

The Paddocks





Homes designed
for *modern family life*
in Cornwall.



A warm welcome to Legacy Properties

For over 15 years, as a proud family business, we have been building exceptional homes across Cornwall – from innovative apartment complexes to beautiful family houses designed for modern life.

Throughout these years, we have distinguished ourselves through our commitment to quality, thoughtful design, and genuine customer satisfaction. This dedication has earned our developments industry awards, and we are proud to be recognised for our distinctive brand of homes and specification.

We do this against the beautiful backdrop of Cornwall, a county that blends stunning landscapes, vibrant communities, and a rich variety of activities and experiences. Our business is deeply embedded in this wonderful culture and heritage, and our homes reflect that spirit – combining the essence of modern living with flexible designs to suit every lifestyle and stage of life.

We are delighted that you may be considering Legacy, and we wish you every success in your journey to finding that forever home.



Nick Long
Managing Director





The Paddocks, Trispen, Nr Truro. Design-led Homes. Big Green Spaces. Natural Luxury.

Welcome to a home where contemporary living meets the calm and space of the Cornish countryside.

The Paddocks is Legacy Properties' latest collection of 83 homes, set in the heart of Cornwall, where countryside calm meets the convenience of Truro. Offering a wide range of three, four and five-bedroom houses, alongside three-bedroom bungalows, this is a development shaped for modern living in a truly rural setting.

Designed with both beauty and practicality in mind, each home balances generous, light-filled interiors with carefully considered layouts that support everyday life. Step outside and you'll find green open spaces, new footpaths and places to gather including an interpretation of a traditional

Cornish play space known as a 'Plen-an-Gwari', creating a community that feels connected, walkable and rooted in nature.

Sustainability comes as standard. Every home is built for the future, with features such as air source heat pumps, solar panels, high EPC ratings and EV-ready infrastructure, helping you reduce both your environmental impact and running costs without compromising on comfort.

Set within easy reach of Truro, The Paddocks offers the best of both worlds: a strong village community with a local shop and primary school, combined with quick access to the A30, rail links, and both Cornish coastlines. It's a place where countryside calm and everyday convenience come together, beautifully.



Connect to Cornwall, the Coast, the City and Beyond...

At **The Paddocks**, it's easy to feel a world away, yet you're perfectly placed to access Truro, the coast and the rest of Cornwall with ease.

By Car

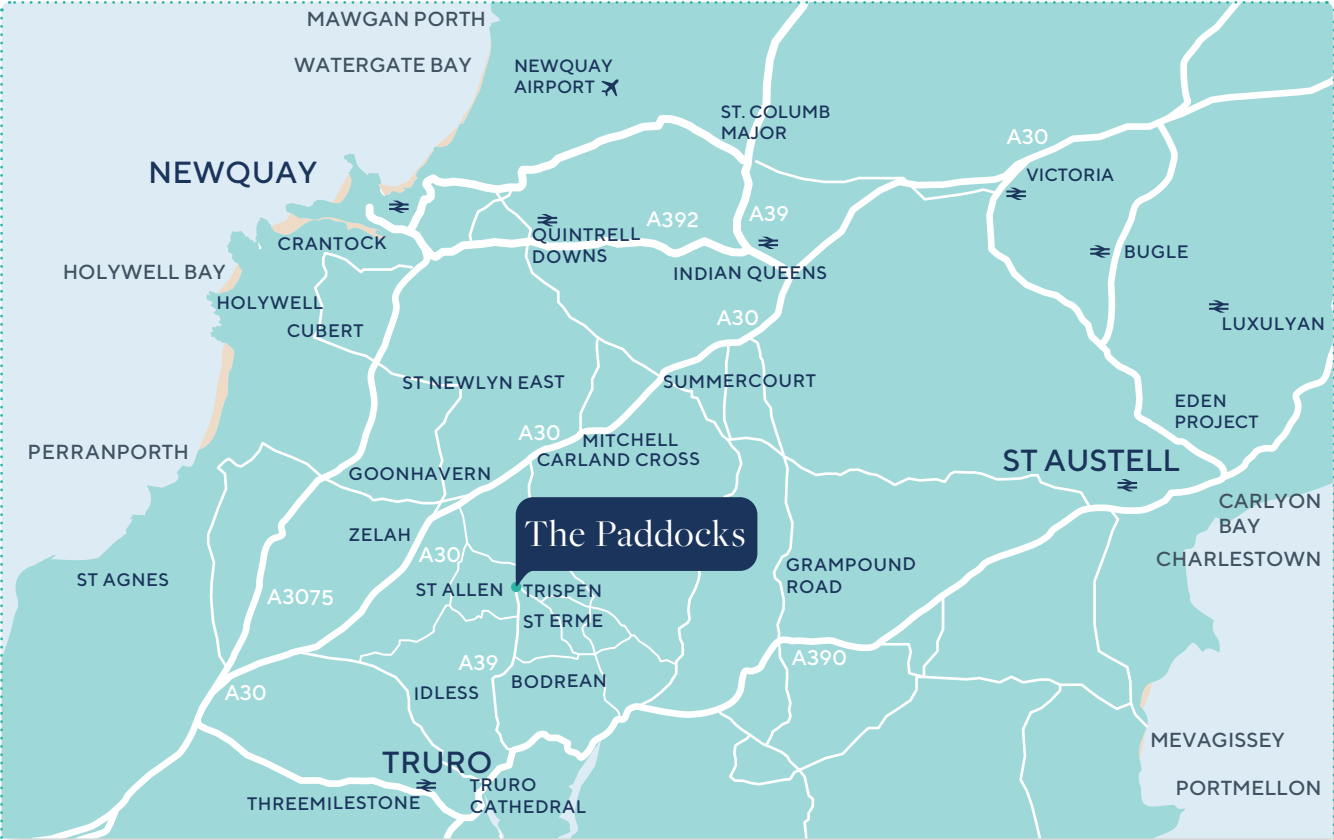
The Paddocks is just a short drive from the A30, Cornwall's main arterial route, connecting you quickly to Truro, Exeter and the M5 beyond. Whether heading north to the Atlantic coast or south to sheltered harbours and beaches, both coastlines are within easy reach.

By Train

Nearby Truro station offers regular mainline services, making it easy to travel across Cornwall and beyond. Direct routes connect you to Penzance, St Austell, Plymouth, Exeter and London Paddington, while shorter journeys make days out to Falmouth, Newquay or other Cornish destinations simple and stress-free.

By Plane

The rest of the UK and Europe are within easy reach, with Newquay Cornwall Airport just a short drive away. From here, you can fly direct to destinations including London, Manchester, Dublin and a range of European cities, making both business and leisure travel straightforward.



