

Persimmon Pledge

We aim to take care of you

Our pledge before you move... From the moment you reserve your new Persimmon home, we pledge to make the experience enjoyable and informative every step of the way. We aim to take care of you, not just when you are buying but also after you have moved in. All of our staff are encouraged to provide a high level of customer service and to deliver our comprehensive pre-move and after-sales Pledge to our customers.

Persimmon Masterfile

Upon reservation you will receive a copy of our Masterfile, which has been produced to assist you through the different stages of your purchase and for you to use as a reference after you have moved in.

Regular Information Call

Our Sales Team is trained to offer you expert guidance and practical assistance throughout the buying process. You will receive calls to keep you informed of the progress of your new home and our Sales Advisors will respond quickly and efficiently to any queries you may have.

Choices

Subject to build stage every Persimmon home is offered with a choice of fixtures and fittings, encompassing the latest designs from leading manufacturers.

Finishing Touches

For those purchasers who wish to further personalise their new home, an exciting range of options is available to purchase from our Finishing Touches scheme, depending on the stage of build. Our experienced Sales Team is on hand to guide you through the choices available to you.

Quality Assured

A comprehensive 24 point pre-plastering inspection will be carried out by our Site Manager and a senior member of our Construction Department. This includes a check on foundations, plumbing, wiring, blockwork and cavities. We will provide you with a Quality Assured Certificate within your Masterfile on the day of completion.

New Home Demonstration

Before occupation, a member of our on-site team will walk you around your new home and demonstrate the fixtures, systems and appliances fitted, to ensure that you are happy and familiar with their operation.

And after you move...

Courtesy Call

A few days after legally completing and moving into your new home, a member of our on-site Construction Team will personally call to ensure that all is well with your new home.

Dedicated Customer Care Helpline

At any time during your occupation you may use our dedicated Customer Care Helpline. Our teams are fully trained to offer you an efficient, fair and prompt service.

Full Emergency Cover Hotline

A Customer Hotline is available to call 24 hours a day in the event of a failure of any service supply – electricity, gas or water in your new home.

One Month Inspection

Teething problems may sometimes occur in a new home within the first few weeks of occupation. Any problems should be reported on your One Month Inspection Form and we will endeavour to complete all agreed items within a month of receiving this.

Customer Construction Clinic

For your convenience, whilst our Sales Office remains on the development, we hold an informal Clinic every Monday evening. Dedicated to offer you extra help and assistance both during and after the purchase of your new home, this session will be available from 5pm to 6pm and members of The Development Team will be available in our Sales Office to discuss any of your concerns or queries.

Warranties

We provide a two year warranty with your new home and enforce any warranties provided by the manufacturers for the first year of occupation. Our Customer Care Department is on hand to offer you the necessary guidance.



Ten Year NHBC Cover

The industry regulated 10 year warranty cover is applicable to every Persimmon home. A comprehensive guide explaining the cover will be supplied with your Masterfile.

Future Moves

When you decide it is time to move on, we will give you a £500 voucher towards the purchase of any new Persimmon home in the country as a thank you for your loyalty.