

# Step by step guide – *to buying your Ready Built home*



Henley 

**READY BUILT**  
by Henley

# Welcome to Henley Ready Built

*This step-by-step guide has been designed to give you all the information you need for your Ready Built journey. Please take time to read this guide and refer any questions you may have to your Henley Ready Built Sales Consultant.*

## WHO IS HENLEY READY BUILT?

Henley Ready Built is a division of the Henley Properties Group – a leading home builder specialising in new homes, house and land packages, completed homes and knockdown / rebuild solutions in Melbourne, Sydney and South East Queensland.

The Ready Built division offers completed homes for sale on land acquired by Henley from some of Victoria's leading land developers. Each block of land is assessed for suitability, with the best selected. Ready Built undertakes the design, planning and approval phases of building a new home prior to the home being advertised for sale.

## HENLEY READY BUILT KEY POINTS OF DIFFERENCE

### ☑ Access to the best land

We have exclusive access to some of the best blocks of land from some of Victoria's leading land developers in key locations around Melbourne.

### ☑ Pre-planned housing & exclusive designs

Our Ready Built team thoroughly assess each block of land ensuring its suitability before undertaking the planning, approvals and design phases.

### ☑ Inclusions

The most popular upgrades that you often pay extra for with other builders, are part of our standard inclusions so you can enjoy the best in your Ready Built home.

### ☑ Delivery & certainty

Henley Ready Built takes the hassle out of new home construction. Each Henley Ready Built home for sale has already commenced construction. This gives you the extra benefit of getting you into your new home earlier than any other House & Land alternative.

### ☑ Customer service

We have a dedicated Ready Built team working for you including our Sales team, Administration, Drafting, Estimating, Construction and Handover teams. We provide a high level of service to our Ready Built customers throughout the entire process.

### ☑ One deposit/ no progress payments

We offer one Fixed Price Contract with No Progress Payments; a 5% deposit is required at contract signing, with the balance payable on completion (settlement). There are no hidden extras.



# Key stages in your Ready Built journey

## STAGE ONE

### PRE PURCHASE/ PURCHASE

- Your Henley Ready Built Sales Consultant will provide you with information on homes currently available for sale.  
A one-on-one walk through of a Henley Ready Built Display Home will help you select a home design that best suits your needs.
  - To secure your Ready Built home an initial \$1,000 deposit (or agreed amount) must be paid into a Trust Account as directed by your Sales Consultant. Please ensure you keep your Trust Account receipt. Initial deposit is fully refundable.
  - Where possible a pre-approval letter from your bank or mortgage broker should be given to your Ready Built Sales Consultant at the time of purchase. Should you require loan/finance advice, we can introduce you to a Waterstone Finance representative who will undertake a preliminary finance qualification.
  - In order to prepare Contract Documentation, you must provide the following:
    - > Proof of identify (Drivers Licence)
    - > Contact Details
    - > Conveyancer details
    - > Letter of finance Pre-Approval
- Your Ready Built Sales Consultant will complete a Contract Proforma. This will commence the contract preparation process.
- Contract turnaround times can vary, please ask your Ready Built Sales Consultant on the expected turnaround time.
  - **NOTE:** If you wish to apply any optional extras (Building Variations) to your Ready Built Home (as per our Options List) you **MUST** submit these to your Ready Built Sales Consultant prior to Contract Signing.
  - Optional extras can only be processed once the below conditions have been satisfied:
    - > Optional extras variation are dependent on stage of construction – Your Ready Built Sales Consultant can advise you of these timeframes. Note: Construction of Ready Built homes will not be delayed to accommodate optional extras. Henley Ready Built is not obliged to undertake works beyond established points in construction.
    - > Unconditional finance approval is received and acknowledged by our Ready Built Sales Consultant and legal representative.



