

Customer Service Policy

Taylor Wimpey is a customer focused business committed to the delivery of homes and developments of the highest quality. We work hard to deliver attractive and sustainable developments that our customers will enjoy living in. Our approach to customer service is informed by our Sustainability Strategy and we aim to have a culture of excellence, continually striving to improve our service and delivery.

We understand that buying a new home is a significant financial and emotional investment. We want our customers to know they've made the right decision to buy from us and we aim to make buying, moving into and living in a Taylor Wimpey home as easy as possible.

Taylor Wimpey's Customer Charter sets out our commitment to outstanding customer service and our Customer Journey is a standard set of procedures designed to ensure the best possible experience for our customers from the point of reservation all the way through to post completion after care. We apply the Customer Journey to all UK developments.

We will collect and use your personal information to enable us to provide fair and equal services to you. As part of this and our commitment to treating customers fairly, we will ask whether you consider yourself to require any additional support or if adaptations to our services would better assist you. This will help us:

- better meet your needs, and
- comply with regulatory and legal obligations about how we treat customers with additional requirements.

When you choose to reserve a home with Taylor Wimpey, we ask that you let us know about anything that would require us to tailor our services for you to meet any additional requirements you may have.

Throughout your home buying journey with us, we will process personal data in accordance with the UK Data Protection Act, General Data Protection Regulation, other relevant legislations, and our Data Protection Policy.


We comply with the requirements of the New Homes Quality Board Code of Practice* which is available in our House to Home pack shared with every customer when they begin the process of buying a new home with us. We also comply with all relevant legislation as a minimum including money laundering, data protection and the consumer protection from unfair trading regulations. We forbid practices that seek to increase sales or prices by any non-legitimate method.

*Appropriate for all homes reserved after 1st November 2022, for reservations prior to this the relevant Consumer Code will be available to customers within their reservation documentation.

We strive to:

- Provide a consistent, professional service to all Taylor Wimpey customers and treat our customers fairly and with respect, to meet their differing needs.
- Deliver high-quality, aspirational homes and developments that comply with nationally accredited standards.
- Ensure that all customer communication is consistent, clear, accurate and accessible.

- Advertise and explain our products and services in a truthful manner, ensuring there is no concealment or exaggeration.
- Provide appropriate training for all employees who engage with our homebuyers.
- Deliver excellent levels of customer service.
- Measure and monitor customer satisfaction through independent industry surveys.
- Engage and consult with customers to improve and develop the products and services we offer
- Maintain high standards of after sales service including following set procedures to handle and resolve customer issues and complaints in a speedy and courteous manner.

The Board of Taylor Wimpey plc will monitor the effectiveness of this Policy and will review the Policy on a regular basis and at least every two years			
Approved by		Chief Executive	Taylor Wimpey plc