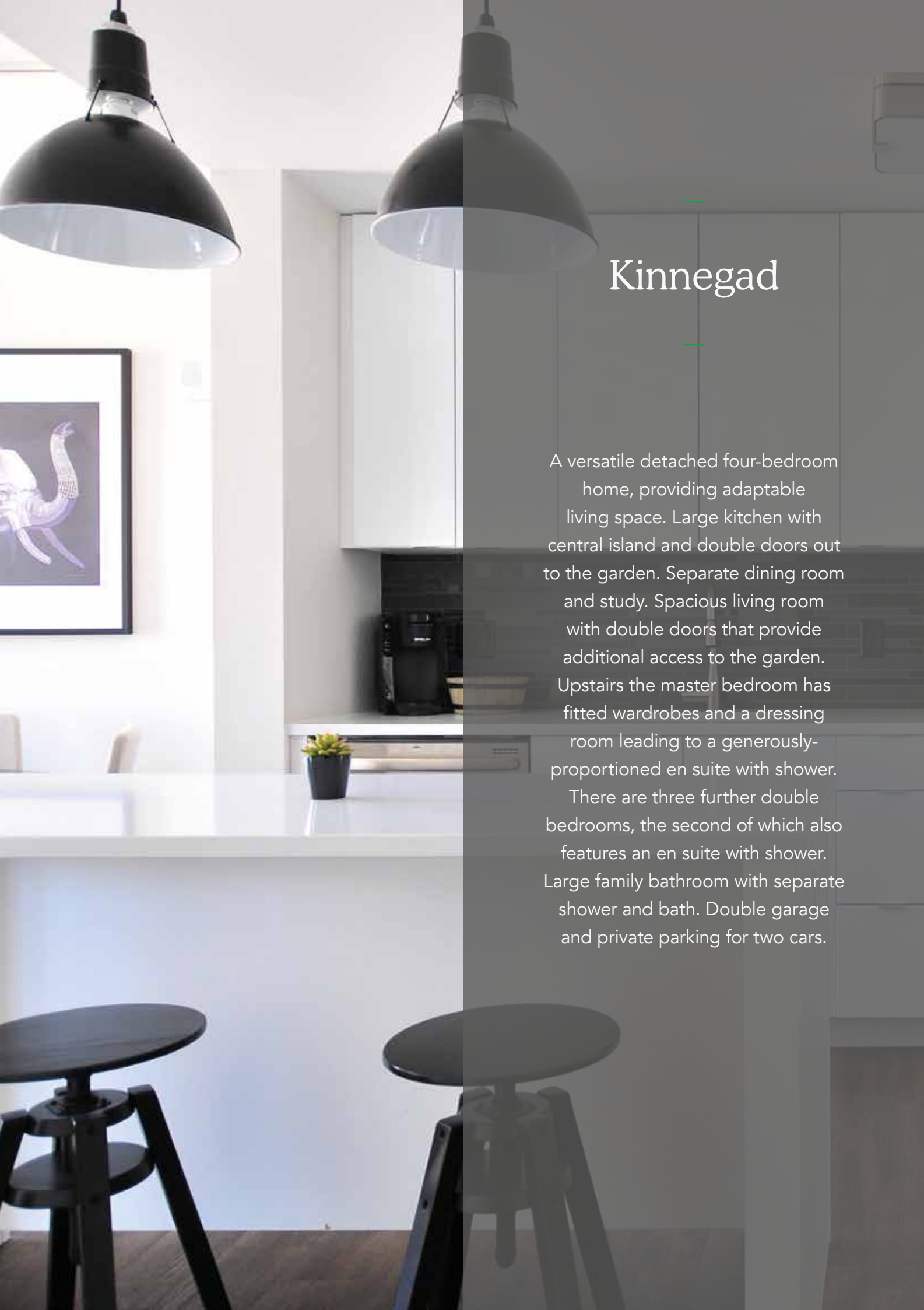
First Floor

| | Metric | Imperial |
|-----------|-------------|---------------|
| Bedroom 1 | 3300 x 2602 | 10'8" x 8'5" |
| En suite | | |
| Bedroom 2 | 3632 x 3076 | 11'9" x 10'1" |
| Bedroom 3 | 2944 x 2470 | 9'7" x 8'1" |
| Bedroom 4 | 2347 x 1985 | 7'7" x 6'5" |
| Bathroom | | |



Computer generated image shows a typical Gorey housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Kinnegad

A versatile detached four-bedroom home, providing adaptable living space. Large kitchen with central island and double doors out to the garden. Separate dining room and study. Spacious living room with double doors that provide additional access to the garden. Upstairs the master bedroom has fitted wardrobes and a dressing room leading to a generously-proportioned en suite with shower.

