

**Joseph  
Homes.**  
LIVE WELL<sup>®</sup>

# Your Guide to Buying a New Build Home.

# We're Here to Help.

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Buying a home is an exciting time, but there's a lot to remember and it's easy to feel overwhelmed with the process and paperwork.

At Joseph Homes, we're here to help. Our friendly and knowledgeable team will be with you every step of the way, providing everything from progress reports throughout the build to a friendly face and jargon-free advice.

We've put together this handy introduction to the buying process so you can familiarise yourself with what to expect.

# Why Buy a New Build Home?

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There are many benefits to buying a new build home. Apart from the obvious appeal of being the first person to own the home and putting your stamp on a fresh new space, here are 5 more reasons you might want to consider buying new.

## 1 Structural Warranty.

New build homes come with a 10-year warranty, which protects you against structural defects for the first decade of living in your new home.

## 2 Safety & Security.

New builds have a higher level of safety than older properties, because they have to adhere to the latest safety legislation at time of construction.

## 3 Energy Efficiency.

Thanks to smart energy systems and superior insulating materials, you could save over £600 per year on your energy bills in a new home. Over 80% of new builds have an A or B energy efficiency rating, compared to a mere 2.2% of older houses. New homes also have a smaller carbon footprint, as well as better air filtration.

## 4 No Chain.

The buying process for a new home is easier than for an older home, which may be part of a complex property chain. This means you don't have the stress of waiting for other people to sell their home, and lets you plan your time scale.

## 5 Incentives.

There are often additional incentives and deals available when purchasing a new home. For example, the government's Help To Buy Equity Loan scheme, is exclusively available on new build homes.

# The Buying Process.

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You've decided to start your search for a new build home. Once you've found your ideal place, here is the process which will get your purchase underway.



## Reservation.

Paying the reservation deposit is the first step in the buying process. It ensures your new home is exclusively yours for 28 days. Your Joseph Homes sales consultant will help you complete the reservation paperwork. We forward a copy of this to both our and your solicitors so that they can prepare your contract of sale.



## Financial Advice.

It's important to seek trustworthy, plain-speaking financial advice. You'll have had a conversation with a financial advisor prior to reserving your home, but now is the time to engage their services as you will need a financial advisor to help with your mortgage application. Our approved financial advisors have been specially chosen to help guide you through the mortgage maze and give plain-speaking, independent advice so you can make the right choice to meet your particular

needs. Your financial advisor will require a copy of your reservation paperwork so that they have exact information about you and the property you are buying.

If you are making an application for Help to Buy funding you will need to complete a Property Information Form (PIF) with your financial advisor. Once your application has been submitted and approved by Help to Buy, you and your financial advisor will receive an Authority to Proceed (ATP).



## Legal Advice.

You will need to instruct a solicitor to take care of conveyancing. This is the legal process of transferring ownership of the property.

This will include:

- Conducting local authority and Land Registry searches
- Answering your legal queries
- Acting on your behalf as a third party protecting your legal and financial interests
- Exchanging contracts to legally completing the sale

If you're unsure who to use, Joseph Homes can recommend a selection of trusted solicitors. It's important to remember that legal and financial advisors incur additional costs, so be aware of what these amount to.



## Exchanging Contracts.

Your solicitor will receive a draft contract which they will read and forward to you. They will ensure that the price, deposit and title deeds are all correct. You will also receive a copy of the lease if you are buying a leasehold property.

The final contract is the legally binding version of the contract, which is only signed after:

- You and your solicitor are satisfied with the outcome of all enquiries and surveyors reports
- You have received your formal mortgage offer
- You have confirmed eligibility for any schemes such as Help to Buy
- You have arranged to pay your deposit (you pay these direct into your solicitor's account)
- If you are using Help to Buy funding your solicitor will now apply to Help to Buy for Authority to Exchange (ATE)



## First Visit.

Depending on the construction phase when you reserve your property, you may have an opportunity to visit while your new home is being built. Normally, the first opportunity for our purchasers to visit would be once the walls have been plastered and the kitchen units are in place. We will provide you with hats, boots and safety instructions for your guided tour.



## Legal Completion and Handover.

Just before completion:

- Your solicitor will apply for mortgage funds to be released from your lender
- If applicable, your solicitor will make an application for an Authority to Complete (ATC) before Help to Buy release their funds on the day of completion in line with other mortgage funds (please note that the HTB funds need to be requested at least 12 days before the agreed legal completion date).

On the day of legal completion:

- The Council of Mortgage Lenders (CML) standard certificate has been issued by the warranty provider (warranty provider may differ from development to development)
- Your mortgage provider releases the funds for your new home
- You pay other assorted costs, such as stamp duty and solicitors fees
- Your solicitor receives the title deeds for the property, and registers the transfer of ownership with the Land Registry

Once legal completion occurs, you are the legal owner of your new home. On this day we will be delighted to hand over the keys to your new home. You will now be free to move in. We will read your electric, heat and water meters with you and forward these to your providers on your behalf.



