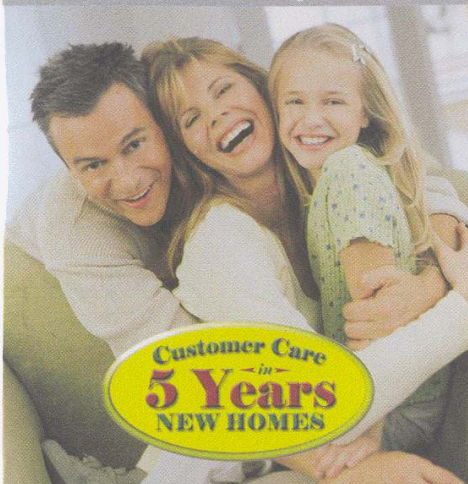




## After Build Customer Care



### The most cost effective approach to Customer Care

There has never been a better time to review your Customer Care – and benefit from a **fixed-price** approach to providing excellent service for every new home purchaser!

In a challenging and difficult market the need to control costs has never been more critical. For a single fee per plot (payable once only) After Build provide a total Customer Care package to manage defects during the 2 year Builder's Liability period. We manage the homeowner call, schedule and carry out work (where required), manage your sub-contractors and close down each defect, reporting to you weekly on all calls received.

Want to save time and money and know that all your Customer Care obligations are managed on a timely and professional basis? Call us today on 01444 230333 to find out more. [www.afterbuild.com](http://www.afterbuild.com) – providing excellent Customer Care at new home developments nation-wide.



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## Homeowner Documentation



### Leave a lasting impression with personalised handover manuals

Presenting a professional Homeowner's Manual to your buyers is not only guaranteed to make a big impact at handover, but also demonstrates a clear commitment to every aspect of customer care.

Classic Folios provides a full package service for the production of bespoke reservation and completion manuals, Home User Guides and HIPs.

- Flexible costs to suit your budget
- On demand print and delivery
- Unlimited text edits, at no additional cost
- Customised with your corporate branding
- Complete design, authoring and print service

**Your commitment to customer care, made easy.**



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## NEW BUILD HIPS FOR ALL!

**FROM APRIL 6th 2008**

Every newly-marketed plot in England & Wales will need a HIP, irrespective of the number of rooms or the Building Regulations in use (2002 or 2006).

### YOU NEED TO PREPARE FOR THESE NOW

Our HIP support team will help to minimise the time and effort you need to compile your HIPs, so register for this service and order your HIPs today by contacting us on 0844 633 1000 or email [hyps@nhbc.co.uk](mailto:hyps@nhbc.co.uk)

[www.nhbcbuilder.co.uk/hip](http://www.nhbcbuilder.co.uk/hip)



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