



THE MULBERRY

experience

WHEN YOU CHOOSE A MULBERRY HOME,
YOU'RE CHOOSING A HOUSE BUILDER
THAT PRIDES ITSELF ON ITS PERSONAL TOUCH



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WELCOME TO THE MULBERRY HOMES FAMILY

CONGRATULATIONS ON RESERVING YOUR MULBERRY HOME!

We know that buying a new home is one of life's big decisions. It can also be one of life's great adventures: new location, new community, new experiences, new neighbours, new friends. And, with a brand-new Mulberry home, where everything is clean, fresh and ready to go, it can be time to do more of the things you enjoy.

Part of buying a Mulberry home is The Mulberry Experience. Through it, our aim here in the Mulberry Customer Experience team is to make sure that you have all the information you need at each stage of the buying process and beyond, so you know what's happening and when.

The Mulberry Experience begins at the point you reserve your plot and continues for two years from the date you legally complete your purchase.

Over the next few pages, you'll discover what we mean by The Mulberry Experience.

The team and I are here for you every step of the way.

ENJOY THE MULBERRY EXPERIENCE!

Stacey Clarke

Head of Customer Experience

experience



KEEPING YOU INFORMED

WE WILL COMMUNICATE TO YOU AT THREE KEY STAGES OF CONSTRUCTION: WHEN THE ROOF GOES ON, WHEN YOUR HOME IS PLASTERED, AND BEFORE YOUR HOME'S PAINTED. THIS IS SO YOU KNOW HOW WE'RE PROGRESSING AND WHAT TO EXPECT NEXT. THE VAGARIES OF THE GREAT BRITISH WEATHER CAN SOMETIMES INTERFERE, BUT WE DO OUR BEST TO ENSURE DISRUPTION AND DELAYS ARE KEPT TO A MINIMUM.



* Typical duration

INTRODUCING THE GUIDED APP

HAVE YOU EVER LOST A BROCHURE YOU WANTED TO KEEP? FORGOTTEN WHERE YOU'VE FILED IMPORTANT DOCUMENTS? MISLAID INSTRUCTION BOOKLETS? OR AT A LOSS AS TO WHERE THAT IMPORTANT TELEPHONE NUMBER IS YOU MEANT TO SAVE?

DON'T WORRY! WE'VE GOT YOU COVERED WITH OUR GUIDED APP.

Once you've completed on your new home, your sales advisor will give you your unique log in details for the app where you will have all the information on your new home at your fingertips.

HERE'S A BRIEF INTRODUCTION TO WHAT YOU CAN FIND ON THE APP:

Plot Details: An overview of your new home, including floor plans, photos and a guided tour

Appliance Information: Including guides and warranties

Demonstration Videos: Covering topics such as operating your heating system

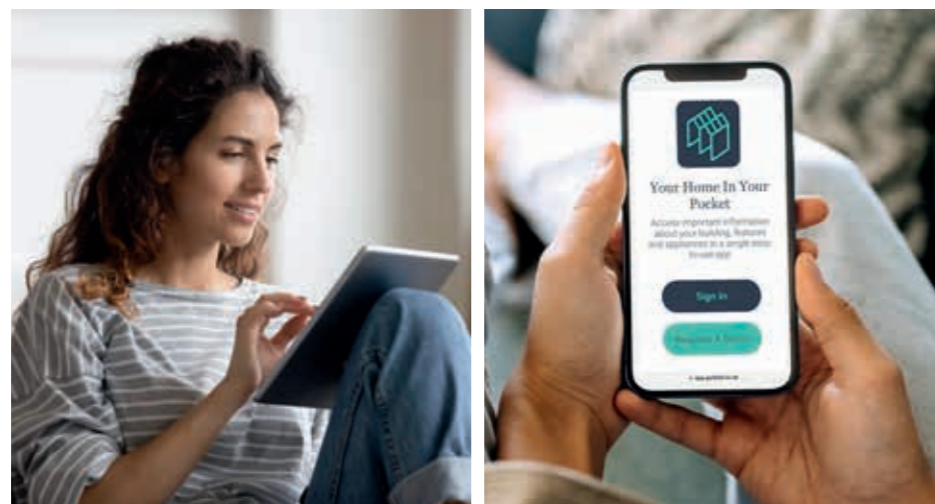
Document Library: Includes a range of useful brochures, guides and information from Mulberry Homes and NHBC

Safety and Security Advice: About your new home and what to do when visiting a building site

Supplier Information: Learn who supplies your utilities and which local authority you come under

Useful Contacts: All the important phone numbers, including for the Mulberry Homes Customer Experience team, NHBC, and more

Local Guides: Information about your new neighbourhood, from transport and shopping facilities to entertainment venues and local eateries



ONGOING MULBERRY CARE

OUR SUPPORT DOESN'T END AS SOON AS LIFE IN YOUR NEW HOME BEGINS. WE'RE HERE TO SUPPORT YOU FOR TWO YEARS FROM THE DATE YOU COMPLETE THE PURCHASE OF YOUR MULBERRY HOME. HERE'S WHAT THE PERSONALISED MULBERRY EXPERIENCE LOOKS LIKE:



1 WEEK BEFORE YOU MOVE IN

We'll give you a tour and demonstration of your new home



MOVING DAY

Your Mulberry Experience welcome pack awaits you in your new home!