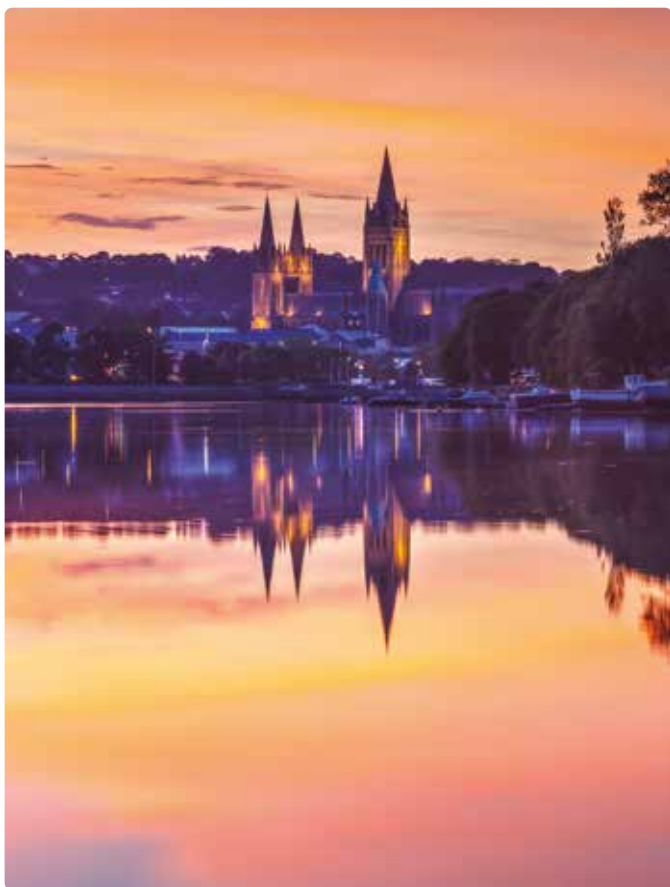
Locations

Truro	4 miles	Newquay Airport	14 miles	Carlyon Bay	18 miles
Perranporth	9 miles	St Austell	17 miles	Fowey	28 miles
Newquay	11 miles	Charlestown	17 miles	Padstow	21 miles

*Distances and times quoted are approximate guides.

Trispen, In The Heart Of Cornwall.

A place where countryside calm meets modern living.



Slip into modern family life that balances countryside calm with everyday convenience.

The Paddocks is set in the heart of Cornwall, surrounded by open landscapes yet just moments from the cathedral city of Truro and the well-connected village of Trispen.

These contemporary homes are beautifully finished in natural colours and materials. Step beyond your front door and you'll find a community shaped around open green spaces, walkable routes and places to gather.

Cornwall is yours to explore, from the Eden Project and Heligan to beaches, harbours and coastlines on both sides, and into the countryside of rivers and hidden valleys beyond.

It's a lifestyle, where modern design, sustainability and the rhythm of Cornwall come together, naturally.



A Breath of Fresh Air

At The Paddocks, staying active is effortless – on the water, in the countryside, or somewhere in between.

Embrace Cornwall's outdoor lifestyle, where space, wellbeing and connection to nature come naturally.

From your doorstep, explore quiet footpaths, rolling countryside and wooded valleys that invite you to slow down and breathe a little deeper.

When the coast calls, both north and south shores are within easy reach. Wide sandy beaches, coastal paths and sheltered harbours offer everything from paddleboarding and sailing to long, unhurried lunches by the water.

For a more active pace, Cornwall delivers in every direction, with golf courses, cycle trails and open landscapes to explore, alongside the cultural, leisure and wellness experiences of nearby Truro.

At The Paddocks, life flows effortlessly between countryside calm and coastal energy, giving you the freedom to shape each day your way.





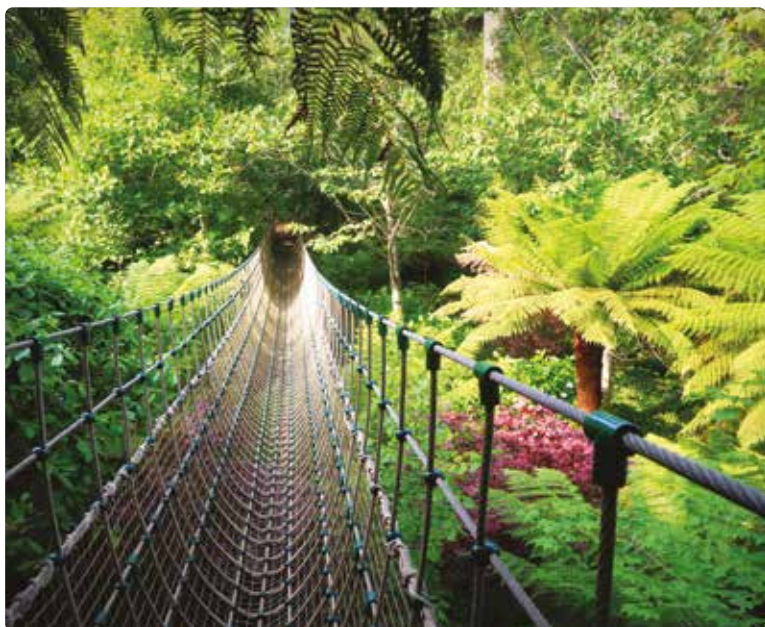
Where Cornwall Comes to Life

The Paddocks offers a gateway to the very best of Cornwall.

Step out into a landscape rich in history, culture and adventure, with some of the county's most loved destinations all within easy reach:

- **Fowey**, for bookshop browsing, waterside dining and lazy days on the river.
- **Charlestown Harbour**, for maritime history, tall ships and film-set charm.
- **The Eden Project**, for its tropical biomes, live summer music, and winter ice skating.
- **The Lost Gardens of Heligan**, for seasonal events and family days out in nature.
- **St Catherine's Castle**, for English Heritage and estuary views.
- **Fistral Beach**, is a famous sandy surfing hotspot in Newquay, Cornwall

From world-class attractions to hidden gems, here you can enjoy Cornish living at its finest.



The Lost Gardens of Heligan, Mevagissey, Cornwall

The Legacy Collection



Key

 The Trevone - 3 Bedroom Semi-Detached Bungalow
Plots 50, 51, 52, 53

 The Harlyn - 3 Bedroom Detached Bungalow
Plots 61, 62, 63, 79, 80

 The Porthcothan - 3 Bedroom Semi-Detached House
Plots 11, 12, 19, 20, 21, 22, 25, 26, 27, 28, 47,
48, 54, 55, 56, 57, 81, 82, 83

 The Constantine - 4 Bedroom
Semi-Detached House
Plots 13, 14, 35, 36, 37, 38

 The Watgate -
4 Bedroom Detached House
Plots 23, 39, 40, 59, 68, 75

 The Holywell - 4 Bedroom
Detached House
Plots 17, 24, 34, 58, 49

 The Carlyon - 5 Bedroom
Detached House
Plots 15, 65, 66, 78

 The Carbis - 5 Bedroom Detached House
Plots 16, 18, 60, 64, 67, 76, 77

 Affordable Homes



*Please note, the development plan above is an illustration only and might not accurately depict final materials, landscaping or street lighting. Legacy Properties reserves the right to amend the layout and specification as necessary. Please speak to our Sales Advisor for more details.

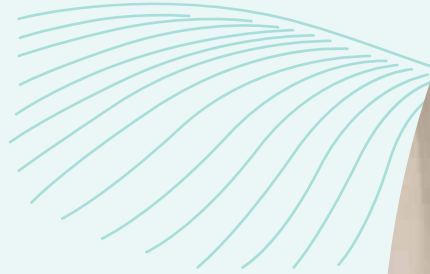
Beautiful Inside And Out

Need more space for a growing family? Looking for greener surroundings, or a home to settle into for years to come?

