

YOUR NEW DAVID WILSON HOME

— A HANDY GUIDE TO RESERVATION —



DAVID WILSON HOMES

WHERE QUALITY LIVES



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YOUR RESERVATION GUIDE

1 RESERVATION GUIDE

Thank you for reserving a new home with us. We appreciate buying a new home is the biggest investment most of us will ever make in our lifetime and with our 5 star builder rating, you can rest assured that you are dealing with one of the nation's most trusted developers, David Wilson Homes.

We appreciate there is a large amount to consider as part of the buying process. Commencing with the reservation of your new home, this guide is intended to help you through the whole process.

It is also part of your New Home File, a copy of which will be retained in the sales office. We will maintain contact with you throughout the process and help guide you through it. This New Home File will also contain or refer to all forms and records of information which have been provided to you so that we each have a complete and accurate record of your whole customer journey towards buying a new David Wilson home.

This guide may contain matters which are not relevant to you, for example references to apartments if you are buying a house. This is to ensure the guide is as comprehensive as possible.

At stages in the journey, you will be asked to sign or record your agreement to various forms confirming that information has been provided by you and by us so that there is a written record for your customer journey. This is a requirement of the New

Homes Quality Code which is also contained within this file and to which David Wilson Homes subscribes. The New Homes Quality Code sets out what any customer is entitled to expect from a homebuilder who is registered with the this board. This is supplemented by the Customer Charter available on our website which sets the standards to which we aspire in relation to making your purchase of a new David Wilson home as straightforward as possible.

2 RESERVATION

2.1 Reservation Agreement

In section 1 of the Home File is the Reservation Agreement which you have entered into in relation to your new home.

This Agreement confirms the plot number, development and house type of your new home, the price to be paid for it, its postal address if this is known and the further items of information which are set out below. It also records your title and name, current address, mobile numbers, emails and any contact details which are applicable to you and your partner, if buying with somebody else.

In terms of contacts, it provides that we may gather information at reservation and during the sales process and that we may use this and your contact details for the purposes of marketing and may forward your contact details to third party suppliers who are responsible for supplying certain services to your new home. You should advise the sales

adviser if you do not want such contact to be made or your details to be used in this way.

It also identifies your Conveyancer and new homes mortgage adviser, if you are buying with a mortgage. It is important that these are identified by the time you reserve your property as there is a limited time to exchange contracts. You do need a Conveyancer or Solicitor to help advise you on your purchase, in particular to explain your obligations and rights.

In the Reservation Agreement, we agree for the Reservation Period not to sell this property to anyone else and, provided that you exchange contacts to purchase this property



within the Reservation Period, we will then agree to sell you this property under the terms of our standard contract, at the price shown in the Reservation Agreement.

The Reservation Period is 42 days from the date of the Reservation Agreement unless a different period is agreed between us in writing.

In reserving our property, you have agreed to pay the Reservation Deposit shown in the Reservation Agreement. If you do not exchange contracts within the Reservation Period then the Reservation Agreement expires and therefore comes to an end. At that point you have a right to a return of the Reservation Deposit less certain costs which we will have incurred and which are set out in the Reservation Agreement. We can agree to extend the Reservation Period

2.2 Information Provided (Development)

The other items of information which are provided to you at Reservation are:

- a site plan showing the development on which your property is situated
- a leaflet showing details of the house type purchased.

We would draw your attention to the fact that the Development Information is accurate as at the date provided to you. However, it may change during the course of the Reservation Period and/or construction of your property. Your appointed Solicitor will be provided with access to updated and further information concerning the development as it becomes available.

The Development Brochure contains a plan

showing the location of your property. It also shows the location on site of:

- open space;
- roads which will be adopted by the local highway authority and those which will remain privately owned;
- parking areas if remote parking from properties is relevant;
- play areas; and
- properties which are designated by the planning consent for the development as Affordable Housing.

We would ask you to note that the location and extent of all of these may alter during the course of the development and its construction, and up-to-date details are available from your Solicitor.

