

NOTICE THE  
BERKELEY DIFFERENCE

*Buy a new home from us  
with complete confidence*



**Berkeley**  
Group



responsive

exemplary

*professional*

*reliable*

supportive

dedicated

efficient

experienced

committed

*innovative*

*passionate*

*exceptional*

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*The idea of quality is at the heart of everything we do.  
We are passionately committed to delivering new homes  
that demonstrate quality for years to come.*



From the moment you arrive at one of our developments, you will notice the Berkeley difference. This won't just be in the quality of the craftsmanship, the stunning surroundings or the enviable location. There is something intrinsically special about the experience we offer you.

We don't think in terms of just bricks and mortar or landscaping. We think about creating exceptional places for you to call home.

*Home (noun): the place where you feel most comfortable, safe and loved.*

We will help and support you throughout the buying process, giving you peace of mind every step of the way. So welcome to Berkeley, please be assured you're in safe hands with us.

Computer generated image depicts The Corniche and is indicative only.



*We are a leading UK housebuilder,  
dedicated to building exceptional  
places for people to live.*

# Our charter

*Our customers are at the heart  
of all our decisions*

We aim to understand your needs and consistently meet or exceed your expectations. The service we provide is professional, efficient and helpful, to make the home-buying process as straightforward and enjoyable as possible. Our levels of customer service aim to be comparable to other premium brands.

We will provide you with a commitment that when you buy a new home from Berkeley you can be safe in the knowledge that it is built to very high standards of design and quality, has low environmental impact and that you will enjoy an exceptional customer experience.

You will receive tailored information relating to your purchase and have a dedicated person to guide you through your buying journey and beyond.

98%\* of our customers would be happy to recommend us.

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*With total peace of mind thanks to  
a ten year build warranty.*

\*Source: Based on the results of a customer survey by In House Research.



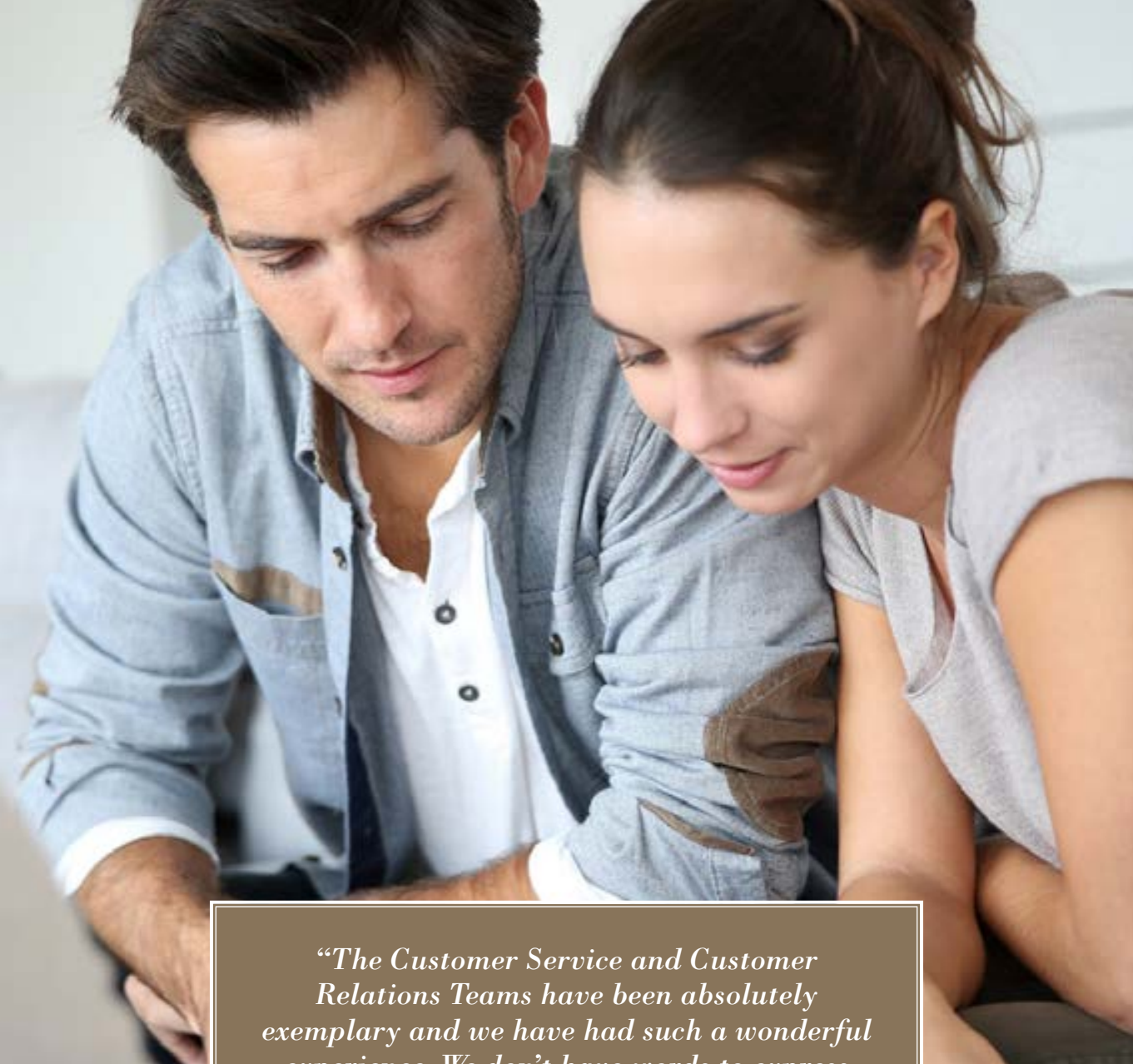
*“Everything was easy and straight forward. The customer service was very good.”*



