

Your Customer Journey with **Seddon Homes.co.uk**



Relax, we'll help you every step of the way...

Everyone at Seddon Homes wants your new home buying experience to be as easy and informed as possible so we have set out below how we hope to make this possible and help explain to you what you can expect from us during the buying journey;

Step 1: Choosing Your New Home

We will provide you with relevant and detailed information needed to make your choice on which home type to buy along with specification features, location and price. We will ensure our Reservation Agreement terms are clear and fair and make you aware of cancellation rights, highlighting the role of the Consumer Code. We will put you in touch with an independent Mortgage Advisor to help you find the most suitable and best products as well as assisting with the appointment of a professional Legal Advisor to carry out the legal formalities and to represent your interests.

Step 2: Choices And Options

This is your chance to make your new home personal to you. You can choose tiles, kitchen flooring and kitchens... and even some added upgrades (depending on the build stage, but always pre-roof). Your Sales Advisor will explain which options are available and will then arrange a convenient time for you to visit and make your selections.

Step 3: Meet The Builder

When you reserve pre-roof, before your new home reaches plaster stage, you will be offered the opportunity to meet a member of our Build Team and walk around your new home and ask any questions during this visit.

Step 4: Keeping You Informed

To help you prepare for your move, we will keep you updated with reliable information about the build progress, legal completion and handover of your new home. At the time of reservation, we will provide you with an estimated timescale of when your home is expected to be ready. If pre-roof this will be a quarter, and if post roof a month. Once decoration has commenced, we will provide in writing a confirmed move in date. Sometimes, connection of services (unfortunately outside our control) can delay this in which case we will let you know and keep you fully updated.

Step 5: Access During Construction

If you would like to visit your new home whilst building work is underway, we will do our best to make this possible, once the building has reached plaster complete stage and handrails have been fitted to the staircase, for your safety. This should always be by prior appointment with your Sales Advisor and you must be accompanied at all times, adhering fully with our Health & Safety policy and wearing the necessary clothing which we will provide. Please note that the health and safety of our staff and visitors is of paramount importance and access may not always be possible.

Step 6: Home Demonstration

Following the exchange of contracts and once the property has been signed off by the warranty provider, our Sales Advisor will invite you to attend a demonstration of your new home. This is the exciting part as you are almost ready to move in! The Site Manager will be present to answer all your questions. These may include where to find the stop taps and how to operate items such as the heating system, which will be explained to you now.

Step 7: Handover To Customer

As soon as your Solicitor has put legal completion in motion and monies have been received by ours, your Sales Advisor will contact you to confirm completion and organise the 'key release'. You will be met on site and we will formally handover the keys to your new home, read the utility meters and complete any necessary paperwork. A file containing appliance manuals and boiler guides will be handed over at this time. Your Site Manager will call you within the first few days to check all is well. A member of our Customer Care Team will contact you after 28 days to introduce themselves. Welcome to your new home!

Step 8: Post Handover

A member of our build team will call to see you 7 days after completion to check all is well and to help with any issues such as setting the heating timer etc. Details of our Customer Care and Complaints procedures, together with contact information in the event of any problems will be found in the Welcome Pack provided on handover. Site safety advice will also be provided where your home is adjacent to ongoing build sectors.

Thank you for sharing your home buying journey with Seddon Homes.