At The Paddocks, a collection of three, four and five-bedroom homes, alongside bungalows, offers generous space and flexibility for every stage of life, all set within a calm Cornish countryside setting.

But it's more than just location. Every home has been carefully designed with attention to detail, from materials and colour palettes that reflect the landscape, to considered layouts that balance style with everyday practicality.

Each property is ready for modern living, with thoughtful touches throughout, including Neff appliances, contemporary designed kitchens and EV-ready charging. Spacious living areas, patio doors and private gardens bring in natural light, while air source heat pumps, quality finishes and contemporary bathrooms add comfort and a sense of quiet luxury to every room.





Each home is carefully designed *for you* to slip seamlessly into modern life, with *finishing touches* such as Neff appliances, luxury flooring and EV car charger...



Finishing Touches



Kitchen & Utility

- British-built contemporary kitchen
- Choice of luxury stone and laminate work tops and splash backs.*
- Blanco stainless steel sink with chrome tap
- Integrated fridge/freezer and dishwasher
- Integrated extractor fan (when hob is under cupboards)
- Neff appliances to include:
 - Built in multi-function oven
 - Four zone induction hob

Bathrooms & Ensuites

- A choice of quality tiles in bathrooms and en-suites *
- Quality contemporary Duravit sanitaryware
- Vado mixer taps, large rainwater shower head and hand shower
- Heated chrome towel rails
- Low-level automatic courtesy lighting

Interior Finishes

- Hand painted internal doors with brushed chrome fixtures and fittings
- Oversized skirting detail
- Walls decorated in contemporary 'Ash White'
- Floor finishes Karndean flooring and carpet

Heating & Electrical System

- Highly efficient 'air source heat pump' with stored water cylinder
- Thermostatically controlled radiators in all rooms
- Ground floor underfloor heating to detached 4 and 5 beds
- LED downlights in the hallway, kitchen, bathrooms and utility
- Pendant lighting in all other rooms
- Pre-wired for fibre broadband

External Finishes

- PV solar panels to roofs
- Natural slate roof tiles
- Stylish Anthracite grey front door with brushed stainless fixtures and fittings
- Anthracite grey PVCu high-performance double-glazed windows
- French doors leading to the patio and garden
- Paved patio to the garden with turfed private lawn areas
- Lighting to the front and rear of homes
- 7kw EV charging unit
- External cold tap
- Block paved driveways and paving slabbed paths

Construction & Peace Of Mind

- EPC A Rated Homes
- Traditional masonry construction
- Painted exterior render
- Quality Anthracite grey gutters and downpipes
- 10-year Premier Warranty including Legacy Properties 2- year warranty

*Subject to build stage
Stonework tops to 5 bed detached only

A luxury feel from a *stylish statement* contemporary front door, beautifully tiled bathrooms, *carefully designed* kitchens, luxury flooring for the busy hustle, all enhancing the *natural flow* of perfect Legacy living



The Trevone

3 Bedroom Semi-Detached Bungalow

Plots 50, 51, 52, 53

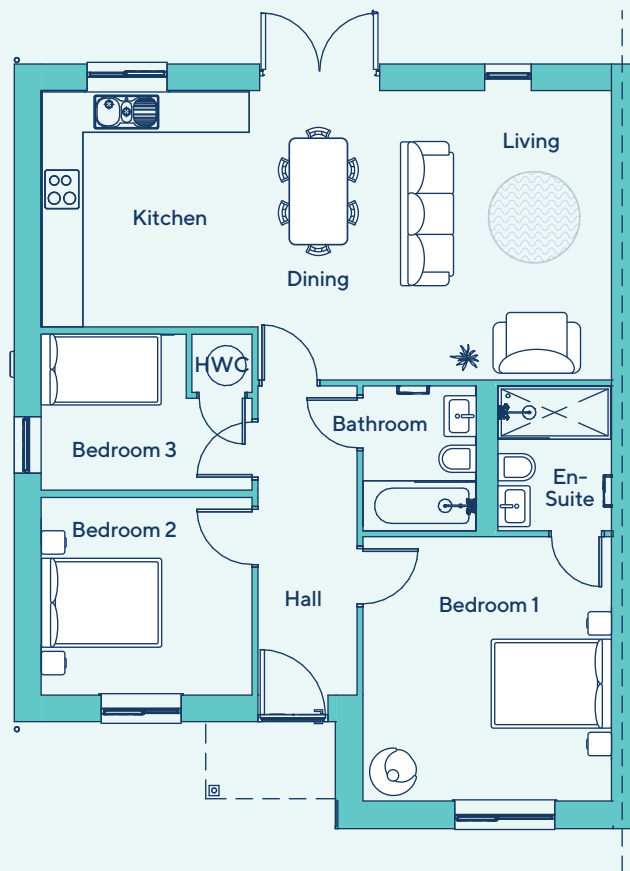


Enjoy the ease and convenience of single-storey living in this beautifully designed three-bedroom semi-detached bungalow.

At the heart of the home is a spacious open-plan kitchen, living and dining area, creating a bright and sociable space for modern living. Double doors open directly onto the rear garden, seamlessly blending indoor and outdoor living.

The principal bedroom benefits from a generous en-suite shower room, while a well-appointed family bathroom serves the remaining bedrooms, offering both comfort and practicality.

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Ground floor

Kitchen / Dining / Living	4.33m × 8.55m	14'2" × 28'1"
Bedroom 1	3.95m × 3.72m	13'0" × 12'2"
En-Suite	2.20m × 1.73m	7'3" × 5'8"
Bedroom 2	2.95m × 3.15m	9'8" × 10'4"
Bedroom 3	2.35m × 3.15m	7'9" × 10'4"
Bathroom	2.15m × 1.70m	7'1" × 5'7"

The Harlyn 3 Bedroom Detached Bungalow

Plots 61, 62, 63, 79, 80

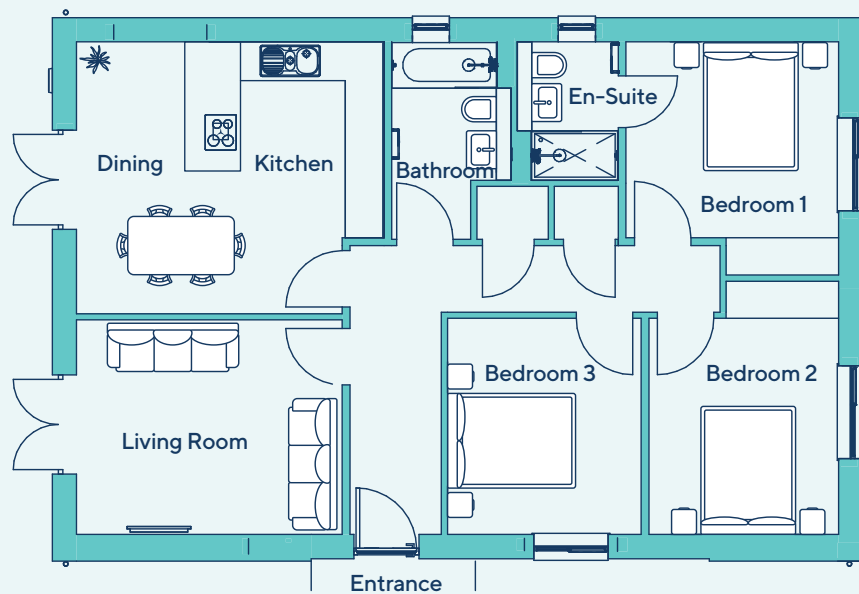


A rare opportunity to enjoy effortless single-storey living in this beautifully designed three-bedroom detached bungalow.

