

# A GUIDE TO BUILDING YOUR NEW HOME WITH US

Thank you for choosing Mimosa Homes to build.

We understand this an extremely exciting time for you especially if it is your first time building and we have helped countless clients like yourself build their first homes!

We have a team of staff who understand your needs and requirements and to make this experience as enjoyable and rewarding as possible.

To assist your understanding of the process we have summarised what to expect on your journey to come.



Lotus Facade

STEP

1

## CONTRACT PREPERATION & SIGNING

Upon receipt of the initial deposit, and file approval by Mimosa Homes your file will be given to your Mimosa Homes pre-site Customer Support Officer (CSO) who will now be your point of contact moving forward as your New Home Consultant will no longer have your file. Your HIA Contract will be prepared & a suitable date & time for signing will be arranged.

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## PRE-SITE ADMINISTRATION

Once your contract has been signed and you have paid your balance of the 5% deposit you will now need to finalize your finance & provide unconditional approval, as well as settle on your land (if not already settled). Your pre-site CSO will periodically contact you to ensure this is all finalized and relevant documents required from you are provided to us. The 8 week administration process will commence once we receive the later of unconditional finance approval and/or your land is settled. We can then commence to arrange soil test & survey of the land and apply for developer approval (where required). Once all these items are completed we can then apply for building approval and have your file ready to be passed to our construction & onsite administration teams.

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## ON SITE (ADMIN & CONSTRUCTION)

Once your building permit has been obtained, we are almost ready to go to site. You will be contacted by your pre-site CSO to have you confirm your site is clear & ready for us to commence construction. Your pre-site CSO will also notify you of your site start, introduce you to your new On-site CSO and what to expect over the coming weeks. You will be contacted regularly by both your on-site CSO & Site Supervisor once your house is on site to keep you updated with the progress of your build. You will also be provided access to our MyMimosa Portal, which will provide you online access to the progress of your build including relevant important documents & progress stage photos.

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## HOME PRESENTATION & HANDOVER

Once your home is constructed you will be contacted by your on-site CSO to organise a Home Presentation Appointment. This is when you will be presented your New Mimosa Home with your Site Supervisor to verify everything is complete & ready for handover. Please ensure you use this appointment to make sure you are completely satisfied with your home. Once your home is completed, a handover date & time will be scheduled within the next 7 days. You will need to ensure your final payment is arranged, so handover can proceed, and you will receive the keys to your home! You will receive a handover pack which will include details of our Service & Warranty process and building guarantees which covers a seven-year structural guarantee.

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## AFTER CARE

We kindly request that upon the completion of the landscaping, including any concreting of your home, you contact Mimosa Homes to arrange a walk-through of your property six months after the handover. This walk-through will serve to ensure that your house remains in excellent condition and is still fully covered by the warranty. Furthermore, we would like to inform you that Mimosa Homes will diligently review the CSIRO Guide, which was provided to you during the handover process. This thorough review aims to guarantee compliance with all the necessary landscaping requirements.