

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 over 80 developments across the North of England, Midlands and into Lincolnshire, there's plenty of choice.

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 to low maintenance living and affordable monthly living costs.

Our homes are extremely energy efficient, due to being constructed using modern, well-insulated building methods. They are also packed with nifty energy saving features, such as zoned heating and thermostatic valves on radiators.

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've found the right home for you, you'll need to let us know, and we can put it on a seven day hold so that it can't be sold to anyone else. You can confirm your reservation within that period once you have a 'Decision in Principle' (DIP).

Once a DIP is in place, you can make a full reservation, and 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. You may have attended a pre-reservation meeting or you may have completed an Early Bird reservation form already.

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 may be taken on a tour of the show home or be asked to inspect the show home to familiarise yourself with what is for sale. 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 credit/debit card to pay the reservation fee
- Your last three month's payslips and latest P60 (if you're self-employed, you'll need at least two years' accounts)
- Proof of ID – passport and driving license are recommended
- Proof of address – your last three month's utility bills or council tax
- Proof of income – bank statements from the last three months
- Employer's details



Home options meeting

Within 28 days of reserving your home, the Sales Executive will invite you to attend a home options meeting. You will meet with the Sales Executive and Site Manager and to walk around your home, provided it is safe to do so. This is your opportunity to choose the options and extras you want to add to your home*.

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

Exchanging contracts

Once solicitors are ready to exchange contracts, you're ready to pay 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.

Quality inspections

A Gleeson Customer Relations Manager will carry out a quality inspection on your home before legal completion. Our quality control inspection processes throughout the build stages will ensure the highest quality home is delivered to you. You will also have the chance to inspect your home with a specialist prior to legal completion.

By inspecting homes throughout the build process, we aim to get it right first time, handing over a home that you're completely happy with.

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.

*Subject to availability and build stage.

**Non-refundable.

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 four of 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.

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 are a five star rated housebuilder, and strive for excellence in customer service every step of the way, with over 90% of our customers saying they would recommend Gleeson to their friends and family*.



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, your Customer Relations Manager will call you four weeks after moving into your new home to provide advice and support where needed.

Two calendar months 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.

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 actioned 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

