

Customer Complaints Procedure

At Tilia Homes we're committed to delivering the highest standards in design, construction and service to all our customers, and you can have peace of mind knowing that our homes come with a two-year guarantee and a further eight-year warranty under the National House Builders Council (NHBC).

We are also proudly a registered housebuilder under the National Homebuilder Quality Board (NHQB), adhering to the Quality Code (NHQC) and committed to the very best in build and service for all our customers.

Even though our homes are built with care and attention to detail, sometimes things go wrong. When they do, we take it very seriously and work swiftly and professionally to resolve the matter and have a robust complaints procedure in place to ensure concerns can be addressed efficiently.

At Tilia Homes we commit to:

1. Acknowledging all complaints within 5 calendar days of the complaint initiation date*.
2. Sharing a proposed pathway to resolution within 10 calendar days of the complaint initiation date*, including the steps we'll take and anticipated timescales.
3. Sending a full complaint assessment response within 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. If the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.
4. Sharing a closure response, which confirms what action has been taken once the complaint has been resolved.

In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.

Reporting an issue

It is important that the right people are working to resolve your concerns quickly and efficiently.

Our regional customer service teams are best placed to work with you to get any issues resolved and can be reached on the details on our [contact us](#) page. They will ensure the correct head of department can investigate.

We hope this will see your concerns resolved swiftly and to your satisfaction, however, if this is not the case and you wish to raise a formal complaint, please send an email to the regional customer service team with 'formal complaint' written in the subject line.

This will then follow the same steps and timescales as outlined above to ensure your concerns are resolved.

We hope it is not the case, but should you remain dissatisfied with our service or measure to resolve the matter, you can refer your complaint to any dispute resolution service offered by your warranty provider, or the [New Homes Ombudsman Service](#).

The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

If you reserved your home with us on or after 2 April 2024, the [New Homes Quality Code](#) applies. If you reserved your home before 2 April, the [Consumer Code](#) for Home Builders applies.