Also enclosed is a plan showing an extract from a larger scale Estate Development Plan. This shows the positioning of your property relative to others and more detailed information in relation to the specific part of the development on which your property is situated.

It shows in particular, positioning of street lighting and any rights which relate to your property.



In the event you have any queries in relation to any of this information, please contact or raise it with us – our sales adviser will be pleased to answer any questions you may have. It is important to us that you are fully aware of all information in relation to your property.

Where temporary arrangements apply, for example in relation to parking, then these will be explained to you. The current location of the site compound is also shown so that you are aware of these aspects which may affect you when you first move in.

2.3 Information Provided (Timetable)

The Reservation Period is 42 days. At the end of this period you should be in a position to exchange contracts on your new home. The timetable provides information as to what you can expect to happen and when you can expect to obtain information from your Solicitor or Conveyancer so that you are ready to deal with this.

It sets out what you can reasonably expect of your Conveyancer in terms of timing of the work that they have to do. It also sets out what you can expect from our Solicitor. If at any time there appears to be any delay or hold up, then our Solicitor will seek to address this and ensure that the process to exchange runs as smoothly as possible.

If there are circumstances which mean that you are not going to be in a position to exchange contracts at the end of the Reservation Period or there may be certain issues which mean that your exchange has to be conditional on other things happening, then we may be able to extend the Reservation Period or exchange contracts on a conditional basis. We will arrange for you to be contacted at the appropriate time so that the options for this are explained to you.

If appropriate, we will look to enter into

a specific agreement with you extending the Reservation Period so that you have the security of knowing that we will not sell the home you are looking to buy to anyone else.

2.4 Information Provided (Property)

The House Type leaflet is for the type of property which you are buying. You should read and take note of the terms which apply to this information. As part of the reservation process you will have been shown Working Drawings, a site layout plan and a plan showing the garden levels and landscaping specific to your property.

The specification for your property setting out details of items supplied as part of it is also included. Please note that this is the basic specification for your property and there are a large number of extra items from our "Expressions" range which you may order for inclusion dependent upon the build stage. We would ask you to note that house type brochures and our show homes which you may have visited either before or after reservation will contain a number of additional items which are not included within the specification for your property but may be available as part of our "Expressions" range. This will have been drawn to your attention in the show home, but full and complete details can be provided by your sales adviser of how to purchase any extra items from our "Expressions" range.

You should also note that there is a date by which certain "Expressions", which have to be incorporated within the build process, must be ordered. Should you wish to order these, please ensure you follow the guidance for doing so. If in any doubt, contact the sales adviser in good time.

The terms under which "Expressions" are purchased are set out on the form for this

provided to you and we would specifically draw your attention to the payment arrangements in relation to this. In the unfortunate event of you not completing the purchase of your property, they set out the extent to which the price paid for these may be refunded.

Where your property is provided with or serviced by certain services by a third party managing agent or management company and the cost of these is payable by you, an information sheet setting out details of the charges, as currently estimated or calculated, is provided in your New Home File. These include services to maintain common areas whether landscaped or providing access, or, in apartment blocks, a number of services to be provided in relation to the common parts including the costs, for example, of any centrally provided services including heat and hot water if a district heating system is operating on this development.

The plans for your property provided and shown to you show:

- approximate room dimensions;
- details of the boundaries to your property together with walls and fences;
- any services easements within your boundary;
- position of any bin stores and refuse collection arrangements; and
- for apartments, the common areas within the blocks.

These include all items which we reasonably consider would affect your decision to purchase this property.

In the event you have any specific concerns in relation to your property, its location and/or the environment in which it is situated, you should raise these with us via our sales adviser in order that they can be noted and

we can confirm the position as far as your property is concerned in relation to them. Also, if you wish to know the location of shared services such as drainage, gas or electrical services, information concerning these both outside of your property and up to the curtilage of your home itself is available on site at your request.

In relation to services, we would ask you to note that BT Open Reach is obligated to connect your property to a land telephone line to enable you to access broadband and land telephone systems. However, we are unable to guarantee that a landline will be connected to your property at the date of completion as this is a matter beyond our control. It is outside the terms of our contract with you for the purchase of your property. We can endeavour to provide up-to-date information in relation to planned delivery times by BT Open Reach but please note that these are an estimate which is provided to us by BT Open Reach and which we pass on in good faith but over which we have no control.

