

# Home Buying Guide

Your guide to the  
buying process

## Introducing Gleeson

**Gleeson Homes prides itself on making homeownership affordable and accessible for everyone. We build beautiful, quality homes where they are needed the most.**



### Why Gleeson?

With over 100 years' experience in building homes, we're perfectly suited to help you navigate your home buying journey. With developments located across the North of England, Midlands and into Lincolnshire, there's plenty of choice to help you find your dream home.

Buying a home is a significant life event and whether you're looking to get onto the property ladder for the first time or searching for a home that better suits your needs, we want to help you.

Our homes are carefully designed, beautifully built and boast plenty of features and space for today's busy lifestyles.

### Affordability built in

Buying a new home is a personal choice but with a Gleeson home, you'll get additional peace of mind from high building standards and an extensive warranty, to low maintenance living and energy efficiency as standard.

Whatever your situation, we have various schemes available to help you make the move that's right for you. From the moment you first make contact with Gleeson, we can advise what schemes are available to you.

# Buying journey

## The first steps

When buying your new home, you'll need to consider where you want to live and how much you want to spend. You will need to work out how much you can borrow, based on your deposit, the schemes we have available and your earnings. You can choose the right mortgage for you by contacting an independent financial advisor. We can point you in the direction of an independent new build mortgage specialist who can help you, and due to their familiarity with Gleeson, they know our developments inside out!

You'll also need to find your solicitor to help with the legal side of buying a home. Your Sales Executive can help you get in touch with recommended solicitors in the local area, but you are free to choose your own if you wish.

## Reserve your new home

Once you have found a home that is right for you, a Decision in Principle (DIP) is required in order to proceed to full reservation.

Once you have the Decision in Principle in place, our Sales Executives will confirm the reservation of your new home and you will be able to instruct your solicitors.

There will be a small reservation fee to pay which is dependent on your chosen development. Your Sales Executive will be able to confirm this fee with you so that you can reserve your dream home.

The formal reservation process begins by entering into a Reservation Agreement which is signed by both parties.

At reservation, the Gleeson Sales Executive will explain everything that you need to know about your home including any anticipated costs related to owning that home. You

will also be asked to sign a Reservation Agreement and be provided with a checklist during that meeting. This is to ensure that you have seen all relevant documents and plans and understand them. You will also have the opportunity to view the plans for the development.

To make your reservation as smooth as possible, we recommend that you visit the sales centre on your development and bring the following documents with you:

### You'll need:

- Your bank transfer details (card payments won't be taken)
- Proof of ID – passport and driving license are recommended
- Proof of address – suggested utility bill and council tax statement



## Meet your Site Manager

We understand that following reservation, you may have some technical questions or build related queries. As part of your home buying journey, you'll have the opportunity to meet the Site Manager, who is responsible for overseeing the construction of your property.

At this stage, and only if safe to do so, you'll be able to visit your home.

## Home options meeting

Now you have officially reserved your home, it's time to make it your own. You'll be invited to a home options meeting where you'll have the opportunity to personalise your home\*.

We have a range of different payment methods to make securing your options easy, including paying a 25% deposit\*\* upfront and paying the remainder of the balance on completion.

## Exchanging contracts

Once solicitors are ready to exchange contracts, you'll be required to transfer your

deposit. This will ensure that the contracts are legally exchanged and the process is underway for the sale to complete. Your solicitor will give the go ahead once you're happy that any questions you might have so far have been answered, and a mortgage valuation report has been received. At this point, you will be legally bound to purchase your home.

## CML

Once your home is fully built, an independent building inspector will carry out an inspection to ensure your new home meets the NHBC standards. Once signed off, a CML (Council of Mortgage Lenders) certificate will be issued.

## Quality inspections

Quality control and inspections take place during each build stage. Prior to legal completion, a Gleeson Customer Relations Manager will visit your home to carry out a final quality inspection and confirm it is ready for handover. You will also have the opportunity to arrange for a suitably qualified surveyor to carry out a pre-completion home inspection prior to legal completion.

## New home demonstration

Before you complete on your home, we'll invite you to your new home demonstration where your Sales Executive and Site Manager will show you how everything works, from the oven, to the shower and everything in between. Previously, you will have received links to our customer information videos explaining how to care for your home, please do take the time to watch these.

## Legal completion

This is the day you've been waiting for, the day we hand over the keys to your new home! We'll provide you with a welcome pack and a homeowner's manual to help make settling in easy.



## Keeping in touch

We're dedicated to keeping in touch with you after legal completion. After you move in, your Site Manager will make contact to see how you're settling in during the first seven days. Additionally, our Customer Relations team will call you two weeks after moving into your new home to provide advice and support where needed.

Four weeks after you've completed, you will receive a call from 'In House' our independent customer research providers, who will ask you about your homeownership journey – please take five minutes to give them your honest thoughts; it helps us to understand what we do well and what we can do better.

# Our commitment to you

## Quality homes, quality service

When you buy a Gleeson home, you can expect a quality home and quality service all the way through your buying journey and beyond. We strive for excellence in customer service every step of the way, with over c90% of our customers saying they would recommend Gleeson to their friends and family.

## Your dedicated MyGleeson portal

Should there be something that hasn't met the required standard in your home – don't worry!

If something does go wrong, you can report any concerns with any aspect of your home directly through our online portal, 'MyGleeson'. All defects must be reported through MyGleeson to ensure our team can action them accordingly.

You'll have your own personalised account which is accessible 24/7, and is easy to use. We also have a dedicated regional customer care team to support you. Any defect you report to us will be categorised and attended to as below:

- We'll ensure we answer all email queries within five working days.
- Once logged, defects are assigned to a category which will dictate our response time.

