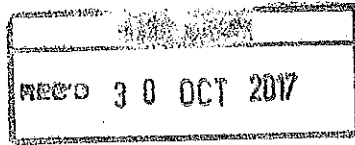


Mr & Mrs Burton Hicks  
10 Mill Pond Avenue  
New Mills,  
Derbyshire  
SK22 4HL



LOGGED

26<sup>th</sup> October 2017

Page 1 of 18

Dear Sir,

**Our comments regarding a Planning Application for Hayfield Road New Mills.**

With reference to the letter that we have received regarding a planning application, Your Ref: HPK/2017/0534

We are responding to your information letter dated 11/10/2017, which we notice is incomplete and does not conform to the requirements of the legislation and Para (1) **fails to mention the location where the plans can be scrutinised.**

It is almost certain therefore that as the requirements of the legislation for the informing of the public about a planning **application have not been adequately adhered to,** that the dates proscribing the response deadline are not able to be enforced. From a legal point of view this may be taken as being misinterpreted as misleading and in bad faith, or worse.

The availability of the plans solely "on line" is inadequate for the purposes of planning law, as it inevitably disadvantages those who do not go "on line", and are therefore unable to lodge any sort of objection. This is not permitted.

We have taken the time to inform ourselves regarding the requirement for new affordable and other types of housing. No-one in their right mind can object to the necessity for more and better housing. But we believe that this housing should be largely homes built to a sound specification, and encompass a large variety but are MAINLY affordable homes of £100,000 or less, are FREEHOLD to avoid the current complaints, some would say "scam" or "rip-off" regarding homes sold leasehold, with freehold costs that escalate hugely in the following years. The site MUST be absolutely guaranteed free from any possibility of flooding or high water table problems. The entrance to any site MUST avoid any serious possibility of causing accidents on the Hayfield road by vehicles entering or leaving the estate. This quantity of homes simply means that possibly one hundred PLUS vehicles would be entering or leaving at the usual rush hours, and there will be dangers regarding this, especially during the darker nights. It should be a serious consideration to have TWO entrances or exits. Any accident that causes the sole entrance to the estate to become blocked would be a serious issue regarding access to Police, Fire and Ambulance services.

But sadly the application for planning permission on this green-belt and attractive land has come, by all accounts and judging by extensive research, from a notoriously low quality and it seems, incompetent builders, that is now - all over the North-West - a bye-word for a catastrophic standard of building of the worst sort.

We do not subscribe to the idea that houses of poor quality and the wrong type are better than no building at all.

We wonder what sort of company the High Peak Borough Council wish to consort with. It seems most likely that if the High Peak Borough Council associate themselves with this disreputable company that the Council will be tarred with the same brush. The tarnishing of the Council's reputation is not something that should be allowed to happen without comment.

Be aware: It is widely recognised that this building company is disreputable. We have researched their reputation carefully. There is more than adequate evidence that the houses proposed will - if built - be riddled with defects, of a troubling nature and degree. We are at pains to make it crystal clear that if the proposed development goes ahead, any furore resulting from what we anticipate will be the case as regards quality of construction, will be to the Council's detriment.

Herewith we have added what we have established to be truthful reviews of their building and other work.

Page 2 of 18

These critiques MUST NOT BE TAKEN LIGHTLY.

There is also the need to consider the size and location of the twin row of electricity pylons that dominate the site. Are these pylons to be removed and the associated cables buried underground?

What is the council's view on electromagnetic interference with the health of those who may otherwise end up living beneath 25,000 volt grid cables.? These are serious issues, that effect the health of those in the vicinity.

## Trustpilot and other Reviews:

### “Wain Homes”

Excellent	0%
Great	11%
Average	0%
Poor	6%

**Bad 83%!!!**

"The house was 6 months behind schedule to start with, **dealing with lie after lie.** When we finally got the keys, the house was still weeks away from being finished. We couldn't lock the front door as the front door handle was hanging off. There was no kitchen and they couldn't be bothered to even ring the kitchen fitters until 16 days later! There are so many problems with the house which just aren't being fixed."

