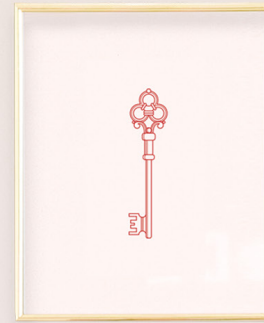


Home Buyer's Guide



CLAYMORE
— HOMES —



Your guide to buying a new Claymore home

At the heart of everything we do, is a simple commitment to providing the highest quality homes, in all the best locations, with the best possible service, every step of the way.

Welcome

Our Sales Advisor is always delighted to meet you and answer any questions you may have. Whether it's to get advice about buying a brand new Claymore home, viewing our show homes or having a look around the development, you can always be sure of a warm welcome.



Our Customer commitment

We will provide the following service, procedure & information at the appropriate stages during the house buying process:

- Detailed information about the property to be sold
- Reliable information about the Structural Warranty from Premier guarantee, and any other cover from which you will benefit
- Health and Safety advice to minimise the risk of danger during construction
- Assistance in respect of questions, choices and options throughout the purchase process
- Information about structural completion and subsequent occupation of the property
- We adopt the consumer code for Home Builders

Reserving your new home

When you have chosen your new Claymore home you will complete a reservation form and pay a reservation fee.

A reservation fee is applicable. Normally this secures your home for a fixed period after which the exchange of legal contracts will take place. If at this point you are not in a position to exchange contracts, a request from your Solicitor for an extension to the reservation period will be considered. If you have any queries at any stage during the purchase process, please contact our sales advisor.



We will supply the following:

- Terms of sale including price.
- Details of the home including land, location, site layout, demarcation and boundary details
- Sketch layout plan with approximate room sizes marked
- Summary specifications for construction of the property
- Fixtures and fittings to be included
- Type of heating system and number of radiators and electric outlets
Summary of external works and materials
- Details of things that may not be finished before you complete the purchase, such as road-wearing course, drive topping, landscaping and street lighting

Your Solicitor's Role

You should appoint your own Solicitor or conveyancer to deal with the legal formalities of the purchase including completion, handover and occupation

They will liaise with Claymore Homes Solicitor to arrange contracts and proceed towards an exchange. The exchange of contracts is a legal procedure whereby both parties enter into a binding agreement for the sale and purchase of the property. A 5% deposit is payable on conclusions of missives. Remaining balance to be paid and cleared before date of hand over.

Any arrangements needed, for example for surveys by lending institutions and for handover and occupation should be made by contacting our Sales Advisor.

Bespoke Design

Our design team will be in contact with you when the time comes closer to finalise the finer details of the house like radiator and electrical positions. You will receive an email or a call to come in and see them so they can discuss the process with you. You will at this point be given key dates to help you meet the timescales we need the next information from you. At this meeting the kitchens and bathroom picking process will also be explained to you.

A further meeting will be required for you to come back in and go over all your choices and requirements. Any extra items will then be costed, itemised and sent for your approval.



Kitchen and Bathrooms

When the time has come for you to start picking the kitchens and bathrooms you will receive an email from the kitchen showroom to arrange a suitable date for you to go in and meet a designer.

Floor Coverings

You can choose from a wide range of tiles, Malmo and Pergo flooring from our kitchen showroom. They will price for the supply and any laying costs. These are the three types of floor coverings that we offer to supply and lay during the build. Any other floor coverings will need to be laid after key handover.

Finalising

Once you have reached the end of your key dates and are happy with all the layouts of the kitchens, bathrooms and house layout you must confirm with both Claymore Design team and your kitchen designer. After this point no further changes can be made.

Extras

If you have agreed to extras costs during the design stage these will be payable on the week leading up to your key handover. These can either be sent to your Solicitor to add to your final bill or can be paid direct to us. A reminder will be sent a few weeks before handover.

PLEASE NOTE:

If you intend to possibly add these to a mortgage please get advice from your Solicitor/financial advisor as not all extras will add value to your house and possibly leave you a short fall. Please make sure you have a way of paying for any extras before agreeing to them.



Service to Your Home

- Our site manager orders your gas and electricity supply meters
- When legal completion takes place our sales advisor will forward a transfer of supply form to the gas, and electricity companies which gives meter readings taken by the Site Manager on the date of handover
- Gas and electric used up to that date is paid for by Claymore Homes. Thereafter you will be responsible for payments

PLEASE NOTE:

Wait until you receive the first bill in your name before changing suppliers

- Telecom connection will be available. However installation must be arranged by yourself directly with the provider. No access will be given to the phone engineers before handover

Completion of your New Home

- We will give you an indication of your builds start and end date. This is flexible and may move. We will let you know around 8 weeks before handover of an estimated entry date and then again at 4 weeks to confirm your entry date
- This 8 and 4 week notice will enable your Solicitor to arrange for the monies to be made available and normally at this point (If applicable) you should request your building society or bank surveyor to survey your house to enable funds to be released
- It is also recommended that you keep in touch with our sales advisor regarding the progress of your home
- Our sales advisors will keep in touch with you throughout the progress of your home
- When your home is finished it will be inspected by a premier guarantee inspector who will issue a build mark cover note which is emailed to your Solicitor. It is also inspected by local building control
- Your home is also inspected by our Site Agent and our Sales Team who will instruct any snagging to be carried out before handover



Moving Day

It is your Solicitors responsibility to handle the financial transactions, collecting and processing monies through the banking system.

This may take some time but as soon as your monies have been received at our Solicitors, we are advised and the keys are released to you immediately and you will be allowed access to your house.



When you call to collect your keys our Sales Advisor will make an appointment with you to inspect the property to discuss handover and occupation procedures and demonstrate its functions, facilities, services etc. the keys are handed over to you and you will be asked to sign a handover form, a copy of which is forwarded to our customer service department.

PLEASE NOTE:

In order to safeguard our position and your own, this legal formality must take place. To avoid delay and disappointment, please ensure that your Solicitor and any Mortgage Lender are fully aware of your timetable and arrangements.

Information Pack

At or just before handover, we will give you an information pack about your home. This will contain:

- Product information such as appliances and instructions for the central heating boiler
- Guidance on items needing servicing and maintenance
- An explanation of emergency procedures
- A copy of premier Guarantee booklet 'Guide to your New Home'
- An explanation of the Premier Guarantee buildmark Cover, including our responsibilities to you
- Details of when the premier Guarantee expires

Visiting the Development

Safety Matters – Your safety is very important to us.

We appreciate that you may want to look at your home while it's under construction. However, building sites are dangerous and are defined in health and safety law as 'workplaces.' The builder is legally responsible for them and must not, by law, allow access to the general public.

Access to the construction site therefore is not allowed at any point (even when the site is closed). However, at certain construction stages prior arrangements can be made with the sales advisor to visit the property and when this is acceptable we will provide any necessary protective clothing or other equipment, which you must use while on site.

Notes

Contact us

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