

EMERALD

HOMES



CHERRY TREES

GOSBERTON

3, 4 & 5 BEDROOM HOMES

reserving your new home

Our dedicated team will help guide you through the purchase of your new home. From your initial enquiry through to handing you the keys.



from reservation to exchanging contracts...

This is the beginning of the process of buying a new home.

1: sell your other property (if applicable)

If you have an existing property, selling it is the first stage in the process. Our Estate Agent will take the details of your existing property, your Estate Agent and Solicitors. Our Agents will then communicate with all parties regularly to make sure everything is progressing – making sure you are in the best position possible so you can get reserved on your new Emerald Home as, you can only reserve once the agents all confirm you are under offer on your property (if you are still selling it) and have a complete chain.

At Emerald Homes we understand that buying your home can be daunting, but we are on hand to help should you need assistance on understanding any terminology or the process from reservation to exchange and legal completion.

2: reserve your new Emerald Home

Our Agent will give you a time frame, during which you, and Emerald Homes, will agree to exchange contracts for your purchase. As part of the reservation process you will need to supply identification and financial documentation. These checks are legally required in the UK these checks will be completed by the Estate Agents and they will go through the whole process with you.

3: instructing your solicitor / conveyancer

At the point of reservation, you will need to instruct your solicitor or conveyancer – should you need a local independent company recommending, one of our agents will be happy to help.

4: arranging your mortgage (if applicable)

Should you require any assistance in answering or providing details to your chosen lender, our agents will be on hand where possible, to ensure your process runs smoothly.

5: options and choices.

At Emerald Homes, we pride ourselves in giving our clients a variety of high standard options and choices as well as the opportunity for you to add your own personal touches. Once you have reserved, you will be appointed a Customer Coordinator who will discuss the options with you and set up an appointment to confirm your choices. You will then receive all the details for your new home in a personalised choices pack.

6: signing contracts

Once all the legal advisors have received your mortgage offer (if applicable) and are happy with all the legal paperwork and have received satisfactory search results, you will be asked to sign your contracts via your solicitors. If you are reliant on selling another property, you will also need all the buyers in your chain to be in a position to proceed and all enquiries have been answered.

7: exchanging contracts via your solicitor

Emerald Homes and the Estate Agents will work with your legal advisor to get you exchanged prior to the reservation expiration date. The contracts will carefully set out the obligations of both parties (the developer and buyer) and are legally binding once signed. In the event that you are unable to exchange prior to the reservation expiration date, instruct your solicitor to contact Emerald Homes' solicitor to discuss if a possible extension can be put in place.

8: paying the deposit

Your solicitor will instruct you to pay your deposit prior to the exchange of contracts. The paid deposit is usually held in an account by your chosen legal company. The deposit amount will be deducted from the final amount due the day of completion.

9: countdown to completion!

At the time of reservation Emerald Homes will provide an estimated build completion date – this is not the move in or legal completion date, also called the Practical Completion, but a date in which the solicitors and estate agent will work with to ensure everything transitions smoothly.

[EHG-CTG-Reserving your new home](#)

exchanging contracts to moving in...

The final steps of the legal process of completion to your move in day.

step 1: waiting for your date of completion

Emerald Homes' solicitor can serve notice on your solicitor as soon as the build is ready. Unless previously agreed (in writing), you will be given 14 days to complete.

The Completion Date is the date of which you legally complete and can move into your new home.

step 2: visiting your new home

A pre-completion inspection will be offered for yourself (or your chosen Professional Advisor to attend on your behalf at your expense), 14 days prior to legal completion (unless agreed otherwise between yourselves and Emerald Homes). The purpose of this is to inspect and assess the fixtures/fittings and appliances within the property, used daily, to ensure they function as they should – and for any corrective works, should they be needed, to be resolved to an agreed timescale by Emerald Homes.

Emerald Homes will advise if there are any health & safety procedures that need to be followed prior to going on to site e.g. Personal Protective Equipment to be worn.

step 3: get completion ready

This is when final inspections will be carried out by the mortgage lender (if they request it) and your solicitor will send a statement to let you know the remaining balance you are required to pay.

Any warranty / insurance certificates for your new home will be sent on to your solicitor from Emerald Homes, once these are in receipt they will be sent on to you.

Your solicitors will transfer the remaining sale funds to Emerald Homes on the date of legal completion.

step 4: the keys are yours!

On your completion date you will be provided with a time to collect the keys to your new home, once all parties involved have confirmed the completion funds have been received, the keys will be released to you.

step 5: signing the handover form

You will be asked to sign a handover form by your customer coordinator to acknowledge that you have both received your keys and that you confirm all fixtures and fittings are operational following a home demonstration.

Meter readings for your Gas / Electric and Water will be taken at the time of handover – which a member of the Emerald Homes team will notify the relevant supplier on the change of responsibility. You will receive a copy of all signed handover documents.

Congratulations! you can now move into your new Emerald Home

first few days...

The Emerald Homes team will be on hand to support you through more than just getting your keys and moving in to ensure you enjoy your home to its fullest potential.

A member of the Emerald Homes team will contact you after your first week of moving in, to offer to conduct a 14-day post legal completion date settling in visit – this is to ensure that any queries, concerns or defects that you have come across can be addressed.

Our customer care team will be on hand for the rest of your two year warranty period to assist with any queries or concerns you have or any issues that arise in this time frame – either to assist in rectifying issues or simply to advise if required.

Don't forget your customer coordinator will be on hand to help you with any questions or assistance you need. You can call them on:

01775 712027 or email them at choices@emeraldhomes.group