



———— HOME BUYERS' GUIDE ————

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OUR CUSTOMER COMMITMENT

At Beck Homes, we take great pride in providing the highest quality homes with all the best service every step of the way. We are committed to providing the following service, procedure and information during the home-buying process:

1. Detailed information about the house to be sold
2. Reliable information about the 10-year structural warranty
3. Health and Safety advice to minimise the risk of danger on site
4. Assistance with customer questions, choices and options throughout the purchasing process
5. Information regarding anticipated structural completion and subsequent occupation
6. Full demonstration of functions and facilities of the home
7. Clear information concerning our After Sales service and who to contact





AFFORDABILITY

It is important from the outset that you fully understand your financial position and what you can afford when deciding upon a budget for your new home, it is important that you fully understand your financial position and what you can afford, from the outset. You may already have an Independent Financial Advisor (IFA) to advise you but if you require any recommendations, our Sales Team will be more than happy to pass on details of reputable firms that are experienced in handling mortgage applications for new build properties.

Furthermore, there are various Government-backed schemes that are available to customers (subject to meeting specific criteria) such as Help To Buy, that can make purchasing a new home more affordable.

If you would like further information on the Help to Buy Scheme, our Sales Team would be delighted to talk you through the basics and put you in touch with an IFA who could assist you in making an application to get you onto the right scheme.





RESERVING YOUR NEW HOME

Once you have chosen your new home, you'll need to reserve it by paying a reservation fee and entering into a reservation agreement.

Prior to entering into a reservation agreement, our Sales Team will qualify you to ensure that you are in a proceedable position and can adequately demonstrate an ability to fund the purchase. Proof of funds and mortgage offers (decisions in principle) will be requested at this stage. Should there be a related sale or chain involved, the related sales will be investigated and fully understood by our Sales Team prior to accepting a reservation fee on one of our new homes.

Once qualified by our Sales Team, you will need to enter into a reservation agreement and pay a reservation fee. The terms and conditions of the payment are set out clearly on the reservation agreement and this fee is included in the final purchase price of your home. This will secure your chosen home until the reservation expiry date at which point you will need to be in a position to formally exchange contracts and pay a 10% deposit. At that stage, the transaction becomes legally binding on both parties.

The reservation agreement will include details such as:

- Terms of sale including the agreed purchase price and any incentives
- Property details
- Warranty provider details
- Purchaser's details
- Vendor's details
- Reservation date
- Reservation expiry date
- Confirmation of reservation fee paid and associated terms
- Estimated month of legal completion



APPOINTING YOUR SOLICITOR

Solicitors are an essential part of the home-buying process. You should appoint a solicitor or conveyancer to deal with the legal aspects of the purchase. If you don't already have a solicitor, our Sales Team would be more than happy to provide details of local independent firms who work with us regularly. Your chosen solicitor will liaise with our solicitors to receive contracts, undertake important searches, raise enquiries and proceed towards formal exchange of contracts.

It is important that your solicitor is made aware of the reservation expiry date and that swift progress is made towards exchange of contracts. The onus will very much be on you, the home buyer, to ensure that your solicitor is progressing matters promptly

in order that you are able to exchange contracts before the end of your agreed reservation period.

Should contracts not be exchanged within the reservation period stated in the reservation agreement, we would have the right to retain the reservation fee in full and re-market the property for sale.

We recommend that customers contact their solicitor twice-weekly for updates on how the legal process is progressing, in order that these important timescales can be met.





MORTGAGES AND INSURANCE

Should you require a mortgage to help fund the purchase of your new home, you will need to make a formal application for a mortgage. If you don't already have a mortgage advisor, our Sales Team can put you in touch with a new build mortgage specialist.

Once you have made your formal mortgage application, your chosen lender will instruct a survey and valuation of the property to be undertaken by an independent surveyor who will contact us directly to arrange access to undertake an inspection of the property in order that they can produce a report for your chosen lender.

Once the lender is satisfied with the report and all other criteria required, they will produce a

mortgage offer which your solicitor will need a copy of.

It is unlikely that your appointed solicitor will advise you to exchange contracts without a valid mortgage offer in place, therefore it is extremely important that you contact the lender or your mortgage advisor for regular updates on the status of the mortgage offer in order that you receive it well before the reservation expiry date.

This would also be a good time to obtain building insurance quotes to ensure that you are in a position to put the required insurance cover in place as advised by your solicitor.





