

# Clarity with Clarendon



 Clarendon  
Homes

# Introduction

## YOUR HOMEBUYING JOURNEY

Here at Clarendon, we aim to be present and involved to support you through the process of buying your Clarendon home. This brochure has been designed with you in mind. From the first time you contact us, we will be there to guide you through your homebuying journey.

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# About Clarendon

The Clarendon Homes story started in 1999 when friends Steve Jarrett and Kenny Hill decided to combine their experiences in construction (Steve had over 15 years' experience in the industry, while Kenny had his own home improvements company).

They had a vision to create a bespoke housing company where customers' needs are taken into consideration, going the extra mile to ensure they create homes rather than houses. Clarendon properties feature added touches such as an element of choice in kitchens and bathrooms which is an exciting opportunity for clients to customise their new homes, a factor which makes Clarendon unique in the industry.

The business started off in a small office above a garage with Director Steve Jarrett, and Kenny's son Gareth. Over the years Clarendon Homes has expanded, with close friends, family, and valued members joining the Clarendon team and moving to the current purpose built office in Harrietsham in 2013. Clarendon currently has almost 100 staff members, with various departments in the office including in-house architects who create well thought out, desirable designs.



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*"Going into our 25th year, we are very proud of how we have progressed over the years. We are continually improving and increasingly recognised as a high quality local developer within the industry. I am very grateful to all of our staff, subcontractors and suppliers to help get us where we are today."*

**Steve Jarrett**  
Director

# The Clarendon Standard

We take care in selecting the materials we use for our homes, to ensure a top end quality which has resulted in many of our developments achieving award winning recognition. Read on below to find out more on what to expect from our homes.



Fully finished properties with integrated kitchen appliances and flooring



Sustainable and environmentally friendly homes



Superior quality materials and highly specified interiors



Award winning homes



Over 25 years' experience



10 year warranty for peace of mind

## KITCHENS

For several years we have been working with Alon Interiors who design and install German-engineered kitchens. Their years of design experience and quality control means that our kitchens are of exceptional standard with your needs in mind. For added convenience all kitchens feature integrated appliances such as oven, fridge-freezer, oven microwave, dishwasher, and washer dryer.



## BATHROOMS

Each of our bathrooms and shower rooms are fully tiled with stylish, neutral designs from Porcelanosa. We include sanitary ware from brands including Roca and Grohe, to ensure a smart yet practical result.

## ECO FRIENDLY

Clarendon Homes is committed to considering the environment and producing more eco-friendly homes. Since 2016, each of our homes have an Air Source Heat Pump which are much more energy efficient than a boiler, helping to reduce carbon emissions and energy costs. We have also recently started providing an electric car charger for each property.



## SMART HOMES

We include wireless speakers for audio to some properties, and Lightwave for the wireless and voice control of heating, lighting, and audio even when away from the home via the related app. These systems bring convenience and flexibility, giving more control over your home.



## FINISHING TOUCHES

All homes are fully carpeted in neutral shades. Solid oak internal doors are complemented with chrome handles and fixings.

Many of our homes include underfloor heating, ensuring comfort throughout.

Each master bedroom includes a stylish sliding wardrobe in a range of colours, finishes, and layouts (dependent on timing of reservation).

Our homes come complete with landscaped gardens featuring a grass area and patio.

## AWARD WINNING HOMES

Clendon Homes is a 7-time award winning property developer. We are delighted that our hard work has been professionally recognised over the years, and we strive to build on this success in the years to come.



## WARRANTY

To give you extra peace of mind, our properties are covered by a 10-year structural warranty, to give you long-term reassurance in addition to our own in house 2 years after-care service.

We also build in accordance to the industry recognised NHBC standard, to ensure a quality you can be sure is industry approved.



## CONSUMER CODE

We also adhere to the Consumer Code for New Homes, for added reassurance when purchasing a home with us. The code protects consumers and sets expectations of the standard of both the product and service we supply. Further information can be found on our website.



# Your Homebuying Journey

Opting for a new build often means that you're able to choose your own fixtures and fittings, personalising the buying process. All of our homes are expertly crafted using state-of-the-art materials, meaning that your brand new home is ready to move into – you can start enjoying it the moment you get your keys.





# Our Team

Our experienced team will help guide and advise you every step of the way of your home buying journey. Whether it be your initial conversations with our Sales Team, to speaking to our in-house Design Team, all the way through to move-in day; we will offer you a consistently personal and quality service throughout.

At the heart of Clarendon is its staff, who strive to work towards providing customers with their perfect luxury home. Staff are encouraged to progress through the company, with various qualifications and training offered.

