

BERKELEY

# Your journey *with us*

A SIMPLE GUIDE TO BUYING  
A BERKELEY HOME



**Berkeley**  
Designed for life

# WELCOME TO Berkeley

Over the years, Berkeley has built an unassailable reputation for transforming all kinds of land into award-winning sustainable developments, where people love to live and work. Our homes are part of exciting, vibrant and new communities, designed to grow and thrive for generations to come.

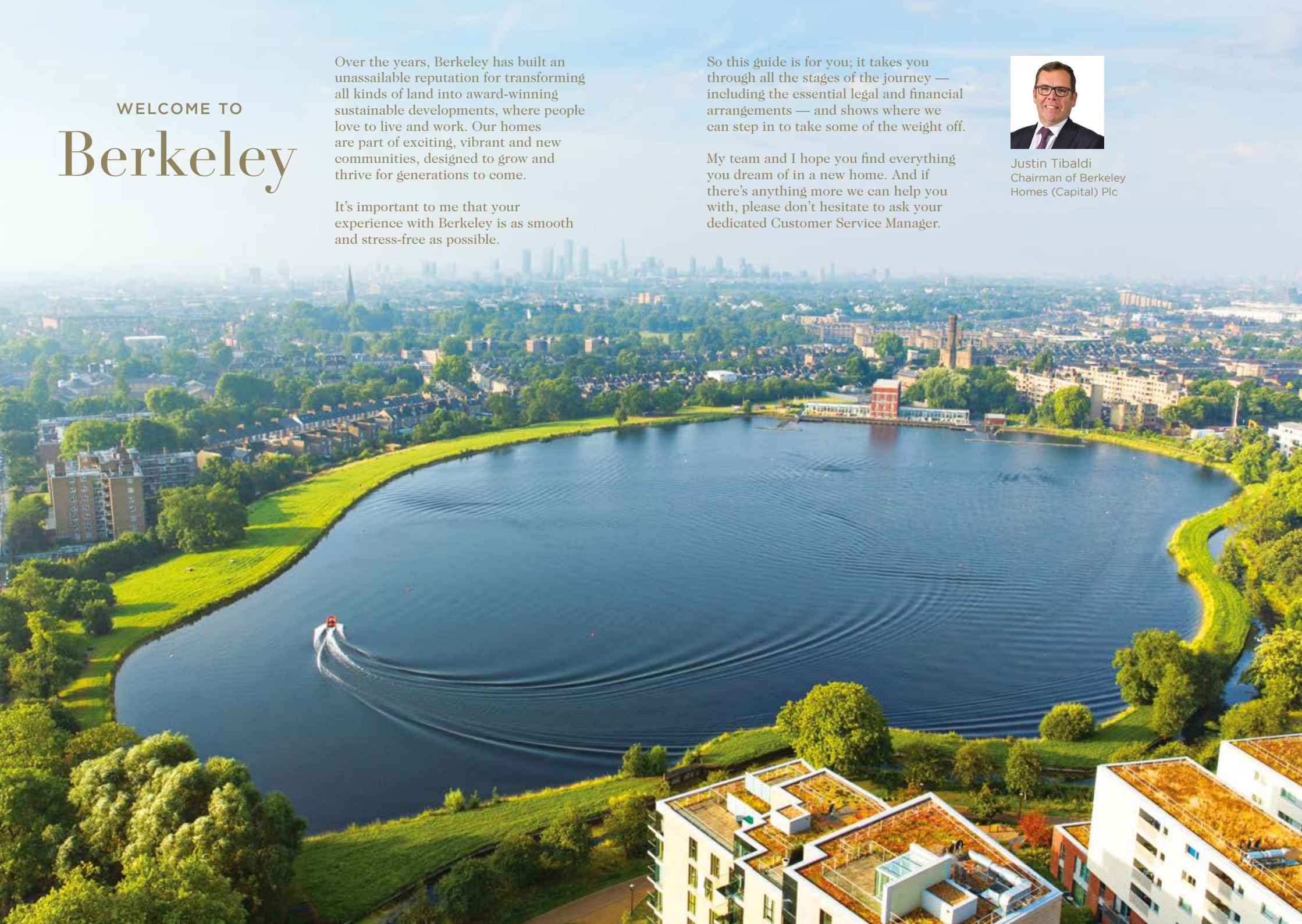
It's important to me that your experience with Berkeley is as smooth and stress-free as possible.