CUSTOMER CHOICES/EXTRAS

Subject to the build stage of your new Beck Home, you can now add your own personal touches to your home, choosing from a range of kitchen units, bathroom fittings and much more. In addition to our standard features, you can also choose from our list of high-quality optional extras to add extra wow-factor to an already highly specified property.

Our Sales Team will advise you of the build stage of your new Beck Home and the choices that are available to you at that stage, allowing you to personalise your home during the construction process.





EXCHANGE OF CONTRACTS

As you approach the reservation expiry date, our solicitors will be ensuring that your solicitor is in a position to exchange contracts. This is the point at which your purchase becomes legally binding and both parties are legally committed to the sale and purchase of the property. Both parties are required to sign contracts and you will pay a deposit which is usually 10% of the final purchase price unless otherwise agreed.

Once contracts have been exchanged, we will keep you updated as to when your home will be completed. When all construction works are complete and your new Beck Home nears legal completion, we will give you formal notice of the completion date via your solicitor. This notice will enable your solicitor to arrange for the monies to be made available on the date of legal completion.





BUILD PROGRESS

During construction, our Site Manager will regularly inspect your new home to ensure that it meets the company's high-quality standards and that all customer choices and optional extras are being installed. In addition, the building control officer and warranty provider will regularly undertake their own inspections of the property at key stages to ensure compliance with industry regulations and standards.

Update on the build progress of your new home can be provided by our Sales Team and as build completion approaches, a more accurate target date for legal completion can be provided.

The health and safety of our customers, employees and contractors is extremely important to us.

Building sites are dangerous and are defined in Health and Safety law as 'workplaces'. We are legally responsible for them and must not, by law, allow access to the general public. Access to the construction site is therefore not allowed during the build stage. We understand how tempting it is to walk onto the development site and wander around your new home, but Beck Homes operate a strict policy of no access without the express consent of the company and contractor. Certain circumstances may prevail however, at differing construction stages, when access may be allowed.

All arrangements must be made with the Sales Team who will provide the necessary protective equipment and explain the site rules.

All visiting customers must report to the sales & marketing suite or showhome upon arrival at the site and park in the customer parking spaces provided. Our opening times are available on our website or on the signage on site.

Please note that we are not able to issue copies of the working drawings to our customers.

Our service department will order your water, gas and electricity supply meters and, when completion takes place, will forward a transfer of supply form to the relevant utility company, together with meter readings. We will pay for these services up to the point of completion and you will be responsible thereafter.

Telecom connections will be available however installation must be arranged by yourself.



HOME PREVIEW

In the lead up to legal completion, you will be invited to your Home Preview, which is a perfect opportunity to take a walk around and familiarise yourself with your new home in advance of moving in.

Whilst we at Beck Homes pride ourselves on our build quality, attention to detail and high standards of finish, we accept that some snagging of your new home may be required prior to legal completion. The Home Preview is your opportunity to test the various services and appliances and to advise our Sales Team of any snagging items that you feel should be addressed before you move in.

Well in advance of legal completion, our Site Manager will have carried out a thorough inspection of your new home and arranged for any snagging items to be addressed.

At your Home Preview, it is important to inspect your home carefully throughout, paying particular attention to sanitary ware (including baths, basins and toilets), glass (including windows, mirrors and shower screens), kitchen fittings (including appliances), wall and floor tiling.

In most cases, we are able to complete any snagging items in advance of customers moving in but should access be required to complete any snagging items following legal completion, we will endeavour to minimise disturbance and complete any outstanding works at a time convenient to you.





POSTAL ADDRESSES

Confirmation of your new postal address will be provided to your solicitor and is also available from our Sales Team upon request.

During the build stage, the Royal Mail will put your property on their 'Not Yet Built' (NYB) Register and no post will be delivered to the property

until you have informed them that the property is occupied and they have activated the property as 'live' on their system.

Further information on this process is provided with your handover pack at legal completion.



LEGAL COMPLETION

This is the final stage of the home-buying process.

When your home build is complete, it will be inspected by both the building control officer and the warranty provider. Once both inspections are complete and each party is satisfied that the property meets the required standards, they will issue a building control certificate and a certificate of insurance (warranty), respectively. Our solicitor will forward these documents to your solicitor along with a notice to complete the transaction in accordance with the terms of the contract.

You will need to ensure that your solicitor is in funds (including any stamp duty due) to complete the purchase on the day of legal completion.

