

**OUR CUSTOMER PROMISE**

**WE PROMISE.  
WE DELIVER.**



**At Mount Anvil, we're committed to making your home buying experience as effortless as possible, by providing you with all the information you need to make informed decisions every step of the way.**

**What makes buying with us different?**

**QUALITY**

We build our homes to look just as good in a decade as they do today, with tough materials that stand the test of time, and appliances from brands everyone trusts.

**RESPONSIVENESS**

One of our experts will be there for you on WhatsApp or WeChat whenever you need them. They'll be able to answer anything and everything you ask about your new home. As well as keeping you updated on the build progress.

**SERVICE & SUPPORT**

They'll guide you through the buying process. Not sure of the legal process? All you have to do is ask. A year from expected completion you'll receive monthly emails giving you reminders of what needs to be completed by when.

Just before completion, the team will take you on a home tour, showing you how everything works, providing all the information you need including dates and paperwork. We'll also discuss the best way for you to collect your keys. When you complete, you'll receive a Home User Guide with further instructions to help when settling in.

**GUARANTEED PEACE OF MIND**

Once you're all moved in, you're looked after by a two year fixtures and fittings warranty. That means our Customer Care team will be there to support you with any issues you may have.

There's also a 10-year NHBC Buildmark Warranty that keeps you structurally covered, too.

**SAFETY**

We care about the safety of everyone who visits our construction sites. If you visit during your journey, we ask that you follow the instructions provided by the Mount Anvil Team. These include staying with a member of the Mount Anvil Team at all times and wearing personal protective equipment. Please note due to health and safety regulations, we're unable to allow under 16s on our construction sites.



**NOT WHAT YOU EXPECTED?**

We hope you'll be satisfied with your new home and the service our team have provided. If you're not, please follow our complaints procedure, on the link below:

**COMPLAINTS PROCEDURE**

For more information contact the team on:

E: [info@mountanvil.com](mailto:info@mountanvil.com)


T: 020 7776 1800

REGISTERED DEVELOPER WITH:

AWARD WINNING IN  
CUSTOMER SERVICE



**"We've spent over 30 years focused on London, creating outstanding places where people can thrive. Focus means we can commit, we can do that bit extra, so we can spend more time designing, refining and delivering homes people love, in places they want to live."**

  
**Killian Hurley**  
Chief Executive, Mount Anvil

