

POLICY OF QUALITY

The majority of Leahomes' properties are created from the fabric of an existing property, which has been professionally renovated and, if appropriate, sub-divided. In this way we maximise the use of the quality finishes and solid structures of traditional build. This will include either thoroughly refurbished selected examples of the following or new built examples, designed to match the more solid and enduring character of the older property:

Full height skirting boards
Generous room heights
Detailing to external elevations, balconies and roof ridges.

Selected rooms with:

Ceiling roses
Plaster coving
Heritage style fire surrounds (both originals and quality reproductions)

Design care is taken of internal and external security. This will include appropriate use of part gated access, gravel drives and security external lighting. Window locks and modern security equipment are installed, whether windows and doors are the originals, kept to maximise the character of the property, or new build installations. Planting of trees and landscaping is a key part of the design of apartment developments.

Leahomes designs to last, which is a key part of the proposition to you and this includes close attention to landscaping and access. All developments have individually designed and applied landscaping schemes, designed to build up appreciation of your property in the years after your purchase as the planting matures. All buildings feature secure cycle parking. The large majority will be found to comprise low water usage air mixer taps and dual (low) flush toilets. Shower trays and enclosures are made of solid materials – not, as is common, thin moulded plastics. Building regulations determine that structures should be conformant with high levels of energy efficiency and sound insulation is undertaken ahead of any requirements which may be imposed. Leahomes retains builders directly, minimising the use of sub-contractors and financially directly supports the training of operatives for their formal qualifications through grants. These operatives are then free to use their services as they desire – not locked in to Leahomes. Documentation is kept. Builders are well trained to top up their long expertise but ensure modern requirements of issues such as environmental controls in the building process, consultation with neighbours and general upgrades in public safety and contractor welfare are met.

Halogen lighting, selected ducting for future cabling requirements, wide entry mat systems (for apartments): we do all we can to add the appropriate finishing touches.

During the period from exchange of contract to the finalisation of all snag removal (we accept that all newly built properties and refurbished

buildings do need realistic monitoring in the period post hand-over), customers have direct access to senior management of Leahomes.

Part of the policy of quality on apartments is to provide good management companies to keep the common parts well presented and maintained. Leahomes retains a professional management company, which is small enough to care about individual customer service – reflecting the strict stipulation of Leahomes. The management company is regularly reviewed by Leahomes but is independent of it. All apartment owners have the right to select management of their block if the majority in the block wish this duty to be undertaken – freedom is maximised.

There is a dedicated helpline provided for 12 months, to address any building related queries. There is a callout package available for a realistic annual cost on all properties.

A home maker logbook is left on handover with all relevant details of insurance guarantees and contact numbers for building maintenance and senior management of Leahomes.

