

# Guidance for Customers

On the buying process

**Right where you belong**

**gleeson**

## Guidance for customers on the buying process

### Reservation

1. Once you have chosen your new home, one of our Sales Executives will be able to take you through the process to reserve the Property. You may have attended a pre-reservation meeting or you may have entered into an Early Bird Reservation Form prior to reservation of the plot. The formal reservation process begins by entering into a Reservation Agreement, which is a contract between you and Gleeson.
2. At reservation, the Gleeson Sales Executive will explain everything you need to know about your property including any anticipated costs related to owning that property.
3. You will be asked to sign a Reservation Agreement and checklist during a meeting. This is to ensure that you have seen all relevant documents and understand them.
4. You may be taken on a tour of the showhome or be asked to inspect the showhome to familiarise yourself with what is for sale.
5. You will also have the opportunity to view the plans for the development and new home.
6. Following reservation, the home is reserved for purchase and is then subject to the completion of formal legal documentation.

## Exchange of Contracts

7. At the reservation meeting, Gleeson will recommend that you instruct a legal adviser to assist with the purchase of the Property. Your legal adviser is likely to carry out searches of the site, raise any pre-contract enquiries and review the Contract for Sale.
8. When the Contract for Sale is exchanged, you will pay your 10% deposit (\*or less if you are purchasing your home through a shared equity provider) and will be committed to the sale.

## Before Legal Completion

9. Before legal completion, Gleeson completes a full pre-handover inspection to ensure that every home is looking its best. In addition, a number of Key Stage Inspections are carried out by the NHBC to ensure that the property has been constructed in line with their exacting standards. This is one of the positive benefits of purchasing a new Gleeson home.
10. You will be invited to attend a Home Demonstration meeting with a member of the site team. This will give you an opportunity to view the Property before legal completion and to ask any questions you may have.
11. You will also have the opportunity to appoint a suitably qualified inspector to complete a Pre-Completion Inspection prior to Legal Completion. This inspection can only be carried out by someone who is RICS (the Royal Institute of Chartered Surveyors), RPSA (Residential Property Surveyors Association), CABE (Chartered

they must hold suitable Professional Indemnity Insurance. They must only use the New Homes Quality Board approved checklist (which Gleeson can provide to you). Gleeson has the ability to reject any inspection report if these conditions are not met. As such you are advised to have your inspector verified by Gleeson in advance. The pre-completion inspection cannot delay legal completion.

## Completion

12. Upon legal completion the home is transferred to you. On the day of legal completion the Gleeson Sales Executive will contact you to let you know when to collect the keys to your new home.

Gleeson's helpful Home Buying Guide is available to help you navigate the buying process and your onward journey. Please find it on our website, [gleesonhomes.co.uk](https://gleesonhomes.co.uk)

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**[gleesonhomes.co.uk](https://gleesonhomes.co.uk)**

NHQC018 | V5

All information correct at time of production, 5 August 2025

