

# OUR CUSTOMER CHARTER

*We understand and aim to provide you with a quality new home as well as making the buying process as simple as possible for you – all backed up by a great level of customer service.*

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

## WE WILL:

- 1 Endeavour to ensure all our marketing and advertising is clear and truthful, and use clear and fair terms and conditions in our sale contract
- 2 Give you detailed information about the home you are buying and guidance regarding the choices and options available to you
- 3 Give you your own files showing you all the steps involved in buying a new home, moving in, maintaining your new home, details of warranties and guarantees and our aftercare service
- 4 Invite you to meet the site manager who is responsible for building your home, so you can ask whatever questions you may have
- 5 Provide you with regular updates on the construction progress of your home, counting you down to when it will be ready
- 6 Invite you to visit your new home before you move in so we can show you how everything works
- 7 Tell you about the warranties for your home
- 8 Ensure you receive Health and Safety advice when visiting a development, and when you have moved in
- 9 Arrange for your customer relations manager to visit you after you have moved in to make sure you have settled in, and answer any questions you may have
- 10 Provide you with a comprehensive after sales service, including the opportunity to submit a concern or complaint should you believe our service has fallen short of the high standards we set ourselves.



Our Customer Service Charter complies with the requirements of the Consumer Code. For further details, visit:

[www.consumercodeforhomebuilders.com](http://www.consumercodeforhomebuilders.com)



**Taylor  
Wimpey**



## AVAILABILITY & PRICING

### Aspyre

Wharf Road, Chelmsford, Essex CM2 6YT

#### TELEPHONE:

01245 678 554

#### OPEN TIMES:

Open 7 days a week, 10:00am – 5:30pm

Prices and completion windows are correct at time of issue and the developer reserves the rights to amend these prices and dates without prior notice. Taylor Wimpey in their efforts to develop and improve designs reserve the right to alter floor plans, elevations and specification without notice. Apartments on this development are leasehold – find out more on the Taylor Wimpey website or speak to our Sales Executive.

House Type	Property Description	Plot	Price	Sq Ft	Estimated Build Completion
Navigation Court	Ground/first floor flexiplex apartment with 1 parking space Tenure: Leasehold	100	£349,000	710	Nov /Dec 21
Navigation Court	Ground/first floor flexiplex apartment with 1 parking space Tenure: Leasehold	101	£349,000	699	Nov /Dec 21
Navigation Court	3 bedroom maisonette with 2 parking spaces Tenure: Leasehold	116	£417,000	1076	Nov /Dec 21
Navigation Court	3 bedroom duplex apartment with 1 parking space Tenure: Leasehold	171	£407,500	1108	Nov /Dec 21
Navigation Court	3 bedroom duplex apartment with 1 parking space Tenure: Leasehold	172	£407,500	1119	Mar / Apr 22
Navigation Court	3 bedroom duplex apartment with 2 parking spaces Tenure: Leasehold	174	£580,000	1517	Nov /Dec 21
Navigation Court	3 bedroom duplex apartment with 1 parking space Tenure: Leasehold	177	£407,500	1119	Mar / Apr 22
Navigation Court	3 bedroom duplex apartment with 1 parking space Tenure: Leasehold	178	£407,500	1119	Nov /Dec 21
Navigation Court	2 bedroom sixth/seventh floor duplex apartment with 1 parking space Tenure: Leasehold	179	£395,000	925	Nov /Dec 21
Navigation Court	3 bedroom duplex apartment with 1 parking space Tenure: Leasehold	180	£405,500	1087	Nov /Dec 21
Navigation Court	3 bedroom maisonette with 2 parking spaces Tenure: Leasehold	199	£415,000	1097	Nov /Dec 21

Estimated Service Charge 1 bed from £686 pa, 2 bed from £1223 pa, 3 bed from £1790 pa\*  
Initial ground rent is a peppercorn.

\*Estimate only for plot specific details please speak to the Sales Executive.

Correct as of 1 April 2021