

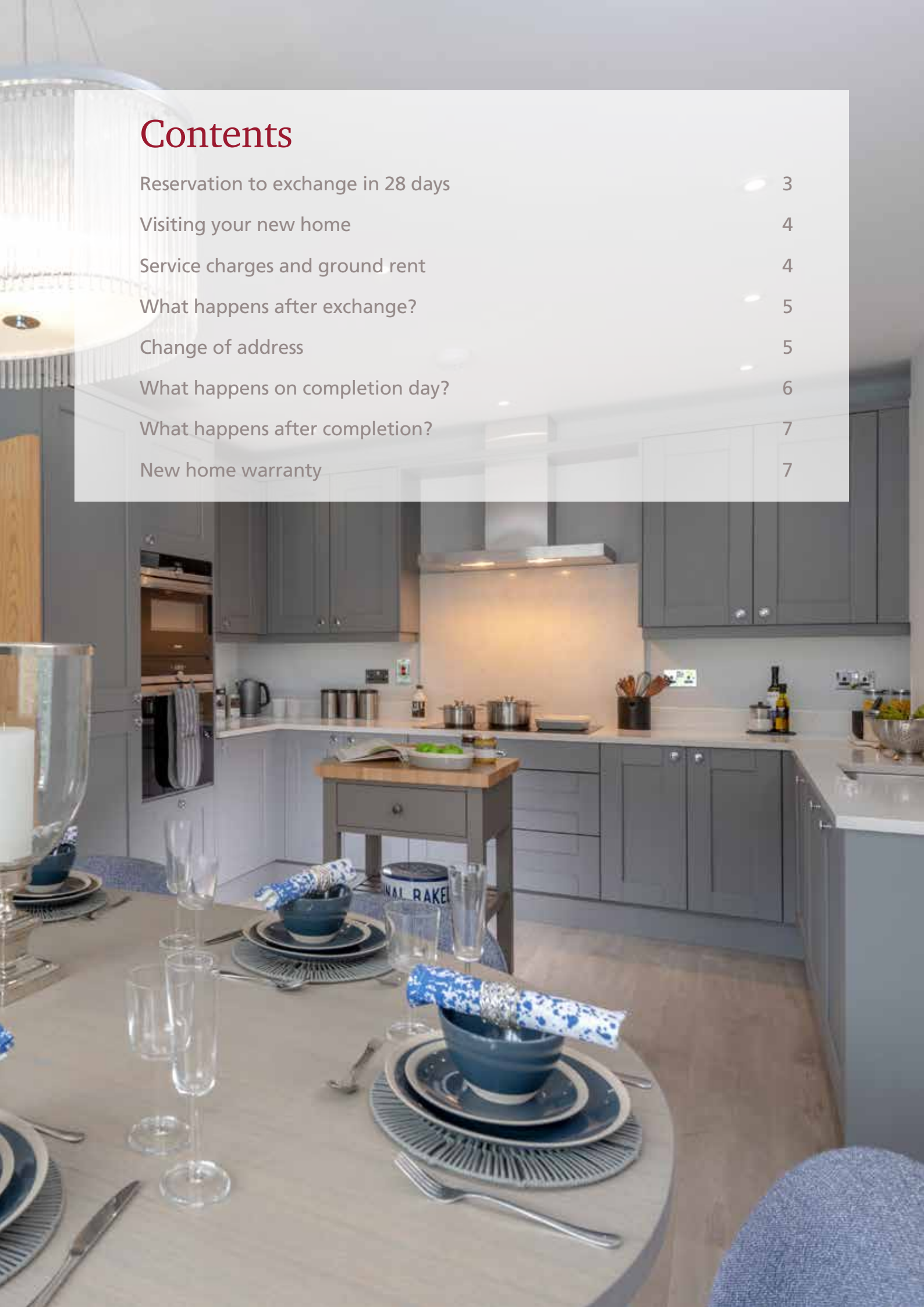


your
reservation

SHANLY
HOMES

Contents

Reservation to exchange in 28 days	3
Visiting your new home	4
Service charges and ground rent	4
What happens after exchange?	5
Change of address	5
What happens on completion day?	6
What happens after completion?	7
New home warranty	7