3 DAYS AFTER COMPLETION

We'll call round to see how the move went and check everything is OK



7 DAYS AFTER COMPLETION

One of our team will call in to make a list of any minor issues, which we'll aim to address within 21 days of completion*



2 MONTHS AFTER COMPLETION

We'll ask you to complete a trustpilot survey and our in-house survey for feedback on your Mulberry home buying experience; it will help us to understand what we do well and what we could do to make the Mulberry home buying experience better



2 TO 5 MONTHS AFTER COMPLETION

You'll receive a survey from NHBC with just 10 simple but important questions for you to answer



2 YEARS OF ONGOING CARE FROM THE DATE YOU COMPLETE YOUR PURCHASE

Our experienced team is available by phone, Monday to Friday, 9am to 5pm, to answer your questions and arrange for our customer care team to assess and fix issues covered by our two-year builder warranty period*



IN THE UNLIKELY EVENT OF STRUCTURAL DEFECTS, YOUR MULBERRY HOME IS COVERED BY A 10-YEAR NHBC WARRANTY



OUT OF HOURS SUPPORT

For support outside office hours, our partner Davies Group will be on standby to take your call*

*Full details and terms and conditions available on the app



YOUR DREAM HOME AWAITS

WE PRIDE OURSELVES ON OFFERING THE PERSONAL TOUCH, MAKING YOUR MOVE TO A MULBERRY HOME AS EFFORTLESS AS POSSIBLE.

Early Check-in

We understand how eager you will be to start settling into your new home and making plans for the future. That's why we provide arrangements for you to have access to your home prior to legal completion. Our early check-in service will be organised on the day by our sales adviser who will explain how it works and arrange a suitable time, making the moving process even more manageable for you.

Professionally Cleaned

A home you can settle straight into is so important to us. Our professional cleaning service will make sure every room is ready for your first day in your new home. We will also provide a dedicated walk through with one of our experienced site team.

Arrival

Alleviating any stress on moving day, we will cone off a designated area at the front of your property for your removals vehicles, so that you can transfer your belongings safely and securely.

Legal Completion

When completion on your new home is legally confirmed we will proudly hand you the keys and you can officially start your journey to life in your new Mulberry home.

Attention to Detail

At your home demonstration you will be given an appointment for your site manager to visit within 7 days of legal completion. This appointment is **essential** for both you and the site manager and will help you re-familiarise yourself with all the features of your new home. Your site manager will also discuss with you the transition to our Customer Care Team, who will be on hand to help you with any additional queries once you are settled in.

WE UNDERSTAND THE MEANING AND IMPORTANCE OF HOME.
THAT'S WHY WE ALWAYS STRIVE TO BUILD HOMES THAT ARE
BEAUTIFULLY DESIGNED AND BUILT USING THE FINEST MATERIALS
BY EXPERT CRAFTSPEOPLE IN DESIRABLE, HAND-PICKED
LOCATIONS WHERE THEY COMPLEMENT AND ENHANCE
ALREADY THRIVING COMMUNITIES.

Robert Wilkinson

FOUNDING DIRECTOR OF THE MULBERRY GROUP

BE PART OF OUR VERY HAPPY COMMUNITY

CREATING HAPPY CUSTOMERS IS AT THE HEART OF WHAT WE DO HERE AT MULBERRY HOMES.

For the last five years, we have been awarded gold by customer satisfaction experts In-house Research, with over 90% of our customers saying they would recommend us.



WHAT CUSTOMERS HAVE SAID ABOUT THEIR MULBERRY HOMES EXPERIENCE

“It’s been perfect for us, with regular updates. I can’t fault them. It was a great experience.”

“I had a really tight deadline, and they did everything they could to let us move before Christmas.”

“We love how spacious it is, and the houses are not built on top of each other.”

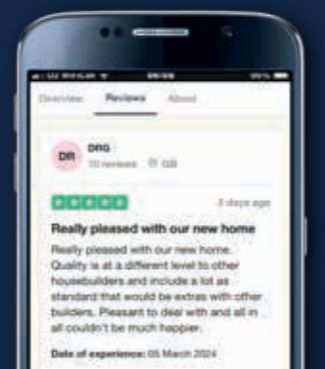
“The lovely staff in the sales office have been brilliant and have continued to check in with us; the customer care has been second to none. It has been a great experience, and the build quality of the property is amazing. I’m a very happy customer.”

“This is not a large development and I like that. They have excelled themselves with the amount of parking on the development.”

AND AS IF THAT WASN’T ENOUGH

CHECK OUT OUR TRUSTPILOT FOR EVEN MORE GREAT REVIEWS.

We’re rated ‘excellent’ on TrustPilot



*Customer satisfaction score of 98.6% as of February 2024

WE CAN'T WAIT TO WELCOME YOU INTO YOUR NEW MULBERRY HOME!



ABOUT MULBERRY HOMES

Established in 2011, Mulberry Homes is an award-winning house builder based in Warwickshire. It builds stylish, design-focused homes in outstanding, hand-picked locations across the Midlands, South East and East of England regions. Along with Mulberry Land and Mulberry Developments, Mulberry Homes is part of a privately owned business Mulberry Property Developments, founded in 2004.



MULBERRY
HOMES

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Mulberry Homes is a trading name of Mulberry Property Developments (company registration number 07253372)