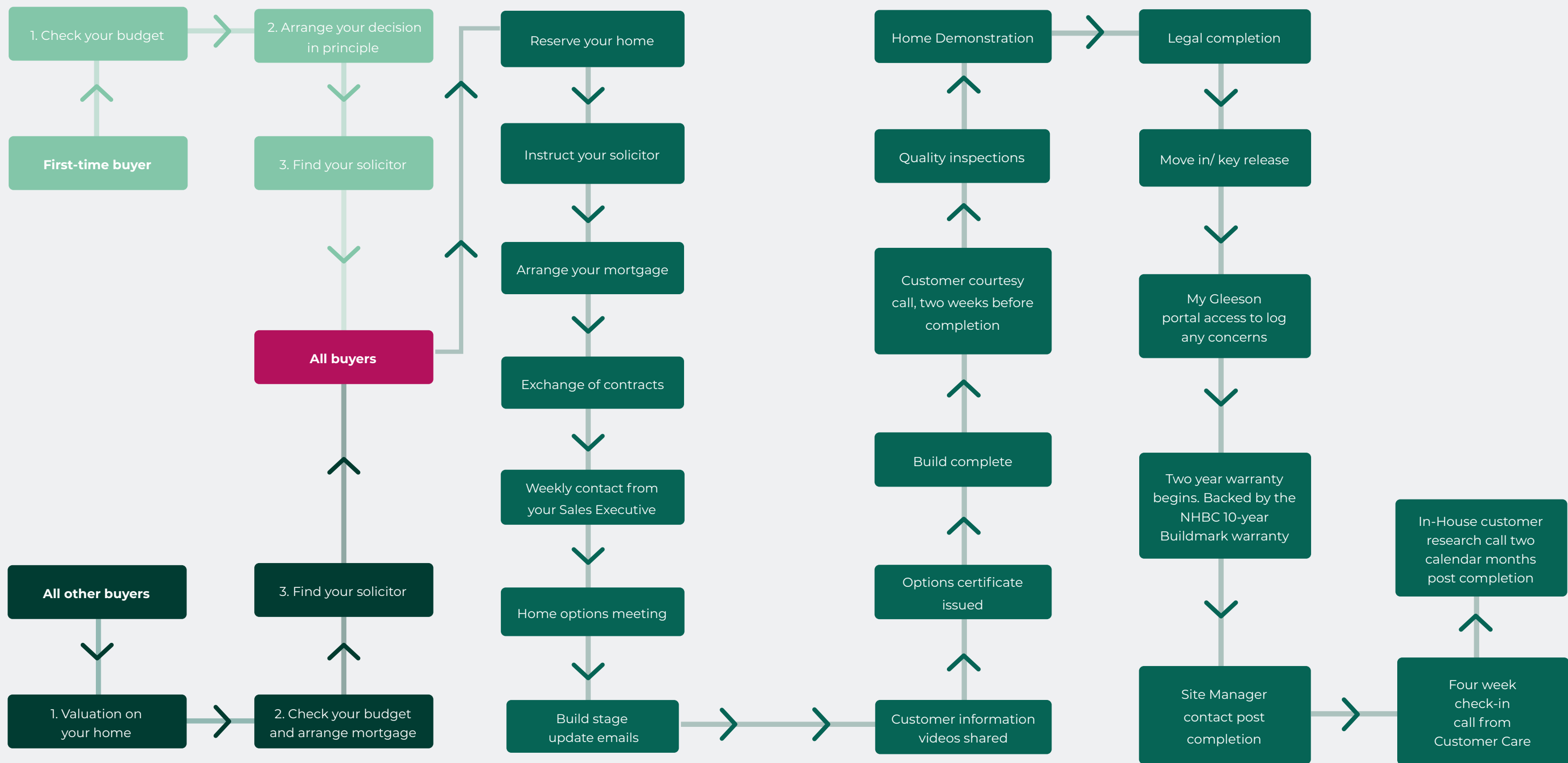
- We aim to complete all standard repairs within 30 days, subject to material and labour lead times.
- Standard repairs include, but are not limited to, adjusting doors or windows (unless they are a security risk in which case, they are an emergency repair) and any remedial works to decoration.

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.

*"Recommend" scores resulting from independent research surveys (via 'In-House Research') received July-November 2023

Typical sales journey stages

*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

With over 30 house styles to choose from*, we offer a range of homes suitable for different lifestyles. 2, 3, or 4 bedrooms, semi-detached or detached, garage or no garage the choice is yours. En-suite, utility room, French doors off the kitchen or the living room**? Whatever you fancy, there's bound to be a layout perfect for you. 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 compliment existing local landscapes.

Another big benefit of buying with Gleeson is the fact that each and every one of our homes comes with a spacious front and rear garden allowing you to enjoy seamless indoor / outdoor living. Each garden is a blank canvas, just waiting for you to put your stamp on it, and every Gleeson home has a private driveway, giving you a safe and convenient space to park your car.

For specific information on our house styles and to see floor-plans, why not take away one of our house style leaflets? Just slot it into the pocket at the back of this brochure.

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

**Subject to house type.

***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 extremely 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.

Read more about our schemes in one of our schemes leaflets. Ask your Sales Executive for a copy.



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.

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 interior design features, to more practical options such as alarm systems, garden fencing 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 boards or ripping up carpet when you buy a

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. Before buying, 54%* of our customers already lived within ten miles of their chosen development.

We're ready when you are

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.



@gleesonhomesuk



@gleesonhomes



@gleesonhomes



Gleeson Homes



@gleeson_homes

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.

*Subject to availability and build stage at reservation.

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.

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