There are three further double bedrooms, the second of which also features an en suite with shower. Large family bathroom with separate shower and bath. Double garage and private parking for two cars.



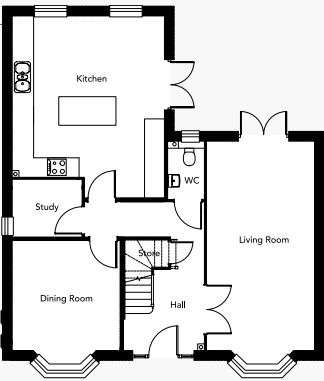
Kinnegad

4 bedroom home

Plots 27, 35, 38 & 46

Ground Floor

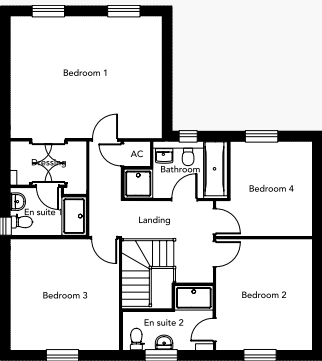
| | Metric | Imperial |
|---------|-------------|---------------|
| Living | 6564 x 3363 | 21'5" x 11'0" |
| Kitchen | 5038 x 4740 | 16'5" x 15'6" |
| Dining | 3428 x 3358 | 11'2" x 11'0" |
| Study | 2160 x 1789 | 7'1" x 5'9" |
| WC | | |



Computer generated image shows a typical Kinnegad housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

First Floor

| | Metric | Imperial |
|-----------|-------------|---------------|
| Bedroom 1 | 4740 x 3845 | 15'6" x 12'6" |
| Dressing | 2382 x 1359 | 7'8" x 4'5" |
| En suite | | |
| Bedroom 2 | 3474 x 3009 | 11'4" x 9'9" |
| En suite | | |
| Bedroom 3 | 3475 x 3405 | 11'4" x 11'2" |
| Bedroom 4 | 2972 x 2570 | 9'8" x 8'4" |
| Bathroom | | |



The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Kildare

A generous detached four-bedroom home with open plan kitchen and dining room with double doors that open into a spacious living room with further double doors that open out to the garden. Separate utility room with outside access. Large separate study to the front of the property. The first floor boasts four spacious double bedrooms. The master bedroom has fitted wardrobes and en suite with shower. The second bedroom also has an en suite. Large family bathroom with bath. Double garage and private parking for two cars.



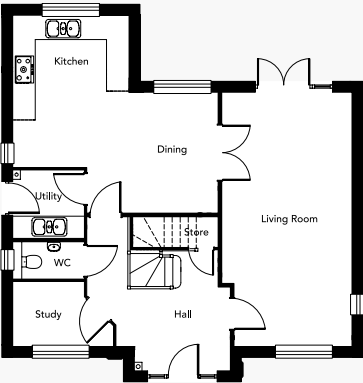
Kildare

4 bedroom home

Plots 20, 25, 37, 45 & 48

Ground Floor

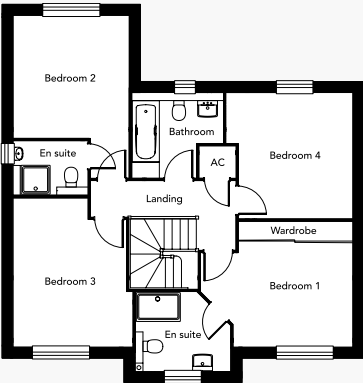
| | Metric | Imperial |
|---------|-------------------|---------------|
| Living | 7003 x 3575 (max) | 23'0" x 11'7" |
| Kitchen | 4188 x 3178 | 13'7" x 10'4" |
| Utility | 1950 x 1870 | 6'4" x 6'1" |
| Dining | 3313 x 2169 | 10'9" x 7'1" |
| Study | 2760 (max) x 1767 | 9'1" x 5'8" |
| WC | | |



