

A QUICK LOOK AT THE G.J. GARDNER HOMES PROCESS

Sales Process

1. Our sales person will go through a qualifying process with you to ascertain your borrowing and spending capacity for your new home.
2. If you have land the sales person will have to visit your site and check boundary pegs and site falls.
3. If you don't have land our sales person will help source land in the area of your choice.
4. The sales person will ask you many questions to find out your likes, needs and requirements for your new home.
5. From carrying out the above items they will select approximately 3 plans that will most likely suit you and your land and will recommend the best possible choice, its very important that before you approve the design that you ensure that all of your personal options have been incorporated into the design.
6. The sales person will do a site plan to confirm that the selected home fits within the building boundaries. The sales person will have you approve the site plan.
7. The sales person will visit your home site with you, and do a rough set out of your new home marking the 4-6 main corners with spray paint this is a very important step and should not be missed.
8. Provide you with a formal quotation.
9. Upon your acceptance of a quotation, the sales person will have you sign an Authority to Proceed and have you provide them with an initial investment to get your new home under way.
10. The sales person will now handover all of your information to the office staff.

Contracts Documentation Process

1. Your admin staff member is now your personal point of contact until your job is ready to go to site... so please ring with any queries you have.
2. All the paperwork you have done with the sales person will have been given to the Owner of the Franchise and he will provide final approval and register your job in or computer system. He will then hand all the paperwork off to the Administration staff who will immediately order preliminary reports (for example - soil reports, septic percolation, site plan, preliminary plans, etc.)
3. Once admin receives the preliminary reports and plans back you will meet with the Sales Person to approve them.
4. Admin will order Full Working Drawings and Engineering & Prepare your contracts for you to sign
5. Your sales consultant will contact you to have your contracts signed
6. Submit your plans to the Building Department/council for building permit approval
7. Prepare your color selection and arrange for the Color Consultant to meet with you to go thru your color choices and personal preferences whilst your plans are going thru the approval process.
8. Once your colors are finalized and plans are approved and everything in order, admin will provide the site supervisor with a file containing all the information on your new home.

Construction

1. Your site supervisor will contact you upon receiving his file on your new home and organize a suitable time to meet with you on site before construction commences.
2. Any questions or queries you have must be directed to the supervisor as he now becomes your personal point of contact.
3. Your site supervisor will meet with you on your home site at each defining stage of construction as outlined in our 5 Star Performance Guarantee.
4. Nearing the conclusion of construction your supervisor will organize to meet you on site to do a pre – handover inspection of your new home..... not long now and the keys to you new home will be in your hands and the moving trucks reversing up your driveway
5. On the day of Handover the supervisor will meet with you on site and exchange the final payment for the keys to your new home.

In the next 3 months you will need to keep a little running note of anything that might need attending to at the end of maintenance period... The admin staff will send you a little reminder letter in the mail and you just need to send us a quick letter outlining the items you'd like attended to...