"The site manager ROB GREEN and the contracts manager MATT SHAW have both been around to inspect the house, and confirmed the work around the house is substandard and **one bit of handy work even dangerous, but have refused to fix it!** There is no point of contacting these people as they will just feed you absolute lies and will not help you at all. The front door well has sharp edges which has cut the bottoms of people feet open, but have been told by the managers this won't be fixed because "Oh well, it's like that now". Two doors in the house don't fit the frames and don't shut properly and have been told this won't be fixed because "it's too much effort". You can clearly see render that has not been painted on the exterior of the house and this has been deemed "acceptable". Some render has just fallen off the front of the house and has just been painted over as a fix and have again been told this is "acceptable". A light switch is not attached properly to the wall and has a large gap surrounding it. The sealant around the house was (and still is) awful and was told it is "the home owners responsibility" to get this fixed. The windows have been botched and do not fit properly. **The central heating doesn't work, to which we were told to fix it ourselves, and after reporting this to the NHBC, Wain homes told them a plumber had already been to fix it, then told us they would be sending someone to fix it - still no one has turned up and it does not work.** This is a tiny fraction of the problems with the house and I wish I could attach images to this review and you could all see the awful quality supplied by these idiots. You will never talk to anyone in customer service about getting your house fixed as they don't answer the phone, and never answer e-mails. The only way anything will get fixed is to go through the NHBC, and even then Wainhomes will report to the NHBC that the issues have been fixed when they haven't bothered to do anything about it. Wainhomes are nothing but greedy con men, and they are after your life savings and then will try and completely screw you over."

### **Do your research!**

Still selling houses as leasehold however they will give 'freehold' included if demanded at reservation. However the 'freehold' is **fleecehold**. (Fleecehold is defined as any property **purported** to be freehold but contains toxic covenant generating fees. The aim is to fleece homeowners!).

Many so called 'freehold' properties require permission with unlimited 'admin' fees from management companies for all sorts of ridiculous things from

putting up a sky dish to selling the house.

## Page 4 of 18

Also many developments are now sold on to investment companies rather than adopted by the council, so buyers are responsible for the financial cost and upkeep of sewerage pumps, roads and 'green spaces' etc (estate service charges), again with unlimited financial clauses decided by the management companies which doesn't have to reflect the true cost.

For us, the most onerous covenant on our dream house was the potential 5% annual increase on the estate service charges. Therefore what would be a relatively reasonable initial couple hundred pounds per year will turn into £20,000 per year in 100 years!!! This means it is not inflation linked.

(Obviously this wouldn't directly affect us but would have a considerable negative effect on the resale).

Buyers are essentially signing a dotted line to allow companies to demand a never ending and unlimited amount of money. Don't let anyone tell you money generating covenants are ok because they are the norm (they're not) and protect you (they don't). People buy new builds in good faith however that is no longer wise. Buyers beware!

The National Leasehold Campaign and the organisation: "[homeownersrights](#)" have a wealth of advice and real life horror stories.

Useful

### AVOID

AVOID - DONT WASTE YOUR MONEY & TIME! Very poor from start to finish, build quality poor, internal issues galore, problem after problem. And when you think it's all getting back to normal they ruin it by doing something stupid just to infuriate you. Avoid buying a property from Wainhomes!!!

### Once they have sold you the home ...

Once they have sold you the home customer service is not existing. They continuously pass the buck on everything. The work in the kitchen was the worst I have ever see in a new home. I would never purchase a Wainhome ever again.

Published Wednesday, 5 July 2017 Updated Wednesday, 5 July 2017

### Echoing the previous review - AWFUL!!

Echoing the previous review - I have also had a similar experience with my purchase from Wainhomes. Generally smooth sailing until after completion - at which point their customer 'care' manager Jackie became involved - though how Wainhomes has the audacity to give her this job title is beyond me. She is rude, argumentative and doesn't 'care' for anything except being rude to customers. It's reassuring to know it's not just us that have suffered her amazingly poor attitude from reading other reviews and speaking to countless

## Page 5 of 18

neighbours on my estate, all of which can't believe just how awful she is. I actually feel a bit sorry for her, because to be the way she is with her customers, she clearly doesn't like her job - demonstrated by the level of maliciousness and contempt she has for the customers it is her job to care for. As a representative of the company one would think some basic customer service training would be employed, but it seems the head office of Wainhomes are thick as thieves and unfortunately you're at the mercy of the likes of Jackie who would rather be rude and pointlessly argumentative than dealing with people in a proper and professional manner. My advice to anyone considering buying from this company is do a quick google search first which will demonstrate their history and previous customer experiences. They have such a low rating for a reason. Poor staff, poor contractors, nothing positive to say at all. And the fight with the snag continues! If you buy from Wain homes - you're unfortunately guaranteed to be dealt with by Jackie - which is reason enough not to buy! But if you do - good luck!

