



# Your New Home Journey with Better Homes

Our New Home process is a totally flexible one as we understand that each client's needs and circumstances are different.

## 1. Discovering client needs - What's important to you!

Our New Home Consultants, Bobbi and Tina firstly arrange to meet with clients to talk through a detailed needs analysis. This brief covers everything from the budget & block through to design, façade and inclusion ideas. This is when we really start to build on a client's "wish list" for their new home.

We have the ability to research and include almost anything that a client is looking to achieve. As a starting point we will provide details of our **Silver, Gold and Platinum** inclusion ranges.

During these initial discussions we review the plans you may have already designed or look over a sample of ideas we have on file to further assist in understanding your needs.

## 2. Better Homes "Homework"

Now it's our turn to do some homework. This will include further design options for consideration and a site inspection. Our Construction Manager welcomes a site meeting to provide feedback on a range of site and design matters, such as the fall, aspect and best building practices, both in design and cost efficiencies.

As a client it's important to remember that what we do is "Design to suit".

## 3. Preliminary Construction Package

Whether we are providing an estimate on your plans and the inclusion brief or a starting point in regards a concept design, we arrange to meet and present our feedback, including a Construction Package Estimate. Although not a fixed price at this stage it does give you an accurate indication of pricing and the inclusions based on our earlier needs analysis.

This construction estimate will be further refined based on your feedback.

#### **4. Preliminary agreement**

Once you have the comfort to move forward and if our responsibility includes design work for detailed quoting we then look to enter into a Preliminary Agreement. This agreement covers any specific tasks with the cost clearly defined for these tasks. The tasks could cover items such as concept design work through the quotation level drawings which would include site and floor plan as well as the elevations for your new home. Should you proceed to contracts with Better Homes any Preliminary Agreement amount paid is deducted from our quotation and reflected in the building contract.

#### **5. Design & Quoting**

Concept design work then gets underway through our external Home Designers. This consultative stage of the process will refine the design over a number of plan revisions to ensure the proposed quoting design meets and hopefully exceeds your expectations.

During this stage our consultants will also look to spend time with you to refine your “wish list” of inclusions for detailed quoting.

This stage will also include the involvement of our Construction Manager who as previously mentioned welcomes the opportunity to meet and share his building expertise whether it be general questions or further requirements.

#### **6. Detailed Fixed Price Quote**

Once quoting level plans and internal and external inclusions are confirmed we seek confirmed pricing from our suppliers and contractors to ensure the accuracy of the quotation.

This approach provides clients with a genuine level of comfort moving forward. The quotation document is detailed and usually over several pages with a number of additional attachments like kitchen design, plumbing items and brick options which all form part of the fixed price detailed quotation document.

Clients then review the quotation line by line with our consultants to ensure we have covered all aspects of the build as discussed during our meetings. Any further changes or requests are documented at this time and adjusted as required.

We do reassure clients at this point that flexibility should they have further requirements is not in question.

## **7. Building Contracts**

We now proceed to building contracts. We utilise an industry recommended Housing Industry Association (HIA) contract document designed to protect all parties. We like to spend time running through this contract however you do have a five day cooling off period and the option to seek further independent advice as total comfort at this point is essential. During the contract meeting you will also be introduced to your Better Homes client consultant, Lisa who will guide you through the construction process and be your primary contact point. Lisa will also be involved with your selections once you have spent time with our Interior Design Consultant, Ros.

## **8. Your New Home Selections**

Ros will make contact to arrange a time to start the exciting stage of selecting what will be going into your new home. Ros won't cover all the selections as many are made with Lisa as your new home takes shape.

Ros will provide you with as much or as little advice as you would like and cover areas like external colours and finishes, internal colour scheme, floor coverings and kitchen design and colours.

Lisa will also meet with you at a later date to confirm your selections made with Ros and our various suppliers.

## **9. Council Approvals and Construction**

Once contracts are signed and while your selection stage is underway we finalise your plans and engineering and seek the relevant council approvals. This may be undertaken through a Private Certifier or Council depending on the home / development. It is difficult to provide you an accurate time line for the various approvals to be in place however generally they do take 4-8 weeks.

Once construction starts ongoing communication and updates from our team including site inspections will be important to ensure you are fully versed with the progress of your new home.

## 10. Handover and Beyond

As your home nears completion you will first be advised of practical completion date which is usually 1 week out from handover of your new home. This day is important as Lisa will arrange to open your home for you to complete a thorough inspection in your own time.

Finishing touches and a final clean though are then completed in the week leading up to your handover.

On day of handover we arrange to meet at your new home at which point we guide you through a handover pack of general information coverings warranties, approvals & certificates along with an overview of our Better Homes maintenance program after handover.

Our support continues well beyond the day you take possession of the keys to your new home.

**Each client's circumstances and needs are different, which is why communication & flexibility are the key to exceeding expectations.**