With direct access to the rear garden from both the spacious kitchen/dining area and separate living room, the home offers a seamless connection between indoor and outdoor living.

The principal bedroom benefits from a generous en-suite shower room, creating a comfortable and private retreat.

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Ground floor

Kitchen / Dining	4.35m x 4.95m	14'3" x 16'3"
Living	3.45m x 4.30m	11'4" x 14'1"
Bedroom 1	3.75m x 3.45m	12'4" x 11'4"
En-Suite	2.22m x 1.62m	7'3" x 5'4"
Bedroom 2	4.08m x 3.05m	13'5" x 10'0"
Bedroom 3	3.48m x 3.10m	11'5" x 10'2"
Bathroom	3.15m x 1.92m	10'4" x 6'4"
Hall	4.65m x 1.45m	15'3" x 4'9"

The Porthcothan

3 Bedroom Semi-Detached House

Plots 11, 12, 19, 20, 21, 22, 25, 26, 27, 28,
47, 48, 54, 55, 56, 57, 81, 82, 83

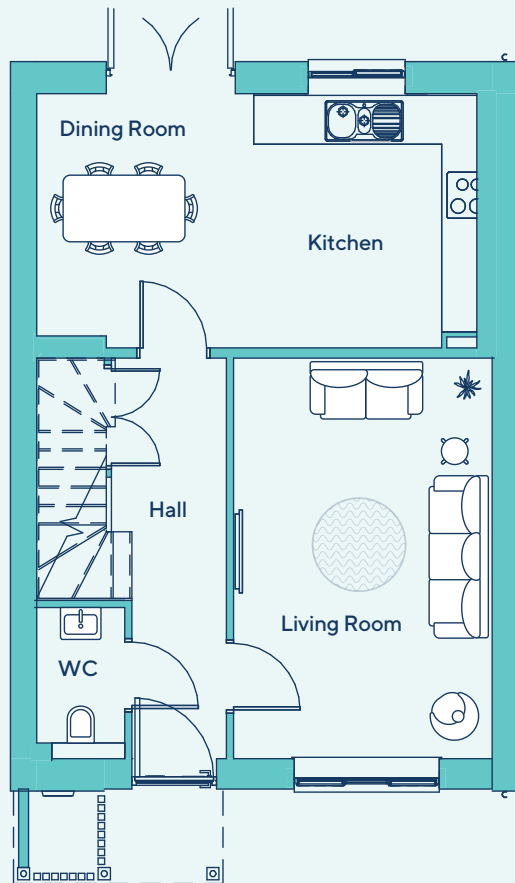


Perfectly suited to growing families, this generously proportioned three-bedroom semi-detached home combines space, comfort and practicality.

The spacious kitchen/dining room provides an ideal setting for everyday family life and entertaining, with double doors opening onto the rear garden and creating a seamless connection to outdoor space.

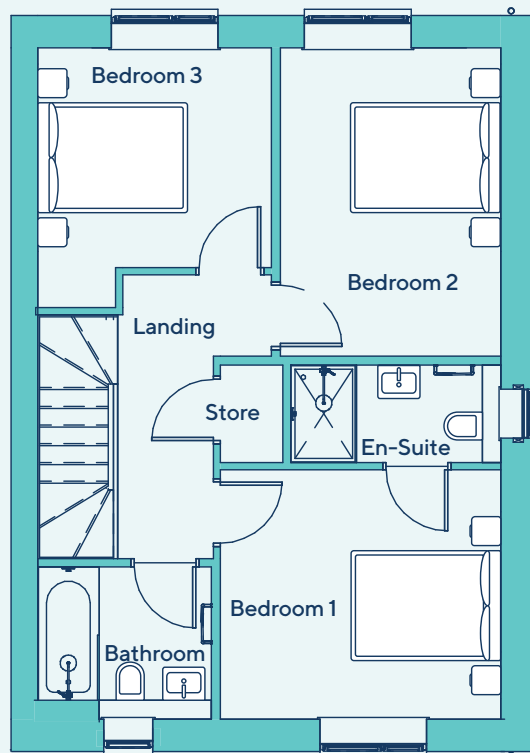
A separate living room offers a welcoming retreat, while the principal bedroom benefits from a spacious en-suite shower room, adding an extra touch of comfort and convenience.

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Ground floor

Kitchen / Dining	3.1 × 5.4	10'2" × 17'9"
Living Room	3.2 × 4.9	10'6" × 16'1"
WC	1.1 × 1.9	3'7" × 6'3"



First floor

Bedroom 1	3.4 × 3.0	11'2" × 9'10"
En-Suite	2.6 × 1.2	8'6" × 3'11"
Bedroom 2	2.7 × 3.8	8'10" × 12'6"
Bedroom 3	2.8 × 2.7	9'2" × 8'10"
Bathroom	2.1 × 1.9	6'11" × 6'3"
Store	0.8 × 1.2	2'7" × 3'11"

The Constantine 4 Bedroom Semi-Detached House

Plots 13, 14, 35, 36, 37, 38

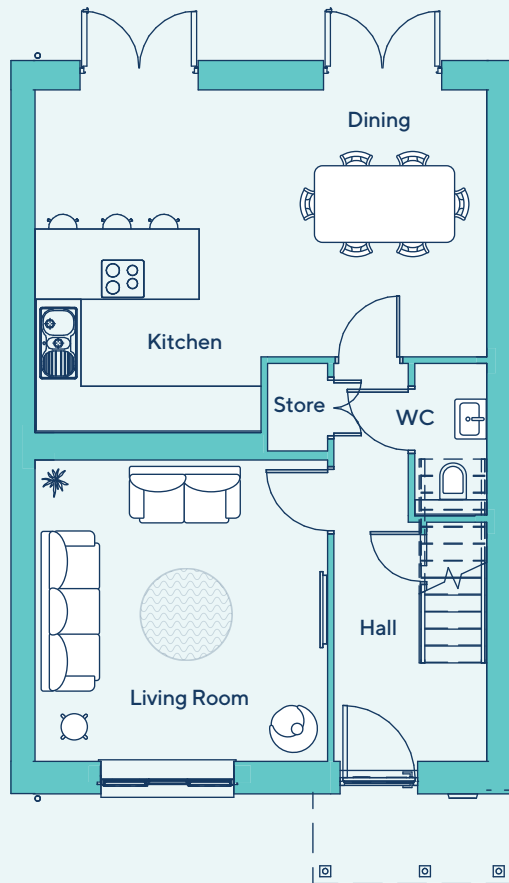


Offering over 1,400 sq ft of thoughtfully designed accommodation across three floors, this impressive four-bedroom home provides exceptional space for modern family living.

At its heart is a spacious open-plan kitchen/ breakfast room, creating the perfect environment for family life and entertaining, with direct access to the rear garden.

