

St. James Park, Southsea

Customer Care & Complaints Procedure 2026

1. Our Commitment

P J Livesey is committed to delivering homes in accordance with ICW Warranty requirements, the Consumer Code for New Homes and our internal quality standards.

All homes are subject to independent inspection and sign-off by Building Control and the applicable Warranty Provider prior to legal completion.

We operate a structured and transparent process for managing defects and complaints in a fair, proportionate and reasonable manner.

2. Valid Notification & official Contact Channels

To ensure matters are properly recorded, tracked and responded to, all defect notifications, queries and formal complaints must be submitted in writing to:

customercare@stjamespark-southsea.co.uk

Only communications received at this designated email address constitute valid notification under this procedure.

Emails sent to individual employees or contractors, and communications made via telephone, text message, WhatsApp or other platforms do not constitute formal notification.

Where enquiries are sent via alternative channels, you may be redirected to the official Customer Care email address to ensure your matter is properly recorded.

3. Response Times & Follow-Up

An automatic acknowledgement will be issued upon receipt of your email.

A substantive response will normally be provided within 7 working days unless further investigation is required. Where next steps or timescales have been provided, homeowners are requested to allow the stated period to elapse before seeking further updates.

Repeated follow-up correspondence within the stated response period may not receive additional replies, as the matter will already be under active review.

4. Pre-Completion Quality Process

Prior to legal completion, purchasers are invited to attend a Home Demonstration appointment with the Site Manager.

This appointment is intended to:

- Demonstrate operation of systems and appliances
- Confirm specification
- Identify visible matters requiring attention
- Explain homeowner responsibilities

P J Livesey aims to present all homes to a standard consistent with our show home presentation standards. All assessments of workmanship and tolerances will be made in accordance with the applicable ICW Technical Manual and warranty provider guidance.

Where a property forms part of a conversion, retained character features may exhibit natural variation consistent with the nature of the building and shall not constitute a defect where within applicable tolerances.

5. Early Occupation Period (First Month)

Following legal completion, the Site Manager who conducted your Home Demonstration will typically carry out a 7-day follow-up visit to review any initial observations and address agreed snagging or early teething matters.

During this initial bedding-in period, the Site Team remains your primary point of contact.

Once this early occupation period has concluded, and typically within the first month of occupation, responsibility transitions to the ongoing Customer Care process for the remainder of the 2-year defect liability period.

At St James Park, Customer Care is managed locally via the Site Team, with the Site Administrator acting as the designated point of contact.

6. On-going Defect Management (Up to 2 Years)

Following the Early Occupation Period, all defect matters will be managed under the ongoing Customer Care process for the remainder of the 2-year defect liability period.

All routine defect notifications must be submitted in writing to:
customercare@stjamespark-southsea.co.uk

We will confirm whether the matter falls within:

- The 2-year P J Livesey defect liability period
- Warranty Provider responsibility
- Homeowner maintenance responsibility
- Managing Agent responsibility

Where applicable, a scope of works and indicative timeframe will be provided.

Resolution timescales may vary depending on contractor availability, specialist investigations, material lead times and provision of reasonable access to the property.

7. Formal Complaints

When a Matter Becomes a Formal Complaint.

A matter will be treated as a formal complaint where:

- A written response or determination has been issued by P J Livesey; and
- The homeowner remains dissatisfied with that response; and
- The matter is not subject to ongoing agreed works, scheduled attendance or active investigation within reasonable timescales.

The formal complaints procedure does not operate concurrently with the routine defects process.

Stage 1 – Formal Complaint Email: **customercare@stjamespark-southsea.co.uk**

Subject line: 'Formal Complaint – Full Name – Postal Address – Plot Number'

To assist prompt identification and logging, please include your full name, property address and plot number within the email and subject line.

Acknowledgement within 5 working days.

Written response normally within 28 days.

Stage 2 – Escalation to Project Manager Email: **customercare@stjamespark-southsea.co.uk**

Subject: 'Escalation – Project Manager – Full Name – Postal Address – Plot Number'

Acknowledgement within 5 working days.

Written decision normally within 28 days.

Stage 3 – Escalation to Operations Director Email: customercare@stjamespark-southsea.co.uk

Copy: customercare@pjlivesey.co.uk

Subject: 'Escalation – Operations Director – Full Name – Postal Address – Plot Number'

Final written position normally within 14 days

8. Independent Dispute Resolution

Following completion of the internal complaints process, if you remain dissatisfied, you may refer the matter to your Warranty Provider or to the Independent Dispute Resolution Scheme under the Consumer Code for New Homes.

P J Livesey will cooperate fully with any properly initiated independent dispute process.

9. Emergency Out of Hours

For genuine emergencies only (major leak, total loss of power, or no heating during winter months), contact:

Adiuvo Out of Hours

0161 393 2023

(Use of this service for non-emergency matters may incur a charge.)

10. Management Company Matters

Issues relating to communal areas, estate infrastructure, landscaping or service charges should be directed to the Managing Agent once formally handed over.

Handover to the Managing Agent will be phased in line with development progress and completion of relevant works.