



KINGSWOOD

HOMES

# HOMEBUYERS GUIDE

Your guide to buying a new home from Kingswood Homes



KINGSWOOD HOMES AIM TO MAKE MOVING HOME AS SIMPLE AS POSSIBLE AND PROVIDE YOU WITH A FIRST CLASS HOME THAT YOU CAN BE PROUD OF



At Kingswood Homes, we want to make your home buying experience as enjoyable and stress-free as possible. Our Sales Advisor will be delighted to answer any questions you may have whether it is general advice about buying a brand new home with Kingswood Homes, viewing one of our show homes or visiting a development site, you can be sure of a warm welcome.

## VISITING THE DEVELOPMENT

Safety first - your safety and that of your family is of paramount importance to us.



Kingswood Homes often have open days where general viewing of a show home is welcomed, and individual appointments can be made to view a show home at other mutually convenient times.

We realise that you may want to look at your home throughout the building process and you are of course free to come and inspect your property at various stages, but it is important that we adhere to health and safety laws. Kingswood Homes are legally responsible for their building sites and must not, by law, allow access to the general public. Access to the construction site is therefore not permitted as a general rule, however, prior appointments can be made with your Sales Advisor to visit the property at an appropriate time. We will provide any protective clothing and footwear which must be worn on site. If you are living on a development where construction work is continuing, you will be given safety advice about ongoing works once you have moved in.

## RESERVING YOUR HOME

Once you have chosen your new home, your Kingswood Homes Sales Advisor will complete a reservation form on your behalf and you will pay the appropriate reservation fee. This will normally secure your home for a fixed period after which the exchange of legal contracts will take place.

Kingswood Homes are keen to be as flexible and helpful as possible and if you have any queries at this stage you should contact your Sales Advisor.

At this stage, the following information will be confirmed to you:

- Sale price, inclusions and pre-contractual information.
- Details of the home (layouts, boundaries, room sizes, specification detail, fixtures and fittings, heating and electrical detail, kitchen and bathroom finishes).
- Communal areas and management company matters if applicable.
- Details of matters which may not be able to be completed until after you complete your purchase such as road surface, driveways, street lighting or landscaping.
- Anticipated completion date.





## SOLICITORS, EXCHANGE, TENURE, COVENANTS

You can either appoint your own solicitor or a solicitor recommended by Kingswood Homes to act on your behalf who will deal with the legal formalities of the purchase including exchange, completion, handover and occupation. Your solicitor will liaise with Kingswood Homes' solicitor to draft contracts and proceed towards an exchange of contracts and completion of sale.

The exchange of contracts is a legal procedure with both parties entering into a binding agreement for the sale and purchase of the property. A 10% deposit is usually required when contracts are exchanged. Any surveys or valuations required, for example by a lending institution, can be arranged through your Sales Advisor.

Our homes are sold either leasehold for a period of 999 years as this allows us to ensure that any modifications people may wish to make to their home on our development are sympathetic to the development and do not cause harm to other occupants, or freehold. Your solicitor will provide you with details of this. This may include restrictions on parking large commercial vehicles at your property or running a business from your home that involves staff and visitors. Specific requirements can be discussed on an individual basis.



## CUSTOMISING YOUR NEW HOME



At Kingswood Homes we appreciate the importance of individuality and depending on the construction stage of the property, your Sales Advisor will be able to advise you on individual choices available to personalise your home. You can choose one of our pre-selected upgrades with a wide range of tiling, carpets, sanitary ware and kitchen units, or for a bespoke package to tailor your home to your individual needs, please contact your Sales Advisor.

Optional extras must be paid for in full when agreed and ordered and prior to their installation. If you are unable to complete the purchase of your home, extras that have been paid for are unlikely to be refunded.