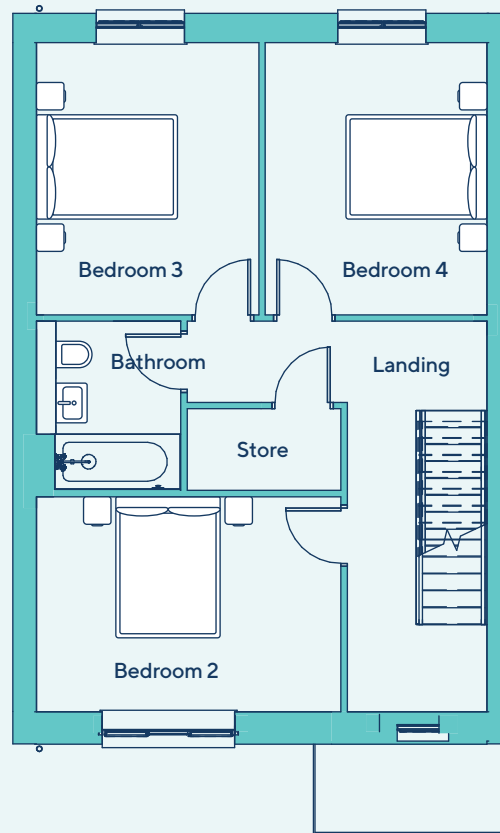
Occupying the entire top floor, the fabulous principal bedroom serves as a private retreat, complete with a generous en-suite shower room. All four bedrooms are well-proportioned doubles, providing ample space for growing families and visiting guests.

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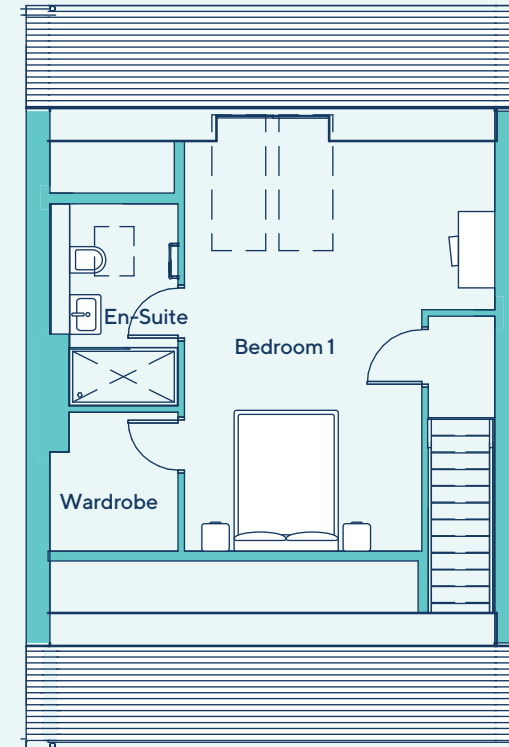
Ground floor

Kitchen / Dining	4.87m × 6.12m	16'0" × 20'1"
Living Room	4.05m × 3.95m	13'3" × 13'0"
WC	1.85m × 1.00m	6'1" × 3'3"
Store	1.17m × 0.81m	3'10" × 2'8"
Hall	5.40m × 2.07m	17'9" × 6'10"



First floor

Bedroom 2	2.92m × 4.13m	9'7" × 13'7"
Bedroom 3	3.69m × 3.02m	12'1" × 9'11"
Bedroom 4	3.69m × 3.00m	12'1" × 9'10"
Bathroom	2.30m × 1.72m	7'7" × 5'8"
Store	1.10m × 2.05m	3'7" × 6'9"
Landing	5.30m × 1.88m	17'5" × 6'2"



Some plots have an additional Velux window to the walk in wardrobe please check for details.

Second floor

Bedroom 1	6.00m × 4.25m	19'8" × 13'11"
En-Suite	2.77m × 1.75m	9'1" × 5'9"
Wardrobe	1.90m × 1.75m	6'3" × 5'9"

The Watergate 4 Bedroom Detached House

Plots 23, 39, 40, 59, 68, 75

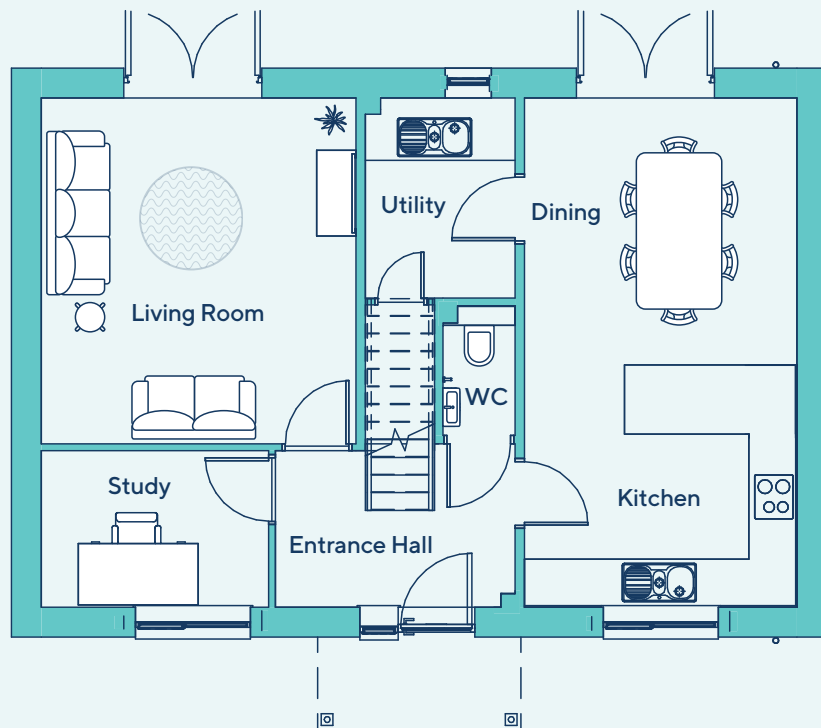


These beautifully designed four-bedroom homes combine spacious open-plan living with four generous double bedrooms, making them an ideal choice for growing families and those who enjoy entertaining.

The heart of the home is the impressive open-plan kitchen and dining area, thoughtfully designed to create a sociable space for everyday living, family gatherings and hosting guests.

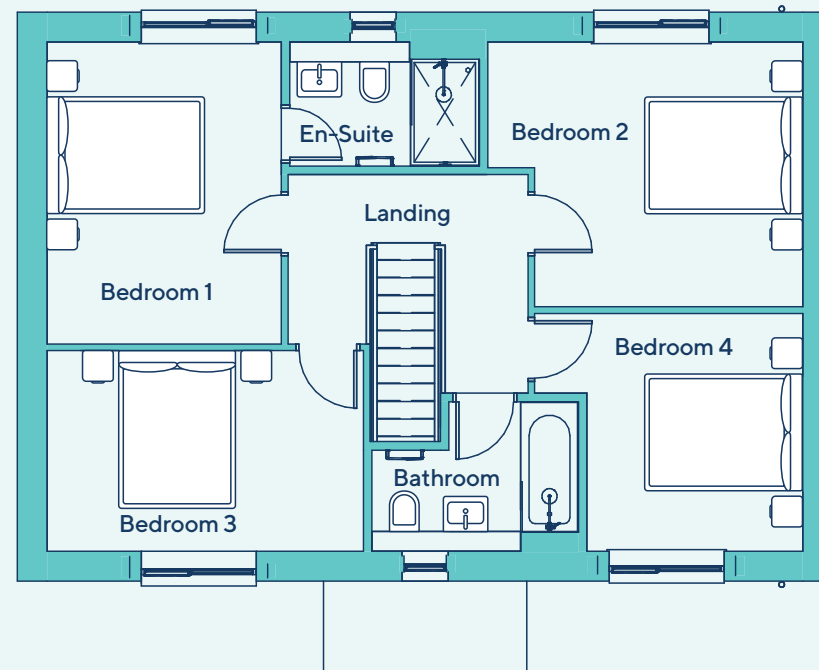
Contemporary layouts and well-proportioned accommodation throughout ensure a home that is both stylish and practical.