Unlike most other housebuilders, we endeavour to provide our customers with the opportunity of fitting carpets and flooring in advance of legal completion. You should discuss your requirements well in advance of legal completion with our Sales Team, who will explain the applicable terms and conditions and arrange for the appropriate paperwork to be completed.

Once our solicitors have confirmed that legal completion has taken place, you are officially the proud owner of your new Beck Home! Our Sales Team will then arrange to meet you to complete the formal handover process.

SETTING THE STANDARD IN LUXURY HOMES





HANDOVER

As soon as the purchase monies have been received at our solicitor's offices and legal completion has taken place, our Sales Team will be in contact to arrange a convenient time for the handover at the property.

Please note that in order to safeguard all parties, this legal formality must have taken place, and in order to avoid delay please ensure that your solicitor and/or lender are aware of your preferred timescales.

At the handover we will:

- Release all the keys for your new Beck Home
- Confirm all meter readings and utility suppliers
- Provide details of how to activate your new postal address with Royal Mail
- Provide a demonstration on how to use the various systems and appliances
- Point out the locations of the stopcock and utility meters positions

You will also be provided with your handover pack which will include further important information about your new Beck Home such as:

- Emergency contact details
- Warranty documents
- Gas certificate
- Electrical certificates
- EPC / Airtest
- Appliance manuals (installation and instructions)
- Instructions for caring for your new home
- Information on DIY in your new home



AFTER SALES

At the Home Preview, you will have been given the opportunity to test the various systems and appliances and provide our Sales Team with a list of any additional snagging items. In most cases, all snagging will be completed prior to legal completion and we cannot accept lists of additional snags following legal completion.

Whilst we take great pride in our award-winning build quality, there may be occasions where there is a fault in a property that could not have reasonably been discovered through inspection before completion - these faults are known as latent defects.

Beck do offer a 2-year latent defects period which goes way and beyond the requirements of the warranty provider. The latent defects period expires on the 2nd anniversary of the date of legal completion.

Furthermore, your new Beck Home comes with a 10-year structural warranty. Full detail of the policy are provided to your solicitor during the legal process, and the certificate of cover and policy book are issued in the handover pack at legal completion.

Also provided within your handover pack are any warranties/guarantees associated with the various

systems and appliances in your new home. It is your responsibility to ensure that any product registrations are completed in order to benefit from the manufacturers warranties and guarantees. Further information is provided in your handover pack.

In the event that you believe there to be a latent defect in your new home, please follow our After Sales Customer Care Policy (provided in the handover pack) on how best to resolve the matter.

Please do not approach any tradesmen on site or the contractor direct about any suspected defects/faults as they will be unable to assist you without Beck's authority. For that reason, all new homeowners must follow the prescribed procedure.



PURCHASING JARGON

Buying a new home is a very exciting time, but we understand that not all our customers are familiar with the process and the terminology used. We set out below a brief explanation of the commonly used terms which we hope will assist you during the process.

BRIDGING LOAN

A loan to 'bridge the gap' between the sale of your present property and the purchase of your new home, when the dates don't coincide (or until long term finance comes through from your mortgage lender).

BUILDING CONTROL OFFICER

An officer acting on behalf of the Building Control who is responsible for ensuring that the property complies with and meets building standards and regulations.

CONTRACT

Entered into by the seller and buyer of a property, which only becomes binding on exchange of contracts i.e. when both parties have signed the contract and the purchaser has handed over the agreed deposit to the solicitor.

CONVEYANCING

The legal transfer of a property from one owner to another.

COVENANT

A restriction or condition affecting the property, which must be complied with.

DEEDS

All the legal documents relating to the property.

DEPOSIT

A part payment of the agreed purchase price paid by the buyer on exchange of contracts (or conclusion of missives in Scotland).

ENERGY PERFORMANCE CERTIFICATE

The sellers of properties in England and Wales are required to provide a valid Energy Performance Certificate (EPC). It gives details about the energy efficiency of the property.

EXCHANGE OF CONTRACTS

The contracts are, in fact, two identical documents, one signed by the seller and the other by the purchaser. When these are exchanged, both sides are legally bound to complete the transaction.

FREEHOLD

The full ownership of both the property and the land on which it stands.

GROUND RENT

This applies to Leasehold properties and is a sum paid annually to the Freeholder by the Leaseholder.

INSURANCE

This is usually discussed with your mortgage adviser or lender when making mortgage arrangements.