Computer generated image shows a typical Kildare housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

First Floor

| | Metric | Imperial |
|-----------|-------------------|---------------|
| Bedroom 1 | 3450 x 3135 | 11'3" x 10'3" |
| En suite | | |
| Bedroom 2 | 3367 x 3178 | 11'0" x 10'4" |
| En suite | | |
| Bedroom 3 | 4086 x 3107 | 13'4" x 10'2" |
| Bedroom 4 | 3482 (max) x 3460 | 11'4" x 11'4" |
| Bathroom | | |



The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Greencastle

A delightful four-bedroom home with a large open plan kitchen and dining room with double doors that open out to the garden. Generous separate living room. Separate storage cupboard. Upstairs comprises of four large bedrooms. Master bedroom includes fitted wardrobes and an en suite with shower. Large family bathroom. Garage and private parking for two cars.



Greencastle

4 bedroom home

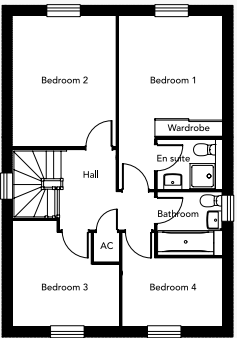
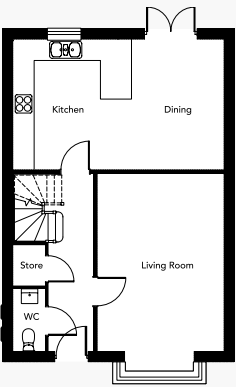
Plots 16, 23, 31, 32, 42 & 43

Ground Floor

| | Metric | Imperial |
|----------------|-------------|---------------|
| Living | 5319 x 3785 | 17'5" x 12'4" |
| Kitchen/Dining | 6309 x 3900 | 20'7" x 12'8" |
| Store | | |
| WC | | |

First Floor

| | Metric | Imperial |
|-----------|-------------------|---------------|
| Bedroom 1 | 3604 (max) x 3119 | 11'8" x 10'2" |
| En suite | | |
| Bedroom 2 | 3915 x 3098 | 12'8" x 10'2" |
| Bedroom 3 | 3209 x 3175 | 10'5" x 10'4" |
| Bedroom 4 | 3009 x 2045 | 9'9" x 6'7" |
| Bathroom | | |



Computer generated image shows a typical Greencastle housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Hilltown

A beautiful detached four-bedroom home with spacious downstairs living space comprising of a large kitchen and breakfast room with outside access. Separate dining room that could also be used as a playroom. Impressive living room with double doors out to the garden. The first floor has four large bedrooms, two with fitted wardrobes and en suites with showers. Large family bathroom with bath. Garage and private parking for two cars.*

*Double garage to plot 26 only.
Chimney to plot 41 only.

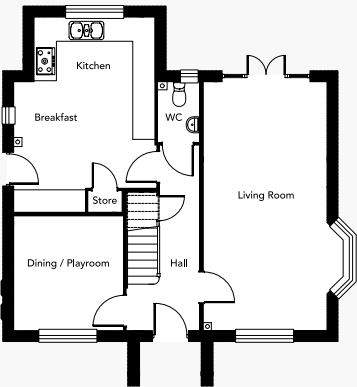


Hilltown

4 bedroom home Plots 26, 28, 33, 41 & 44

Ground Floor

| | Metric | Imperial |
|-------------------|-------------------|---------------|
| Living | 6880 x 3407 | 22'6" x 11'2" |
| Kitchen/Breakfast | 4727 x 3893 (max) | 15'5" x 12'8" |
| Dining/Playroom | 3155 x 3027 | 10'4" x 9'9" |
| WC | | |

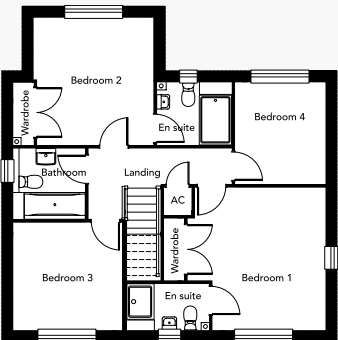


Bay window to plots 33, 41 and 44 only.

