VIEWS

CUSTOMER CHARTER

2026

ADULLAM
LONDON ROAD
ADLINGTON
MACCLESFIELD
SK10 4DU

Who we are

Welcome to Views. We are a property developer established in 2018. Committed to building quality homes that make you feel proud, we have an obsessive attention to detail which filters into everything we do.

We are dedicated to ensuring your experience with us, from first enquiry through to move-in day and beyond, is clear and comfortable. We are a registered member of the Consumer Code for New Homes, and we take our obligations seriously.

Our commitment to you starts right now, and this charter details what you can expect from us when it comes to quality, service and aftercare.

From day one

Before you decide to buy a New Home from us, we will ensure all our marketing and advertising is clear and truthful.

Our sales partners are fully trained, so you feel safe, listened to, and understood.

We will share the following information with you to help you make your decision:

- Details about the property location, specification, and any options available
- Contract terms and conditions, including details of any warranties
- Cancellation policies

When your home is ready

You will be offered the chance to view your new home before final completion, so we can identify, with you, any final snags before you get your keys.

Once you're through the door, we will also provide you with a Homeowners Welcome pack, including all appliance information and warranties. This will also detail our maintenance response process, so you know what to expect if you encounter any issues after you moved in.

We will also provide a Home Demonstration visit, where a member of our team will help you understand how your new home works.

After you're in

Our aftercare service will be available to you for two years after the Completion of the Sale of your New Home, so you know you'll be looked after.

If you move in to a development where there is ongoing construction, we will ensure you and your family are kept safe and are informed of timeframes and access until the full site has been fully built.

Rest assured

Should you have any issues, questions, or concerns, our team are here to help you. You can reach them at any time on customercare@views.co.uk, and we will respond within 48 hours.

If things don't go to plan or we're unable to resolve your problem, you can find details of our complaints policy on our website.

We can't wait to welcome you to your new home.