## SERVICES TO YOUR NEW HOME

Your new home will include gas, water and electricity supplies. On the day of completion meter readings will be taken and we will send these to the utility companies. We will provide you with a copy of these readings. Any bills up to this date will be paid by Kingswood Homes, after this date, you will be responsible for all future payments. Your home will include all of the internal telephone wiring, however you will need to arrange for your phone line to be connected to your chosen service provider. Any telephone and satellite TV connections are your responsibility.

## COMPLETION OF YOUR NEW HOME

You are recommended to keep in regular contact with your Sales Advisor who will advise you of our anticipated completion date. Once your property is finished it will be inspected by a National House Builder Council (NHBC) inspector who will issue a Buildmark Cover Note and a member of our construction team who will authorise the completion of the property to be finalised by the solicitors for both parties.

Prior to moving into your new home, our Site Manager will invite you to a demonstration to familiarise you with the appliances, lighting and heating controls etc of your new home. We will run through everything you need to know about the day to day running of your new home.

We will also provide you with an Operation and Maintenance File that will act as a helpful guide during the first few months of occupation.





## THE BIG DAY!

Your solicitor will deal with the financial transactions for the completion of the sale. In order to avoid delay and disappointment, please ensure that your solicitor and any mortgage lender are fully aware of your arrangements and timescales.

Once your monies have been received by our solicitor a member of our team will welcome you to your new home, take your meter readings and hand over your keys. We want to ensure that you are happy with your new home, and they will be on hand to help you settle in as smoothly as possible.

*KINGSWOOD HOMES ARE DESIGNED*

## AFTERCARE WARRANTY

From the moment you walk into a Kingswood Home we endeavour to provide you with the best possible customer service. Whilst we hope there will be no problems after you have moved into your new home, we will endeavour to continue our customer care service throughout the 2 year warranty period.

3 days after moving in, we will make a courtesy call/visit to ensure you are entirely happy with your new surroundings and answer any further queries you may have. Your new home includes two forms of cover:

1. A comprehensive two year warranty that covers all the internal fixtures and fittings - this includes but is not limited to the central heating system, kitchen, kitchen appliances, doors, bathroom, taps etc.
2. A 10 year structural defects warranty for up to 10 years - this includes but is not limited to defects to roofs, brickwork, foundations etc.

The warranty is backed by a 10 year NHBC Buildmark insurance policy as set out above, although general wear and tear, maintenance and decorating will be your responsibility. You should contact us if you have any problems or queries.

If you choose to sub-let your property we would advise you to ensure your tenants have a copy of the Operations and Maintenance Manual to ensure that they care for your property correctly and do not invalidate your warranty. This file has been designed to provide you with lots of general advice and tips on all aspects of practical maintenance of both the interior and exterior of your home. It is a useful guide to keep and use for reference purposes at any time.

You will need to send off the warranties for your kitchen appliances yourself and you are advised to follow the care and maintenance recommendations in the manual in order to prevent any building / aftercare warranty becoming invalid.



## EMERGENCY 24/7 AND GENERAL CUSTOMER SUPPORT

As soon as you move into your new home, we will provide you with full details of contact names and telephone numbers to provide the relevant support. There will be a number for you to call for day time assistance (01704 550007) and a separate number for out of office hours so that you always have someone you can speak to in case of an emergency. The out of office number may vary for different developments and will be confirmed within the Operation and Maintenance Manual.

## CUSTOMER SATISFACTION

You will be given a customer satisfaction survey to complete once you are settled into your new home. We are keen to hear your views and will endeavour to address any concerns / issues you may raise as promptly and effectively as possible.

At Kingswood Homes our aim is to provide you with the highest quality home, finished to an exceptional standard. We are a regional house builder and set ourselves apart from our national house building competitors by striving for excellence in the homes we build, taking great pride in the work we do. Our customer service is second to none but in the unlikely event that you are not satisfied with your new home or the service you have received, please contact the Development Director on 01704 550007.

*D FOR LIVING AND BUILT FOR LIFE*



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