

## welcome

The Gleave Homes team are always delighted to meet you and answer any questions you may have. Whether it's to get advice about buying a brand new home, viewing our show home or having a look around the development, you can always be sure of a warm welcome.

# home buyers guide

## 1 visiting the development

Safety Matters – Your safety is very important to us. We appreciate that you may want to look at your home while we are building it. However, building sites are dangerous and are defined in health and safety law as ‘workplaces’. We are legally responsible for the development sites and must not, by law, allow access to the general public.

Access to the construction site therefore is not allowed. However, at certain construction stages prior arrangements can be made with our Sales Team to visit the property and when this is acceptable we will provide any necessary protective clothing, footwear or other equipment, which you must use while on our site.



## 2 reserving your new home

When you have chosen your new home you will complete a reservation form and pay a reservation fee. This secures your home for a fixed period of 28 days after which the exchange of legal contracts will take place. If at this point you are not in a position to exchange contracts, a request from your solicitor for an extension to the reservation period will be considered.

At this stage in the process we will supply the following documentation, and should you have any queries regarding the purchase, please contact our Sales Team.

- Terms of sale including price
- Details of the home including land and communal areas, location, site layout, demarcation and boundary details
- Sketch layout plan with approximate room sizes marked
- Summary specifications for the construction of the property
- Fixtures and fittings to be included
- Kitchen and bathroom layouts
- Summary of external works and materials
- Details of things that may not be finished before you complete the purchase, such as the road-wearing course, drive topping, landscaping or street lighting

### 3 your solicitors role

You should appoint your own Solicitor or Conveyancer to deal with the legal formalities of the purchase including completion, handover and occupation. They will liaise with our Solicitor to arrange contracts and proceed towards an exchange. The exchange of contracts is a legal procedure whereby both parties enter into a binding agreement for the sale and purchase of the property. A 10% deposit (minus the reservation fee) is normally required when contracts are exchanged.

Our homes are usually sold freehold, and your Solicitor will advise you on the contents of the transfer together with any covenants or obligations affecting the property.

Arrangements to access the property for e.g. surveys by lending institutions, should be made by contacting our Sales Team.



### 5 services to your new home

We will order your water, gas and electricity supply meters. When legal completion takes place, we will forward a Transfer of Supply Form to the gas, electricity and water companies which gives meter readings taken by us on the day of handover.

Gas, electricity and water used up to the date of handover is paid for by us. Thereafter you will be responsible for payments.

Telecom connection will be available. However, installation must be arranged by yourself directly with the provider.

### 4 personalising your new home

We will advise you about a range of optional extras which you may wish to incorporate. These are subject to the construction stage of the property. Optional extras should be paid for when they are ordered.





**At Gleave Homes**, we know that selecting and purchasing your new home is one of the most important and exciting decisions you will ever make. Our approachable and friendly team are dedicated to making your experience of purchasing your new Gleave home a great experience.

## 6 completion of your new home

Once you have reserved your property we will advise you in writing of our anticipated completion date and we will advise you of building progress on exchange of contract. It is also recommended that you keep in touch with us regarding the progress of your home.

When your home is finished it will be inspected by a Premier Guarantee Inspector (or similar) who will issue a Completion Notice which is sent to your Solicitor.

This notice having been issued gives your Solicitor 10 days in which to complete the purchase of your home.

Also, at this stage we will make an appointment with you to inspect the property on the day of handover and to demonstrate its functions, facilities, services.

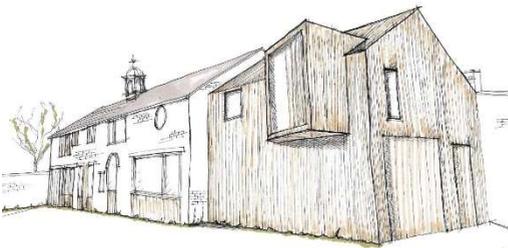


## 7 your moving day

It is your Solicitor's responsibility to handle the financial transactions – collecting and processing monies through the banking system. This may take some time but as soon as your monies have been received at our Solicitor's, we are advised and the keys are released to you immediately and you will be allowed to access.

Please note that, in order to safeguard our position and your own, this legal formality must take place. To avoid delay and disappointment, please ensure that your Solicitor and any Mortgage Lender are fully aware of your timetable and arrangements.

The keys will be handed over to you and we will carry out a final check of your property together. Any outstanding items are recorded on the handover forms and you will have a further 14 days to complete and forward these to us.



# aftersales support

## 8 your new home pack

At handover we will give you a 'Guide to Your New Home' pack. This will be a comprehensive pack of information containing:

- Health and Safety information
- Product information and instructions for appliances such as the central heating boiler
- Guidance on items needing servicing and maintenance
- An explanation of Premier Guarantee Insurance Cover (or similar)
- Details of when Premier Guarantee Structural Warranty (or similar) expires
- Post completion contact details

## 9 customer service after legal completion

During the first 2 years of your Structural Warranty, if you find any defects with your home it will be up to us to put things right, although, of course, you will be responsible for wear and tear, decorating and routine maintenance. All defects should be reported through to

- [aftersales@gleavehomes.co.uk](mailto:aftersales@gleavehomes.co.uk)
- Providing a photo, location and description of the defect

### Emergencies

These are defined as a sudden and unforeseen incident immediately creating a risk to the health of the occupant(s) and/or damage to the property rendering it uninhabitable, unsecured or dangerous.

In the unlikely event you experience an Emergency you must follow the Emergency Procedure provided in The Guide to Your New Home pack.

### Non-emergencies

We will respond to non-emergency defect requests by telephone within the After Sales office hours, or in writing within five working days, and at an agreed time we will send someone either to do the work or to inspect and decide what needs doing. We will normally carry out any agreed work within two to four weeks. However, delay may occur due to availability of parts/materials, adverse weather, or other circumstances beyond our control. When we carry out repairs, we will send workmen who are used to working in occupied property. They will call at a prearranged time. If you are in doubt about their identity, do not let them in until you have contacted us for confirmation.

### Customer Testimonials

*'I am delighted with my new home! I really appreciated being involved in the internal design process..... This has meant that my new house truly feels like home.'*

*'At every stage we were so well looked after and any queries were dealt with immediately in a friendly, personal manner.... We are delighted with our new home. It's bright and airy and the quality of the build and fittings is first class.'*

*'From the very beginning, when we first looked around the show home, our experience with Gleave Homes has been first class.'*

