

▪ **Management Fees, Why do we have them & What does this include?**

New developments need to have Management Companies in order to maintain all communal areas. This has many benefits for purchasers including:

1. Buildings Insurance for Apartments
2. Maintenance of all communal garden areas
3. Maintenance of all communal parking spaces & walkways
4. Re-painting of exterior walls (Apartments)
5. Cleaning & maintenance of communal stairwells including lighting
6. Rubbish bins taken out for Collections
7. Sinking fund for future repairs

All purchasers become Shareholders of the Management Company upon completion of the Development. There will be regular meetings giving homeowners the power to influence decisions within their development on costs & fees, maintenance, repairs etc. Approximate fees for Woodland Grove are £150 PA for houses and £600 PA for apartments.

▪ **Rates, how much are they & how are they decided?**

Rates are decided by Land & Property Services, part of the Dept of Finance & Personnel. Their website is www.dfpni.gov.uk/lps where you can find a calculator to work out an approximate rateable value dependant on property value. Current rates for completed homes in Woodland Grove range from approx £847 to £925.

▪ **EPC Rating, what is it for this property and what does that mean?**

EPCs tell you how energy efficient a property is and give it a rating from A (very efficient) to G (inefficient). They let purchasers know how costly it will be to heat and light, and what its carbon dioxide emissions are likely to be. All Hagan Homes properties are built to meet all current building regulations and indeed exceed many of the NHBC specifications.

An example EPC rating for Woodland Grove is listed below:

3 Bedroom semi detached rated as **C79** – The current average rating for a property in NI is D57 meaning that our homes are well above average.

▪ **NHBC 10 yr guarantee, What does this mean & what warranty does the home come with?**

NHBC (National House-Building Council) is the leading warranty and insurance provider for UK house-building. NHBC Buildmark warranties now cover over 80 percent of new UK houses and is recognised by all major mortgage providers. Hagan Homes cover all incidental snagging for the first two years including a one year warranty on Appliances. The 10 year NHBC guarantee covers the cost of putting right any damage caused by defects in specified parts of the home, usually the structural and weatherproofing parts. A full list of what NHBC covers can be found on their website www.nhbc.co.uk

▪ **Hagan Homes, Who are they & What is their reputation?**

Hagan Homes are a locally owned family run business, building over 2500 homes since 1988. They are currently building 7 other new developments all over NI including Thaxton Village in Lisburn, Linen Lane in Bangor, Gortin Meadows in Derry, West Circular Close in Belfast and Corran Mews in Larne. Managing Director Jamesy Hagan is the second generation and has worked for the company for over 10 years, taking over from his Father in 2008. In 25 years they have never failed to complete a site and have survived the most recent recession coming out in a strong position. In 2013 they handed over to new owners the highest number of new build residential homes in NI.

- **Building work, How large will the development be & How long will construction go on for?**
 There are further phases yet to be built in Woodland Grove. We work carefully to ensure minimum disruption to homeowners once they have moved in, completing each phase before moving onto the next. Construction is expected to continue for a further 1-2 years.
- **Ground Rent, Who pays it & how much is it?**
 All newly built houses are now Freehold, which means that no ground rent is due. Apartments, due to their nature, are leasehold and this means that ground rent is due at a rate of approx £150 PA.
- **Noise Levels, what will I hear from my neighbours?**
 Hagan Homes meet all current regulations on soundproofing, as directed by building control and NHBC. Apartment owners can take steps to ensure that noise levels are kept to a minimum by keeping the carpet that is part of the Turnkey package rather than replacing with wooden or laminate flooring etc.
- **Investors, What rental income is achievable & is the development mainly owners or tenants?**
 Woodland Grove is mainly owner occupied however, due to the proximity to Ballymena Town centre & transport links it is also popular for prospective Tenants. Rental figures for the area are approximately £525 for 2 bedroom apartments and £550 for 3 bedroom houses.
- **Timber Frame, Are the properties Timber frame or Traditional & what is the difference?**
 At Woodland Grove, the properties are Traditional construction. There are pros and cons with each type of construction but we choose Traditional for the following reasons:

 1. Soundproofing - Heavyweight building techniques can offer a slightly higher level of sound proofing and this is an advantage in Apartment Buildings & Semi Detached homes.
 2. Energy Efficiency - Masonry homes claim an edge on heat retention, as heat from the sun can be stored in the structure overnight.
- **Booking Fee, how much is it & who do I pay it too?**
 The booking fee is £100 and is given to the Agent upon booking. If for any reason a sale does not proceed then £100 is non-refundable due to administration costs.
- **Turnkey, What does it mean & what is different from the showhouse?**
 Turnkey means that the property is ready to move into on the day you get the keys. All flooring is down (carpets or tiles in kitchen/bathrooms) and all walls & ceiling are painted in a neutral colour, tiling where appropriate in bathrooms. The appliances in the kitchen are fitted and installed. The Showhouse finish is the same standard that each home is completed to; but without the fixture & fittings, furniture or feature walls/wallpaper. We dress showhomes to give an impression of how a finished home may look. The only upgraded item is the fireplace, this is an optional extra.
- **Co-ownership, Do you accept it?**
 Yes, we are happy to accept purchasers who are buying through Co-ownership. Leaflets on how the scheme works are available in each showhouse.
- **Parking, How many spaces does each home get & are they allocated?**
 As per Planning guidelines we give ample parking spaces, 1.5 for each apartment. Spaces are not allocated but residents have use of 1 space all of the time and another space 50% of the time. E.g. in a block of 10 apartments there will be 15 spaces; one for each apartment and 5 'floating' spaces for overflow. On street parking is also available in the unlikely event it is required.

- **Negotiation, Can I negotiate on the price & do you offer discounts?**

No, we believe we have set the correct asking price based on current market value. This means that you can purchase confidently and with no worries about getting into a bidding situation or gazumping (when another buyer offers more for a property after you have already agreed the sale). If you have the deposit ready and are ready to move then you can book the site of your choice.

- **Changes, Can I change things inside the apartment & when can this be done?**

The Specification of our homes is above that set by NHBC and as such we believe it includes everything you need. A full list of Spec is detailed in our brochure. However changes can be discussed after Booking to see if they can be accommodated, please note that any structural modifications cannot be carried out. Changes will only be made after a contract has been signed.