

## Customer Service Policy

Taylor Wimpey is a customer focused business committed to the delivery of homes and developments of the highest quality. We aim to have a culture of excellence, continually striving to improve our service and delivery.

We recognise that buying a house is a significant financial and emotional investment. We aim to make buying, moving into and living in a Taylor Wimpey home as low stress as possible for our customers.


The Taylor Wimpey 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 comply fully with the UK Consumer Code for Home Builders, which sets mandatory requirements for the marketing and selling of homes as well as after-sales customer service. We comply with all relevant legislation as a minimum including money laundering, data protection and property misdescription regulations. We forbid practices that seek to increase sales or prices by any non-legitimate method.

We strive to:

- Provide a consistent, professional service to all Taylor Wimpey customers and treat our customers fairly and with respect
- Deliver high quality, aspirational homes and developments that comply with nationally accredited standards
- Ensure that all customer communication is consistent, clear and accurate
- 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 come into contact with home buyers
- Deliver excellent levels of customer service
- Measure and monitor customer satisfaction through independent industry surveys
- Engage with and consult 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 24 January 2012
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