Finally, we may, on occasions, have to amend or adjust certain aspects of your property. This will only be where matters beyond our reasonable control, require this such as planning requirements or non-availability of materials or minor issues found on-site.

Under the Consumer Code, we are required to notify you of these, though they will not affect, to any material extent, the appearance, value or serviceability of your home or any part of it. Notification will be made either via your sales adviser or your Conveyancer. The Consumer Code, a copy of which is in your Home File, explains our obligations in this regard.

WARRANTIES

FOR YOUR PEACE OF MIND

3.1 NHBC WARRANTY

Your new home comes with the 10 year Buildmark Warranty from the NHBC, which also provides that we as your builder, provide a more extensive warranty in the first two years. This warranty applies to your new home itself and transfers with ownership to anyone you sell to.

3.2 OUR TWO YEAR WARRANTY TO YOU

Whilst our 5 star builder rating should provide you with peace of mind in relation to your new David Wilson home, as members of the NHBC we offer a comprehensive two year warranty as well as providing you with the NHBC 10 year structural guarantee.

The two year warranty provides that we will put right any damage caused to your home by a failure by us to build to the appropriate NHBC standards.

Your home is covered by this warranty and includes:

- any part of any drainage system which serves your home and for which you are responsible as owner
- any separate or integrated garage, any other outbuilding, retaining or boundary wall which we have constructed for you before you purchased your home
- any path or driveway or your garden or any paved areas which we have included in your property
- any fixed electrical wiring or lighting

system, any plumbing and heating system which is in your home when we sold it to you together with, again where we installed this before you completed on buying your home from us, any smoke alarm, air conditioning system, waste disposal unit or water softening equipment.

Your home also includes for the purposes of this warranty the first three items above where these are within areas which you share with other owners, where you are responsible for maintaining or repairing those items.

Your home includes anything which is part of it when you purchase it from us and which is fitted at completion.

This, therefore, covers the following fitted into your home by us:

- The central heating and hot water systems and fires
- Hot and cold plumbing and drainage systems and pipework (against leakage)
- The electrical system including wiring
- The kitchen units
- Sanitary ware, taps and shower doors
- Windows and doors (external and internal)
- Ironmongery
- Wardrobes
- Any renewable installations where we have fitted them (eg solar panels).

The warranty, however, does not cover any

consumable items, for example bulbs and fuses, within the electrical system or any clips, heads, rubber seals or mastic within the plumbing system or which is used to fit kitchen units or sanitary ware or similar items. It also does not cover anything which causes damage because it was not properly maintained or, for example in relation to the water and heating system, or any installation, not serviced as recommended, at least every 12 months

Under the warranty we will:

- Put right, within a reasonable time and at our cost, any damage which is caused to your home which is notified to us during the warranty period.
- In the unlikely event that you have to move out of your home in order to allow work to be done, we will arrange with you to either provide alternative accommodation or meet any reasonable costs you incur as a result of this.

This warranty applies to any damage reported to us during the warranty period even if we have not put it right during the warranty period.

We are not responsible for:

- wear and tear or a failure to carry out appropriate maintenance.
- damp, condensation and shrinkage where this does not result from our failure to comply with NHBC standards.
- storms or severe weather conditions,

flooding and changes to the water table level.

- fire and smoke.
- anything which has been done to your home or your property after legal completion unless it has been carried out by us or the NHBC to meet our obligations to you.
- if you are not the first owner anything which you knew about when you purchased the home and which was taken into account in your purchase.

REPORTING WITHIN THE TWO YEAR WARRANTY

We ask that you report to us:

- Any damage present at completion should be reported to us within 72 hours.
- We provide a 24 hours a day, 365 days a year service to you as our customer throughout the warranty period, which will mean we can arrange emergency visits where necessary to respond to emergencies, as set out in the Home File. Our normal response time for these is four hours. We reserve our rights to charge for any such call outs which are made unreasonably.
- You must report any defect to us as soon as possible and provide reasonable access to allow any works to be carried out. Failure to do so may result in damage caused by delay not being covered by the warranty.

