

# Your Building Journey *with us!*



# *Welcome to* Fairhaven Homes

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Building a new home can seem like a complex process but it doesn't need to be, at Fairhaven Homes we pride ourselves on being transparent and honest with our customers. We have created an overview of what the key stages in your building journey with us will look like, so you know what to expect.



# Sales Journey



Our action






Your action

## STEP 1






### 1 on 1 Consultation

-  Whether you enquire online or walk into one of our display homes our Consultants will be ready to help guide you through the first stage of your journey.
-  In your first appointment, you can expect your consultant to go over your budget, finance options, design brief and find out what inclusions are important to you in your new home.
-  Whether you have already found your ideal block of land, or need assistance securing land that's right for you, your consultant is ready to help.

## STEP 2





### Design Consultation

-  We will help you personalise your ideal home with our range of design options including façade selection, floorplan layouts and product options.
-  Please make note, that if you are building within an estate, the Developer may request certain criteria like specific building materials or colours which will need to be incorporated in your new home.
-  Your Consultant will provide you with an upfront price and siting of the home on your chosen block of land.

## STEP 3



### Signing Paperwork

-  Once you have finalised your new home selection, you'll sign a preliminary estimate to secure the base price and promotion. It is at this stage that a non-refundable deposit is required.
-  Now that your preliminary estimate has been signed, no further structural changes will be permitted, so make sure you are entirely happy with your floorplan and façade.

# Pre-Site Process



Our action





Your action

## STEP 4



### Introduction Call


 Your dedicated Client Relations Officer will contact you once your paperwork has been submitted to Head Office. They will explain the key stages of your building journey with us, answer any questions you may have and book your myHAVEN Selection Studio appointment.


 To help prepare you for your upcoming design appointment, an internet link will be provided to a questionnaire which includes all the essential information, design tips and product options. This will also better assist your Interior Designer to understand your personal tastes.


## STEP 5



### myHAVEN Selection

 It is time to have some fun in your myHAVEN Selection Studio appointment!


 Your Interior Designer will assist you in selecting your fixtures and finishes, offering valuable advice to help make your home your own.


 Your appointment time will require a full day, it consists of all your internal/external colour and electrical selections so please ensure you allow enough time on the day.


## STEP 6




### Tender

 After touching base with your Client Relations Officer, your tender presentation will be booked following soil testing (if required), site survey and preparation of working drawings.

 Your Tender Presenter will walk you through final costings, site works pricing (if applicable) and your plans for your final approval.

 It is at this stage a non-refundable amount is required to prepare your building contract with no further changes allowed.

 Upon signing your new home building contract, a further deposit is payable to proceed with obtaining Developer Approval (if required) and Building Permit on your behalf.

# Pre-Site Process



Our action



Your action

## STEP 7



### Contracts



Your Client Relations Officer will forward you a copy of a standard HIA contract for you to review in preparation of receiving your new home contract.



Sign your Contracts and Supporting documentation.



Upon signing your new home building contract, a further deposit is payable to proceed with obtaining Developer Approval (if required) and Building Permit on your behalf.



An Asset Protection permit is required before building can start. The purpose of this permit is to ensure that Council's public assets and infrastructure, eg. footpaths and nature strips are kept protected during construction.

For sites within established areas, including all Knockdown Rebuild projects, some deliveries will need to be made over the footpaths as access to the site may be restricted due to the size of the front yard. Footpath bays are not built to withstand heavy vehicle deliveries and the Builder has no other way of delivering materials to the site. The Owner will be responsible for any damage that occurs to the crossover, footpaths and any other Council Assets.

You must contact your local council to arrange payment of the APP which includes the Security Deposit. You're able to reclaim security deposit after completion.



Community Infrastructure Levy (CIL) relates to most sites and is required before we can get a Building Permit. A CIL must be paid to local council before Fairhaven Homes can obtain a Building Permit. A CIL payment is a contribution payable by a property owner (directly to council) that goes toward local infrastructure to meet the future needs of the community (e.g. public parks, community centers, etc.). You must contact your local council to arrange payment and forward the receipt to Fairhaven Homes.



The Builder accepts the financial responsibility for footpath bays (only) if broken during construction (excl. sites within established areas), however the Owner will be required to arrange for any rectification works as they are the responsible person that has paid for the asset protection fee and security deposit. Rectification works to footpaths (and crossovers) will be required by the local council as soon as possible after the completion of construction. The Builder will reimburse the Owners \$110 per square metre (plain concrete) for the footpath bays to be removed and replaced. The Builder does not accept financial responsibility for other Council Assets such as nature strip tree, curb, etc.

# Construction Journey



Our action







Your action

## STEP 8







### Site Start

-  Ensure that you clear your block of any rubbish and long grass before site cut.
-  Your Client Relations Officer will send you a commencement letter informing you of your site start.
-  The construction process starts with your site scrape, levelling your block to be ready for your build to commence.
-  Your Client Relations Officer will touch base to confirm this has taken place.

## STEP 10






### Frame Stage

-  This is the key stage where your house starts to take shape. Your roof trusses and wall frames will be assembled by our Carpenters.
-  Upon completion, your Site Supervisor will conduct a quality audit followed by the Building Surveyor who will attend separately to provide the structural certification.
-  Once your frame stage has been completed, a progress payment is due.
-  Each distributor is different, however an Electricity Connection Fee is charged for the initial electricity connection of the dwelling to the electrical pit.

## STEP 9






### Base Stage

-  It is time for us to lay the foundations of your new home followed by an introduction call from your Site Supervisor.
-  Once your slab preparation has begun, the Building Surveyor will attend site to inspect and certify prior to completion.
-  Your base stage is complete once your slab has been poured with a progress payment due.