Computer generated image shows a typical Hilltown housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

First Floor

| | Metric | Imperial |
|-----------|-------------|---------------|
| Bedroom 1 | 3960 x 3140 | 13'0" x 10'3" |
| En suite | | |
| Bedroom 2 | 3237 x 3540 | 10'6" x 11'6" |
| En suite | | |
| Bedroom 3 | 3027 x 2995 | 9'9" x 9'8" |
| Bedroom 4 | 2827 x 2510 | 9'3" x 8'2" |
| Bathroom | | |



The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Portadown

An impressive five-bedroom detached home with generous ground and first floor living accommodation. Magnificent spacious living room with double doors that open into the dining room and further double doors that open out to the garden. Large family kitchen with separate utility. Separate room that could be used as a snug or study. Upstairs comprises of five double bedrooms. Master bedroom has fitted wardrobes and a large walk in dressing room and en suite with shower. Second bedroom has two separate fitted wardrobes and also boasts an en suite. Large family bathroom with bath. Double garage and private parking for two cars.



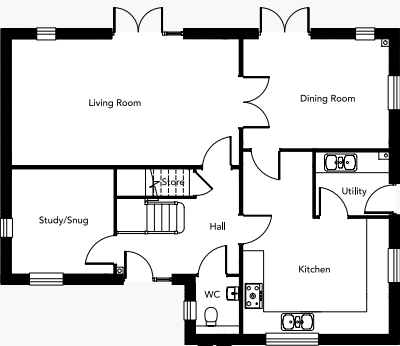
Portadown

5 bedroom home

Plots 36 & 40

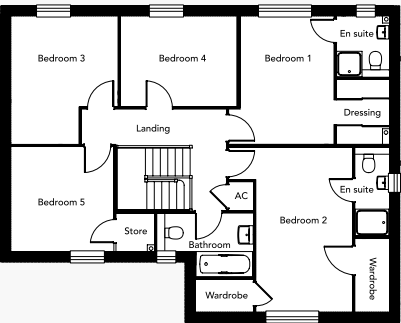
Ground Floor

| | Metric | Imperial |
|------------|-------------|---------------|
| Living | 6798 x 3758 | 22'3" x 12'3" |
| Dining | 4350 x 3262 | 14'3" x 10'7" |
| Kitchen | 4350 x 3442 | 14'3" x 11'3" |
| Utility | 2180 x 1873 | 7'2" x 6'1" |
| Study/Snug | 3115 x 3042 | 10'2" x 10'0" |
| WC | | |



First Floor

| | Metric | Imperial |
|-----------|-------------------|---------------|
| Bedroom 1 | 3800 x 2767 | 12'5" x 9'1" |
| Dressing | 1900 x 1570 | 6'2" x 5'2" |
| En suite | | |
| Bedroom 2 | 4883 (max) x 2869 | 16'0" x 9'4" |
| En suite | | |
| Bedroom 3 | 3800 x 3167 | 12'5" x 10'4" |
| Bedroom 4 | 3465 x 2680 | 11'4" x 8'8" |
| Bedroom 5 | 3110 x 3042 | 10'2" x 10'0" |
| Bathroom | | |



Computer generated image shows a typical Portadown housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.



Portrush

An imposing five-bedroom home with integrated double garage. Generous living room with two sets of double doors that open out to the garden and into the open plan dining and kitchen area. Versatile open plan dining and kitchen with island and double doors that open out to the garden. Separate utility and study. Upstairs comprises of an impressive master bedroom with skylights, large walk in dressing room with fitted wardrobes and en suite with shower. The second bedroom also boasts a dressing room and en suite. Three further double bedrooms. Large family bathroom with bath. Double garage and private parking for two cars.



