



# Guidance for customers

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On the buying process

**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.
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 ("Subject to contract")

## 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, raise any pre-contract enquiries and review the Contract for Sale.
8. When the Contract for Sale is exchanged, you will pay your deposit 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 be invited to complete a Pre-Completion Inspection ("PCI"). This can be done by you personally or you may wish to appoint a third-party professional to do it for you. If you do appoint a third-party professional, that person must be a member of a recognised professional association experienced in residential surveying (e.g., CABE, CIOB, ICWCI, RICS, RPSA etc.) and have professional indemnity insurance.
12. Regardless of who completes the PCI, there is a pre-defined checklist provided by the New Homes Quality Board for this purpose, which must be adhered to. We will provide you with a copy of this checklist, which includes guidance on how

to conduct the inspection. Please note that the checklist was designed for professionals, so the untrained person may miss things or misinterpret the required standards.

13. We will try to rectify any issues identified in the PCI before legal completion but, to the extent this is not possible, we will provide you with a 'Schedule of Incomplete Work' which will detail the works required and our estimated dates of completion.
14. Neither the PCI nor any issues identified from it will allow you to delay legal completion.

## Completion

15. 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.

## Right where you belong

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