## Structural Warranty.

Your warranty gives the added reassurance that if there was an issue in the first 10 years that was no fault of your own, you would not be liable for the cost of repair. The warranty providers are an external body who inspect the building process throughout construction to ensure it meets the highest standards and is safe to occupy.



## Insurance.

While your solicitor is handling the conveyancing, you may need to arrange insurance for your new property.

Buildings insurance covers the structure of your home against fire, floods or accidental damage. Mortgage providers usually want to see that you've arranged buildings insurance from the date of legal completion. If you're buying an apartment, then buildings insurance may be included in your service charge. Please ask your sales consultant.

Contents insurance covers the contents of your home in case of accidental damage or fire, floods, and theft. Mortgage providers don't usually require you to have this, but it's in your best interest to have it anyway.

You may also want to consider getting some form of personal insurance such as life insurance, income protection, or mortgage payment protection. These will provide some support and reassurance if your circumstances change and you're unable to work or pay your mortgage.



## Managing Agent.

If your new home is an apartment, the Managing Agent will introduce themselves and is there to look after the building that you live in and all of the communal areas to ensure that they are all well maintained. All of this is covered by your service charge payments.

# We'll be there for you.

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Once the buying process is completed, it doesn't stop there for us. We want to make sure that our home owners feel fully supported in their home buying journey, purchasing is just the first step. Once you've moved into your brand new home, you're sure to have lots of questions about how things work, among other things. We aim to support all our our homeowners by providing a professional, efficient and helpful service.



## Home Demonstrations.

Once you have moved in, you will receive a thorough demonstration of how to operate the equipment in your new home. Our friendly and knowledgeable Sales Team will be on hand to answer any questions you may have.

Following a hectic moving day, we'll follow up with you with either a visit or a call to check all is well. We've also made a handy video which we give to all our home owners about the equipment in your home so you can refer to this too, whenever you need.



## Home User Guide.

We've put together a comprehensive Home User Guide for our residents which includes everything from how to read your utility meters to a guide around your local area including contact numbers and information about local public transport. It's a really useful document you'll want to digest and refer back to in your own time.



## Home Owner Portal.

We are proud of the quality of the homes we build. It's our mission to build better homes for a better world and we strive to achieve the very best standards. If you find any defects or issues after you have moved in, we'll do our utmost to put everything right as quickly and efficiently as possible. Our customers have access to a user friendly online portal to report any issues which are the picked up by our Customer Experience Team and dealt with in a swift and timely manner.

# More about Joseph Homes.

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The way we see it, homes should make life better. Not only for the people who live in them. But for the people who build them. And the communities they're built in. And, well, for the world as a whole. We think innovatively, sustainably and progressively, creating beautiful homes that respond to the character of the local area and tap into the latest advances in design and technology.

But it doesn't stop there, we deliver an exceptional level of customer service, supporting our homeowners up to the point of purchase and beyond.

We're constantly looking for ways to make life better, to help people live well. And in pursuit of our LIVE WELL® Manifesto we're always pushing boundaries to build better homes and a better world.



# LIVE WELL<sup>®</sup>



## FOR OUR COMPANY

We drive change from the inside out

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Happier, healthier employees make better homes. We work to ensure the mental and physical wellbeing of every Joseph Homes employee, both on-site and off.

This means creating a positive workspace: maintaining safe, supportive environments, promoting conversations around mental health, and giving every individual a clear path to progression within a profitable environment.



## FOR OUR NEIGHBOURHOODS

We understand the importance of community

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Our homes aren't their own entities. They're part of something much bigger: neighbourhoods, communities, cultures.

We make it our mission to support the neighbourhoods we work in however we can. This means creating public spaces which benefit the local community, designing buildings which honour the spirit of the area, and committing to responsible, considerate development throughout the build process and beyond.



## FOR OUR CUSTOMERS

We build homes for healthy living

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Homes shouldn't just be places to live. Homes should make life better. With this in mind, we're committed to exploring new materials, testing new technologies, experimenting with different fixtures and fittings, and staying at the cutting-edge of research into mental and physical wellbeing. It's all part of our mission to create beautiful homes that help our homeowners lead better, healthier lives.



## FOR OUR PLANET

We believe in a sustainable tomorrow

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Living well isn't only about our mental and physical health. It's also about the health of the world around us. We're committed to reducing the carbon footprint of our homes, from researching sustainable building materials and increasing the energy efficiency of our homes, to eliminating on-site waste and reducing pollution levels throughout construction.

# Talk to Us.

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We hope you have found this guide helpful. If you'd like to find out more about our homes or intrigued about what we do then please get in touch.

## HEAD OFFICE

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**Corporation**