

We think the process of buying your home should be pleasurable and we do our best to make sure that this is the case. First and most importantly we need to find your perfect property. We provide you with all the available choices and give you the information necessary to help guide your purchase. Once the ideal property is chosen and possession has taken place, it's g&w policy to continue our customer care with an after sales service second to none. The g&w Customer Care Procedure takes us through these stages, ensuring 100% support from start to finish. It helps keep any problems to a minimum and if any issues do arise, it ensures they'll be quickly resolved to your satisfaction.

g&w customer care procedure

YOUR HOME

It is our promise to you to produce a property that will instantly become your home. Our construction department prides itself in the building quality properties of the highest standards. We ensure that all aspects of the construction from ground works to electrical, plumbing and finishing are carried out by highly qualified tradesmen who strive to reach all the standards set within the g&w promise. We also provide a 10-year NHBC or Premier Guarantee warranty cover.

YOUR CONTACT

We believe that customer care service is of the highest importance whether it is throughout the buying process, the taking possession or the period of settling into you home. We are always here to assist promptly to your queries and requests and to also provide information as to the progress of your property throughout the building process. One of our informative advisors will be assigned to you to be on hand constantly throughout office hours to assist with the available choice of fixtures, fittings and finishing touch options and any other queries you may have.

YOUR INSPECTION

The site manager and a senior member of the customer care team will carry out a detailed inspection of the property prior to possession to ensure that the g&w standards have been achieved and the quality is assured. When total satisfaction is achieved your assigned member of the g&w team will invite you to your new home demonstration where appliance and system operations will be carried out and you will be introduced to your finished home.

YOUR POSSESSION

The day has come to move into your home once completion has taken place. After having a couple of days to settle in, your contact will visit you in your new home as a follow up service to make sure everything is perfect and deal with any issues which may have arisen. We welcome customer feedback and are always at the end of the phone to assist. When your first month in your new home has passed we will be in contact again to confirm your customer satisfaction.