Congratulations on reserving your new Shanly home

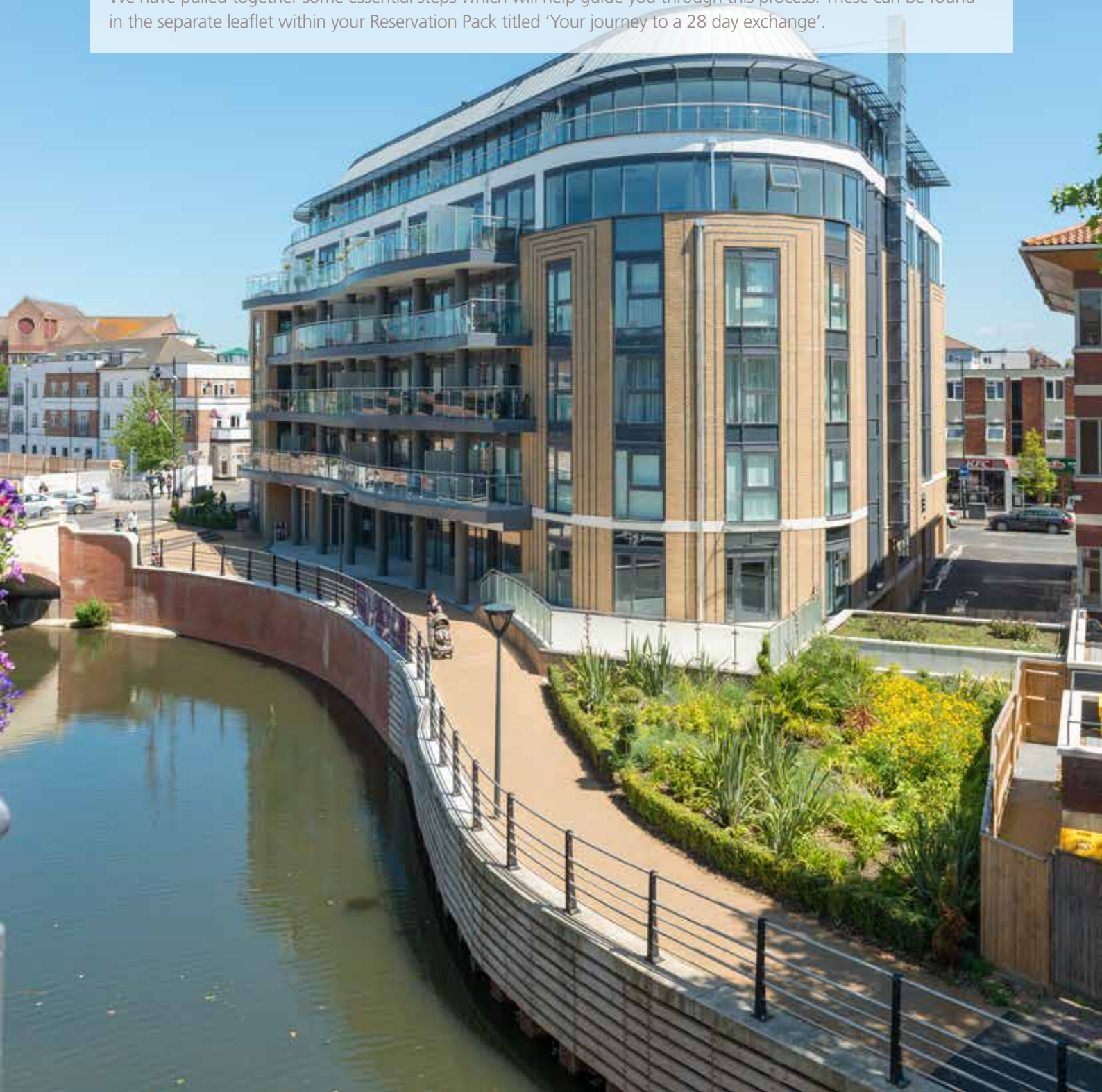
In this pack you'll find information which will help you to get from reservation to exchange of contracts as quickly and as easily as possible.

Communications go through the sales consultant to keep things smooth, however if at any point you wish to speak to the sales manager, all of their details will be provided in the letter confirming your reservation. Our sales consultants on site are here to help you so please don't hesitate to call them if there is anything you need help with, even if it's just information about the local area.

Reservation to exchange of contracts in 28 days

We employ experienced sales consultants who will do everything they can to help you obtain an exchange in 28 days and with your help we can make the process run as smoothly as possible.

We have pulled together some essential steps which will help guide you through this process. These can be found in the separate leaflet within your Reservation Pack titled 'Your journey to a 28 day exchange'.





Visiting your new home

If the new home you have reserved is still under construction and at any time you wish to visit, you must book an appointment with the sales consultant on site stating who will be accompanying you on your visit. This is in strict compliance with health and safety procedures and should you visit site without prior notice, regrettably we may be unable to provide access to your new home. Whilst we understand this is an exciting time and you may wish to visit, the health and safety of our customers and staff on site is of paramount importance.

A business card with site contact details is contained within this pack if you wish to contact our Sales Consultant and arrange a visit.

Please note, depending on the stage of construction on site, it is not possible to accommodate large groups. In addition, children or pregnant ladies may not go on site or health and safety reasons. Please check with the sales consultant at the time of booking your visit.

Service charges and ground rent

For developments where there are shared facilities and/or areas (for example apartments or housing sites with private roads) we will set up and establish an independent **management company**.