### 102 snags! And counting... Floods and just awful workmanship.

102 snags!! They come in to fix a problem and make things worse. Their contractors are the worst of the worst and that's probably all they can employ on site. No decent trades man would put up with this hell hole. Our back garden is flooding and we have what can only be described as a lake behind the fence. They don't care what we have to live with, as long as they get their money! The whole finish on the house is so poor. I'm 30 weeks pregnant and i have asked and asked for things to be fixed before the baby arrives. **I send emails saying URGENT, flooding behind the house, and i hear nothing.** I second the comments about Jackie. She nearly reduced me to tears, saying that they conform to NHBC standards, so that's ok. I said, **"where are your Wainhomes standards" her response was, they have none, as long as its NHBC, then it's ok!** I wish we had never bought this house. The whole experience has been so stressful and we still have a long way to go before it will be anything like our dream house, if it ever will. DO NOT BUY THESE HOUSES!!!!!!

### What can I say!!

Well what can I say, moved in and thought everything was a bed of roses until we noticed it was a bed of nettles

Poor finish on plastering and painting, poor plumbing and a snag list I had to work hard to get sorted while there was still a site manager on site, after that they simply send basic replies and state "we contacted the contractor to contact you" what good is that..?

I've emailed the new MD and he's not interested, Jackie the customer care

## Page 6 of 18

manager seems that the word "care" shouldn't be anywhere in her job title and I'm still waiting on a reply to at **least 5-6 jobs.**

**Plus today I was given an electric shock from the immersion switch that was located under the boiler that had a leak.**...Jackie's reply was simply "The contractor will contact you" no, hope your ok, or sorry to hear that and we'll sort this pronto....

I could go on and on but frankly my finger would fall off.....

Advice, nail them hard and just make sure you get the toothcomb out when snagging...! Take an expert if you don't know what to look for...

But trust me, I've got some contacts in the media so this story will get told...

### Worst experience of any organisation in my life

Contract completion and after sales service has simply been the worst experience of any organisation in my life.

A few of the issues:

- Refused to give me the keys on handover because the money was sent to their solicitors at their own solicitor's request. Blamed their accounting software.
- No dishwasher installed on handover despite it being paid for.
- When dishwasher was eventually installed the fuse spur behind it burnt out, the installation failed to pay proper regard to provisions of the wiring regs.
- Under stairs cupboard door was cut and installed to approx half height meaning you had to crawl into it; and the electrical board was in that cupboard! Site manager saw no issue with it.
- No land drainage installed and rear garden flooded.
- Topsoil was little better than clay in terms of its drainage capability we had to pay a contractor to have it all removed.
- Worst of all the mortar did not meet masonry mortar standards in terms its mix and there is mortar erosion (not covered by NHBC build mark by the way). This has yet to be resolved some 18 months later and the failure to properly investigate or acknowledge fault with the mortar, and in fact fight me every step leads me to believe that they are somewhat lacking in growth mindset and it is possible this issue may liable for repetition.

My experience is that dialogue has been hard going, generally as others have said the issues have needed raising many times and at senior levels (construction manager, MD etc) in the organisation for action to be taken. The response from the site manager on each occasion raising an issue usually started with words to the effect of "I'm going to have to disagree with

you there..."

The whole experience has given me the feeling that all this organisation really care about is maintaining profit margins regardless.

The whole experience has been and is frankly draining.

Page 7 of 18

#### The follow up customer care is awful

The follow up customer care is atrocious. They kept fobbing us off about when we will be contacted regarding our concerns. Our advice: don't buy from Wainhomes.

#### WainHomes, The Paddocks, Preston

WainHomes - The Paddocks, Cottam, Preston

Awful follow up and customer service from the site manager and customer services dept. Overall house quality is OK but far too many problems with shoddy & poor quality work.

Each snagging issue requires at least 4-5 attempts of pestering customer services before anything gets done and that usually results in someone making the problem worse rather than fixing it. Always plenty of excuses but no ownership of problems and more effort put into avoiding dealing with issues than actually fixing them.

Exceptionally poor after sales support and customer service. Little or no quality control on work both prior to and post sale.