## STAGE TWO

### CONTRACTS/ FINANCE/ BALANCE OF DEPOSIT

#### Contracts

- Your Ready Built Sales Consultant will make an appointment with you once contracts are ready to be signed. This will occur at one of our Henley Ready Built offices or at the office of the Real Estate Agency you have purchased with.
- Should your legal representative or conveyancer wish to view your contract prior to your signing, please inform your Ready Built Sales Consultant who can arrange for these to be sent to your legal representative for review. (Maximum 7 day turnaround is required)
- Contracts of Sale cannot be signed unless a letter of finance pre-approval has been provided to your Ready Built Sales Consultant.
- You may sign a contract 'subject to finance' with a finance approval date being no more than 21 days from the contract signing date. Your deposit is fully refundable if you are not able to obtain finance approval.
- Three House & Land Contracts are to be signed and handed back to your Ready Built Sales Consultant. The contracts are to be distributed to the following:
  - > Purchaser (you)
  - > Purchaser's legal representative
  - > Vendor's conveyancer
- An executed soft copy is also emailed to all relevant parties

- Please ensure you provide your bank/ mortgage broker with a copy of your contract as soon as possible to ensure your finance application progresses.

#### Balance of deposit

- Your balance of 5% deposit is payable upon contract signing.
- Your balance of deposit is to be paid into the vendor's nominated trust account (as per initial deposit).
- A Trust Account Receipt will be issued acknowledging your payment. Please ensure you retain your proof of deposit.
- The balance of deposit must be paid for the property to be declared 'sold' and 'under contract'.

#### Finance approval

- Many banks and lenders have varying policies regarding unconditional loan approvals.
- In some instances banks and lenders may not provide you with an 'Unconditional Loan Approval' until your house has had a 'Certificate of Occupancy' (C of O) issued.
- It is therefore essential to keep your legal representative and Ready Built Sales Consultant informed as to the progress of your unconditional loan approval.



## STAGE THREE

### THE CONSTRUCTION PROCESS

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- The construction of your Henley Ready Built home is different to a House and Land Package.
- Henley Ready Built has pre planned the house type/ style/ colour scheme, obtained all required permits and commenced construction. By Henley Ready Built committing to building on the land, we are able to offer you the benefits of one contract and no progress payments.
- Henley Ready Built **does not offer** progress inspections of homes under construction. The contract you have entered into is to purchase a **completed** Ready Built home. You will be invited to view your new home prior to settlement.
- Your Henley Ready Built Sales Consultant will provide you with an approximate completion for your new home. We strongly encourage you to keep in contact with your Ready Built Sales Consultant for construction updates.

#### PLEASE NOTE

- Construction timeframes can vary and are at the discretion of Henley Ready Built.
- Unauthorised access onto the site of your Henley Ready Built home without a contracted Henley representative is deemed as trespassing and is strictly prohibited.

## STAGE FOUR

### COMPLETION OF YOUR HOME/ SETTLEMENT & HANDOVER

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- Your Ready Built Sales Consultant will contact you as the construction of your new home nears completion.
- Your Ready Built Sales Consultant will prompt you to finalise your finances and order a valuation on your Ready Built Home via your bank / lender. This will then enable you to finalise your loan and sign loan documents.
- The Certificate of Occupancy (C of O) for your Ready Built Home will be issued to your legal representative by a Henley Ready Built legal representative.
- Upon receipt of the C of O by your legal representative, a standard settlement term of 14 days (or agreed date) applies. This is outlined in the terms of your Contract of Sale.
- A Henley Ready Built Administrator will contact you on the date your C of O has been issued to arrange a New Home Presentation with a Henley Handover Inspector.  
**NOTE: Inspections are held between 9am – 3pm (Mon - Fri). These inspections will take approximately 1-2hrs.**
- At your New Home Presentation Inspection, should you identify any items that you deem to be unsatisfactory or require further attention, these will need to be noted, signed off and agreed between you and your Handover Inspector.
- **NOTE:** Workmanship defects will be assessed in accordance with **The Building Commission 'Guide to Standards & Tolerances 2015'**.