Portrush

5 bedroom home

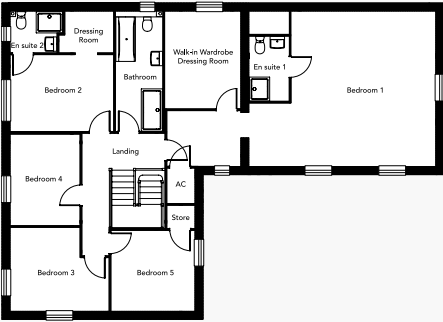
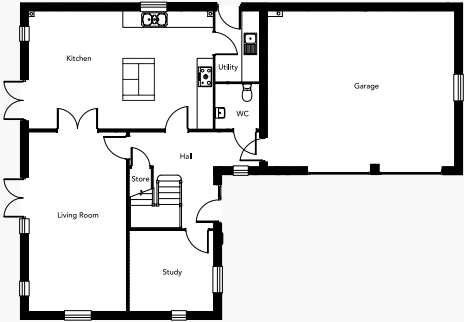
Plots 39 & 47

Ground Floor

| | Metric | Imperial |
|----------------|-------------|---------------|
| Living | 6800 x 3695 | 22'3" x 12'1" |
| Kitchen/Dining | 7000 x 4460 | 23'0" x 14'6" |
| Study | 3177 x 3047 | 10'4" x 10'0" |
| Utility | 1657 x 2663 | 5'4" x 8'7" |
| Garage | 7127 x 5927 | 23'4" x 19'4" |
| WC | | |

First Floor

| | Metric | Imperial |
|-----------|-------------------|---------------|
| Bedroom 1 | 5877 (max) x 5480 | 19'3" x 18'0" |
| En suite | | |
| Dressing | 3700 x 2868 | 12'1" x 9'4" |
| Bedroom 2 | 2901 x 3913 | 9'5" x 12'8" |
| Dressing | | |
| En suite | | |
| Bedroom 3 | 3741 x 3160 | 12'3" x 10'4" |
| Bedroom 4 | 3453 x 2635 | 11'3" x 8'6" |
| Bedroom 5 | 3168 x 3047 | 10'4" x 10'0" |
| Bathroom | | |



Computer generated image shows a typical Portrush housetype. Elevational treatments, handing, garage position where applicable and landscaping will vary. Please ask the sales advisor for details of specific plots.

The plans are not to scale. All dimensions are approximate and should not be used for carpet sizes and appliance spaces or furniture. Lagan Homes has a policy of continuous improvement and individual features may vary from time to time.

*Choices are dependent on stage of construction, please ask the sales adviser for details. This specification is for guidance only. We recommend that you inspect the full specification prior to reservation and confirm all details with the sales advisor at point of purchase. We reserve the right to change or substitute alternative items of the same quality. Specification is correct at the time of printing. Please note TV and telephone points only are provided, purchaser to arrange own connections, including extensions.