Carefully consider your options before purchasing a property on this site, as there is plenty of choice around and don't believe the sales team when they promise high quality standards.

#### TRAPPED IN HELL.

Do not buy a home from these developers unless you want to see all your life savings and hard earned money sink down the drain. They don't care about any problems you have once you sign that dotted line and complete on the purchase. We fell hook line and sinker for all the sales talk and regretting every minute now. Nothing is put right, you will be told to fix and sort anything yourself, even if it clearly from a defect on their end during construction! Too many issues to list. But one for example! We've got big rocks of concrete on our lawn that we can't shift just as one snag! Left by Wainhomes and our problem they say! Read the reviews and proceed with caution. AVOID.

#### Living the Wainhomes nightmare

## Page 8 of 18

Beware before you purchase from Wainhomes and give them your money; beware once Wainhomes have your money for their 'expertly crafted luxury homes' your home is actually built to the very minimum NHBC standards or below and not luxury !! There will be problems you cannot see such as no insulation where there should be , springing floors, poor quality and shoddy installation, etc etc etc etc etc will not list all at present, but be warned buying a house from Wainhomes can take your sanity, health and livelihood and consume your life in misery for years due to the battles having serious issues excepted. Believe the reviews about the customer service and that they tell the NHBC untruths! More to come ,much more.....An expensive below minimum standard Wendy House. **Remember when you have handed over your money the words minimum, minimum, minimum minimum.....**

### Buyer beware

**Untrustworthy**, poor customer care. Still selling properties with leasehold. Take no responsibility for issues. Drainage problems in multiple gardens on site. No insulation in part of the roof space. Ongoing issues with the roads and drives.

### Worst house builder ever

Shocking build quality terrible customer service, worst house ever, just need to shift it quick.

### Would never recommend wainhomes

We had a great start to our experience with wainhomes, the part exchange went so smoothly which we were grateful for after our sale fell through. Quickly went downhill after we got the keys though, lots of snags which they pretty much argued against everyone. This included a 3 year battle over windows which we eventually won after around 25 visits from manufacturer and fitter being very rude, culminating with the glazing federation agreeing that the windows needed to be sorted out (all documented with nhbc). Their customer service woman Jackie is rude and aggressive and came to our house for a meeting and had to be told to leave due to her behaviour.... we also had the pleasure of a visit from their md who was also rude to my father in law... Build quality and design was good though, it's their sub contractors who really cause the issues.



Written on: 18/02/2017 by O'Reilly270

Bought a house in Congleton in 2013 at swans reach, we purchased a 5 bedroom Cambridge and were initially happy with the smooth purchase.

**Our happiness ended abruptly though once we got into the house,** horrific snags including a 3 year battle over sub standard windows which included numerous visitors from the manufacturers, installers and finally glazing federation (who ruled in our favour).

The managing director north west is a rude and arrogant man who does not care about customers. We had the pleasure of him in our home and he was incredibly rude to my father in law for no reason.

However the icing on the cake is the lovely lady in customer service, this woman is the rudest and most useless customer service rep I have ever dealt with. She even attended our home and began to shout at my husband "this is my meeting" or words to that effect.

Steer clear of them if you value your sanity !!

Published Thursday, 14 September 2017 Updated Thursday, 14 September 2017

**Do your research!**

Still selling houses as "leasehold"; however they will give 'freehold' included if demanded at reservation. However the 'freehold' is fleecehold. (Fleecehold is defined as any property purported as freehold but contains toxic covenant generating fees. **The aim is to fleece homeowners!**).

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For us, the most onerous covenant on our dream house was the potential 5% annual increase on the estate service charges. Therefore what would be a relatively reasonable initial couple hundred pounds per year will turn into £20,000 per year in 100 years!!! This means it is not inflation linked. (Obviously this wouldn't directly affect us but would have a considerable

negative effect on the resale).

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The National Leasehold Campaign and "homeownersrights" have a wealth of advice and real life horror stories.

Julie

Page 10 of 18

Published Sunday, 10 September 2017

102 snags! And counting... Floods and just awful workmanship.