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Ground floor

Living Room	4.10 x 4.51m	13'5" x 14'10"
Study	2.90 x 2.04m	9'6" x 6'8"
Entrance Hall	3.12 x 2.13m	10'3" x 7'0"
WC	0.94 x 1.68m	3'1" x 5'6"
Kitchen	3.55 x 2.7m	11'8" x 8'10"
Dining	3.55 x 3.7m	11'8" x 12'2"
Utility	1.95 x 2.61m	6'5" x 8'7"



First floor

Bedroom 1	5.8 x 4.25m	9'0" x 13'11"
Bedroom 2	4.10 x 3.45m	13'5" x 11'4"
Bedroom 3	4.12 x 2.61m	13'6" x 8'7"
Bedroom 4	3.40 x 3.10m	11'2" x 10'2"
En-Suite	2.47 x 1.60m	8'1" x 5'3"
Bathroom	2.68 x 1.95m	8'9" x 6'5"
Landing	3.13 x 2.76m	10'3" x 9'0"

The Holywell 4 Bedroom Detached House

Plots 17, 24, 34, 58, 49

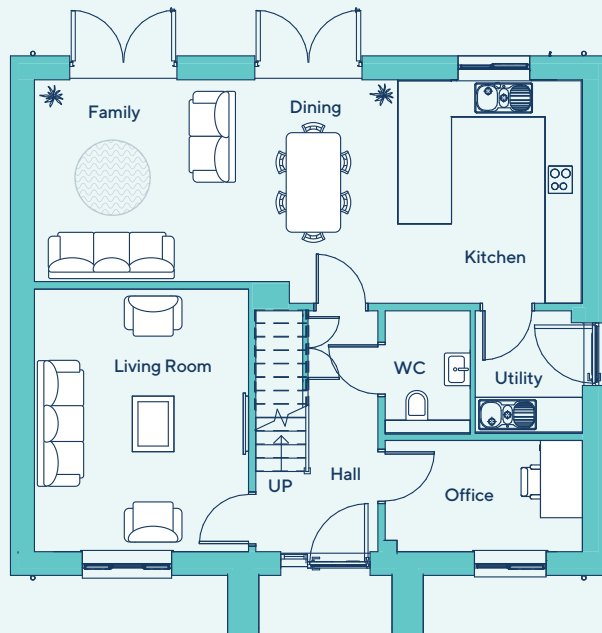


Our generously proportioned four-bedroom homes are designed for modern family living, offering an exceptional combination of space, style and practicality.

Featuring expansive open-plan living areas, four well-sized double bedrooms, a dedicated study, separate utility room and garage, these homes provide the flexibility to accommodate busy family life, home working and entertaining with ease.

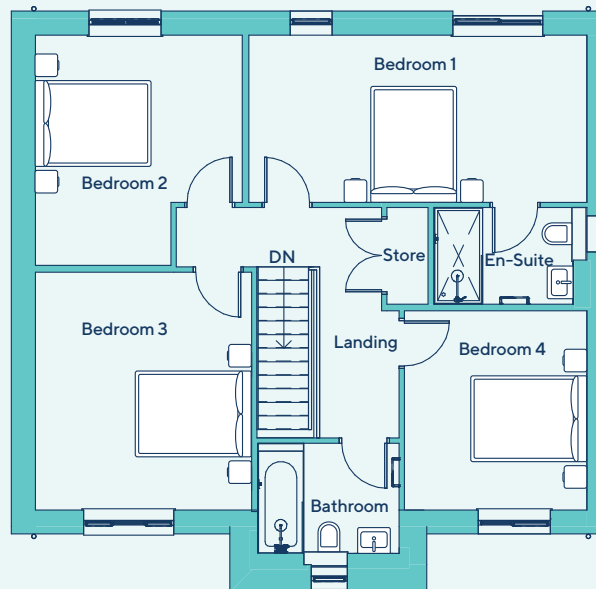
Thoughtfully designed throughout, they offer the perfect setting for contemporary living, with ample space to relax, work and spend time together.

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Ground floor

Family	3.40 x 3.10m	11'2" x 10'2"
Dining	2.62 x 3.75m	8'7" x 12'4"
Kitchen	3.10 x 3.75m	10'2" x 12'4"
Utility	1.80 x 2.05m	5'11" x 6'8"
WC	1.43 x 2.05m	4'8" x 6'8"
Office	3.31 x 1.86m	10'10" x 6'1"
Hall	2.04 x 4.04m	6'8" x 13'3"
Living Room	3.60 x 4.41m	11'10" x 14'5"



First floor

Bedroom 1	5.64 x 2.79m	18'6" x 9'2"
Bedroom 2	3.45 x 3.85m	11'4" x 12'7"
Bedroom 3	3.61 x 3.87m	11'10" x 12'8"
Bedroom 4	3.04 x 3.32m	9'11" x 10'10"
En-Suite	2.32 x 1.61m	7'7" x 5'3"
Bathroom	2.36 x 1.82m	7'9" x 6'0"
Landing	3.43 x 3.84m	11'3" x 12'7"
Store	0.69 x 1.61m	2'3" x 5'3"

The Carlyon

5 Bedroom Detached House (with integrated garage)

Plots 15, 65, 66, 78

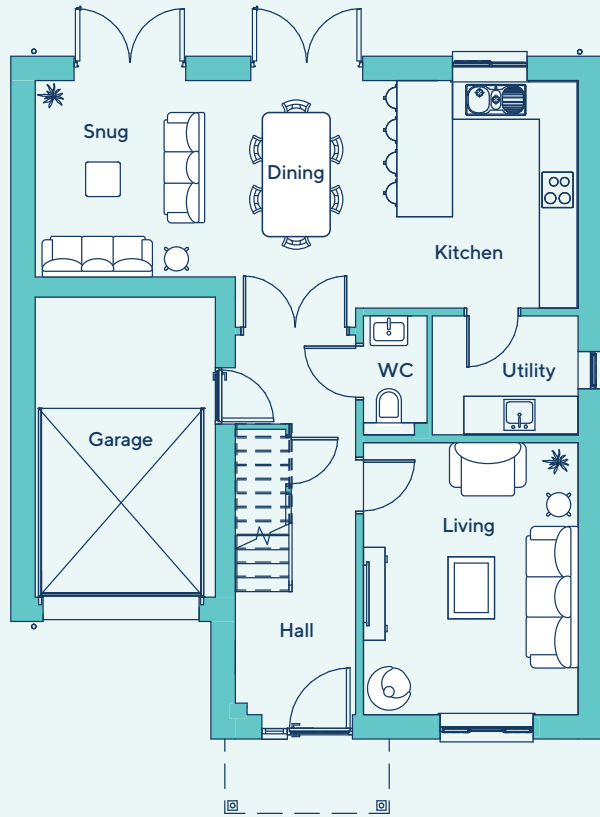


This impressive five-bedroom home offers exceptional accommodation, thoughtfully designed for modern family living, together with the added convenience of an integral garage.