When the management company is established we will be the directors of the management company. As each property on the development is sold, each new owner becomes a member of the management company. Once all properties are all sold the management company will be **handed over to the residents** and during this process 2 residents will need to be appointed as directors.

The role of the management company is to manage all aspects of the maintenance and upkeep of the shared areas and facilities of the development including areas such as gardens, lifts, parking, decorations and roofs.

The management company (the residents) can either instruct gardeners and cleaners themselves or they can appoint a **managing agent** to do this on their behalf. The managing agent will then deal with all aspects of the day-to-day upkeep of the development.

All maintenance and upkeep of the shared areas of the development are paid for via the management company (or managing agent if appointed) and financed through the **service charge** that all owners will be required to pay.

If there is a service charge for your new home, an estimated cost will be shown on your reservation form and your solicitor will be able to provide you with a more detailed breakdown of how these costs have been arrived at.

If your new home is a leasehold rather than a freehold then you will also be required to **pay ground rent**. The estimated cost of the ground rent is also shown on your reservation form.



What happens after exchange of contracts?

We will write to you confirming that exchange has taken place and, if the property is ready for occupation, we will confirm the completion date.

If your new home is still under construction, exchange will have taken place “on notice” and you will be given an **anticipated completion date**. Our aim is to complete on this date but, as with all new developments where homes are under construction, this cannot be guaranteed but we will keep you regularly informed of build progress.

At this stage it would be a good idea to start to obtain **quotations from removal companies**.

Approximately 2 weeks before completion you will be invited to attend a **home demonstration** with your sales consultant and development site manager. At the home demonstration you will be shown all the workings of your new home including how to operate the heating, boiler and the kitchen appliances. This is a fantastic opportunity for you to fully understand how everything works before you move in. You can ask as many questions as you like so allow for up to an hour for an apartment demonstration and up to 2 hours for a house demonstration (dependent upon the size of the property).

Before completion we will ensure that your new home has passed our quality control checks. Once we are satisfied your home is ready we will serve you with a “**Notice to Complete**” within 10 calendar days of completion in accordance with your contract.

Change of address

Once you have exchanged you’ll need to inform the relevant people and companies of your change of address as soon as possible. This list is not exhaustive but it should help you to get started:

- Bank/Building society
- Car insurance provider
- Council tax
- Credit card companies
- Dentist
- Doctors
- DVLA
- Electricity provider
- Gas provider
- HM Passport Office
- HMRC
- House insurance provider
- Library
- Mobile phone provider
- Optician
- Pension providers
- Place of work
- Postal redirection
- Roadside assistance provider
- Schools
- Shares or other investment providers
- Sports clubs
- Subscriptions
- Telephone/broadband provider
- TV Licensing / TV provider
- Vet
- Water provider



What happens on completion day?

Once our solicitor is in receipt of funds from your solicitor, the sales consultant will contact you to confirm this and **arrange a time to meet** in order to handover your new home. Please be aware that funds don't transfer straight away, so be prepared that completions may be in the afternoon. We also can't allow you to store possessions within the property until the property has been legally completed. If you do want completion to take place in the morning, please make your solicitor aware so they can plan the funds accordingly.

When you meet with the sales consultant, the site manager will also be there and they will walk you round your new home to ensure you are happy and that everything is in order. We know you will be excited to move into your new Shanly home but please do allow yourself up to an hour for this final **handover meeting**.

Once handover is complete, you will be asked to sign a **handover form** which includes the meter readings and confirmation of keys provided.

We will contact the utility providers to give them the closing meter readings and your contact details.

We will also let the local authority know your details for council tax purposes – one less thing for you to remember to do.

You'll be given a **"Your new home" guide** and a handover pack containing useful information to digest at your leisure on how to care for your new home as well as contact phone numbers, local information and important paperwork.



What happens after completion?

Once your new home has been handed over, within a week you will receive a courtesy call from our customer care manager. This will be repeated at 7 weeks and 7 months. After 8 weeks you will receive a call from **In-House** who will be carrying out a **customer survey** and then a follow-up survey again after 9 months. This is your opportunity to tell us about your experience with Shanly Homes. We would really appreciate you taking the time to take the survey as it helps us to understand our customers' thoughts. We read all feedback we receive very thoroughly.

Lastly, we are at the other end of the phone **if you need any help** with anything at all. You'll find our customer care contact numbers in the "Your new home" pack.

New home warranty

During the first two years your new home is covered by our **Shanly Homes warranty**. Shanly Homes will repair or replace defects or damage caused by workmanship or defective components or materials in line with the warranty provider guidelines, you will be given a 'Your new home' guide on completion which explains this in more detail.

Outside of the initial two year warranty period and for up to 10 years, Shanly Homes will attend to items of a **structural nature** which are the result of workmanship or defective components or materials.

Your new home is also covered by a **10 year insurance backed warranty**. The provider of this warranty is highlighted on your reservation form. You will be provided with comprehensive warranty information on completion.