



## **BUYING WITH US**

Our highly experienced Sales Representatives and appointed Agents are there to help you through the sales process from your first viewing of your new home, through to every aspect of your purchase. Our Representatives will help you with any questions you may have and will support you throughout the process.

To help you further, we have prepared a list of the whole process which will give you a clear understanding of the various stages involved in the purchase of your new home.

### **Stage 1: Your Reservation**

Our Representatives will assist you with the completion of our standard reservation form and at this stage you will need to pay the reservation deposit. Once you have signed the form you will be given a copy for your records. We will also keep a copy for our files.

Our Representatives will explain exactly what we will do with the reservation deposit and how the company will deal with the reservation deposit. They will also explain how the deposit will be refunded in the unlikely event of you withdrawing from the transaction. An explanation of this will also be included in the reservation form.

### **Stage 2: Getting your mortgage in place.**

By the time you have arrived at the decision to purchase a new home, you should already have an idea of who your mortgage provider will be and have a mortgage agreed in principle. Once you have reserved your home you will need to contact your mortgage provider and complete your mortgage application. Once your mortgage provider has approved your mortgage you will need to let our Sales Representatives know.

### **Stage 3: Instructing a solicitor**

You will need to find a solicitor to act on your behalf. Your solicitor will deal with all conveyancing matters including liaising with our solicitor on related matters. Fees vary, so make sure you understand what the cost implications are and what your final legal bill will amount to.

### **Stage 4: Exchange of Contracts**

Once your solicitor agrees the draft contract and you have received your mortgage offer, you will be advised to sign the draft contract. At this stage you will need to provide your solicitor with your exchange of contract deposit and instruct them to exchange contracts.

## **Stage 5: Progress and Updates**

Our Sales Representatives will give you regular updates on the progress of your new home and advise you on the expected completion date of your new home.

## **Stage 6: Legal Completion**

The legal completion date will have been agreed at the time of exchange of contracts. On the agreed date, the balance of your purchase money will have been transferred to our solicitor. Once this final balance has been received by our solicitor, we will be instructed to issue you with the keys to your new home.

## **Stage 7: Handover**

Now you will be ready for us to handover your new home to you. Our Sales Representative will arrange a time to meet you at your new home to hand over your keys. We will issue you with a Welcome Pack which will contain all the information relating to your new home which will have practical information about every aspect of your home. All operation manuals, guarantees and warranties will be included in this pack. Our Sales Representative will walk through the whole house with you and when you are happy with what you have seen, will ask you to sign a form accepting the house.

**Congratulations! You are now the proud owner of your new home.**

Our commitment to you does not end here. We will be there for as long as you need us to be. Our highly trained, professional team will try and help you as much as they can once you have moved into your new home. You will find contact numbers for our team in your Welcome Pack.

## **OUR CUSTOMER CHARTER**

Buying your new home is one of the biggest buying decisions you will make. Our experienced Sales and Support Team are on hand to guide you and help to you to take away the stress at every stage of buying your new home.

### **Our Commitment to you**

- We will provide you with all relevant information about your chosen home
- We will ensure that we will always have trained and knowledgeable staff to assist you throughout the buying process
- We will provide you with health and safety information to minimise the risk of danger during construction and in the use of your new home after you move in
- We will provide you with reliable information about the Home Warranties Cover and any other cover related to your home
- We will keep you fully informed about the completion and occupation of your new home
- We will furnish you with a comprehensive Home Owners Welcome Pack which will have all the relevant information related to your home. We will ensure that on completion our Sales Representative will familiarise you with all the functions and facilities of your home prior to moving in
- We will endeavour to deal effectively and efficiently with both routine service related matters and with any emergencies relating to your home within the first 2 years of occupation providing they are related to work we have undertaken. Wear and tear and manufacturing faults may not be covered.

## **Sales & Marketing**

Our Sales team are responsible for dealing with any questions you may have during the purchase of your new home. They will answer questions which relate to the actual purchase of your new home and also on the care of your home after legal completion.

Our staff are trained to understand their responsibility to you, our legal responsibilities and the commitments we have made to you under our Customer Care Charter.

We will provide you with all the pre-contract information you will need before you are expected to exchange contracts. This will be presented in plain, easy to understand language so you can make an informed decision about purchasing your home.

This information will include:

- A written Reservation Agreement
- An explanation of the Home Warranty Cover
- Description of any Management Services and an estimated cost
- Specification and contents list
- Brochure or plan showing the layout, appearance and the plot position of your new home

### In addition

- We will provide you with the name and contact details of our Sales Representatives who will be responsible for assisting you with the purchase of your new home. Our staff will deal with your enquires in a timely and efficient manner
- All our marketing literature and advertisements will comply with the relevant laws and advertising codes, so that it is transparent and truthful
- The terms and conditions of our Contract of Sale will be clear and fair and will comply with the Unfair Terms in Consumer Contracts Regulations
- We will provide you with clear and accurate information in the Contract of Sale, so that you understand your legal rights to cancel the purchase of your new home

## **Health & Safety**

We will advise you on the Health and Safety precautions that you and we must take before you visit a development or if you are living on a development where construction work is continuing.