At the heart of the home is a spacious open-plan kitchen, dining and snug area, creating a welcoming and sociable space for everyday living and entertaining. Doors open onto the rear garden, providing a seamless connection to outdoor living.

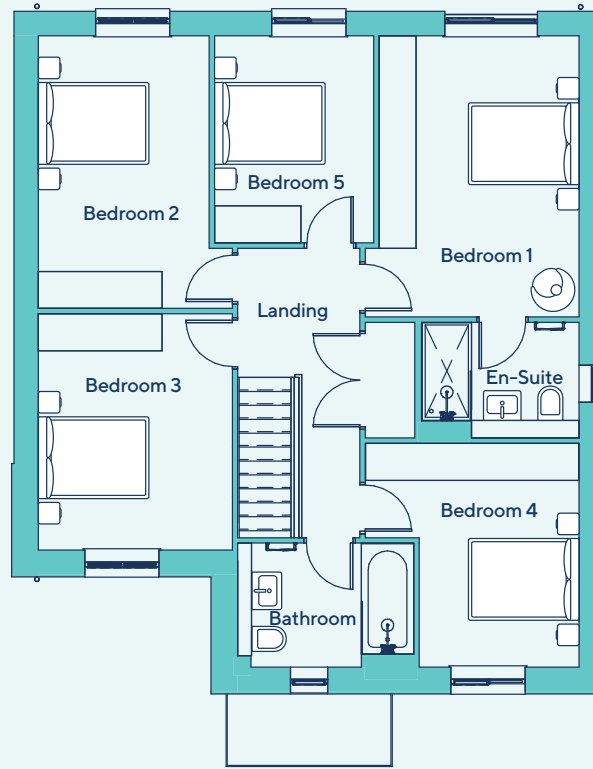
A separate utility room adds practicality, while the principal bedroom benefits from a stylish en-suite bathroom, creating a private and relaxing retreat.

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Ground floor

Kitchen/Dining/Snug	3.67m × 8.75m	12'0" × 28'8"
Living	4.40m × 3.45m	14'5" × 11'4"
Utility	1.92m × 2.32m	6'4" × 7'7"
WC	1.92m × 1.02m	6'4" × 3'4"
Hall	6.12m × 1.93m	20'1" × 6'4"
Garage	4.85m × 2.90m	15'11" × 9'6"



First floor

Bedroom 1	4.55m × 3.24m	14'11" × 10'8"	Bathroom	2.01m × 2.85m	6'7" × 9'4"
En-Suite	1.87m × 2.55m	6'2" × 8'4"	Store	1.87m × 0.80m	6'2" × 2'7"
Bedroom 2	4.42m × 2.75m	14'6" × 9'0"	Landing	4.70m × 1.97m	15'5" × 6'6"
Bedroom 3	3.83m × 3.13m	12'7" × 10'3"			
Bedroom 4	3.63m × 3.45m	11'11" × 11'4"			
Bedroom 5	3.35m × 2.57m	11'0" × 8'5"			

The Carbis

5 Bedroom Detached House (double fronted)

Plots 16, 18, 60, 64, 67, 76, 77

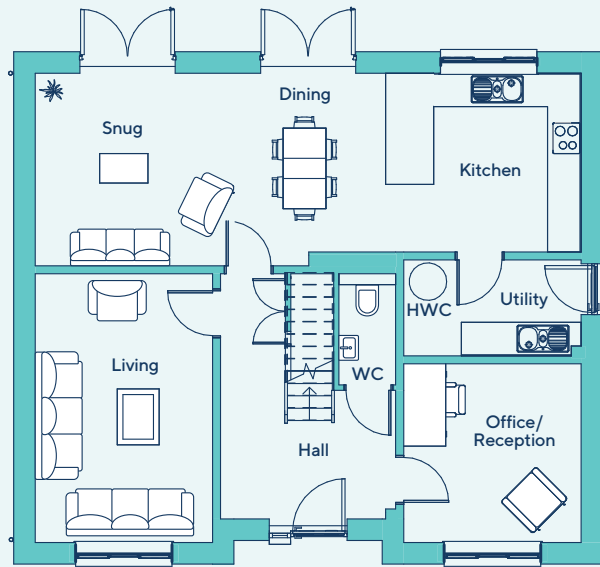


Showcasing our highest standards of craftsmanship, this exceptional five-bedroom home features our finest specification and premium finishes throughout.

The heart of the home is an expansive open-plan kitchen, dining and living area, thoughtfully designed for modern family life and effortless entertaining. Complemented by two additional reception rooms, the flexible layout provides an abundance of space for relaxation, home working and hosting guests.

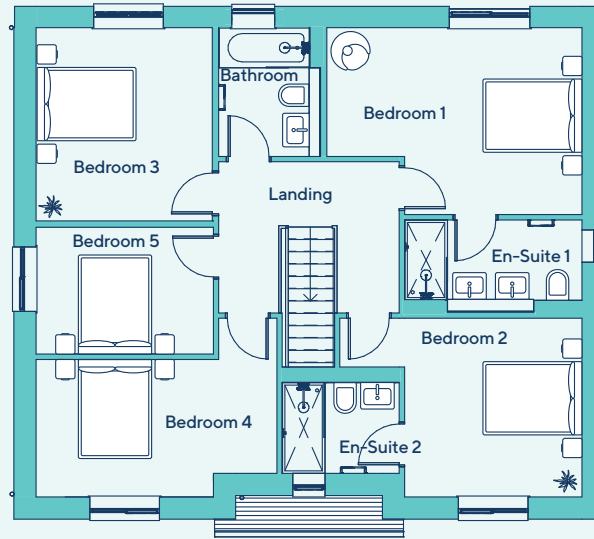
Combining elegant design, generous proportions and luxurious details, this impressive home offers an outstanding lifestyle in a truly exceptional setting.

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Ground floor

Snug	4.00 x 3.60m	13'1" x 11'10"
Dining	3.40 x 3.60m	11'2" x 11'10"
Kitchen	3.40 x 3.34m	11'2" x 10'11"
Utility	3.31 x 1.79m	10'10" x 5'10"
Office/Reception	3.31 x 3.34m	10'10" x 10'11"
WC	1.06 x 2.07m	3'6" x 6'9"
Hall	3.27 x 4.57m	10'8" x 15'0"
Living	3.31 x 5.02m	10'10" x 16'6"



First floor

Bedroom 1	4.76 x 3.51m	15'7" x 11'6"	Bathroom	2.40 x 1.89m	7'10" x 6'2"
Bedroom 2	3.31 x 3.31m	10'10" x 10'10"	Landing	3.37 x 2.81m	11'1" x 9'3"
Bedroom 3	3.31 x 3.58m	10'10" x 11'9"			
Bedroom 4	4.53 x 2.58m	14'10" x 8'6"			
Bedroom 5	3.31 x 2.35m	10'10" x 7'9"			
En-Suite 1	3.29 x 1.69m	10'9" x 5'7"			
En-Suite 2	1.90 x 2.15m	6'3" x 7'1"			

Experience a Legacy Property

Our passionate and experienced team has been creating beautiful, luxurious modern living spaces in the UK's most sought-after locations for more than 15 years. Legacy Properties is a premium house builder with an impressive portfolio of award winning developments.