WHAT YOU MUST DO: MAINTENANCE

What we ask in return for this warranty is that you carry out all homeowners' maintenance including that recommended by the manufacturer for any item covered by the warranty. This requires that

- you put in place a service arrangement for the cylinder and boiler of your heating and hot water system with an approved Gas Safe Registered supplier who should be contacted in the first instance. Your warranty covers any defective parts for which you are liable under the terms of your service agreement
- you also follow any manufacturer's recommendations for service of other items such as fires, solar panels and burglar alarms
- you maintain and replace grout, mastic and similar seals designed to prevent escape of water in bathrooms and kitchens
- you seal normal shrinkage cracks, caused by the drying out process in a new property, for example, to plasterboard where the cracks do not exceed 2mm width (4mm on stairways).



The full terms and conditions of the warranty are available from The NHBC website (nhbc.co.uk/warrantiesandcover) and are included in the New Home File. If you have any queries or questions please contact your sales adviser who will be delighted to offer help.

— THE —
BUYING
PROCESS

YOUR ADVISERS



You must appoint a Solicitor or licensed Conveyancer to act for you in relation to the purchase of your new home. If you do not have a Solicitor or Conveyancer who can act for you, we can provide a list of names of firms of Solicitors who can represent you. We can also provide details of a recommended new homes mortgage adviser who can assist you with your mortgage requirements.

At reservation, you will be asked to specify your Solicitor or Conveyancer and new homes mortgage adviser or select one from

the list which we make available to you. This will enable our Solicitors to provide them with all the information you need in order to progress your purchase within the Reservation Period and deal with any further queries you may have.

Whoever you appoint to act as your Solicitor or new homes mortgage adviser, they are appointed by you, have no connection with us and will provide you with advice. They will also be in a position to answer any queries in relation to the legal aspects of your purchase

and in respect of any mortgage arrangements. These are areas in which we cannot give you any advice as we are not registered with the appropriate regulatory authorities with whom your chosen advisers will be.

All Solicitors or Conveyancers whose details we make available are familiar with the timetable required to achieve exchange of contracts. Any new homes mortgage adviser we recommend is also aware of this and the availability of mortgage products which will be suitable for your requirements.

BUYING PROCESS

5.1 EXPRESSIONS

During the reservation process up to exchange of contracts, and depending upon the stage of construction which your property has reached, you will be provided with further details and opportunities to make selections from our "Expressions" range. Following reservation, you will be provided with access to the full range of these via the Sales Office or a secure website from which you can make an initial selection. You are then invited back into the Sales Office at a time convenient to you to review all of the information which was provided to you at reservation and through the website, and address any issues which you may have arising from that and which you want to raise with us. We can also show you samples of any "Expressions" you select and discuss how these will work in your home. Only once this is done and you are happy with your "Expressions", will your order be confirmed and a deposit taken, normally 25% of the cost. The balance is paid only when you complete the purchase of your new home.

5.2 PROGRESS

Such meetings will also allow us to provide you with updated information as the development, and more importantly the construction of your home, progresses. This will also provide an opportunity for us to confirm with you a number of other items all of which are shown on the pre-exchange checklist which will be completed at that visit

signed by both parties and copied within your New Home File.

As your property is under construction there may be occasions when delays occur due to, for example, particularly adverse weather, availability of materials or other circumstances beyond our reasonable control. We will at all times endeavour to keep you up to date with any delays and the Consumer Code deals with your rights in relation to those.

5.3 INFORMATION

Following reservation information will also be provided via our respective solicitors or Conveyancers and you should contact your appointed Solicitor or Conveyancer if you need any further information or advice.

When your home is nearly complete, we will obtain a certificate issued by the Council of Mortgage Lenders to that effect. We will give you 14 days' notice of the specific completion date but will endeavour to provide you with up-to-date information from time to time with our best estimate of when this will occur.