## Emergency

- All emergencies will be attended to within 24 hours.
- Emergency repairs include, but are not limited to, the loss of heat, power or

light, access to running water or cooking facilities, and some water leaks.

## Urgent

- We aim to complete urgent defects within 72 hours.
- Urgent repairs include, but are not limited to, faulty locks to the bathroom doors and other items which are likely to worsen or cause additional damage to the property if not attended to, and any non-dangerous faults on appliances.

## Standard repair

- We aim to complete all standard repairs within 30 days, subject to material and labour lead times.
- Standard repairs include, but are not limited to, adjusting doors or windows (unless they are a security risk in which case, they are an emergency repair) and any remedial works to decoration.

Our customer care team is also on hand to answer any questions you might have after legal completion. You can find their contact details on the '**contact us**' section of the Gleeson website.

# Typical sales journey stages

Throughout your home buying journey, please take a moment to review your Gleeson experience on TrustPilot

\*Typical journey for illustrative purposes. Journey may differ depending on build process at the point of reservation.





Urban



Contemporary



Stone



Rural



Render

## Our house styles

We build a variety of homes to suit different lifestyles, including 2, 3, and 4-bedroom homes as well as 2-bedroom bungalows\*. Our selection features both semi-detached and detached options, with or without garages\*\*. Every home comes with a driveway, front, and rear garden as standard. We also have several different elevational styles: urban, rural, contemporary, render, and stone\*\*\*. Your Sales Executive will be able to advise you on which style is being built on your chosen development, which will have been agreed at the planning stage and designed to complement existing local landscapes.

Please speak to your Sales Executive for specific information on our house styles and to see floor-plans.

\*Subject to development. Please speak to a Gleeson Sales Executive for information on house types on your chosen development.

\*\*Subject to house style..

\*\*\*Subject to development and planning.



## Why buy new?

There are so many reasons why buying new is the right choice for you. Here's just a few:

### A warranty backed by the NHBC

The NHBC carry out key stage inspections throughout the build process alongside our internal inspection processes, to ensure build quality throughout. After key release we commit to a two year Gleeson warranty, backed by the NHBC's resolution service, and a further eight years of insurance cover from the NHBC Buildmark warranty.

### Affordable, quality homes

Many buyers of Gleeson homes actually find that their monthly mortgage repayments are cheaper than their previous rent costs; visit our website to find out more about our customers' journey to affordable homeownership.

We help our customers upgrade their living arrangements, achieve their dream of homeownership and benefit from the stability, benefits and wealth creation that comes with it.

### Highly energy efficient

Our homes are energy efficient, due to being constructed using modern building methods, and with energy saving equipment installed as standard.

### No upward chain

You'll have heard the horror stories about chains and the endless delays and complications that come with them. Well when buying new there is no upward chain, as you're the first person to be stepping into your new home. All you'll be waiting for is the build to finish.

### Ways to help you buy

One of the perks of buying new with Gleeson is that we have a variety of buying schemes available, all designed to help you make the move that is right for you.

Visit our website for more information on the schemes available at your preferred development or speak to your Sales Executive.



## You're the first to make memories!

With no one having ever lived in your home before, you'll be the first to celebrate all those special milestones in the space.

## It's new!

All new appliances in a Gleeson home include modern technology, and have manufacturers warranties, giving you peace of mind. Please remember to register your appliances to receive this warranty.

## Perfect to personalise

When buying new, you can choose from our extensive range of stunning options allowing you to personalise your beautiful

new kitchen, selecting your ideal worktops, cupboards and tiles\*. There's also plenty of ways you can upgrade elements in all rooms of your home and garden using our fabulous optional extras.

From a host of interior design features, to more practical options such as alarm systems and additional power points, buying with Gleeson gives you full flexibility and creativity to personalise your home right from the very start\*

## A blank canvas

A new home is a blank canvas with fresh white walls ready for you to put your stamp on. There is no need to worry about stripping wallpaper, sanding down skirting

Gleeson home. Step inside a newly plastered and painted home which gives you the foundation to style to your own taste, simply move in and furnish however you like.

## Open-plan modern living

There's no need to be knocking down walls to make an open-plan space in a Gleeson home. Gleeson homes have spacious, modern open-plan kitchen diners ideal for entertaining, and daily life, giving you the perfect living space you deserve!

## A new community

Many of our developments are full of likeminded people who are excited to put down roots, build friendships and settle for the future.

## Be close to home

At Gleeson we build homes for local people, giving our buyers the opportunity to live in areas they love, close to family and friends. And if you're new to the area, you're sure to find a warm welcome from other residents on the development.

# Connect with us

Make the move that's right for you with Gleeson Homes. Visit our website to see all the homes we have available across our developments.

**Stay connected and see home inspiration by following us on social media.**



## Our specification

You can personalise a Gleeson home to your heart's content with our fantastic range of optional extras at your home options meeting. This is where you can choose your upgrades and kitchen choice\*, so be sure to let your creative juices flow!

All you'll need to do is decide on what you want from your space before your options meeting, and then you can finalise your choices.

As options depend on the build stage of your home, your Sales Executive will outline everything that's available to you and offer any advice or additional information you may need.

Read more about optional extras in our Additions brochure. Ask your Sales Executive for a copy.

\*Subject to availability and build stage at reservation.

All Gleeson homes have a high specification, with modern, stylish fixtures and fittings. To see our standard specification, scan the QR code.





**Right where you belong**

[gleesonhomes.co.uk](http://gleesonhomes.co.uk)

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