So this guide is for you; it takes you through all the stages of the journey — including the essential legal and financial arrangements — and shows where we can step in to take some of the weight off.

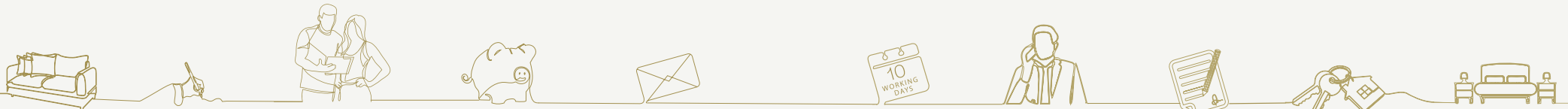
My team and I hope you find everything you dream of in a new home. And if there's anything more we can help you with, please don't hesitate to ask your dedicated Customer Service Manager.



Justin Tibaldi  
Chairman of Berkeley  
Homes (Capital) Plc



# Your Berkeley journey begins...



1

FINDING YOUR  
PERFECT HOME

Simply contact our Sales Consultants to discuss your purchasing requirements and arrange a visit to our Sales & Marketing Suite to find your perfect home.

2

RESERVING YOUR  
PERFECT HOME

To secure your purchase, a reservation agreement is used to reserve the right to purchase the property (subject to a reservation fee) for a period of time (the reservation period). The property will be off the market during the reservation period. We will keep you updated with regular correspondence to ensure that you are aware of how your purchasing journey is progressing.

3

EXCHANGE OF  
CONTRACTS

This is the legal commitment to purchase and will take place once your solicitor has confirmed that your interest in the home is protected. You will be required to provide a portion of the purchase price (less the reservation fee paid).

4

ARRANGING  
AND SECURING  
FUNDS

This is the period where you need to begin securing your mortgage or organising your cash payment so that you are ready for Serving Notice.

5

NOTICE OF  
COMPLETION  
DATES

We will keep you informed on the completion of your new home on a regular basis, and we will provide you with the information in advance of when we are looking to serve notice on your home.

6

SERVING  
NOTICE

Once notice is served, you will have either 10 days or 21 days in which to legally complete on your new home. The notice will be served through your solicitor and you will also receive confirmation of this directly from your Customer Relations Manager.

7

PREPARING  
TO COMPLETE

This is the period when you should ensure that the balance of the completion funds reach your solicitors in readiness for legal completion of the property.

8

COMPLETION

Legal completion of the transaction takes place when the full completion balance is received by Berkeley's solicitors and upon receipt of the signed documents from the purchaser. This is also when you can receive the keys to your new home.

9

HANDOVER  
OF KEYS

You will be invited to attend a handover appointment where you will be provided with all keys and fobs and see a demonstration of fittings and appliances. We will also introduce you to the Estates Management Team.

10

AFTER YOU  
HAVE MOVED IN

The Berkeley Customer Services team will be on hand after you've moved in to help you settle in.

## Happily ever after...



## *A stylish, contemporary choice*

At Berkeley, we know how important it is that you find a home that's perfect for you. So we're on hand to help, right from the start.

### **We'll help you find 'the one'**

We have a range of stylish, contemporary homes and apartments to choose from, in exciting new developments all across London. Right down to the last tiny detail, each is designed and finished to an exquisitely high quality – from the premium materials used in the build, to the on-site facilities and beautiful interiors.