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Our back garden is flooding and we have what can only be described as a lake behind the fence. They don't care what we have to live with, as long as they get their money! The whole finish on the house is so poor. I'm 30 weeks pregnant and i have asked and asked for things to be fixed before the baby arrives. I send emails saying URGENT, flooding behind the house, and i hear nothing. I second the comments about Jackie. She nearly reduced me to tears, saying that they conform to NHBC standards, so that's ok. I said, "where are your Wainhomes standards" her response was, they have none, as long as its NHBC, then it's ok! I wish we had never bought this house. The whole experience has been so stressful and we still have a long way to go before it will be anything like our dream house, if it ever will. DO NOT BUY THESE HOUSES!!!!!!

James

Published Friday, 11 August 2017

AVOID

AVOID - DONT WASTE YOUR MONEY & TIME! Very poor from start to finish, build quality poor, internal issues galore, problem after problem. And when you think it's all getting back to normal they ruin it by doing something stupid just to infuriate you. Avoid buying a property from Wainhomes!!!

Useful

Antony

Published Thursday, 27 July 2017

### Not bad at all

I would say the customer service isn't great. There isn't much support and I can imagine when things go wrong, there will be blame placed on the customer. These are expensive purchases and I would expect a bit more professionalism. That said, the house so far is a really good job. Maybe I don't have an attention to detail or expect perfection, but compared with other houses (newish and old) I think they have done a very good job, which I guess should be expected seeing housebuilding is their forte. Perhaps this might be down to the site manager or subcontractors, but so far so good

Useful



M. Bartaby

Page 11 of 18

Published Wednesday, 19 July 2017

### Once they have sold you the home ...

Once they have sold you the home customer service is non-existent. They continuously pass the buck on everything. The work in the kitchen was the worst I have ever seen in a new home. I would never purchase a Wainhome ever again.

Useful

James

Published Tuesday, 11 July 2017

### Echoing the previous review - AWFUL!!

Echoing the previous review - I have also had a similar experience with my purchase from Wainhomes. Generally smooth sailing until after completion –

at which point their customer 'care' manager Jackie became involved - though how Wainhomes has the audacity to give her this job title is beyond me. She is rude, argumentative and doesn't 'care' for anything except being rude to customers. It's reassuring to know it's not just us that have suffered her amazingly poor attitude from reading other reviews and speaking to countless neighbours on my estate, all of which can't believe just how awful she is. I actually feel a bit sorry for her, because to be the way she is with her customers, she clearly doesn't like her job - demonstrated by the level of maliciousness and contempt she has for the customers it is her job to care for. As a representative of the company one would think some basic customer

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Useful

Carl Pastor

Page 12 of 18

Published Wednesday, 5 July 2017

#### Well what can I say

Well what can I say, moved in and thought everything was a bed of roses until we noticed it was a bed of nettles

Poor finish on plastering and painting, poor plumbing and a snag list I had to work hard to get sorted while there was still a site manager on site, after that they simply send basic replies and state "we contacted the contractor to contact you" what good is that..?

I've emailed the new MD and he's not interested, Jackie the customer care manager seems that the word "care" shouldn't be anywhere in her job title and I'm still waiting on a reply to at least 5-6 jobs.

Plus today I was given an electric shock from the immersion switch that was located under the boiler that had a leak...Jackie's reply was simply "The contractor will contact you" no, hope your ok, or sorry to hear that and we'll sort this pronto....I could go on and on but frankly my finger would fall off.....

Advice, nail them hard and just make sure you get the tooth comb out when snagging...! Take an expert if you don't know what to look for..But trust me, **I've got some contacts in the media so this story will get told...**



Roger

Published Monday, 26 June 2017 Updated Tuesday, 27 June 2017

Worst experience of any organisation in my life

Page 13 of 18

Contract completion and after sales service has simply been the worst experience of any organisation in my life.

A few of the issues:

- Refused to give me the keys on handover because the money was sent to their solicitors at their own solicitors request. Blamed their accounting software.
- No dishwasher installed on handover despite it being paid for.
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- **Worst of all the mortar did not meet masonry mortar standards in terms its mix and there is mortar erosion (not covered by NHBC buildmark by the way).** This has yet to be resolved some 18 months later and the failure to properly investigate or acknowledge fault with the mortar, and in fact fight me every step leads me to believe that they are somewhat lacking in growth mindset and it is possible this issue may be liable for repetition.

My experience is that dialogue has been hard-going, generally as others have said the **issues have needed raising many times** and at senior levels (construction manager, MD etc) in the organisation for action to be taken. The response from the site manager on each occasion raising an issue usually started with words to the effect of "I'm going to have to disagree with you there..."

