

FREQUENTLY ASKED QUESTIONS

When will I know my move in date? We aim to advise you of your move in date 4 weeks before legal completion. Your Sales Progressor will confirm this to you in writing and will also advise your Solicitor.

What happens when we serve notice? This is when your new home is ready and is the point at which we formally confirm to your Solicitor that the property is ready. Notice is served to your Solicitor 5 working days before the date of legal completion. This is the time to ensure that all your final preparations are made.

What happens at the home demonstration? During your Home Demonstration, the Sales Consultant will give you a full working instruction and demonstration of your new home. This will include how to use the boiler/heating, appliances, location of the stop tap etc and will usually take about 1 hour. Our Sales Consultant will contact you to make an appointment at the appropriate time.

Can I do any work in the property before I complete / pick the keys up? Unfortunately not – we are not insured to allow works in the property prior to legal completion.

Can I have my furniture delivered before I complete / pick the keys up? Again, unfortunately we are not insured to allow delivery or storage of furniture before legal completion.

What happens on legal completion day? On the day of legal completion, your Solicitor will forward completion funds to our Legal Department. Once we have received the funds, you will be contacted by our Sales Consultant to arrange a convenient time to pick up your keys and be welcomed to your new home. The banking system can be extremely busy and we are unable to confirm a specific time that this will happen. When can I pick up my keys? As soon as we have confirmation that the funds have been received from your Solicitor and legal completion has taken place, we will contact you to arrange for you to collect your keys.

When do the meters get read? The meters will be read during the handover when you are given your keys. Both yourself and our Sales Consultant will sign to say you agree they are correct.



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What do I do about the utility companies? Please ask our Sales Consultant for details of the utility company that your property is registered with. On the day of legal completion, we advise the utility companies that the property is now yours. We provide your details and give them any meter readings so that a final bill can be prepared for Countryside. We would advise that you also give them a call to discuss your account so that you can set up any necessary direct debits etc. Of course, you can switch utility companies should you wish but this can only be done following legal completion.

How do I inform the council about my move and paying my Council Tax? Again, on the date of legal completion, we advise the Local Authority of your ownership. But again, we would advise that you also make contact with them to ensure your account details are in order.

Will my postal address be registered with Royal Mail? Yes, we automatically register each new property with Royal Mail in time for legal completion. You may find that when registering with certain websites the property doesn't appear, this is because it can take time for the details to update from Royal Mail's database.

Will I be provided with a bin / recycling containers? Countryside do not provide wheelie bins or recycling bins, therefore you will need to contact your Local Authority to arrange this. Their details can be found in the Local Area Information provided.

Do I need buildings insurance? We recommend that you speak to your Financial Advisor to arrange for buildings insurance to be in place as soon as legal completion takes place.

What happens after legal completion if I encounter a problem? Don't worry! We have a dedicated Customer Service Team on hand during working hours (Monday to Friday 9.30am – 4.30pm)

Customer Services: **0113 512 5100**

On the rare occasion that you should have an emergency outside of these hours, you will also benefit from 24-hour emergency cover (for 2 years following legal completion) from:

National Property Assistance: **0345 149 0203**