## ▽ STAGE FOUR *continued*

- In the event that further works are required, a re-inspection appointment will be made with your Handover Inspector. This enables Henley Ready Built to remedy the items requiring further attention prior to the settlement of your home.
- At your re-inspection, your Handover Inspector will go through each outstanding item identified at your initial inspection. You and your Handover Inspector will then sign off on the condition of your Ready Built Home prior to settlement taking place.
- Once you have signed off on your handover inspection please re-confirm settlement dates and times with your legal representative.
- If you have purchased a fully completed home (with a C of O) the home is sold 'as inspected'. As such, a New Home Presentation does not apply. Instead, a Pre-Settlement Inspection will be arranged prior to settlement to ensure the property is presented in the same condition as at the time of sale. **NOTE:** Henley's standard warranties & maintenance periods still apply.

- Settlement will take place at the pre-booked time usually at the office of Henley's legal representative.
- Henley Ready Built must be notified of settlement taking place in writing. Upon confirmation a settlement pack will be issued to you by your Ready Built Sales Consultant or Real Estate Agent. This pack will contain information such as Compliance Certificates, House Keys and Garage Remote.

### **Appliances**

- All appliances supplied by Henley Ready Built as specified in your contract will be installed on the day of settlement. This includes heating, cooling (if applicable), oven/cooktop, rangehood and hot water service.
- The user manuals to your appliances will be stored in the cutlery drawer of your kitchen.
- The installation of appliances will occur between normal business hours on the day of settlement. Please contact your Ready Built Sales Consultant if your appliances are not installed by 5pm on the day settlement has occurred.



 **STAGE FIVE****POST SETTLEMENT/  
MAINTENANCE PERIOD**

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The standard industry maintenance period is over thirteen weeks; however Henley Ready Built offers our clients an extended warranty period of twelve months from the settlement date.

This extension allows for your home to settle over the four seasons of the year.

Your home is made up of organic and inorganic material and will move with the changing seasons. Evidence of your home changing with age include minor cracks to plaster and mouldings, which are caused by settling and shrinkage of the frame. Such cracks are not a sign of structural failure and are considered maintenance items to be fixed at the 12 month maintenance inspection.

If any emergency repairs arise prior to your maintenance inspection, please contact the **Home Assurance Department** listed below.

Our Home Assurance Department will contact you approximately eleven months after the settlement of your home to book in a suitable time to visit, inspect and carry out any required maintenance to your Ready Built Home. Our qualified Warranty and Service Inspectors use a detailed checklist to ensure your home is thoroughly inspected. We encourage our clients to be prepared and write down items which require attention.

Booking times are only available during business hours Monday to Friday. Inspections may take up to two hours.

Should you wish to have your maintenance inspection brought forward, please contact the Home Assurance Department to arrange your appointment.

Please note: If you choose to have your maintenance inspection brought forward prior to the twelve months a re-inspection at month twelve will not occur.

**EMERGENCY REPAIRS AND CONTACTS**

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**What is an emergency repair?**

An emergency repair is any fault that can cause serious harm to persons or property.

When an emergency repair is reported we aim to have a contractor to your property within 24 hours.

For all emergencies you should contact **Henley on 9574 5330** (press 0 for emergency repairs), calls made out-of-office hours will be forwarded to our dedicated on call representative.

Please note: Only genuine emergencies will be dealt with out-of-hours. If a call-out is not deemed to be an emergency repair, the costs incurred will be charged to you.

All other standard maintenance repairs should be noted and will be attended to at the 12 month maintenance inspection.

**HOME ASSURANCE**

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**Email:** [homeassurance@henley.com.au](mailto:homeassurance@henley.com.au)

**Telephone:** (03) 9574 5330 **Hours:** 7:30am-4:00pm (Mon-Fri)

*For more information visit  
[www.readybuilt.com.au](http://www.readybuilt.com.au)*