01

**BUYING A NEW HOME  
FROM BERKELEY**

*“It was the ability of the Customer Service Team to anticipate customer needs in advance and be proactive and responsive to queries, that was central to the excellent experience.”*



## Committed to our customers

*We are with you from the start  
to the end, and beyond*

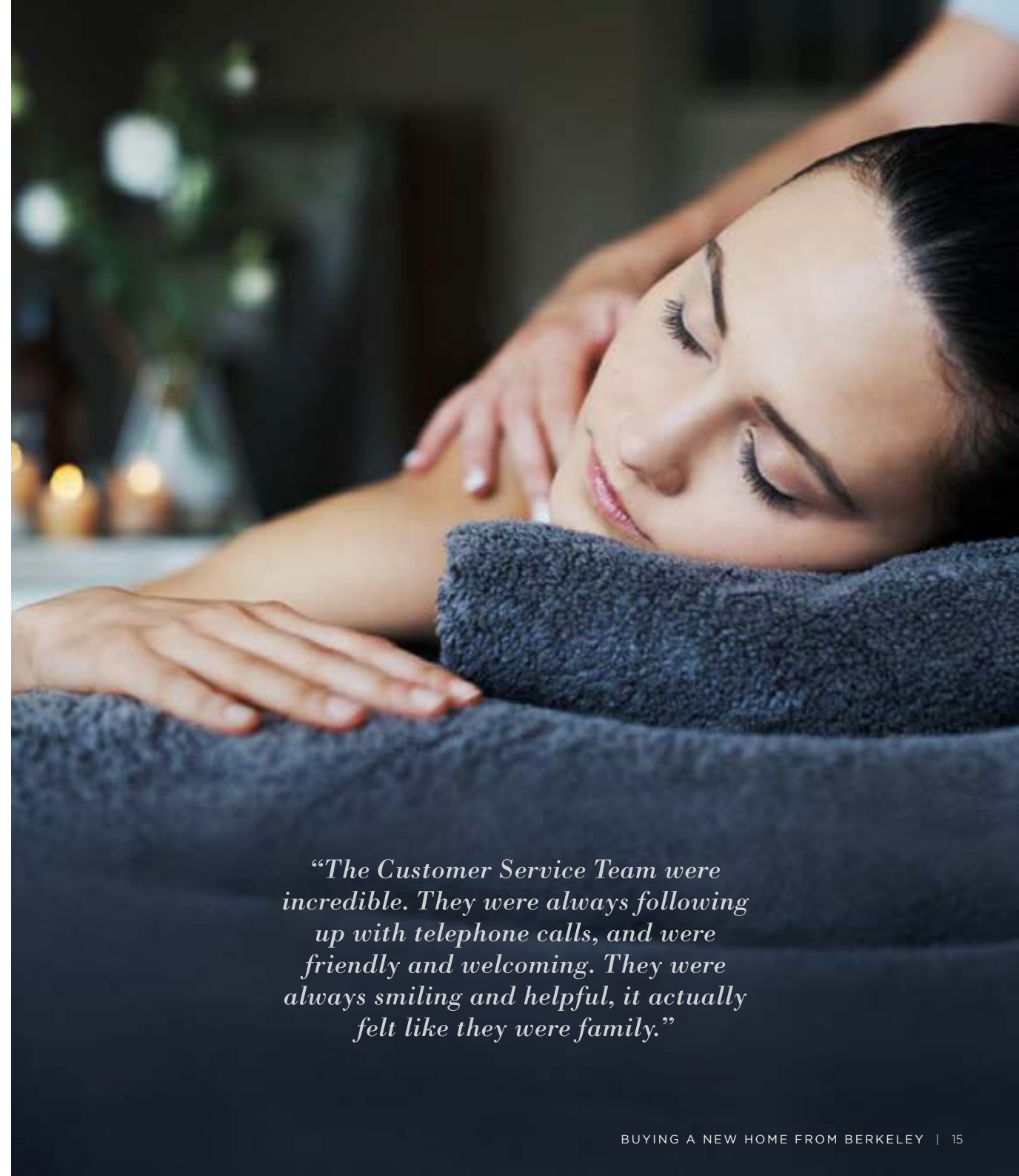
We understand that buying a home is one of the most important decisions you will ever make. That's why we pride ourselves on exceptional customer service; devoting time to help find the right home for you.