6. HEALTH AND SAFETY

At all points during the construction of your home, including reservation, you will be provided with key information concerning health and safety. Construction sites pose specific dangers by their very nature. The health and safety of all people who have access to any of our developments is of

paramount importance and we will provide you with all the information you need in order to stay safe but we would ask you to read and abide by the rules and guidelines when visiting site, particularly if you have children or anyone with mobility issues.

7. TIMETABLE TO EXCHANGE

We have worked with our Solicitors and Conveyancers, whose details we make available, to produce a suitable timetable for the legal process during the Reservation Period. This is provided to you as a guide to what you may expect will happen during this period, providing you with information on what you can expect of your Conveyancer and ours. This again is intended to make the process as smooth as possible and for us to make sure that you are given the information you need, at the time you need it, in order to take any decision in relation to buying your home.

8. FOR USE WHERE THE HOMEBUYER HAS INSUFFICIENT TIME TO COMPLETE THE RESERVATION PROCESS ON DAY 1

It may be that for reasons beyond anyone's control you are not in the position to complete the reservation process in one go. In this event, arrangements will be made for you to return to the Sales Office and complete the reservation process. In the event of this any reservation deposit you paid on the first visit will be held by us until completion of the reservation process and if, for any reason, this is not completed within five working

days then your reservation deposit will be returned and neither we nor you will owe the other any obligations under the reservation agreement.

Once you have paid the reservation deposit, we will undertake to hold the property and not sell the same to any third party until the reservation process is completed provided that this is done within the five working day period referred to. In other words you have all the advantages of having reserved your property but if there is simply just not time for you to complete the reservation process at one sitting, rather than have this rushed through, we would ask you to come back when we can explain the home buying journey to you and provide you with all the necessary information you need to make the right decisions at the right times in relation to this.

9. BUYING PROCESS (DETAIL)

Once you have reserved your new David Wilson home your journey towards owning your new David Wilson home has begun. We want to make this journey as smooth and seamless as possible. To assist in that we have produced this Welcome Guide incorporated into your New Home File which will help guide you during the journey by summarising and making you familiar with the procedures that apply. It sets out your responsibilities as a purchaser and our obligations to you, all of which are intended to ensure the process is as smooth as possible.

KEY STAGES

There are a number of key stages involved in buying your home which are summarised in this part of the New Home File.

These are:

- Reservation
- Finding a Solicitor
- Arranging a Mortgage
- Information provided before exchange of contracts
- Exchange of contracts
- Notice of intention to complete
- New home tour and demonstration
- Legal completion and handover.

9.1 RESERVATION

Reserving your new home means that it will be removed from the market and the price at which you are able to buy it is fixed. This is for the Reservation Period which is designed to allow you time to organise your mortgage and review with your Conveyancer the legal paperwork involved in buying a new home.

The Reservation Period is 42 days though in certain circumstances as explained previously, this agreement may be extended by specific agreement between us.

The reservation agreement sets out the key terms by which you will purchase your new home. The reservation fee which you

have paid will form part of the deposit and ultimately the purchase price of your new home.

If the Reservation Period expires and contracts have not been exchanged or if you wish to change your mind then the reservation fee is refunded, subject to deduction of reasonable administration and legal costs we have incurred.

We will also provide you with a guide date for legal completion of your new home. The extent to which we can be precise in terms of the dates for completion is dependent upon the stage of construction reached at the date of reservation.

We will also show you where floor plans and layouts for your new home are available, as well as illustrating the options and availability of various "Expressions" you can select to personalise your new home.

9.2 FINDING A SOLICITOR OR CONVEYANCER

If you do not already have a Solicitor or Conveyancer appointed at reservation then you will need to find and appoint one as soon as possible. At reservation you are provided with a timetable which we have developed with our Solicitors and independent Solicitors which provides guidance to allow exchange to take place within the Reservation Period.

We have a list of Solicitors or Conveyancers who have acted for purchasers on our developments and who are therefore familiar



with them and the buying process. Details of these Solicitors and Conveyancers will be made available to you though you are of course free to choose your own Solicitor or Conveyancer should you wish.

