

Consumer Code

The **Consumer Code for Developers of Homes for Sale** (“the code”), was developed by the home building industry and is approved by the **Chartered Trading Standards Institute (CTSI)**. It ensures high standards in marketing, sales, and after-sales service for buyers.

The Code is designed to help you understand what levels of service to expect from DBA Homes, feel fully informed about your purchase and know your consumer rights before and after you move in. In the unlikely event that problems arise, a speedy, dispute resolution scheme is available to deal with complaints about breaches of the Code.

The Code covers a range of customer service Requirements, including:

- **Customer Service & Staff Training**
- **Sales and Advertising**
- **Health & Safety**
- **Pre–Purchase Information Requirements**
- **Reservation Agreement/ The Contract/After Contract Exchange**
- **Timings of Practical Completion and/or Handover**
- **After-Sales Service**
- **Contact Information**
- **Dispute Resolution**
- **Professional Advisors and AHCI Mediation**

The full Code can be downloaded: [download a pdf copy](#)