Our dedicated teams offer you tailored support and information, throughout your home-buying experience, so you can have complete confidence at every stage of the process.

Furthermore, we are an accredited member of the Institute of Customer Service, and the first homebuilder to achieve its prestigious ServiceMark accreditation, which reaffirms our commitment to our customers.

Photography depicts Fairmile Gate and is indicative only.

*“The Customer Service and Customer Relations Teams have been absolutely exemplary and we have had such a wonderful experience. We don’t have words to express our appreciation and have been supported throughout with everything, from moving in to assembling furniture.”*



## We have processes to ensure we deliver exceptional customer service

Exceptional customer service is only possible with the right people and the right product, complemented by rigorously efficient processes and monitoring. These measures ensure your home will be finished to the highest of standards the day you move in.

Berkeley aims to build your home to a very high standard of design and quality, and has over 40 years of experience of delivering. When you buy a new home from us it comes with a 10 year warranty.

However, over and above this, we will take a reasonable approach to resolving issues, even if they fall outside of the warranty criteria or time periods. In other words, we will stand by our product and work with you to find an appropriate, fair and reasonable resolution to any issues that may arise in the future.

Photography depicts 190 Strand and 375 Kensington High Street and is indicative only.

*“The Customer Service Team were incredible. They were always following up with telephone calls, and were friendly and welcoming. They were always smiling and helpful, it actually felt like they were family.”*

# We are with you every step of the way

*Dedicated teams that look after you*

## Reservation to exchange

From the moment you arrive at one of our sales and marketing suites, until exchange, a dedicated Sales Consultant will be on hand to help.

Our service starts with your first enquiry. Our Sales Consultants will be happy to discuss your requirements and answer your questions, using their in-depth knowledge to help you find the home that meets your needs.

## Exchange to completion and beyond

Following exchange, our customer teams will ensure dedicated service up to legal completion and beyond.

Whichever part of Berkeley you are buying a home from, we are with you every step of the way. From exchange until completion you will get regular updates on how the construction of your home is progressing. There will always be someone on hand to answer any queries you may have.

Once you move in we will help you get settled. All our customers are offered a full home demonstration, so that you know how everything works.

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*All the teams are continually reporting, and feeding back, to Board-level directors.*

*Berkeley is committed to ensuring that you receive a high quality of service and product, and enjoy the experience of purchasing a new home.*



# People and technology

*Harmonised to answer any questions you may have*

When you buy a home, you want to know that there is someone on hand to help navigate you through the process. At Berkeley we have just that, teams of dedicated professionals whose only role is to help you. They provide a bespoke approach to suit you and your needs, much like our homes – there is no ‘one approach fits all’.

Our committed customer teams are appointed for each part of your journey, so you always have an expert to talk to.

To work alongside the teams we have developed and utilised technology to keep you up to date. An example of this is our interactive online portal, MyHome Plus. This is an incredibly useful source of information, allowing you to receive updates, access documents and get in touch with us at every point of the process.