Broughton Chase Specifications

| | Enfield | Gorey | Greencastle | Hilltown | Kildare | Kinnegad | Portadown | Portrush |
|--|---|---|---|---|---|---|---|---|
| Gas fired central heating with Ideal combi boiler |  | |  | | | | | |
| Gas fired central heating system with Ideal Logic boiler and cylinder | |  | |  |  |  |  |  |
| Dual-zone heating |  |  |  |  |  |  |  |  |
| PVCu windows with double glazing, white colour external - white internal |  |  |  |  |  |  |  |  |
| PVCu French doors to gardens |  |  |  |  |  |  |  |  |
| Composite front door with letterbox, door viewer and chain |  |  |  |  |  |  |  |  |
| Outside light by front door with PIR sensor and mains wired doorbell |  |  |  |  |  |  |  |  |
| LED spotlights to kitchen, bathrooms/en suites, others generally pendant, energy saving bulbs |  |  |  |  |  |  |  |  |
| White electrical switches and sockets |  |  |  |  |  |  |  |  |
| Fitted kitchen with choice of colour of units, doors and laminate worktop from standard choice range* |  |  |  |  |  |  |  |  |
| Zanussi integrated double oven |  |  |  | | | | | |
| AEG integrated double oven | | | |  |  |  |  |  |
| Zanussi four burner hob |  |  |  | | | | | |
| AEG five burner hob | | | |  |  |  |  |  |
| Extractor fan in kitchen |  |  |  |  |  |  |  |  |
| Glass splashback to hob |  |  |  |  |  |  |  |  |
| Stainless steel one and a half bowl sink with mixer tap in kitchen |  |  |  |  |  |  |  |  |
| Stainless steel single bowl sink in utility room | | | | |  | |  |  |
| Space for a washing machine |  |  |  |  |  |  |  |  |
| Kitchen base unit fitted with plumbing only for dishwasher |  |  |  | | | | | |
| AEG integrated dishwasher | | | |  |  |  |  |  |
| Zanussi integrated fridge freezer |  |  |  | | | | | |
| AEG integrated fridge freezer | | | |  |  |  |  |  |
| Ideal Standard sanitaryware 'Sottini' range with Tesino brassware |  |  |  |  |  |  |  |  |
| Wardrobes in master bedroom with shelf and hanging rail |  |  |  |  |  |  |  |  |
| Master bedroom en suite - Idealrain shower with riser-rail shower |  |  |  |  |  |  |  |  |
| En suite 2 - Ideal riser-rail shower | | | |  |  |  |  |  |
| Ceramic wall tile splashback to cloakroom |  |  |  |  |  |  |  |  |
| Ceramic wall tiling - half height to some walls with sanitaryware in bathroom |  |  |  |  |  |  |  |  |
| Ceramic wall tiling - full height to en suite shower enclosure |  |  |  |  |  |  |  |  |
| Shaver point to master bedroom en suite |  |  |  |  |  |  |  |  |
| Plastered ceilings finished in white, plastered walls finished in matt 'smoked glass' emulsion |  |  |  |  |  |  |  |  |
| MDF architraves and skirting, chrome ironmongery, wardrobe shelf and hanging rail in wardrobes in master bedroom |  |  |  |  |  |  |  | |
| Separate walk in dressing area / wardrobe with shelf and hanging rail | | | | | | | |  |
| Ceramic floor tiling to kitchen and dining |  |  | | | | | | |
| Ceramic floor tiling to kitchen area only | | |  | | |  | | |
| Ceramic floor tiling to kitchen and breakfast area | | | |  | | | | |
| Ceramic floor tiling to kitchen, dining and utility | | | | |  | | |  |
| Ceramic floor tiling to kitchen and utility | | | | | | |  | |
| Media plate to living room |  |  |  |  |  |  |  |  |
| Mains wired smoke detectors with battery back up |  |  |  |  |  |  |  |  |
| TV aerial point to living room and master bedroom |  |  |  |  |  |  |  |  |
| Telephone outlet to master bedroom and main entry location |  |  |  |  |  |  |  |  |
| Double socket with USB port to kitchen and master bedroom |  |  |  |  |  |  |  |  |
| Riven slabs to front door and patio areas. Topsoil only to rear garden. Outside tap |  |  |  |  |  |  |  |  |
| NHBC Buildmark warranty |  |  |  |  |  |  |  |  |
| Fibre network to development (Purchaser connects) | | | | | | | | |

Why choose Lagan Homes

Lagan Homes has been building outstanding homes for over 30 years. In that time, it has provided thousands of people with homes they love and that suit their lifestyle. They are desirable homes because of their designs and how they are made to enhance how one lives.

Customer Care

Our Customer Care Department is always on hand to provide a prompt and courteous after sales service. This includes a 24-hour, 365-day a year emergency call out service where we aim to respond to customers as quickly as possible and can arrange an emergency visit where appropriate.

Environmental

Our new homes are energy efficient with high levels of insulation thereby reducing heat loss and your fuel bills. They achieve energy efficiency ratings far in excess of the average.

Safety & Security

Double glazing, window locks*, 3-point locking system to main doors, smoke, heat and carbon monoxide detectors throughout giving home owners peace of mind. (*window locks - excluding emergency escape windows).

New Home Warranty

A 10-year Buildmark warranty will be available for all homes at Broughton Chase from NHBC which is responsible for setting the standards of the house-building industry.

Two Year Warranty

Every new Lagan Home comes with a two year customer care warranty subject to NHBC guidelines.