This investment in staff ensures that customers receive a high level of care in every part of their Clarendon experience.



## SALES AND MARKETING

The Sales and Marketing team will be on hand to guide you through the sales process, from your first enquiry to your move in date. Our aim is to make the process of purchasing your Clarendon Home as smooth as possible so that you can enjoy your new home without any extra stress. We are here to answer any questions you may have during this exciting new journey.

*Gareth, Alecia and Caitlin*

## AFTERSALES

Our dedicated care does not end with the completion of your home. On move in day, you will be presented with a handy Home User Guide and a member of the Aftersales Team will also conduct a 'home demo' to run through features of your new home. We provide an aftercare service for two years where the team will offer support and deal with any concerns promptly. As well as this, we will conduct our own inspection of your property 1 year after you have moved in, to ensure everything is still maintained to the Clarendon Standard you expect.



*Krzysztof and Chis*

## LAND AND DESIGN TEAM

Our experienced in-house Design Team work in conjunction with local Kent authorities on numerous developments in order to achieve permission on the projects we bring forward. As far as we are concerned each development is one of a kind and has to be carefully considered throughout the entire design process. We focus heavily on sustainability, biodiversity, and energy saving features across each project as well as producing well-thought out designs with your needs in mind.

We have developed a rapport with local planning teams over the years which is invaluable in achieving permissions and creating well-thought-out developments, whether it's for a small site or a larger development. We also actively try and involve the local community, parishes and neighbourhoods in our applications, which can be particularly insightful as we want each of our developments to have a positive effect on the local area and existing residents.

Sometimes we can offer a local amenity or service that the community needs and gain further support as a result. This could be anything from providing a local play area, clubhouse, shop or low-cost housing for local people.



**Theeba**  
Architect

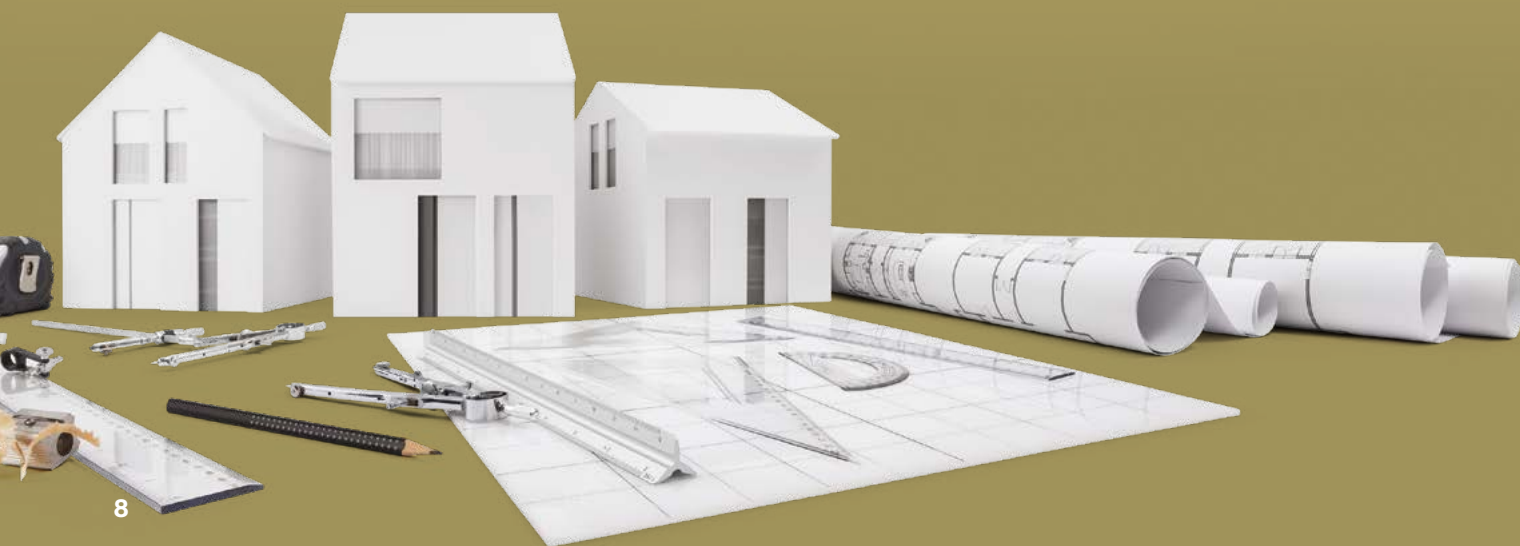
**John**  
Architectural Technician



**James:** Land Manger

Our Land Team research and source potential sites for our next projects. We review opportunities and assess their suitability for development. We pride ourselves on delivering developments that not only look good but also function as dream homes for our customers. We purchase sites without any planning permission if you want to sell your land quickly, but sometimes the real value is in waiting to get a permission from the local planning authority to get the best return.

