

Additional important information about your new home

Your new property details:

Plot number: 829 Haywood Village

Property address: 3 Nissen Lane, Weston-super-Mare, BS24 8GU



Car parking

Your new home will have 2 allocated parking spaces. We kindly ask that you park in your designated spaces and not on any of the estate roads within the development.



Neighbours

Haywood Village is a mixed development comprising of privately owned homes, rented homes and shared ownership homes.



What is already included in my new home?

- Fitted oven, hob and extractor. No other white goods are provided.
- Fitted vinyl flooring to the kitchen, downstairs WC and bathroom. All other areas will be left bare.
- Turf in the rear garden. Please note upon completion you will be fully liable for maintenance and watering to ensure the turf establishes itself properly.

Please note that any white goods provided in your home are 'gifted' to you and following completion LiveWest takes no responsibility of these items.



Loft space

Your loft should not be used for heavy storage as it has not been designed to bear loads. Please refer to your lease and check with the build warranty provider on storage of items.

The loft area is unheated and therefore stored items could be damaged by cold and condensation.

You will need permission from LiveWest to board your loft and additional building regulation approval to convert your loft into anything other than a storage space. LiveWest will not grant permission for you to board your loft while the property is within its initial defect period and we would recommend no conversions are made within the first 10 years as this could invalidate the warranty. LiveWest will consider permission requests after the initial defect period as long as customers understand the risks and check with their warranty provider.



Satellite dish

There are no restrictions on satellite dishes mentioned in your lease, and we can confirm consent for you to have one installed. However, this consent is in addition to any necessary planning and/or building control permission you may require from the local authority. You will be responsible for making your own investigations with them as to the need for such permission, and as to where the dish should be located on your property.



Utility providers

- Heating - British Gas
- Electric - British Gas
- Water - Bristol Water
- Broadband - See The Light
- Council Tax Band- TBC (you will need to contact the local authority upon completion to receive your band)



Servicing

With a shared ownership home, you are fully responsible for the servicing of the heating system and appliances. Servicing needs to be completed annually to validate warranties. Upon moving in to the property, you will need to register your warranties for all appliances as soon as possible.

Bins/Refuse - In some cases your lease or specific restrictive covenants in place may prevent you from storing bins to the front of your home. Please refer to your lease or seek legal clarification of this with your solicitor



Your lease

You will sign a fully repairing lease. This means that you have full responsibility for carrying out all maintenance & repairs that fall outside the developers responsibilities within the agreed defects period. The defects period end date will be provided to you upon completion. At the end of the defects period, you will be responsible for your home and any further issues that may arise. Some items may be covered under your warranty provision.

You will also benefit from an 'initial repair period' which allows you to claim up to £500 towards the cost of "qualifying repairs" for the first 10 years of the lease term.

Please refer to the key information about shared ownership (KID3) document for details. You will also be provided with a Shared Owners Handbook which contains further information.

Your lease prevents you from sub-letting your property. Please refer to the key information about shared ownership (KID3) document for details.

We understand that you will be guided by, and will rely on, the information provided by your solicitor.



Defects

You are responsible for carrying out all maintenance and repairs that either fall outside the developers repair responsibilities within the agreed defects period (the defects period end date will be provided to you upon completion) or that are not covered by the 'initial repair period'. Please refer to the key information about shared ownership (KID3) document and/or the Shared Owners Handbook for details.

Your property has been fully inspected prior to handover to LiveWest and accepted as satisfactory standard. Your sales consultant will notify you of any outstanding snagging items still to be rectified from the final list.

Please note that 'snagging items' are different to 'defects', and no further snagging items will be accepted other than items already agreed. If you do find any minor cosmetic repairs, these will be reviewed by the developer at the end of your defects period. You will receive a letter confirming a date for your end of defects period inspection nearer the time.

Where there are defects that are the responsibility of the developer to rectify, LiveWest will support by ensuring these are reported and actioned by the developer/house builder within the defects period. Further information on defects and what is and is not classed as a defect can be found within the 'LiveWest welcome guide'.

On completion of the defects period you will be responsible for your home and any further issues that may arise (if not covered by the initial repair period). Some items may be covered under your warranty provision mentioned below.

All our homes are also covered by a building guarantee. At Haywood Village, your property is covered by a 12 year Premier guarantee.

If you have any defects which could be covered under the guarantee you should contact Premier direct. The period of cover for your warranty provision is 12 years, however you would need to discuss the terms of your warranty provision with the warranty provider.



Buildings insurance

There will be an excess payment on any building insurance claims that you will be required to pay. Please refer to the attached Summary of Costs for more information.



Contents insurance

It is advisable to take out contents insurance to cover your belongings in your home. LiveWest are not liable to cover any of your belongings should they get damaged.



Service charge

Please refer to your Summary of Costs document for the service charge payable on a monthly basis, payable along with your monthly rent and building insurance.

For information about service charges please visit our website www.livewest.co.uk.



Rent

Your rent for the remaining share that you have not purchased will be taken from your bank account by direct debit on the 1st of each month. The direct debit will be set up when you complete on your purchase. Please refer to the attached Summary of Costs for more information.

Your rent will be reviewed annually in April. You will be notified in advance of the change in rent and an amendment will be made to your direct debit payment.

If you experience financial difficulties paying your rent then please contact your homeownership officer for support. You can contact them on 0300 123 8080 or homeowner@livewest.co.uk.



Measuring up

Upon request, we can allow access for a carpet company to measure up the property and provide you with a quotation. The carpet fitter will need to make contact with us in advance to arrange this. Please note we are unable to provide any short notice appointments and this may be something that may have to wait until you have completed on your purchase.

We are unable to allow any carpets/flooring to be laid or storage of any furniture until legal completion has taken place and you have the keys.



New home demonstration/completion

Once a completion date has been agreed with your solicitor, your sales consultant will arrange a new home demonstration with you, which can take place up to a week before your agreed completion date.

The purpose of the new home demonstration is to help you understand more about your home and what to expect on your completion day.

You can expect helpful advice on living in and maintaining your home, appliance and system operations and other important information including your defects period, warranties, and reporting defects.

On completion day, once our solicitor confirms the funds have been received, we will contact you to share the good news and provide the key safe code to your new home.



Your home ownership neighbourhood manager

Please contact your homeownership officer for the following:

- Making alterations to your property
- Sub-letting
- Permission for pets



Decorating your new home

You are more than welcome to do some general decorating after your 12 month defects period.



When to contact your Home Ownership officer

You will need to seek permission from your Homeownership officer for the following:

- Making alterations to your property
- Sub-letting
- Permission for pets
- Remortgaging and further borrowing

You can contact them on 0300 123 8080 or email homeowner@livewest.co.uk.



Buying more shares

You can buy more shares after you have completed on your property. This is called Staircasing. Details of this can be found on the Summary of Costs document.

You can contact the Staircasing team for more information on 01392 814 637 or email buymoreshares@livewest.co.uk.



Selling your home

If you decide to sell your home and move on, please contact the Resales team by calling 01392 814 637 or email them at resales@livewest.co.uk for more information. There is also some information regarding this on the Summary of Costs document.

If you have any questions, please call a member of the team on 0800 027 9801 who will be more than happy to help.

Signed (applicant 1):

Print name:

Date:

Signed (applicant 2):

Print name:

Date:

Contact us for more information

0800 027 9801

newhomes@livewest.co.uk

LiveWest
A home for everyone

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