



## Your feedback is important

In-house provide **independent** and **impartial** customer feedback to house builders across the UK.

One of our highly trained researchers will **call you** in a few weeks time to ask you about your experiences.

The directors of the company who built your home would be **extremely grateful** for your feedback.

**Look out for our number:  
01793 680405**



## Your feedback

The 'In-house survey' is conducted by **telephone**.

The reason we do this is so we can understand **how you feel** as a customer about the experience you have had in **buying, moving in** and **living** in your new home.

**Please look out for our number,** or save it to your phone.



Our number is:

**01793 680405**

If we call and it is not convenient, please let us know and we can arrange a suitable time for you

## What will you be asked?

We will ask you questions about the following parts of your experience:

- The way you were **kept updated** prior to the completion
- Your new home **demonstration**
- The **condition** of your home on completion
- The way you were **treated** by staff on completion
- Any **remedial works** or **defects** you have encountered