### **Getting your finances right**

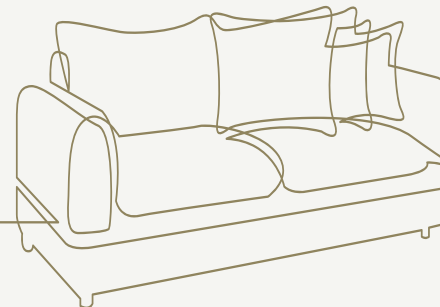
Because buying a home is one of life's biggest financial decisions, we can put you in touch with an Independent Financial Advisor to discuss your options, and make sure you can approach it with confidence.

### **Choosing your fixtures and fittings**

If you choose a home with us, there's often the option to choose some of your own design elements — such as kitchen and bathroom fixtures and fittings. This will depend on what stage the development is at, but it's a chance to make it feel truly yours.

### **We're with you all the way**

The buying process can be daunting if you've never done it before – but we want to make it as easy to follow as possible. So, you'll have your own Customer Service Representative who will be your point of contact for 2 years after completion — plus a secure online portal, MyHome Plus, to view all your documents and information, and a step-by-step guide to the journey.



## *It's easy to reserve with us*

Once you've found your perfect home, you'll want to make it yours as quickly as possible. To avoid any delay, we've made our reservation process straightforward – allowing you to focus on celebrating your reservation.

### **1. Pay a reservation deposit**

This will vary depending on your property — but is normally between £2,000 and £10,000.

You will be provided with a detailed reservation fee refund guide and a copy of the latest Consumer Code.

If, for any reason, you cannot come to the Sales & Marketing Suite, you will need your solicitor to certify your proof of ID and address. We can also accept these documents if certified by an accountant, providing this is received directly via email and we can contact by phone to verify.

### **2. Complete your reservation form**

Come along to the Sales & Marketing Suite to complete your reservation form and provide a proof of your ID and address.

Please note, our Sales Consultants are unable to certify your documents prior to seeing the original hard copies.

### **3. Complete and sign an Anti-Money Laundering form**

This will allow for background checks to ensure that the reservation is secure.

Once this is done, we'll ask our solicitors to issue the contract pack and lease — we aim to exchange contracts within 21 days.

You'll then receive a reservation pack, which will include a copy of your completed reservation form, the conditions of sale, plus key information and contact details.

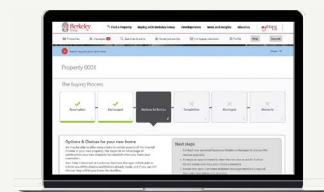


## *Keep track with MyHome Plus*

To help you keep track of everything along the way, we'll put all the information you need onto MyHome Plus, your secure, personal online hub.

Of course, we'll always contact you directly about every stage of the process and required action — but your MyHome Plus portal is a one-stop-shop for everything you need, including:

- All your documents, stored safely in one place
- Regular updates and videos on the construction process and progression of your home — plus general information on your home and the development
- Your latest estimated completion date
- Details on financial and legal preparation
- Your points of contact for each stage of your purchase
- Local area news
- Links to useful third parties
- Helpful downloadable guides



To register your MyHomePlus hub and get started, simply visit <https://www.berkeleygroup.co.uk/my-home>.



## Exchanging contracts

Exchanging contracts is an exciting time, when things become legally binding. At this point, there's a lot of communication between you, us and your solicitor — and we'll keep you updated at every stage.



### Appointing your solicitor

Before you complete your reservation form, you will need to appoint a solicitor to carry out the legal formalities, and look after your interests. We can provide you a list of solicitors to help with this. We'll also ask for the details of your legal advisor.

### The solicitor's role

First, you'll need to advise your solicitor of the 21 day reservation period, although this may vary, depending on the stage of construction of your home.

We'll send your solicitor a draft contract, conveyancing plan, and then they'll complete the following:

- Conveyancing checks
- Pre-exchange checks
- Land-registry check

The relevant AML documents need to be provided to your solicitors prior to exchange.

### Funds for deposit

To secure your property, we require an exchange deposit which is usually 10% of the purchase price. You will need available funds to meet this obligation.