Your safety and security once you move in to your homes is of paramount importance to us. When creating our new homes and new communities, we focus on these and give them consideration during the design process. We consult with local police and security advisors to 'design out crime' and some methods we use include the fitting of certified locks and security lighting where possible as standard on all our new homes.

## **Customer Care**

Following the reservation of your new home, our Sales Representatives will provide you with regular progress reports.

Depending on the stage of construction at the point you made your reservation, we can arrange for you to view your home at key stages of the construction process. Our Sales Representatives will discuss this with you.

Shortly before completion, our Sales Representatives will contact you and ask you to review the completed house and give you the opportunity to review your new home. On the day of legal completion, our Sales Representatives will contact you and arrange to hand over the keys to your new home together with your Welcome Pack. Your home will be clean and have a safe and clear access.

Should there be any problems with your new home in the first 2 years after legal completion, we provide you with a professional and comprehensive After Sales Service from our Site Management Services team who will contact you to introduce themselves after legal completion.

Your new home will have the benefit of a 10 year Cover with Global Home Warranties, with the first 2 years of this cover being provided by our Company. The full details of this cover will be in your own Global Home Warranties documents which your solicitor will provide to you on completion.

Our Sales Representatives will explain to you how the reservation fees, contract deposits and any other pre-payments that we receive from you are protected.

## **Complaints & Disputes**

If you are not satisfied with any aspect of our service, we have a complaints procedure which is detailed in your Welcome Pack and available to download from our website. If you feel that your complaint has not been addressed to your satisfaction then you may ask Global Home Warranties to become involved. Full details of this are available in your Welcome Pack.

## **The building of your new home**

Your home will have the benefit of a 10 year warranty cover from Global Home Warranty. Their role is to work with house builders to raise the standards of new homes and to provide consumer protection for homeowners in the unlikely event of major structural defect. In addition to our own quality assurance process, a technical site inspector from the warranty provider will also oversee the build of your new home at important key stages throughout its construction to ensure that it conforms to the required standards and quality.

## The Consumer Code scheme

The Consumer Code for New Homes scheme, formed by a number of home warranty bodies, requires all home builders to comply with specific best practice guidelines which ensure that home buyers are guaranteed an agreed level of service.

These requirements ensure that Home Buyers:

- Are treated fairly
- Know what service levels to expect
- Are given reliable information upon which to make their decisions
- Know how to access speedy, low-cost dispute resolution arrangements if they are dissatisfied.

You can find out more about the Code at <http://www.consumercodefornewhomes.com>

## **COMPLAINTS PROCEDURE**

This commitment extends from our first point of contact through to long after you move in. Our Customer Charter sets out the level of service that you can expect from us. We also understand that despite our best endeavours, sometimes things may go wrong. We take complaints very seriously and have put a process in place to enable us to respond to your complaints in a timely and efficient manner.

We carry out stringent quality control checks throughout our build process and we hope that there will be no problems with your new home once you move in.

However, our responsibility to you continues for 2 years after you have completed the purchase of your home. If you wish to report a fault or problem with your home, you should contact the Site Project Supervisor in the first instance. The contact details will be provided in your Welcome Pack.

### **For any other complaint, or a complaint which relates to the actual process of purchasing your property:**

If you have a complaint concerning any other experience that you have had with our company or our appointed Sales Representatives (including any complaint that you may have with regard to how you were sold your home) we would encourage you to bring it to our attention so that we can investigate it.

You should contact 'The Head of Sales & Marketing' at our Head Office who will then pass your complaint to the relevant Director responsible.

### **How to make your complaint:**

You may make your complaint in any of the following ways:

- Telephone
- Letter
- Email

When contacting us to make a complaint please provide us with your full contact details and as much information about the problem as possible. This will ensure that we are able to respond to you quickly and fairly. As part of managing your complaint we may collect and

store your personal data. Please refer to our [website privacy policy](#) to understand how we manage your information.

How we deal with your complaint:

**We will acknowledge your complaint within three working days and we'll endeavour to fully respond to you within 15 working days.**

Once your complaint is acknowledged and passed to either our Site Manager, our Head of Sales & Marketing, or the Director responsible for handling your complaint, we will do our best to:

- Fully investigate the complaint which may require obtaining further information from you
- Keep you advised of progress
- Do everything we can to resolve the complaint

We hope that we will always be able to resolve the matter at this stage. However, if the person handling your complaint is unable to do this to your satisfaction, or you are not happy with the way your complaint has been handled, we will escalate the matter on your behalf to our Managing Director.

We will in any event issue our final response to your complaint within eight weeks of the date on which we first received your complaint. If it is not possible to provide you with a final response within the eight week period, we will write to advise you of the reason for this.

What to do if you are not satisfied:

**If you are a home owner and not satisfied with our final response to your complaint, or if we have not provided a final response within eight weeks from the date of your complaint then you may refer the matter to your home warranty body. Details of your Warranty Provider will have been forwarded to you by your solicitor on completion.**

The warranty body will deal with your complaint under the terms of your Home Warranty Policy. Your legal rights are not affected by this process.