You will need to appoint a Solicitor or Conveyancer to process all of the documentation, look after your interests during the purchase of your new home and explain to you the detail of the information which is provided.

Once you have appointed a Solicitor or Conveyancer you will need to stay in close contact with them.

9.3 INFORMATION PROVIDED

Whilst some of the information provided by our Solicitor to your appointed Conveyancer deals with legal title and any rights that attach to your new home, we will also use this to provide comprehensive information concerning the development and your new

home. This will deal with items such as any rights of way as well as planning conditions, such as provision of play areas or any other matters with which we have to comply and which relate to the development and may affect it.

We would strongly advise you to keep in close contact with your Solicitor or Conveyancer, familiarise yourself with the information which is provided to them and which will form the basis upon which you purchase your home from us.

In the event that you have any queries or questions or there are issues which are important to you in relation to your new home, then you must raise these with your Solicitor or Conveyancer who will ensure that they are adequately dealt with during the sales process.

9.4 ARRANGING A MORTGAGE

If you need a mortgage to help you buy your new home then you will need to apply for this as soon as possible, if you have not already applied for it in principle, before signing the reservation agreement.

We do recommend that you consult a new homes mortgage adviser, and again details of those who we have worked with previously are available from our Sales Advisers. They can assist in your application and make sure it is dealt with in good time. We are also able to help you find out whether any specific offers are

available, for example the Government's Help to Buy Scheme which may also be used.

9.5 EXCHANGE OF CONTRACTS

At the end of the 42 day Reservation Period, you will need to exchange contracts at which point each of us is legally bound to the other to complete on the sale of your new home to you. At exchange of contracts, an agreed deposit, normally 10% of the purchase price, is paid. This deposit is protected under the terms of the NHBC warranty.

If contracts are not exchanged at the end of the Reservation Period and it is not extended by a specific agreement between us then, following its expiry, your new home will be put back on the market.

9.6 NOTICE TO COMPLETE

Whilst we will keep you informed of progress in construction of your new home following exchange of contracts, as your new home nears completion we will provide you with an anticipated move-in date. This will be provided when we serve on you a 42 day notice of intention to complete. Whilst it is intended that this date is accurate, the completion date is not actually fixed until we serve the formal 10 working day notice to complete, which means that legal completion must take place on the date specified in that notice.

9.7 NEW HOME TOUR AND DEMONSTRATION

Once the 10 working day's notice to complete has been served, we will invite you to attend a tour of your new home when we will demonstrate all its key features. Any items you have chosen from the "Expressions"

range will be incorporated and the intention of the tour is to familiarise you with where everything is and how everything works. This would include operation of the central heating and hot water systems, location of main switches and the electrical consumer



unit. Tips to help you look after your new home and information on what is covered in the warranties and guarantees and how they are maintained

This is an opportunity not only for you to ask questions but for you to ensure you are happy with your new home and for us to explain what happens on the day of completion and the after-sales service which you can expect from us as a 5 star housebuilder.

9.8 LEGAL COMPLETION

This is the final stage of the buying process, taking place on the date specified by the 10 day notice to complete. On this date the balance of the monies are paid, all legal formalities are completed and we can then hand you the keys to your new home.

9.9 HANDOVER

When you get the keys to your new home, obviously you can commence moving in.

Your sales adviser will agree meter readings with you for water, gas and electricity which we will forward to the relevant utility suppliers to confirm that you are now the owner of the property. We will also explain to you the details of the warranty for your home including those for any appliances installed, test the fire alarms and check you have everything you need to enjoy your new home.

We will give you a Welcome Guide which provides useful information concerning your

new home. There are certain items of advice you need to follow when first living in any new property and it is important you follow these guidelines. You will also find details of our customer service procedure and after-sales service and information on how to look after your new home and its contents on our website.

10. BUILD PROGRAMME AND “EXPRESSIONS”

The build programme is a timetable showing construction of your new home. Before we start any new development, our construction team provides a programme which allows construction of all of the properties in an organised and safe manner. This covers everything from laying foundations through to when legal completion occurs.

