

# EAST WICK + SWEETWATER

*Joining the family*



EAST WICK + SWEETWATER

## THIS PLACE LOOKS AWESOME! NOW WHAT?

Whether you've heard about it, seen it, or just stumbled across it, you're understandably very excited about East Wick + Sweetwater... so are we!

Pop in for a coffee, join us for an event, call or e-mail a member of the Home Team to find out more!

## HOW TO BECOME AN EXPERT

A member of the Home Team will meet you at the Clarnico Club and tell you everything there is to know about East Wick and Sweetwater. Whether you're looking to rent, buy outright or through shared ownership – or you're simply not sure, we will discuss your requirements and show you the best options – by the time you leave you'll be an expert too!

There's no pressure to do anything until you're ready. Whether you need to have a think over a coffee, come back later for another visit, or you're ready to sign up now, the team will assist you in finding and securing your perfect home.

*Preparation is the key to success!*

Having a mortgage offer in principle before you start your search will allow you to confidently view and potentially reserve knowing the amount you can spend. We have independent financial advisors who would be happy to talk through your options.

If you have a property to sell before purchasing, it's wise to get this side of things underway to better place yourself in the market. To reserve with us we would first need to confirm with your solicitor or agent that your related sale is under offer, then you're poised and ready to jump.

Renting? Run through your finances and see how much rent you are able to pay estate agents.

## THE PAPERWORK

Don't worry, it's easier than you think! Unfortunately, there is a bit of paperwork involved, but it's there to get you your perfect home and give all the information you'll need. The Home Team will guide you through this every step of the process and make your experience as hassle-free as possible. We've got this.

### WHEN RENTING

1. You'll be asked to complete an application online and references will be checked.
2. You'll receive a tenancy agreement via e-mail that you'll need to review and sign.
3. We will agree your move-in date with you.

### WHEN BUYING

1. We'll ask you to speak with the independent financial advisor to ensure that the property you are buying is affordable for you.
2. We'll confirm your chosen property via our reservation process that includes various forms that we'll send electronically, or complete with you, alongside processing your reservation fee. We'll also run through a checklist of information and documents with you to make sure nothing's missed.
3. To allow the reservation to be officially instructed, you'll need to provide us with the details of the solicitor you have chosen to represent you throughout the legal conveyance process. We have some suggested firms that are already briefed on the development to make this easier.
4. If you require a mortgage, you must instruct your mortgage broker or lender to start the application and the valuation survey as soon as possible, as this will ensure you have an approved mortgage before the exchange deadline. Please ensure your offer doesn't expire before completion and/or can be extended.
5. Once your solicitor has completed the legal process and your mortgage offer has been approved, exchange of contracts will take place and a completion date (or an anticipated completion date if buying off-plan) will be agreed.
6. To ensure all parties have a timeframe to work within we stipulate an exchange deadline of 35 days from when you reserve a property, so keep checking in with your solicitor to ensure they have everything they need including the funds for completion.

## GETTING YOUR DUCKS IN A ROW

Getting your ducks in a row: As the big day approaches, you'll need to prepare a few things in readiness for your move:

Our Home Team will always be there for you, but it's our Experience Team that will get you moved in. They will be waiting to greet you as you arrive on the big day. They'll have your keys and move-in documents ready for you and will probably be just as excited as you are – moving happy customers in is our favourite bit.

experience@eastwickandsweetwater.co.uk

Excitement is growing but don't forget to:

- ✓ Book a removals company - unless you're travelling light!
- ✓ Organise contents insurance for your belongings
- ✓ Arrange telecoms and utility accounts (the Experience Team can give you information on the services and providers available)

## TIME TO CALL EAST WICK + SWEETWATER HOME

You will have pre-booked a move in appointment with a member of the Experience Team, who will be waiting to greet you as you arrive on the big day. They'll have your keys and move-in documents ready for you and will probably be just as excited as you are – moving happy customers in is our favourite bit.

The member of the Experience Team will show you in, read the meters with you and sign over your new keys, before leaving you to unpack in peace.

We'll usually give you a call or come and visit a few days later to make sure that you've settled in OK and that everything is as it should be – please tell us if there is anything not quite right.

We're not too far away if you need anything – you can find us in the Estate Management Office or at Clarnico Club, and you can always contact us via phone or e-mail – even if you just need a break from those boxes and fancy a coffee and a chat.

## GIVE IT TO US STRAIGHT

The team might ask you to complete a survey about your experience, so we hope you'll find a couple of minutes to respond. We value all feedback, especially the honest stuff, so please let us know how everything has gone so we can improve our service in the future.

We look forward to having you as part of the East Wick and Sweetwater family and hope you enjoy your new home!