### If you have a property to sell...

If you're in the process of selling, you should inform your solicitor so they can apply for title deeds, which can take up to 3 weeks to obtain.

### Your legal requirements

Once all checks have been completed, each party has signed the contracts and they've been exchanged, we will all be legally required to complete. Exchange of contracts is a legally binding agreement, and means you're on track to take ownership of your home. Failure to complete may result in cancellation of contract and loss of your deposit.

*If you have purchased your property 'off-plan' you will be excited to see the progress of your new home. Once you have exchanged, and depending on build progress, we can arrange a site visit for you.*



## Applying for a mortgage

Applying for and securing a mortgage can be a lengthy process, so it's worth starting to look at least six months before your estimated completion date. If you live overseas, it may take longer, as you may be required to travel to the UK for an interview with a bank.

### Step 1

#### Finding the right mortgage

Your options are to either research mortgages yourself, or use an Independent Financial Adviser. They may have access to specific information or rates, and will assess your requirements and circumstances to make recommendations on the various products and rates available. If required our sales team can connect you with an Independent Financial Adviser.

### Step 2

#### Getting mortgage approval

Once you've decided on your preferred product and rate, you'll apply for approval on the lending. If you're successful, you'll get an 'agreement in principle', after which you'll be invited to send confirmation plus a proof of ID and address, bank statements and evidence of your deposit. The mortgage approval process can take another 4-6 weeks.

### Step 3

#### Securing your mortgage

Your chosen lender will assess your financial position, and arrange a valuation survey of the property. You'll need to book this in with us so we can arrange access. (Your lender may require another inspection at completion, but we can help arrange this too.)

You and your solicitor will then receive a formal mortgage offer, which you'll need to sign and return in order for the lender to release funds.

Once the build on your new home has finished, you'll get official confirmation and your solicitor can request the funds from the lender.

Depending on your lender, you may be required to have a UK bank account, to service the ongoing monthly mortgage payments.



## Buying with cash



If you have cash or liquid funds available at the time of putting in an offer, you can speed up the whole process. However, there are still several things you'll need to do to ensure everything goes through smoothly.

### Planning ahead

If you're paying in cash, it's important to ensure you have the necessary liquid funds available in advance of your estimated notice date. You should also seek guidance on any international transfer timescales and limits, and check if there are any restrictions on moving money from the country you reside in.

### Involving your solicitor

Your solicitor will require updated Anti-Money-Laundering (AML) documentation if you're completing in cash. You will already have instructed a solicitor to act for you on your purchase, and it's important to keep them and your Customer Service Manager updated as you progress.



## Let everyone know you're moving

Here's when you start making serious preparations.

### Organise your removal company

Try and book well in advance, as removal companies get booked up quickly. We have a list of firms you can use (we'll send you this, and you'll also find it on your MyHome Plus portal) — so you'll know all your possessions will be in safe hands.

### Inform your service providers

You'll need to inform all of the following that you're moving in good time, so you can settle up and close your accounts.

- Local authority
- Gas
- Electric
- Water
- TV and broadband
- Landline and mobile phone

### And we'll help finalise the meter readings.

When you move in, you need to set up new accounts for your council tax and utility bills, but we will finalise the meter readings for you.

### Other changes of address

You'll also need to start thinking about changing your address with your bank, the DVLA, store cards and all your other contacts. A good way to buy a bit of time is to arrange a temporary mail redirection with the Royal Mail.



## Get to know your new home

Around two weeks before you move in, we'll invite you to come and view your new home again.

We'll arrange an appointment to meet at your new home, where you'll be given a demonstration of how to operate the fittings and appliances.

You'll also have a tour of the development and its facilities, and meet the Estate Management team, who are there to keep everything running smoothly and looking beautiful in and around your home.

### If you're buying to let:

You can instruct your letting agent to meet our team, who will hand over the keys, show them how everything works and give them a tour.

Alternatively, we can arrange a virtual tour and demonstration by video call.