You will need:

Contents insurance: To work out how much cover you need for a household contents insurance policy, you need to add up the value of all the possessions in your home. It is recommended that any items of particular value - jewellery for example – are specified and covered by an “all risks” policy, which applies even when the items are not in the home.

Buildings insurance: Cover for the bricks and mortar of your home. It is advisable to review insurance cover regularly.

LAND CERTIFICATE

A certificate issued by the Land Registry as proof of ownership.

LAND REGISTRY FEES

These are paid through your solicitor to register your ownership of the property with the Land Registry. The scale of fees is fixed by the Government.

LEASEHOLD

Land held under a lease for a number of years, on which ground rent is paid.

LEGAL COMPLETION

The finalising of the sale when all the monies are passed over and the buyer has legal right to the property.

LOCAL AUTHORITY SEARCH

Carried out by your solicitor, this establishes if your new home is likely to be affected by any planning decisions.

MANAGEMENT COMPANY

Apartment buildings usually have a management company responsible for maintaining the main structure, common parts (e.g. stairs and hallways) and landscaped areas. On some developments, a management company may also maintain roads, street lighting and open spaces. The management company recovers its costs from each owner through a service charge.

MORTGAGE

Most people will need to take out a mortgage – or loan – to buy a house. There are many different types of mortgages available to home buyers – your mortgage adviser will explain.

MORTGAGE INDEMNITY INSURANCE / GUARANTEE

Your mortgage lender will usually require additional security if the loan is in excess of 70% or 80% of the purchase price. This involves a once-only payment which can normally be added to your mortgage. The amount of the payment varies with the amount borrowed and the term of the loan.

MORTGAGE PROTECTION POLICY

An insurance policy often arranged in conjunction with a repayment mortgage, which is taken out to ensure that the loan will be paid off should the borrower die before the end of the mortgage term. Insurance may also be available to protect your repayments in the event of redundancy.

MORTGAGE VALUATION SURVEY

Prior to making a mortgage offer, your lender will have the property valued for 'mortgage purposes'. You will pay a fee (variable on the purchase price of the property).

REGISTERED LAND

Land (including buildings on it) the title to which is registered at the Land Registry and legal ownership of which is guaranteed.

RESERVATION AGREEMENT

An agreement between the vendor and purchaser which contains reserves that property for a fixed period of time to enable parties to work towards exchange of contracts.

RESERVATION EXPIRY DATE

The date upon which the reservation period expires and the vendor is free to retain the Reservation Fee and re-market the property for sale to another customer.

RESERVATION FEE

A fee paid by the purchaser to the vendor, in connection with the Reservation Agreement, in consideration of the vendor withdrawing the property from the market for a fixed period of time as detailed in the Reservation Agreement.

RESERVATION PERIOD

The period of time from the date you reserve your new home until the Reservation Expiry Date.

SEARCHES

A term used to denote the physical and written procedure for determining any adverse effects in/on a particular property, whether already in effect or planned to take place.

STAMP DUTY

Government tax on the purchase price of a property. Your solicitor will automatically handle payment on your behalf.

SOLD SUBJECT TO CONTRACT

Sold 'Subject to Contract' (STC) means that the seller and buyer are proceeding with the sale but the paperwork is not yet complete.

TITLE

The rights and liabilities that attach to the property.

TITLE DEEDS

Legal documents describing the rights and liabilities that attach to the property and prove ownership of property.

TITLE REPORT ON

Solicitors' certificate confirming that the title to the property is acceptable. A Lender must have one before an advance cheque for the mortgage monies can be issued.

WARRANTY

Your newly-built Beck Home is covered by a 10-Year structural warranty. You will receive a policy booklet which contains details of the warranty at handover.

WILL

A Will is a legal document that allows a person to make decisions on how his or her estate will be managed and distributed after his or her death. As a homeowner, it is advisable to make a will – or alter an existing one. Your solicitor can advise you.

DISCLAIMER

The policies and procedures contained in this document are intended as a general guide to the home-buying process. We continuously development our policies and as such circumstances may prevail that require us to vary our policies and processes from time to time. Consequently this document should be treated as general guidance only and cannot be relied upon as accurately describing any of the Specified Matters prescribed by any Order made under the Property Misdescriptions Act 1991, nor does the contents of this document constitute a contract, part of a contract or a warranty. Purchasers should rely up independent legal advice when purchasing a new home.