When you signed the reservation agreement, an estimated completion date was given to you. Whilst we will try and achieve this estimated date, there may be circumstances beyond our reasonable control which cause this to change. Any changes will be notified to you as quickly as possible but you do need to appreciate that projected dates are only estimated at this stage.

EXPRESSIONS

In order to personalise your home we offer a range of options for bathrooms, kitchens and many fixtures and fittings including fitted furniture should you wish to purchase them. It also covers items such as carpets where our extensive ranges allow you to

choose the look of your new home, subject to build stage.

All of the “Expressions” are accessible either from our Sales Office or via a secure website, details of which will be provided to you by our sales adviser, so you can choose at your leisure.

We do recognise that you need more information and will actually want to see and feel samples of many items before you commit. Accordingly, once you have selected your “Expressions”, or indeed at any time, you can visit our Sales Office, look at samples of most of the products available and, only once you are completely satisfied with your “Expressions”, will your order for these items be processed.

When you order items from our “Expressions” range, which are not included within the purchase price, you will be asked to pay a deposit of 25% of the price of these. In the unlikely event that you do not complete then this deposit would not be refunded. However, the balance of the purchase price is only payable by you when you complete on the purchase of your property on the day of completion.

Your sales adviser will have up-to-date information in relation to your property and the build programme. There are a number of processes involved within a build which may be affected by weather, availability of materials or labour or other matters beyond our reasonable control. Wherever possible, if

these affect the likely date for construction being completed then we will let you know as soon as possible. Delays are very rare but we are confident that your new home will be worth waiting for.

Development Specific Issues

- 1 Description of Development; size, common areas, play areas, facilities etc, location of compounds and whether this is likely to move, affordable housing, likely completion date or phase completion date if appropriate.
- 2 Location, traffic links.
- 3 Management Company, services provided and location.
- 4 Health & Safety issues and plan, together with construction phasing and impact, including final top coating of roads etc.



Attachments and inclusions attached:

Reservation agreement and checklist showing.

New Homes Quality Code.

Expressions details.

Development brochure and layout.

Extract drawing from development layout showing location of plot and details.

House type brochure/leaflet.

Standard fixtures and fittings specification for, kitchen and bathroom.

NHBC warranty.

Development information sheet setting out service costs including district heating charges if applicable.

Health & Safety brochure/guidelines.

THE
LANGUAGE
OF HOMEBUYING

You may not be familiar with all the legal and financial terms involved in the homebuying process. That's why below you'll find a list of all the key words and phrases. We've tried to explain them in as clear a way as possible so you have a better understanding of what's involved at every stage.

BRIDGING LOAN

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

BUILDMARK

Your newly built David Wilson home is covered by the National House Building Council (NHBC) 10 year Buildmark Warranty. You will receive an NHBC (or alternative provider) booklet which contains details of the warranty cover.

COMPLETION

The last stage in the home-buying process. When the deeds for your new home, along with other documentation, are handed over to transfer ownership to you. This is called legal completion.

EXCHANGE OF CONTRACTS (in Scotland – conclusion of missives)

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

CONVEYANCING

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

COVENANT

A restriction of condition affecting the property which must be complied with by law.

DEPOSIT

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

DESPOSITION or FEU DISPOSITION (Scotland only)

A legal document which transfers ownership of a property to the buyer.

FREEHOLD

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

INSURANCE

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

LOCAL AUTHORITY SEARCH

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

MANAGEMENT COMPANY (in Scotland; factoring 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.

MISSIVES (Scotland only)

The name given to a contract. Missives are letters that are exchanged by the purchaser (making an offer for the property) and the seller (accepting the offer).

MORTGAGE

Most people will need to take out a mortgage to buy a house. There are many different types of mortgages available to home buyers and your Mortgage Adviser will be able to explain in more detail.

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 your loan.

MORTGAGE PROTECTION POLICY

An insurance policy is often arranged in conjunction with a repayment mortgage. The policy 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 be required to pay a fee to your lender which can vary, dependent on the purchase price and lender.