## *Your property is finished and ready to move into*

**When construction of your new home is finished, our solicitors will contact your solicitors to confirm it's ready.**

This is known as 'serving notice', and means you have around 14 or 21 calendar days (as per your contract) to organise finances and get your solicitor to arrange your pre-completion searches.

**Meet your dedicated Customer Relations Manager:**

You will be liaising with your Berkeley Customer Relations Manager, who will expertly guide you through the final stages. And don't forget, you'll still be able to access all the information and updates you need via your personal MyHome Plus portal on <https://www.berkeleygroup.co.uk/my-home>.

## *Preparing to complete*

After notice is served, it is imperative to make sure your finances are in order for a successful completion.

To make sure it all goes smoothly, your solicitor will need to register your completion at the Land Registry, and you'll also need to make sure your mortgage or liquid funds are in place for payment — including funds to cover Stamp Duty Land Tax.

It's important that everything is ready, as delays to completion can result in interest being added to your contract. Your solicitor can help you through this to make sure you're aware of any risks linked to delayed completion.

Don't worry if you're not able to be present for legal completion — you can appoint a representative and provide written consent and we can conduct this process on your behalf.

This may also be the time when you'll have a chance to make some decisions about your home's interior furniture, and help you arrange visits with an interior designer, so that you can begin to make your home yours.

## *A step closer*

Completion day is the last step before the all-important handover. It's the day the money is transferred, and it has to happen within the notice period. It's also the day you get to visit your new home.

**Visiting your new home:**

Once notice for your new home's completion has been served, and before legal completion, you'll be invited to view your new home with your Customer Relations Manager.

**If you're not available:**

You can appoint a representative to carry out your home demo on your behalf. We can also arrange a virtual visit via a video call if you can't be there in person.



## The final stretch

You're nearly there, and there are just a few things left to tick off the list. We're still here to make things as easy as possible.

The Berkeley team will formally introduce you to the Concierge team and help you to register your contact details with them. Once you've moved in, our Concierge team will be there to help you with any questions, great or small — from booking facilities to receiving your post.

You'll need to register anyone living at the property with the Concierge — whether that's you or any tenants — in order to enjoy full access to all the development facilities.

### HANDOVER OF KEYS



## Moving in

The big day has arrived, and it's a whirl of activity. We understand there's so much to do, and little time to think — We'll be on hand on the day, to help and guide you, so everything runs as smoothly as possible.



## Home sweet home

Welcome to your new home! Along with all the unpacking and settling in, there are some more things to be done — but as always, we're here to make it easier.

### Ground rent and service charge

Although you will have pre-paid some of this at the completion stage, you will also start receiving ground rent and service charge invoices from the freeholder and managing agent; you'll need to provide them with a billing address for this.

### Your 10-Year Warranty

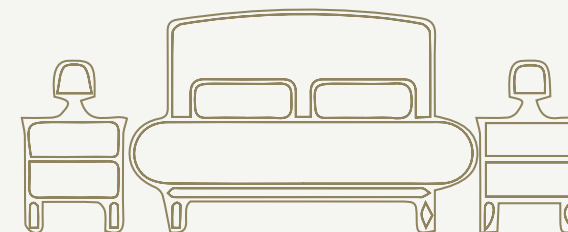
All Berkeley homes come with a ten-year warranty, starting from the day you move in. As your first two years are covered directly by us at Berkeley, you can contact our Customer Service Team should anything unexpected need attention in that time. Once you've moved in, we'll also provide you with a Living Guide to help you take care of all of your fixtures and fittings.

### Exploring your new home

We understand that using your new equipment could be daunting as well as exciting. That's why we give you a proper handover and provide a demonstration. To save you time twiddling knobs and pushing buttons, we put the user manuals for all your fittings and appliances on your own MyHome Plus portal at <https://www.berkeleygroup.co.uk/my-home>

### Our team is here for you

Our Customer Service team as well as our Concierge team are here for you should you need help or have any questions.





# Glossary

## Building Warranty

As a new-build, any home you buy with Berkeley will be covered by a 10-year warranty. This means that you'll be covered should you encounter any issues in the first few years of owning your home.