The whole experience has given me the feeling that all this organisation really care about is maintaining profit margins regardless.

The whole experience has been and is frankly draining.

Mark Gibbins

Published Saturday, 29 April 2017

The follow up customer care is awful

The follow up customer care is atrocious. They kept fobbing us off about when we will be contacted regarding our concerns. Our advice don't buy from Wainhomes.

P001

Page 14 of 18

Published Sunday, 16 April 2017

WainHomes, The Paddocks, Preston

WainHomes - The Paddocks, Cottam, Preston

Awful follow up and customer service from the site manager and customer services dept. Overall house quality is OK but far too many problems with shoddy & poor quality work.

Each snagging issue requires at least 4-5 attempts of pestering customer services before anything gets done and that usually results in someone making the problem worse rather than fixing it. Always plenty of excuses but no ownership of problems and more effort put into avoiding dealing with issues than actually fixing them.

Exceptionally poor after sales support and customer service. Little or no quality control on work both prior to and post sale.

**Carefully consider your options before purchasing a property on this site as there is plenty of choice around and don't believe the sales team when they promise high quality standards.**

Useful

Need to shift it quick

Published Thursday, 13 April 2017

TRAPPED IN HELL.

Do not buy a home from these developers unless you want to see all your life savings and hard earned money sink down the drain. They don't care about any problems you have once you sign that dotted line and complete on the purchase. **We fell hook line and sinker for all the sales talk** and regretting every minute now. Nothing is put right, you will be told to fix and sort anything yourself, even if it clearly from a defect on their end during construction! Too many issues to list. But one for example! We've got big rocks of concrete on

our lawn that we can't shift just as one snag! Left by Wainhomes and our problem they say! **Read the reviews and proceed with caution. AVOID.**

Living the nightmare

Page 15 of 18

Published Saturday, 8 April 2017 Updated Saturday, 8 April 2017

Living the Wainhomes nightmare

Beware before you purchase from Wainhomes and give them your money, beware once Wainhomes have your money for their 'expertly crafted luxury homes' your home is actually built to the very minimum NHBC standards or below and not luxury !! There will be problems you cannot see such as no insulation where there should be , springing floors, poor quality and shoddy installation, etc. I will not list all at present, but be warned **buying a house from Wainhomes can take your sanity, health and livelihood and consume your life in misery for years** due to the battles having serious issues excepted. Believe the reviews about the customer service and that they tell the NHBC untruths! More to come, much more.....An expensive below minimum standard Wendy House. **Remember when you have handed over your money the words minimum, minimum, minimum minimum.....**

Brian G.

Published Tuesday, 14 March 2017

Buyer Beware

**Untrustworthy**, poor customer care. Still selling properties with leasehold. Take no responsibility for issues. Drainage problems in multiple gardens on site. No insulation in part of the roof space. Ongoing issues with the roads and drives.

Des O'Brien

Published Saturday, 4 March 2017

Worst house builder ever

**Shocking build quality terrible customer service, worst house ever**, just need to shift it quick

Monken de Silva

Published Sunday, 19 February 2017

### Would never recommend wainhomes

We had a great start to our experience with wainhomes, the part exchange went so smoothly which we were grateful for after our sale fell through. Quickly went downhill after we got the keys though, lots of snags which they pretty much argued against everyone. This included a 3 year battle over windows which we eventually won after around 25 visits from manufacturer and fitter being very rude, culminating with the glazing federation agreeing that the windows needed to be sorted out (all documented with nhbc). Their customer service woman Jackie is rude and aggressive and came to our house for a meeting and had to be told to leave due to her behaviour.... we also had the pleasure of a visit from their MD who was also rude to my father in law... Build quality and design was good though, it's their sub contractors who really cause the issues.

Mykhailo Stanislav

Page 16 of 18

Published Tuesday, 7 June 2016

### Terrible people to deal with

I agree with Matt Jelley, don't give these people a penny.

I wanted to buy one of their new builds, **but the plans were wrong**, and they advised me not to apply for my mortgage!!!! and passed me onto a completely useless financial adviser who shouted down the phone at me because he wanted to go on holiday.

**Don't listen to these people, the plans they provide are inaccurate, or just plain wrong, and when you seek clarification nobody has a clue!**

I pulled out when they refused to let me sort my mortgage because they'd build it without my options, (because they told me not to apply for one!!!) Who in their right mind advises a home buyer not to have a mortgage agreement in principle when putting a deposit on a home.

