

Moving in Advice

At Greywell Property we understand that buying a house is one of the biggest financial decisions you will make in your life. It can be a complicated business but we would like to offer simple guidance to ensure that your home buying experience is as stress-free as possible. We have prepared an introduction to the home buying process designed to help you understand how it all works.

These summary guidelines form an important part of the relationship between Greywell Property and the Buyers of our homes. For that reason they are provided on our web site but you should also pay close attention to the Home User Reference Guide provided. Accordingly, we urge you to read both carefully and having done so, to take appropriate consideration when moving into your new home.

We cannot take responsibility for actions taken in conflict with this guidance or for its disregard. It is important for the Buyer to recognise this should disputes arise relating to the remedy or responsibility for defects. Greywell will always act professionally to remedy proper defects and you must notify us of these. However, this advice is designed so that you know what, and what not to do, to help the bedding in process and to make your move as seamless as possible.

The advice is of a general nature but bear in mind certain warranty issues apply from the day of Completion of the Property Sale (not necessarily the same as your day of moving in).

Pre Purchase Summary

Once you have decided to proceed with your purchase you will need to instruct a solicitor experienced in conveyancing to deal with the legal procedures on your behalf. You should agree a fee for their services and obtain estimates for other costs such as Stamp Duty and Search fees. In order to maintain the sales process it is advisable to pay punctually for the searches, which can be expedited if necessary via the services of a Search Agent.

As part of the legal and financial process, both your lawyer and lender may ask for verification of personal details in order to satisfy the requirements of the financial and money laundering authorities. You may feel it necessary to speak to an Independent Financial Advisor at this stage.

Please notify your lender (if appropriate) and provide details to your solicitor so that both parties are aware of the timing of the sale, usually 28 days to exchange of contracts with legal completion a further 28 days thereafter. This is particularly important if you are in a chain or if your new home is under construction and you have been given an estimated building completion date.

Exchange of Contracts

Once you and your solicitor are happy that the legal documentation is in order contract exchange can take place, with payment of the non-returnable deposit. At this stage, each party is legally bound to complete the transaction. Your solicitor will draw up the transfer document, arrange for finalisation of the mortgage documents and carry out final searches and enquiries.

During the Legal Conveyancing process

Prior to legal completion and handover you will be invited to inspect the finished property and have the property demonstrated to you. Please make the most of this opportunity, as we will demonstrate the workings of your new property, prior to handover. For example, we will show you where your stop tap is and explain what to do if there is no power from a socket. Greywell's own extensive snagging procedure and pre sale 'dry run' inspections carried out a few weeks before handover should ensure these and other defects are already remedied and that all equipment is in working order. If anything new comes to light during our inspection and demonstration with you, this will also be attended to.

Completion

On the day of legal Completion, the property should be as snag free as possible but please pay close attention to the following :-

1. Sanitary ware
2. Glass, mirrors and shower screens
3. Fireplaces and surrounds
4. Kitchen fittings and work surfaces
5. Tiling/floor finishes/boarding/carpets and laminated floors
6. Locks, keys, smoke detectors, fire and burglar alarms
7. Agree meter readings if not recorded prior
8. Check all pre agreed extras
9. If appropriate, is there a chimney flue Notice Plate?
10. Have you been given all operating manuals/instructions?

When you move in, your property will be as snag and defect free as possible, but some issues may arise and if so our Customer Service Policy explains what Greywell will do.

It may be helpful to take photographs of scuffs or damage before you move in and report them. The responsibility for the cause of such issues can be difficult to prove later. The furniture moving process and carpet laying can result in damage which Greywell cannot take responsibility for after handover. We may ask you to provide a "Sign-Off" confirming all the above are in order so please be vigilant.

After Completion and Moving In

During the first few months the most common problems that may occur will probably be the result of drying out and consequential shrinkage. In some cases, depending upon the weather conditions in which the home was constructed, or for example if the home is very exposed or by the sea, such shrinkage can continue for up to a year after moving in.

The major components of your home, namely timber, concrete, mortar, plaster, paint and bricks all absorb moisture and this needs to evaporate and ventilate away slowly to avoid excessive cracking. Condensation levels may be high initially but this is to be expected.

Small hairline cracks often appear in some joinery, walls and ceilings. These will be a matter for straightforward redecoration and will not be the responsibility of Greywell under the defects regime. We suggest you wait a full year before redecorating so your home can breathe through all the seasons.

Set out below are some common sense tips to help you bed-in your new home.

1. Wipe away any condensation that may appear.
2. Try to keep a fairly constant temperature throughout the home, even in rooms that are not being used so keep doors open generally.
3. Use the central heating sparingly at first if possible and keep open the trickle vents in the windows. Open windows if possible to help a slow and steady drying process with the movement of air.
4. Slow drying particularly of timber will reduce shrinkage cracking and consequential issues, however there will be some cracking and movement as a result, which is not a defect but rather a natural building drying process.
5. Close doors to kitchens and bathrooms when in use to prevent moisture travelling into other rooms. Put lids on saucepans when cooking and use the extractor fan to assist water vapour removal.
6. Avoid drying clothes on radiators and ensure any tumble dryer extract is external.
7. Try to keep the central heating on low at first when you are out and only boost it upon your return.
8. Wipe away any harmless efflorescence or salt stains.
9. Check showers/baths/sinks and plumbing for any early signs of leaks or faults and report these so that can be rectified.

Tips for Longer Term Maintenance

We suggest you wait at least twelve months before any redecoration 24 months would be better. Shrinkage cracks will then be unlikely to spoil your new decorations. When you decide to undertake maintenance of any kind, please make safety your principal concern and do not do anything which could endanger you or at which you

are not qualified. For instance, certain appliances (obviously gas and electrical) should only be examined by professionally trained personnel.

Some of the following suggestions may be of help as you settle in to your home.

- Smoke alarms should be checked weekly.
- Central heating should be checked annually by a suitably qualified engineer.
- Chimneys/flues checked annually.
- Clear gutters annually and when so doing ensure any ladders are properly secured.
- Check flat roofs annually.
- Unless the house is close to the sea or very exposed to the elements the first external painting should be carried out after two years with further painting every four years.
- If altering gardens or footpaths, do not allow soil or surfaces to abut the home above the Damp Proof Course and keep 150mm below.
- When planting or removing trees take care not to do so too close to any buildings, either yours or your neighbour's. Root systems can interfere with foundations, drains and sewers. As a general guide only the distance of a tree to a building should be no closer than 75% it's full mature height.
- When putting up shelving, pictures, mirrors and such like, use appropriate wall fixings and be sure of any hidden cable runs or pipes before drilling.

Other Helpful Reminders

There are of course, a host of other issues to prepare for when buying a home or moving. We thought it might be useful to note some of these below in an effort to help remove some of the stress out of moving.....

- Arrange telephone lines/transfer numbers/Broadband/TV/satellite
- Notify change of address to relatives, friends, Post Office (to redirect mail), professional organisations, gym membership, clubs, subscriptions, other contracts such as mobile phone, Council Tax, Landlord (if renting and ensure proper Notice is served), credit cards, banks, building societies, pension provider, employers, Inland Revenue, DVLA, car insurance, home insurance, doctor, dentist, schools.
- Arrange building and contents insurance from date of completion.

In your handover pack we have provided some useful local contacts, including local shops, pubs, restaurants and such like. At Greywell we strive to ensure our buyers are as happy as they can be with their home from the moment you move in. Much of the above is designed to help you help yourself in this regard but we hope you will always feel free to contact Greywell if you need further advice, have any suggestions to make or indeed if you think we can help in any way.