



Step-by-Step

Buying a new home is probably the most important purchase you will ever make.

Our simple guide will help you through the purchasing process...

Reservation

A reservation form will be completed with the sales consultant, at which point all plans and drawings available will be viewed.

If a scheme such as Part Exchange or a government assisted scheme has been used then further documents will be required – your Sales Consultant will explain this to you.

A reservation fee will be required by either cheque or credit/debit card.

1

Instruct a solicitor

The Sales Consultant will provide you with details of our panel of approved solicitors. The panel are familiar with Countryside's legal documentation and this can help ensure a smooth transaction.

Whichever solicitor you use, you will need to make them aware of our 28 day exchange deadline and to ensure that they will be able to effect exchange of contracts within that time.

2

Independent financial advice

An independent financial advisor is also available for you to organise your mortgage.

This service is totally impartial in its financial sourcing and is free of charge to you.

3

Reservation approval

All reservations are checked and verified by our Head Office to ensure our customers are receiving a consistent standard of service.

Your dedicated Sales Progressor will contact you to introduce themselves and to confirm the points of your reservation.

Our Head Office team will write and confirm your reservation. This will include your Sales Progressor's details – feel free to contact them with any queries throughout your purchase.

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Mortgage applications

If you are applying for a mortgage, the lender will require a basic mortgage valuation of your new home to assess its suitability as security for the mortgage.

It is essential to respond promptly to any request for information from your lender. If you do so, you should have a mortgage offer within your exchange deadline.

When you receive a written mortgage offer, you should advise your Sales Progressor and solicitor immediately.

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Enquiries

Your solicitor will make any necessary enquiries before exchanging contracts and information will be supplied on boundary ownership, neighbouring building works and any other factors that may affect your new home.

6

Signing the draft contract

Once your solicitor is satisfied that any queries have been dealt with and they have received a copy of your mortgage offer, you can arrange a time to sign the draft contract with your solicitor.

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Exchanging Contracts

Exchange of contracts is the point in the buying process at which you are legally obliged to purchase your new home, and we, in turn are legally obliged to sell it to you. You will need to exchange contracts within your exchange deadline and pay the exchange deposit agreed at reservation at this stage.

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Completion dates

At the point of reservation, we will provide you with an anticipated completion month. This month may change and you will be advised by your Sales Progressor in writing.

Your Sales Progressor will write to you approximately 4 weeks before completion to advise you of the scheduled date.

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Book your removal company

Choose your removal company with care. We recommend that you use a company that is a member of the British Association of Removers, which sets stringent criteria and high standards for its members.

10

Your new home demonstration

Our Customer Care team will contact you to invite you to attend a Home Demonstration with us, before Legal Completion, to demonstrate the fixtures and fittings within your new Countryside home.

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Completion

Once all the legal paperwork has been attended to and both our solicitors have confirmed that everything is in place for completion, your solicitor will advise the mortgage lender to release the mortgage funds. Once the money has been electronically transferred – this often happens around lunchtime – legal completion will have taken place and the remaining completion documents will be sent from our legal department to your solicitor.

A member of our Customer Care team will contact you to confirm receipt of the completion monies and arrange to meet you to hand over the keys to your new home.

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Beyond

We will endeavour to contact you within 14 days of moving in to your new Countryside home, to check you are settling in and to answer any queries.

We provide a dedicated Customer Care Department to deal with any queries or problems should they arise, in accordance with the NHBC 2 year Initial Guarantee Period.

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This is just a guide and does not apply at all of our developments - please contact the Sales Consultant at your preferred development for further details.