

Customer Communication Standards

The team at City & Country are committed to ensuring you are happy with every aspect of your new home. We believe we can best achieve an excellent aftercare service by providing a dedicated Customer Care team who can help guide you through your warranty period. The Customer Care team are on hand to provide assistance, advice and to investigate and resolve any latent construction defects raised within the initial City & Country warranty period, as proactively and professionally as possible.

As a whole team, we have a lasting commitment to our customers, and we aim to ensure that each City & Country home is a pleasure to live in. We genuinely understand that satisfied customers are the key to a successful future.

What to Expect from the City & Country Team:

- You will be treated with respect and courtesy whenever you contact us.
- The team are easily contactable by email/telephone between 8:30am and 5:30pm Monday to Friday. NPA provide an Out of Hours Service for emergencies.
- Your information will be treated with confidentiality.
- We will endeavour to keep correspondence clear and concise and respond within the timeframes set out in our Complaints Procedures.
- No form of discrimination based on a person's actual or perceived gender, age, gender reassignment, race, religion or belief, sexual orientation or disability.

What We Expect from You:

When you contact us, our team will be polite to you and we expect the same from you. We will not accept:

- Abusive, intimidating or threatening behaviour
- Shouting, swearing and offensive language
- Conduct amounting to harassment
- Any form of discrimination based on a person's actual or perceived gender, age, gender reassignment, race, religion or belief, sexual orientation or disability.
- Insults about our procedures, our team or other people
- Attempts to use pressure or bribery to get information
- Contact which because of its frequency, repetition, duration or content unreasonably hinders our ability to deliver our work effectively.

We will not engage in conversations regarding issues raised by other customers.

Our team may end correspondence if inappropriate language or aggressive/intimidating behaviour is used in any way. We also need to make you aware that any calls to City & Country may be recorded.

We operate a zero-tolerance policy on the bullying of any member of our team, including threatening behaviour, personal attacks or the use of unacceptable language. If any of these instances do occur, we will take appropriate action.