*“Berkeley provided the personal touch. They kept me updated about what was happening, although I was sometimes hard to reach. I never felt like I was being ignored. I felt well respected, well informed and well treated.”*

02

THE BERKELEY GROUP  
- AN INTRODUCTION

*The quality and the differentiation of our product is key to our success. You can see it in everything we do, from the interior of your new home to the public open spaces that we create. Every detail is designed with your needs in mind.*

# 40 years of experience and relentless passion for quality

*Our experience shines through in everything we do*

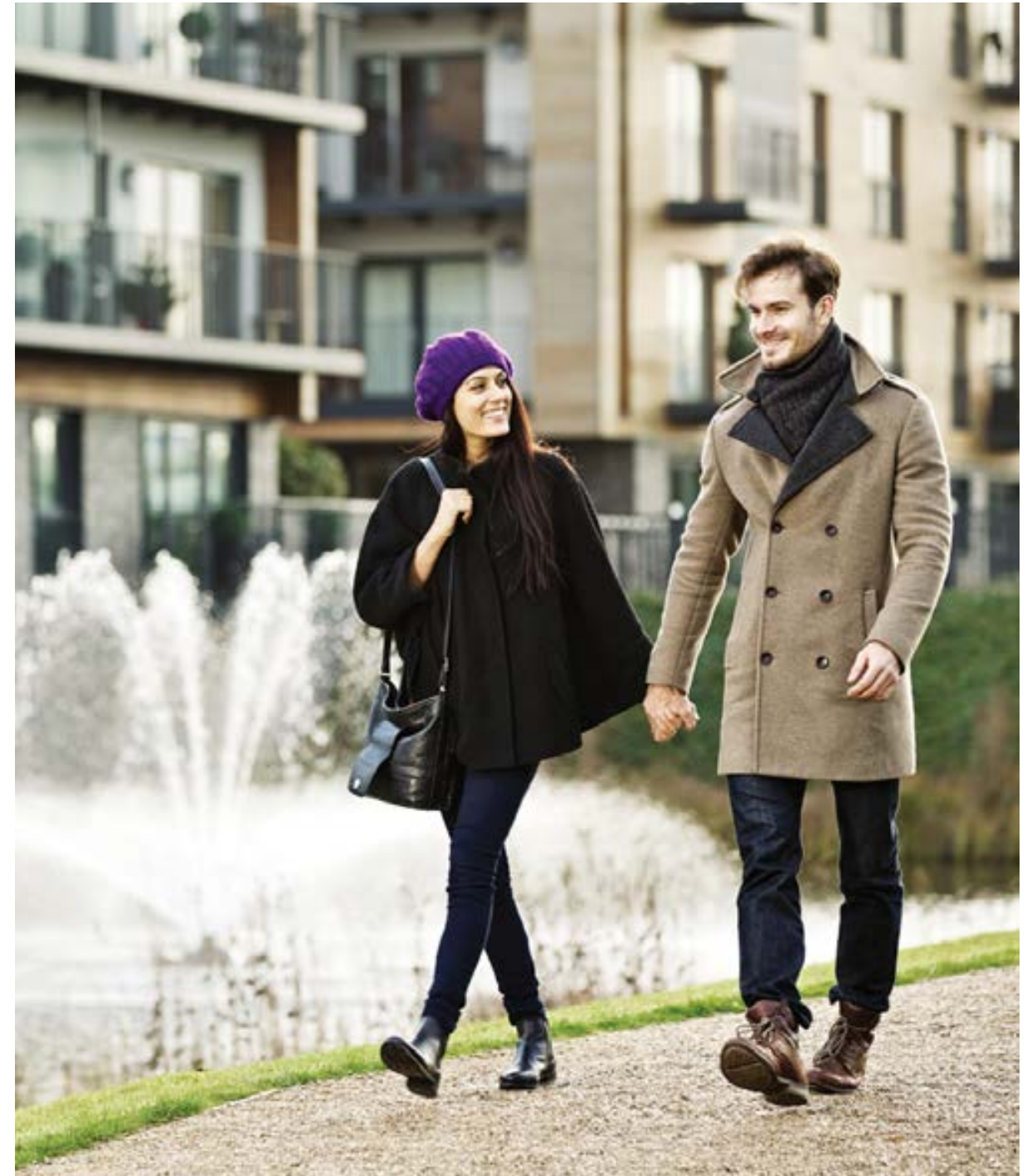
We're a business built on 40 years of excellence. We're passionate about placemaking. We focus all our efforts on creating stunning, successful places to live.

The Berkeley Group is an award-winning company. We have a proven track record of delivering on our promise of building exceptional places for people to live, work and enjoy, with sustainability in mind.

*Over the years we have stayed true to our values. Our passion for great places, having integrity, showing respect for people, thinking creatively and achieving excellence through detail.*



Photography depicts the feature lake at Stanmore Place and the Piazza at Goodman's Fields and is indicative only.