## STEP 11



### Lock Up Stage

-  The brickwork, roofing, installation of external doors and windows take place during this stage.
-  Your Site Supervisor will conduct a quality audit followed by an Independent Building Inspector who will attend site to undertake a quality assurance check.
-  Once your lock up stage has been completed, a progress payment is due.

# Construction Journey



Our action




Your action


## STEP 12



### Fix stage

 During this stage, your plaster is installed, along with skirting, architraves, internal doors and cabinetry.


 Once your fix stage has been completed, a progress payment is due.


 Note: Speak to your service provider about the NBN connection lead times, each area is different. This will ensure you allow enough time for the connection after handover.


## STEP 14



### Handover

 Congratulations, this is the most exciting part – move in day!


 Throughout the build, your home has been checked by your Site Supervisor, followed by an independent Building Inspector to ensure quality assurance.


 Your Site Supervisor will meet you onsite to deliver the keys to your new Fairhaven home, please allow enough time for your payment to clear prior to handover day.

## STEP 13




### Completion

 This is your final stage of the building process, where the painting, flooring, door furniture, shower screens, mirrors and fit offs are completed.

 The Building Surveyor will undertake the final inspection and issue a Certificate of Occupancy ready for handover.


 The final balance is due at settlement.


 Whilst we may prepare the home for future NBN connection (if you have paid for a Communications pack), you must arrange your own Service Provider to connect to the NBN for the first time. It is illegal for anyone other than an NBN authorised contractor to connect to the NBN pit and as such, this initial connection fee is the responsibility of the Owner.


## STEP 15



### Service & Warranty

 A Fairhaven relationship doesn't end at hand-over. We understand that houses need to be tested by people and the elements. Rest assured with a 6-month service warranty at settlement.

 Termite Protection & Renewal is a requirement of client after handover and is not maintained by Fairhaven Homes.

 Upon handover of your new home, you will receive a Warranty & Maintenance guide covering everything you need to know about your new home.



# Common Questions

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## How long does the Pre-Site & Construction process take?

Generally speaking, subject to land titles, planning, weather and any other unforeseen circumstances, you should be in your home between 9-12 months after paying the initial deposit. It usually takes three months after the initial intro call for the building team to get to site.

## What will my site costs be?

Every block is unique – the slope, soil type, accessibility of the site, and location (just to name a few) which can all impact the costs to build on your site. As a result, the costs involved in us preparing the site for the build and actually conducting the build – called site costs – can vary significantly. Fairhaven include up to a H1 class slab and up to 2m bored piers, which is more common in Victoria than an M class slab. We can provide fixed site costs upfront (conditions apply) which can give you significant peace of mind. In some instances, we will need to conduct a soil sample and survey prior to providing fixed site costs; soil samples and surveys can only be done once an initial deposit has been paid.

## What will the house design look like on my block?

Your New Home Consultant will clarify the most suitable designs for your block size. If you have your own block, simply provide the address and lot number and your New Home Consultant can provide a site plan showing how a particular design would look on your block.

## Can I make changes to the home design?

All Fairhaven Homes floor plans have design options available, but we can't accommodate wholesale changes. We invest significant time and energy into providing tested and proven designs so that you don't have to.

## When are construction payments due?

Payments are due at Base, Frame, Lockup, Fix and Completion stage of your construction journey.



# Find a display near you

## SOUTH EAST DISPLAYS

Canopy Estate  
26 Snead Boulevard, Cranbourne, 3977  
**Riverview 266 (Sierra) | Mayfield 334 (Nixon)**  
**Lonsdale 409 (Canopy)**

Kaduna Park Estate  
24 Clements Street, Officer South 3809  
**Riverview 219 (Sierra) | Tahlee 285 (Ravine)**

Meridian Estate  
6 Kurlun Crescent, Clyde North, 3978  
**Merimbula 239 (Range) | Tathra 363 (Greyson)**

Minta Estate  
220 Soldiers Road, Berwick, 3806  
**Byron 244 (Haven) | Tathra 350 (Holbrook)**  
**Shoreham 425 (McKinley)**

Orana Estate  
18 Baroda Ave, Clyde North, 3978  
**Brooklyn 278 (Providence) | Ballina 250 (Canyon)**  
**Newport 361 (Latrobe) | Villa 211 (Valley)**  
**Cosmo 166 (Cove)**

Waterford Rise Estate  
12 Longview Road, Warragul, 3820  
**Ballina 250 (Pier) | Shoal 265 (Providence)**

## WEST DISPLAYS

Aspire Estate  
101 Beattys Road, Fraser Rise, 3336  
**Tahlee 285 (Haven) | Tathra 350 (Holbrook)**

Harpley Estate  
10 Irvine Rise, Werribee 3030  
**Riverview 266 (Providence)**  
**I Newport 413 (Pinnacle)**

## GEELONG DISPLAY

Armstrong Estate  
227 Sovereign Drive, Mt Duneed 3217  
**Clovelly 225 (Resort) | Brooklyn 278 (Sierra)**

Coridale Estate  
22 Coridale Boulevard, Lara 3212  
**Merimbula 239 (Pier) | Shoal 265 (Haven)**



Scan the QR Code  
to view display map

 Award Winning Home Design







Over 25 display homes throughout Melbourne and Geelong, visit our website for details.

[www.fairhavenhomes.com.au](http://www.fairhavenhomes.com.au)

Registered Building Practitioner: CDB-U 48497