## Completion Date

Completion is when all of the final loose ends are tied up. Importantly, this is when the final payment is made on the home. All paperwork and documents will also be completed at this stage, so that you can officially receive your keys and make it yours.

## Contract

This is the legal agreement that's signed shortly after the home is reserved. The contract contains the main terms of the agreement (for example price, names and addresses), and will be given to you and your solicitor to check and sign. We'll sign the contract too, and then we share the contracts in a process called 'exchange'.

## Conveyancing

This is just a general term sometimes used to describe the process of buying and selling the home.

## Defect Liability Period

Once the construction of the home is complete, the builders will be liable for any defects in the home for 2 years.

## Deposit

When contracts are exchanged, you'll also be asked to pay a deposit on your home, which formalises the agreement.

## Energy Performance Certificate (EPC)

When you buy a home, you'll be given an EPC, which tells you everything you need to know about the home's energy use, energy performance, carbon dioxide emissions and fuel bills.

## Exchange Of Contracts

Once contracts have been signed by us at Berkeley and by you and your solicitor, we share contracts in a process called 'exchange'. At this stage, a deposit on the home is also paid. This step formalises the agreement.

## GDPR And Privacy Policy

During the buying process, we may need to take some personal details to contact you and legalise the agreement. We take your privacy extremely seriously, and will only use these details to help you through the purchase.

## Ground Rent

This is an annual fee, paid by the leaseholder to the freeholder.

## Identification

For some forms and paperwork (including the Anti-Money Laundering documents), you may need to supply certified identification and proof of address. This could include a passport, drivers license and recent bank statements — we'll let you know what is required at each step.

## Land Registry

This is a government department responsible for documenting land ownership in the UK. During the buying process, your solicitor will need to register the purchase with Land Registry.

## Leasehold

This is a type of ownership where the home is purchased, but not the land that it's built on. This often involves payment of an annual ground rent. A leasehold is typically offered for between 125 and 999 years.

## Service Charge

This is an annual fee paid to go towards the upkeep of the development, facilities and amenities. Before completion, we'll provide an estimate of the service charge based on GBP per square foot.

## Mortgage Offer

This is a formal offer made by a bank or building society, to lend an approved sum of money for your purchase.

## Serving Notice

When a home is ready, we'll serve notice of its completion to give time to finalise fund arrangements and prepare.

## Key Handover

This is when the home formally becomes yours — we'll hand over your keys and you'll be able to move your things in.

## Predicted Energy Assessment (PEA)

This is an assessment designed for new-build homes, which checks that the home meets the target energy rating set by Building Regulations. Building inspectors carry out this assessment before completion, ensuring that the home has met all requirements before you move in. You can find full information about the home's energy performance in the Energy Performance Certificate.



### Searches

You can conduct searches in your local council records for any existing planning applications or restrictions on your home. Your solicitor will be able to help you with this.

### Stamp Duty Land Tax

Stamp Duty is a tax placed on residential homes in England and Northern Ireland at the point of purchase. The amount due is determined by the price of the home — you can estimate the final Stamp Duty figure by visiting: <https://www.tax.service.gov.uk/calculate-stamp-duty-land-tax>

### Survey

This is a formal inspection of your home, carried out by a qualified surveyor. There are three types of survey: a valuation report, for mortgage calculation; a homebuyer report, for commenting on the general condition of the home; and a full structural survey, which examines the structural detail.

### The Consumer Code For Home Builders

This is a code developed by the homebuilding industry to make sure the home buying process is as fair and transparent as possible. The Code ensures that buyers are treated fairly, know what to expect, and are aware of all of their rights throughout the process. It also ensures buyers have access to a fast and low-cost dispute resolution scheme, should they want to make any formal completes. You can find out more at: [www.consumercode.co.uk](http://www.consumercode.co.uk)

### Title Deeds

These are simply legal documents that prove who owns the property, and what the terms of the ownership are.

### Transfer Of Title

This is a document that transfers the ownership of a property from the seller to the buyer.





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