I will wait and see what the FCA say about sales reps handing out such financial information.

They must be hard up, because **they kept my £500**, bless 'em.

**DO NOT TRUST THESE PEOPLE!**



I've already left a review here before, but felt I needed to update it as now we have to live with the horror of what we gave our life savings for and the next 25 years of mortgage payments. The house was 6 months behind schedule to start with, I thought the house would at least be finished. When we finally got the keys, the house was still weeks away from being finished. We couldn't lock the front door as the front door handle was hanging off. There was no kitchen and they couldn't be bothered to even ring the kitchen fitters until 16 days later! There are so many problems with the house which just aren't being fixed.

Page 17 of 18

The site manager and the contracts manager have both been around to inspect the house, and confirmed the work around the house is substandard and is clearly botched, but have refused to fix it! There is no point of contacting these people as they will just feed you absolute rubbish and will not help you at all. The front door well has been completely botched, and has protruding edges but have been told by the managers this won't be fixed because "Oh well, it's like that now", even though they admitted it was of incredibly bad quality. Two doors in the house don't fit the frames and don't shut properly and have been told this won't be fixed because "it's too much effort". You can clearly see render that has not been painted on the exterior of the house and this has been deemed "acceptable". Some render has just fallen off the front of the house and has just been painted over as a fix and have again been told this is "acceptable". A light switch is not attached properly to the wall and has a large gap surrounding it. The sealant around the house was (and still is) awful and was told it is "the home owners responsibility" to get this fixed. The windows have been botched and do not fit properly. The central heating doesn't work, to which we were told to fix it ourselves, and after reporting this to the NHBC, Wainhomes told them a plumber had already been to fix it, then told us they would be sending someone to fix it - still no one has turned up and it does not work. This is a tiny fraction of the problems with the house and I wish I could attach images to this review and you could all see **the awful quality supplied by these idiots.** You will never talk to anyone in customer service about getting your house fixed as they don't answer the phone, and never answer e-mails. The only way anything will get fixed is to go through the NHBC, and even then Wainhomes **will report to the NHBC that the issues have been fixed when they haven't bothered to do anything about it.** Wainhomes are utterly useless, and they are after your life savings and then will try and completely screw you over.

The NHBC have now inspected the house and have confirmed the poor finish to the house. To anyone reading this that has purchased a home from them, call the NHBC now! it's the only way to get your house actually fixed!

Our house is now 6 months behind schedule. Everyone you speak to gives you a completely different excuse than the last person you spoke to. We were two weeks away from moving in, in April, and after a week of e-mails and phone messages being ignored, I had no choice but to walk onto an active building site to ask a builder what was going on, and somehow in the space of

1 week, they had fallen over 1 month behind schedule again?! We agreed to accept to exchange on 7 days notice instead of 10, and here we are, 7 days before we're suppose to move in, and we were told today that it's not going to be ready, but there seem to be plenty of builders working on dozens of other houses that are clearly months away from completion. I do not believe how incompetent these people are, and how they function as a company amazes me. They ignore e-mails and phone calls not only from you, but also your solicitor. They use the word 'Guarantee' a lot, but beware as it actually means "we don't know what we're doing". Most of the time I see one star reviews and think "they've just had a bitter experience and they're exaggerating" - trust me, I am not exaggerating - all this actually happened! Do not give these people a single penny

"Stay clear of wainhomes"

Page 18 of 19

Written on: 21/05/2016 by aastar

Purchased what was marketed as a "high quality executive 5 bedroom home". Love the location and house size and plot size but the snags and wainhomes "after sales team" are **shocking**. Had over 100 snags (and no not picky), most now rectified but taken nearly two years to sort out. Have had to move out to have ceilings taken down (large job) an numerous tradesmen attend over past two years. Not one single apology. Still unresolved issues with cold rooms, **lack of insulation** and noise transference. Have had to get NHBC involved. **Several neighbours on development also have same problems** (willow grove, farington moss) and there are **shocking problems at the site at Wrea Green. Avoid at all costs.**

We certainly hope that the council will be forewarned and take these and other comments into consideration.

Mr & Mrs Burton-Hicks.

N.B. These pages have been numbered for security and none must be omitted or redacted in any way, shape or form.