Channelling our passion, expertise and determination to deliver the highest standard new living spaces, we create design-led, contemporary, luxury family homes.

We manage every build from start to finish with meticulous attention to detail, from concept and planning through to completion and handover, ensuring our trademark build quality and attention to detail.

Design

We work tirelessly to ensure we achieve

the highest quality architecture and craftsmanship for which Legacy is renowned. To ensure our rigorous design standards are maintained, our Design team work seamlessly with our award winning architects to maximise indoor and outdoor living space to create homes which are aesthetically beautiful and practical for everyday life.

Construction

The Legacy Construction team ensures an unrivalled level of build quality. Applying our wealth of construction experience ensures we deliver homes to last a lifetime every time. From concept to completion, our expert site managers and their specially-selected construction teams take personal pride in delivering the highest quality homes at all our developments.





Customer Care

We understand that purchasing a new home can be stressful, which is why we try and make the process as smooth and enjoyable as possible.

Once you reserve a Legacy home, we work behind the scenes to ensure information is passed quickly to your solicitor to ensure a smooth exchange of contracts. When exchanged we regularly keep you updated on build progress through to handing you the keys to your new home.

Before completion our focus is to make sure everything is ready for you to move straight in, it is important to us that you are happy with your new home which is why we have a stringent quality checking process. You won't receive your keys until, our quality inspection team and Directors are satisfied all of our quality standards have been met.

A full homeowner welcome pack will be provided when you move in along with an in-depth handover of your property so you have everything you need for a stress-free move. We also provide an after-care service for that extra peace of mind for the first 2- years, helping you settled into your new home.. this includes an emergency out-of-hours helpline.

Our passionate and experienced team has been creating beautiful, luxurious modern living spaces in the UK's most sought-after locations for more than 15 years.

Why Buy a Legacy Property?

You'll enjoy all the benefits of owning a brand new Legacy Properties home, built by our award-winning team.

Legacy-built homes are meticulously planned with high-quality fixtures and fittings, clean lines and contemporary designs.

- Every Legacy home comes with our own 2 year warranty and a 10 year Premier Warranty, removing the need for a structural survey and giving you complete peace of mind.
- Buying a new home gives you a blank canvas on which to stamp your personal style. We offer a range of choices to help you to create your unique home.
- New homes are low maintenance and designed for modern living.

- New properties enjoy lower running costs. With higher levels of thermal insulation and energy efficient heating systems, new homes are cosy and warm up more quickly.
- All appliances, fixtures and fittings are brand new. Appliances are highly energy-efficient and under warranty.
- Legacy homes benefit from increased security; all doors and windows incorporate state of the art locks and security, including security doorbells.
- Legacy offers a comprehensive customer care service.



Sustainable Living

As a **modern** builder of quality new homes and communities, we are passionate about reducing our impact on the environment, increasing the energy efficiency of our homes and minimising running costs.

We are committed to constantly evolving our homes to be the most energy efficient they can be through sourcing the most sustainable and efficient energy sources.

Our current homes are our most sustainable and energy efficient yet due to our passion for seeking out energy and sustainability innovation without compromising on the quality of your new home. All our homes are Highly rated, the best possible, for energy efficiency and low environmental impact.

This includes: air source heat pumps delivering sustainable heating to efficient radiators, high levels of insulation and external EV ready power sockets.

We are committed to constantly evolving our homes to be the most energy efficient they can be.



Our Customer Charter

Our Commitment to You

At Legacy Properties we are committed to building quality homes and delivering an exceptional customer experience. We understand that buying a new home is one of the most important decisions you will make, and we are dedicated to supporting you throughout every stage of your journey. Our commitment to you is set out in this charter:

1. Quality Homes – We will:

- Conform to the Consumer Code for Home Builders (“Consumer Code”)
- Build homes that meet all relevant building regulations, safety standards, and warranty requirements.
- Use quality materials and skilled tradespeople.
- Carry out comprehensive quality inspections before handing over your home.
- Continually review our processes to improve the quality of our homes and services.

2. Clear and Honest Communication – We will:

- Provide accurate and transparent information about our homes, developments, pricing, and specifications.
- Explain the purchase process clearly and keep you informed of progress.
- Notify you promptly of any significant changes that may affect your home or completion date.
- Respond to enquiries in a professional, courteous, and timely manner.

- Provide a copy of this charter if asked, and automatically at reservation.
- Train our staff to understand their responsibilities in our dealings with you and what the charter means for you
- Provide all necessary health and safety information.

3. Supporting You Through the Buying Process – We will:

- Provide a dedicated point of contact wherever possible.
- Provide you detailed pre-contract information you need to make an informed decision.
- Guide you through the reservation, exchange, completion, and handover stages.
- Provide reliable information about the timing of construction.
- Clearly explain key documents, warranties, and customer care procedures.
- Treat all customers fairly and respectfully.

4. Home Demonstration and Handover

Before you move in, we will:

- Conduct a detailed inspection of your home.
- Provide a home demonstration explaining how systems and appliances operate.
- Supply all relevant manuals, certificates, and warranty information.
- Ensure you know how to contact our Customer Care team should you need assistance.

5. Aftercare and Customer Service – We will:

- Provide you with clear information on our Customer Care Service.
- Keep you updated on the progress of any reported issues.
- Work to resolve defects and warranty items within agreed timescales wherever possible.
- Provide you a copy of our Customer Care Policy which sets out the service level agreements, warranty periods and emergency out of hours services.

6. Warranty Coverage

For your peace of mind, every home we build is protected by a comprehensive new home warranty provided by Premier Guarantee. We will:

- Provide full details of the warranty cover applicable to your home before completion.
- Clearly explain what is covered under the warranty and any homeowner responsibilities.

- Supply all relevant warranty documentation and contact details at handover.
- Address qualifying defects reported during the builder warranty period in accordance with the terms of the warranty provider.

7. Handling Complaints – We will:

- Provide a copy of our Complaints Procedure at handover, or upon request.
- Investigate the matter fairly and thoroughly.
- Keep you informed throughout the process.
- Provide a clear response and proposed resolution.
- Advise you of any independent dispute resolution services available if required.
- Co-operate with appropriately qualified professional advisors you have appointed to help resolve disputes.

Our Promise

We are committed to:

- Delivering quality homes.
- Providing excellent customer service.
- Acting with integrity and transparency.
- Listening to customer feedback and continually improving.
- Your satisfaction is at the heart of everything we do, and we strive to make your home-buying journey a positive and rewarding experience.

Our Contact Details

LEGACY PROPERTIES

The Paddocks

Eglos Road, St Erme, Trispen, Truro TR4 9BW

What 3-words 'smoking skylights undercuts'

E: thepaddockssales@legacyproperties.co.uk

W: www.legacyproperties.co.uk

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Your Home,
Your Cornwall

www.legacyproperties.co.uk