

# YOUR HOMEBUYING JOURNEY



## CONGRATULATIONS ON RESERVING YOUR NEW SHANLY HOME

We are delighted you have chosen to purchase a Shanly home and we want to help you move into your new home as smoothly as possible.

Our sales consultants will be with you every step of the way right through to completion, at which stage our dedicated customer care team will look after you during your 2-year Shanly Homes warranty.

This useful guide provides details of what happens next and what you can do to make your journey to completion and beyond, as straightforward as possible.

Your main contact will be with the site-based sales consultants although if at any point you wish to speak to our sales manager, their details will be provided in the email confirming your reservation.

### **CANCELLING YOUR RESERVATION**

We hope you won't want or need to cancel your reservation but, if you wish to do so you may cancel at any time prior to exchange of contracts.

**If you cancel during days 1-14 after signing the reservation agreement;** your reservation fee will be returned in full in a reasonable time period.

**If you cancel between 15 days after signing your reservation agreement, to exchange of contracts:** Shanly Homes will make reasonable deductions from the reservation fee to cover administration and other incurred costs. The range of these costs is set out within your reservation agreement.

Shanly Homes will not cancel your reservation during the agreed validity period.

### **AFFORDABILITY SCHEDULE**

We want you to be happy and secure in your new Shanly home for many years to come. To ensure that you are comfortable with the future costs associated with tenure and maintenance of your new home we have provided a 10-year projection of the likely cost of running your new home over that period. These costs are a projection only and cannot be guaranteed due to market conditions.

### **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 providing details of anyone who will be accompanying you on your visit. This is in strict compliance with health and safety procedures. 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.

Please note, depending on the stage of construction on site, it may not be possible to accommodate large groups. In addition, children or those who are pregnant may not be permitted to go on site for health and safety reasons, but please check with the sales consultant at the time of booking your visit.

## WHAT HAPPENS NEXT?

If you haven't already appointed a solicitor, now is the time to do so. This can be a daunting task so here are some things to remember:

- Shop around for a good rate
- Use a firm that specialises in new build conveyancing (the transfer of property from one party to another).

If you are unsure of who to use, we can provide details of solicitors specialising in conveyancing who we have worked with before and are familiar with our properties. You don't have to use one of these.

It is also time to arrange your mortgage (if you need one). You can do this yourself or via a mortgage broker. We have details of mortgage brokers we've worked with before and are happy to provide these to you. Please make sure you allow enough time to arrange your mortgage as lenders timescales can vary.

Once you've secured your mortgage, you'll need a valuation survey to reassure your lender (and you) that your new home is worth what you are paying. You will have to pay for the valuation survey, but you don't have to arrange it yourself, your lender will do this for you.

Buying any home involves a lot of legal paperwork, don't worry – your solicitor and ours will take care of this. Our sales consultants will keep you updated of progress and, sometimes, they may ask you to liaise with your solicitor if things are taking longer than they usually should.

Once the legal paperwork is all in place it will be time to exchange contracts. You are now well on your way to moving into your new home. It is now time for you to pay your deposit which will be done via your solicitor.

Once contracts have been exchanged we are both committed to complete the sale and purchase of your new home.

## WHAT HAPPENS AFTER EXCHANGE OF CONTRACTS?

We will contact 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 and availability from removal companies.

Approximately 2 weeks before completion you will be invited to attend a home demonstration with your sales consultant and one of our site team. At the home demonstration you will be shown how your new home works including how to operate the heating 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 14 calendar days of completion in accordance with your contract.

We will also invite you to inspect your new home – this can be undertaken 5-days after we serve your notice to complete (earlier if by mutual agreement). If you prefer, you can appoint a suitably qualified inspector to carry out this visit on your behalf.

## 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
- Council tax
- Credit card companies
- Dentist
- Doctors
- DVLA
- Electricity provider
- Gas provider
- HM Passport Office
- HMRC
- Insurance providers (car, home, life, mobile, pet, etc)
- Library
- Mobile phone provider
- Online shopping accounts (supermarkets, etc)
- 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
- TV streaming services
- 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 to handover your new home. Please be aware that funds don't always transfer straight away, so be prepared that completions may take place 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 or another member of our site team 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 to you.

We will contact the utility providers to give them the closing meter readings and your contact details. We would recommend that you also contact these companies to confirm your details.

We will also let the local authority know your details for council tax purposes.

You'll be given a handover pack containing a guide to looking after your new home as well as other useful information including details of how to access the customer portal, how to contact customer care and appliance warranty information.

*A mortgage is a loan secured against your home. Your home may be repossessed if you do not keep up repayments on your mortgage or any other debt secured on it.*

## 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 3 weeks you will receive a call from In-house who will be carrying out a customer survey. 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, our customer care team are at the other end of the phone if you need any help with anything at all.

## 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. More information on this can be found in the 'Your new home' guide and the Shanly Homes warranty within this reservation pack as well as within your documents section in the customer care portal.

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.

Contact details for the customer care team can be found within the 'Your new home' guide and the 'Two-year warranty' found within this pack, on the Shanly Homes website [www.shanlyhomes.com/about-us/contact-us](http://www.shanlyhomes.com/about-us/contact-us) and below.

### Customer Care Contact Details

T: 01494 683800

E: [customer.care@shanlyhomes.com](mailto:customer.care@shanlyhomes.com)

## NEW HOMES QUALITY CODE

Shanly Homes adheres to the New Homes Quality Code which is a code of practice to protect purchasers of new homes. A copy of the code is included in this reservation pack.

## LIVING ON A SITE UNDER CONSTRUCTION

If you move into your new home whilst areas of the site remain under construction, you will be responsible for following any health and safety stipulations as set out to you by the site manager at the time of handover. Additionally, you will be expected to follow all health and signage on site and abide by speed limits and other restrictions in place.

# OUR CUSTOMER CHARTER

We want to make your experience of buying a new Shanly home unforgettable. From your very first visit through to the day you move in and beyond, our commitment to providing quality service and a quality new home is our priority.

Our Customer Service Charter sets out what we will do to provide you with an honest, trustworthy, and reliable experience throughout your journey with us.

1. We will endeavour to ensure all our marketing collateral and advertising are clear, concise, truthful, and accurate.
2. We will use clear and fair terms within our terms and conditions, forms, and contracts. We will always talk you through and explain our reservation terms and conditions.
3. We will adhere to the requirements of the New Homes Quality Code.
4. We will provide you with sufficient and accurate information to enable you to make an informed choice about your home purchase.
5. We will keep you updated throughout the buying process and be clear and transparent on anything that may materially differ from the originally agreed terms.
6. We will provide you with information on the home buying process, your new home, the warranties and guarantees that you will benefit from, and our customer care procedures.
7. We will invite you to inspect your new home before you move in and meet the site manager who can answer any questions you may have about its construction.
8. We will invite you to a full and thorough demonstration of your new home prior to your moving date so you will know and understand the workings of your new home.
9. We will provide you with all necessary Health and Safety information should you wish to visit your new home whilst it is still under construction. We will provide full PPE should it be necessary.
10. We will provide you with full details of how to contact our customer care department along with details of any emergency contacts.
11. We will deal with complaints in accordance with our complaints procedure which can we found on our website:  
<https://www.shanlyhomes.com/about-us/contact-us/complaints-procedure>

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