Your New Home

Owners have the satisfaction of knowing that Broughton Chase represents a team effort involving the dedication, commitment and expertise of our finest architects and craftsmen. Owners will also benefit from a full turnkey finish. Please see our detailed specification.

Built by us.
Created by you.

LaganHomes®

Optional Extras

We recognise that each of our purchasers may have unique requirements, so in addition to our generous standard specification, we also offer a range of optional extras to enhance your new home. Tailor your home to your own unique requirements* with our range of bespoke upgrades and additions, which can then be included during the construction process to ensure that your home is just the way you want it on the day you move in. *Optional extras will depend upon the stage of build but can include:

Kitchen unit, worktop
and lighting upgrades

Kitchen appliance upgrades

Bathroom upgrades and extra tiling

Fitted carpets, floor tiling
and wooden flooring

Extra electrical, lighting and BT points

Hard landscaping

*Please ask the sales advisor
for full details and pricing.

Customer Charter

We appreciate that buying a home is one of the most important financial decisions you will make. Therefore, we aim to provide you with a quality new home, make the buying process as simple as possible and provide you with good customer service at all times.

Our Customer Charter sets out the help we will provide to you throughout the moving process and after you have moved in. We will:

1. Ensure that all our marketing and advertising is clear and truthful, and use clear and fair terms and conditions in our sale contract.
2. Ensure that all our marketing and advertising complies with the Consumer Protection Regulations.
3. Provide you with detailed information about the home you are buying and guidance regarding the choices and optional extras available to you.
4. Explain a checklist of detailed information regarding the specification of your home, together with details of the surrounding development.
5. Explain the terms of your reservation.
6. Explain the steps involved in buying a new home, moving in, maintaining your new home, together with details of warranties and guarantees and our after sales service.
7. Provide you with information for running-in and maintaining your new home together with instructions for your appliances and applicable warranties and guarantees for your home. We will also give you a copy of your meter readings for you to check when you get your first utility bills.
8. Provide you with regular updates on the construction progress of your home and when it will be ready. An exact moving-in date will be given when our formal 10 working days Notice to Complete is issued.
9. Invite you to visit your new home before you move in so we can demonstrate to you how everything works including:
 - ▀ How to operate the heating and water systems
 - ▀ How to use your kitchen appliances
 - ▀ The location of stopcock, fuse box and meter
10. For the first 2 years, cover you in conjunction with NHBC, against physical damage to your home resulting from a failure to meet NHBC construction standards. We will explain what is covered, what to do if you have an emergency, and who to contact.
11. Provide you with a full 10-year warranty against serious construction defects. There are limitations to the cover and these are fully explained in the NHBC Buildmark Cover document, which you will receive from your solicitor.
12. Ensure you receive Health and Safety advice when visiting a development, and when you have moved in.
13. Arrange for our site manager to visit you after you have moved in to make sure you have settled in, and answer any questions you may have. He will also arrange a second visit around 4 weeks after you have moved in, again to address any issues which may have arisen. After these 2 visits we would ask that you report any further concerns to our Customer Care Department.
14. Provide a prompt and courteous after sales service. To enable us to respond within the timescales shown below, our after-sales service procedure is:
 - ▀ For non-emergency service requests, you should contact our Customer Care Department by email or telephone. We aim to respond as soon as we can, normally within 5 working days.
 - ▀ In the unlikely event of an emergency, we provide a 24-hour, 365-day service for a full 2 years. We aim to respond as soon as possible, usually within 2 hours, and arrange for an emergency visit where appropriate.
 - ▀ Where spare parts or materials are required this may affect our response times, but we try to solve all problems within 28 days.
 - ▀ Under the terms of the NHBC Buildmark, defects will be dealt with, but you remain responsible for wear and tear, decorating and routine maintenance.
15. Give you access to our Formal Complaints Procedure if we fail to meet your reasonable expectations within a reasonable timescale. In the unlikely event that we are still unable to agree matters, we will utilise the NHBC third party dispute resolution service.



Broughton Chase
Broughton Astley
Leicestershire
Crowfoot Way
LE9 6WR

Head Office
Finance House
Beaumont Road
Banbury
OX16 1RH

T: 01295 201050 lagan-homes.com