NATIONAL HOUSEBUILDING COUNCIL

A non-profit making body whose role is to both protect the home buyer and help the industry to construct good quality new homes. NHBC inspectors carry out spot checks and regular examinations on all properties at various stages of construction. The NHBC will also provide the 10 year Buildmark Warranty.

SETTLEMENT (Scotland only)

The end of the housebuying process when the deeds of your new home and other documentation is handed over in return for the payment of the agreed purchase price.

STAMP DUTY

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

TITLE DEEDS

The legal documents which prove ownership of your new home.

WILL

As a homeowner, it is advisable to make a will – or alter an existing one. Your Solicitor will be able to advise you.



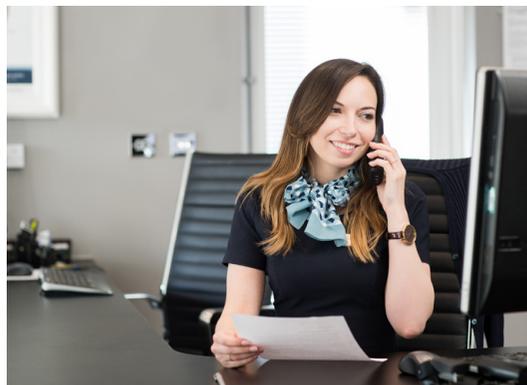
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NEW HOMES

QUALITY CODE

NEW HOMES

Quality Code



Housebuilders and developers who build new homes will be expected to register with the [New Homes Quality Board](#) (NHQB). As long as a housebuilder or developer has followed the correct registration process, including completing the necessary training, introducing a complaints procedure, and following other processes and procedures that are needed to meet the requirements of this New Homes Quality Code (the code), they will become a registered developer.

Registered developers agree to follow the code and the New Homes Ombudsman Service, including accepting the decisions of the New Homes Ombudsman in relation to dealings with customers. If a registered developer does not meet the required standards, or fails to accept and act in line with the decisions of the New Homes Ombudsman, they may have action taken against them, including being removed from the register of registered developers.

The code sets out the requirements that registered developers must meet. The code may be updated from time to time to reflect changes to industry best practice as well as the decisions of the New Homes Ombudsman Service.

All homes built by registered developers must meet building-safety and other regulations. All registered developers should aim to make sure there are no snags or defects in their properties before the keys are handed over to a customer. If there are any snags or defects, these should be put right within the agreed timescales.

What the code covers

For the purposes of this code, 'customer' means a person who is buying or intends to buy a new home which they will live in or give to another person. (If a new home is being bought in joint names, 'the customer' includes all the joint customers.) However, the New Homes Quality

Board have also started work to consider other groups of customers and what they should be able to expect from a new home. This includes shared owners and people who are buying a new home to let to other people. Any changes the New Homes Quality Board make to the code to reflect the needs of other groups of customers will be developed through consultation, and they will continually assess and review the effectiveness of the code, and any new laws or regulations that apply. Other areas which are not covered by the code are claims for loss of property value or blight (where a property falls in value or becomes difficult to sell because of major public work in the area), personal injury or claims that are not covered by the scheme rules of the New Homes Ombudsman Service.



Nothing in this code affects any other rights the customer has by law and does not replace any legislation that applies to the new home. Customers do not have to make a complaint to the New Homes Ombudsman Service if they are not satisfied with a matter that is covered by the code. They may decide to take other action, such as through the civil courts or other ombudsman or regulator. We are on the New Homes Quality Code register of registered developers. "We" refers to the Barratt Developments PLC group brands including Barratt London, Barratt Homes and David Wilson Homes. All images used are for illustrative purposes. These and the dimensions given are illustrative for this house type and individual properties may differ. Please check with your Sales Adviser in respect of individual properties. We give maximum dimensions within each room which includes areas of fixtures and fittings including fitted furniture. These dimensions should not be used for carpet or flooring sizes, appliance spaces or items of furniture. All images, photographs and dimensions are not intended to be relied upon for, nor to form part of, any contract unless specifically incorporated in writing into the contract.

DAVID WILSON HOMES

WHERE QUALITY LIVES

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