We prefer to discuss your land's potential value early on so you have an idea of what can be achieved as well as understanding the process of taking your land through the planning permission process.



# SITE TEAM AND THE CONSTRUCTION PROCESS

The Site Team are in some ways the backbone of everything we do. They are a highly skilled workforce who transform floor plans into tangible realities and bring our dream developments to life. Working tirelessly to make your dream home a reality, the team is committed to every detail; from laying your foundations to fitting the carpets, no aspect is disregarded.

As we have our own in-house team including labourers, carpenters and plumbers, and any subcontractors used we have developed a longstanding relationship with, you can be sure that the quality of our builds is consistent and that the signature Clarendon finish is delivered across each of our developments.



# Testimonials



Moving into this new home has been a delightful experience, largely due to the outstanding service we received throughout the entire process. We are very grateful for the professionalism, attentiveness, and genuine care shown by the Clarendon team. Our new home is a testament to their commitment to excellence, and we couldn't be happier with our decision to purchase at Miller's Meadow.

Anna & George – Miller's Meadow



With this being our first custom build home there was a lot for us to process. The team guided and supported us throughout. They welcomed all questions and encouraged communication between ourselves and the team on site. Part of the experience for us was to watch our dream home being built. Clarendon Homes have helped to make this a once in a life-time experience and for that we are truly grateful.

James, Natalie & Ruby – Langton Gardens



Our bungalow felt like home from day one. The standard of workmanship is amazing - all of our visitors have commented on this. We feel very lucky to have found this development. We would not hesitate to recommend Clarendon Homes to family and friends.

Helen & George – Cobnut Park





We have just bought a brand-new bungalow built by Clarendon Homes. From start to finish we have had great assistance in this purchase and there was always someone at the end of the phone to help us with any queries. Our new bungalow is lovely and was presented to us in perfect condition, ready to move in. The workmanship is second to none and we would like to thank all the team for making our purchase so easy and stress-free.

Pam & Tony – Miller’s Meadow



Clarendon have provided us with our forever home, and they are only a phone call or email away should we need any assistance. We have been amazed at the reactions of our relatives when they visit for the first time; they cannot believe the size of the bathroom, and neither could we when we first saw it. I can still remember my wife crying as we sat in our car after we had finished our first viewing the property. Clarendon have built a beautiful site and we feel proud to be part of it.

Mr & Mrs Mason – Mulberry Place



Our custom build experience with Clarendon was great. The service, from reservation through to completion, was first class. A special thank you to Gareth, Alecia and Phil who helped me navigate all stages of the build and the self-build mortgage journey. Also, to the team on-site who were always accessible and let me track progress during the build! The end product is first class. Thank you so much for building such a lovely home for me and my family.

Arun & Shifaly – Langton Gardens



# FAQs

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## **Are your properties freehold?**

Most of our properties are freehold.

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## **Do you offer shared ownership?**

We do not offer shared ownership – all of our properties are 100% freehold. Our Housing Association partners on some of our developments may offer this.

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## **Do you offer part exchange?**

Unfortunately, we do not offer part exchange at the moment, but it is always worth asking us the questions!

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## **Can I buy off-plan?**

We often release properties to be reserved off-plan and the majority of our properties are actually reserved off-plan!

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## **How do I buy/reserve a property?**

You will contact us or our appointed estate agent to be financially qualified. Once you have also appointed a solicitor, we will create a digital reservation form for you to sign. Once you have completed and signed the form, and paid the reservation deposit (this amount depends on the development), the property will be reserved for you and the purchase process begins.

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## **How long does the purchase process take?**

It depends on if you have your own property to sell, as well as the construction progress at time of reservation. The purchase process can typically take 3 – 18 months on average.

## **How long does it take to build?**

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We are on most of our sites for 1 year, and a single property can take 6-12 months on average to be completed.

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## **Can I have a say in the specification?**

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If you reserve a property while it is still under construction and the materials have not yet been ordered, there may be a chance to make some choices such as the tiles, carpet and kitchen colours.

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## **How long is the warranty?**

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The warranty provided with each of our properties is a 10-year structural warranty (in addition to our own 2 years aftercare service).

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## **What support do you offer after I move in?**

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We provide a 2-year aftercare service with our in-house Aftersales Team.

**CLICK [HERE](#) TO FIND OUT  
MORE ABOUT CLARENDON**



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