# Knowing the detail

*Focusing on areas we know, ensures we deliver a great customer experience*

Operating through five autonomous brands, our teams are able to build up such a good level of knowledge that they really do 'know the detail' on every home. This ensures we are able to deliver the Berkeley difference to every customer.



PROUD TO BE A MEMBER OF THE BERKELEY GROUP OF COMPANIES

**Berkeley**  
Designed for life

**St Edward**  
Designed for life

**St George**  
Designed for life

**St James**  
Designed for life

**St Joseph**  
Designed for life

**St William**  
Designed for life

[www.berkeleygroup.co.uk](http://www.berkeleygroup.co.uk)

Photography depicts Beaufort Park and is indicative only.





## Creating and enhancing communities

### *Another noticeable Berkeley difference*

On every site, our goal is to create a strong community and a place where people enjoy a fantastic quality of life. No two developments are the same; each is tailored to the context.

It takes drive, passion and relentless attention to detail to deliver bespoke, quality, new developments with the appropriate amenities, open space and infrastructure for all to enjoy – all of which Berkeley has in abundance.

Photography depicts an event at Beaufort Park and is indicative only.



## Attention to detail

*It's all the little things that make  
the big difference*

At Berkeley, we are involved in some of the most ambitious, ground-breaking and inspiring property developments in the country. As much as we're experts at the big things, we know all too well the value of the finer details.

Whether it's the specific plans for regenerating a brownfield site to help the wildlife return and flourish, or choosing the right fixtures and fittings for our homes, we are constantly focused on quality.

A great home is not just about the view or the size of the rooms. It's about sustainable products, efficient technologies, reduced impact on the wider environment; even the style of the kitchen cabinets and handles. It all adds up to the bigger picture, and it's where we make a difference.

We also know that even if the quality of build is fantastic, if the quality of service you receive is not excellent, the pleasure of your new home will be diminished. That is why we put as much attention into our service as we do detail into our finishes.

*"Your projects are very well managed  
and the finishes are excellent.  
Overall, very professional."*



03

## SUSTAINABLE FOUNDATIONS

*Creating places that make people feel special is the most challenging and important thing that we do. We design entire lifestyles from the ground up, by placing world-class architecture at the heart of inspiring and enjoyable public and private spaces.*

## A force for good

*A home built by us and bought by you contributes more than you might think*

Placemaking is a force for good in this country. Not only creating new homes and strong communities but also generating jobs and growth for the local economy. Making our society better in many different ways.

Creating successful places transforms people's lives, from the country to the suburbs and from rural hamlets to the high street. It is good for the people who live and work in each community, and it benefits countless others who can enjoy the fantastic new public realm; playing in the parks and using new shops and facilities, with improved public transport and services all funded by new Berkeley developments.

With this in mind, we are very proud of our 40 years of placemaking. As a business, we strive to learn more and listen to what people say, want and need. We celebrate the communities we have built together and will always remember the importance that housebuilding has on all of our lives. There is a lot for everyone to be proud of, including you - so, thank you.



04  
AWARDS

*“You’re the best on  
the market.”*

# An award-winning approach

*Berkeley aims to be the best in everything we do*

Our whole philosophy is built on putting our customers at the heart of every decision we make. That enables us to provide world-class customer service.

We do what we do because we are passionate about placemaking, not for the awards. That said, that doesn't mean we don't want to be the best at what we do. We take pride in every award we win because it spurs us on to continually do better.

From landscaping to building, sustainability to customer service, interior design to exterior architecture, we have won awards and accolades.

Berkeley are proud of the recognition our homes and developments receive in all areas:

The UK Customer Satisfaction Awards 2016 - Winner: ABA Quality Monitoring Customer Focus Award, Large Enterprise



Queen's Award for Enterprise: Sustainable Development 2008 - 2014



PLC Awards 2014 - Winner: Achievement in Sustainability



Most Considerate Site: Considerate Constructors Scheme Awards 2015 (Roman House)



Best Large Housebuilder of the Year



Photography depicts Kidbrooke Village and is indicative only.

# Always improving

*Our vision is to be a world-class business*

To be world-class we need to develop, and therefore we are always looking to improve what we do, so we would like to hear about your experience with us.

**Please contact us using:**

customerfeedback@berkeleygroup.co.uk

All quotes are from previous purchasers and were obtained during their post completion survey. The information mentioned in this document may be time dependant and was correct at time of issuing. 08CA/1019



[www.berkeleygroup.co.uk](http://www.berkeleygroup.co.uk)

Proud to be members of the Berkeley Group of companies

Berkeley St Edward St George St James St Joseph St William



responsive

exemplary

professional

reliable

supportive

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