



GUIDE TO BUYING

Established in 1986, Villa World has built a solid reputation as one of the most trusted and respected home builders and developers on Australia's East Coast.

Villa World creates value through a simple philosophy of quality craftsmanship, design innovation and enduring relationships. Our homes are complete, ready to move into. Our internal and external finishes are selected by professional designers and you can be sure there are no hidden costs. When it's time to move in, you can do just that, with the peace of mind knowing everything else is done.

We have created this quick guide with Villa World to outline our processes... but really, it's easy!



OUR DIFFERENCE

\\ THE COMPLETED HOME

Everything is provided to the customer ready to move in. There are no extra costs. The interiors and exteriors are chosen by professional designers, everything you need to move in like driveway, letterbox, tiles, carpets, landscaping - it's all done for you and there are no hidden costs. What you sign up to pay is all you will pay, that's it. All you have to do is move in and unpack. Easy!

\\ THE COMPLETED ADDRESS

Customers know in advance the quality of the neighbours homes and the style and feel of the street. Villa World deliver intimately designed homes to create attractive streets, bringing confidence and aspiration.

Our customers know what their neighbours' houses are going to look like. There won't be any surprises, unsightly designs or bright colours to worry about. You know that all the homes will be landscaped and presented well, so you don't have to worry about unfinished homes or clashing colours.

\\ ONE CONTRACT, ONE DEPOSIT, ONE FINAL PAYMENT

Villa World provides a simple and easy purchasing process for residential homes. One deposit and one final payment upon completion. Unlike other land developers and builders where you need to have a land contract and a separate building contract with progress payments throughout construction, Villa World offers you one single contract with only one deposit and one final payment upon completion.

Villa World take the stress out of building so you don't have to worry about construction progress payments and the extra costs of having loans to pay whilst waiting to get into your home.



BUILDING

\\ PLANNING

Before you even knew about our new home releases, we've had a team planning them for months. We plan ahead for our customers so delays are minimised like other builders may experience. We have a team of experts making sure everything is done for you right from the very beginning. We also have a team of engineers and planners who design our addresses to get the best out of each location. They take care of the council building and plumbing approvals, application fees and ensure that every part of our process meets council regulations.

\\ HOME DESIGN

Our in-house designers create architecturally designed homes that take advantage of space, air flow and functionality. Our homes blend into the natural surrounds to ensure they are liveable for today, tomorrow and the future.

\\ INTERIOR & EXTERIOR COLOURS

Our professional interior design team choose colours that complement each other, are modern yet timeless to ensure everything inside and out looks stylish. From carpets and tiles to kitchen benchtops and splashbacks, our designers have spent hours choosing great colours for your home.

At Villa World we use branded appliances – these are modern in design, quality and have suitable warranty periods for our customers. Our team of professionals select quality fittings and fixtures. We look at details right down to the tapware and door handles in your home.

\\ CONSTRUCTION

Our building team are very proud of the quality and attention to detail given to every new home that we build. Villa World employ the same tradespeople to ensure we can provide a consistent level of quality home building from pouring your slab and erecting your frame to putting your roof and front door on. Every part of your build and every trade we use is important to us.

A typical Villa World home usually takes approximately 16 weeks to build from start to finish, however, this time frame is dependent on a number of conditions and external factors, wet weather being only one of them. Unlike project builders, we won't notify you at the traditional 5 stages of construction because you don't need to know. We aren't asking you for progress payments.

We want your building process to be seamless and just happen for you. There's no need to worry about anything... that's our job.

\\ BUILDING STAGES

We still follow the traditional stages and process of building, but you don't need to worry about the detail. We will notify you at the base stage to let you know that we have started construction with the slab of your new home being poured. It's such an exciting time! We will also notify you when your home is nearing completion. Everything else is for us to worry about, not you!

- ⇒ **Start**
The home is ready to commence earthworks and early building works.
- ⇒ **Base**
Site works, installation of plumbing and pouring the slab.
- ⇒ **Frame**
Erecting the frame.
- ⇒ **Lock-up**
Getting the home to 'lock-up' stage (with a roof and walls).
- ⇒ **Kitchen**
All components to the kitchen are installed – plumbing, cabinets, electrical like oven and the cook top.
- ⇒ **Final Certification (OP or F21)**
Is the final inspection certificate for single detached class 1A buildings filled out by a building certifier.
- ⇒ **Handover**
Villa World will advise you once the building work is complete on your new home. This is the process with your Ambassador before you take possession of your new Villa World home.
- ⇒ **Familiarisation Visit**
The Villa World familiarisation appointment is more than a traditional walk-through inspection when you buy a house, it's a detailed demonstration of how all the features in your brand new home work as well as an introduction to some routine maintenance tasks.
- ⇒ **Settlement**
A process between your bank, solicitor and our team whereby the home officially becomes yours.

\\ CUSTOMER EXCELLENCE

Our Customer Excellence team is comprised of dedicated staff members who we name “Customer Ambassadors”. You will have a dedicated Customer Ambassador assigned to you, who will walk you through each step of the process. Our Ambassadors are also there to implement a comprehensive quality control process to ensure that your new home meets our exact standards before you move in.

One of the advantages of building with Villa World is we do everything for you and look to take the stress out of building in as many ways as we can. Your Villa World home is built by experienced people, by hand with pride and craftsmanship from the ground up. Villa World engage an external company to carry out a quality audit of your home prior to handover.

All Villa World, homes are built according to Queensland Building and Construction Commission (QBCC) standards and a tolerance level four finish. For more information on the QBCC or any of the information about standards and tolerances, please visit <https://www.qbcc.qld.gov.au/>

\\ FAMILIARISATION VISIT

The Villa World familiarisation appointment is more than a traditional walk-through inspection, it’s a detailed demonstration of how all the features in your brand new home work as well as an introduction to some of the routine maintenance tasks you will need to be aware of when you first move in by your Customer Ambassador.

Your Customer Ambassador will arrange this appointment and will be your point of contact from unconditional right through to the end of the maintenance period.

We want the transition into your new address to be simple and as comfortable as possible. We want to make sure that you are aware of and understand everything about your brand new home so the whole process of moving in is as easy as possible.

\\ AFTER YOU MOVE IN

You will receive a Home Owner’s Manual in case you need to refer to it after you move in, which contains everything you need to know about your new home, from plans and colour schemes to warranties and maintenance – it’s your Go To Guide. However, if you can’t find the answer you are looking for, your Customer Ambassador is always there to help.

\\ STRUCTURAL WARRANTY

Every Villa World Home comes with a structural Warranty. Please talk to your Customer Ambassador for further details.





Villa World Limited
ABN 38 117 546 326
Level 1 Oracle West
19 Elizabeth Avenue, Broadbeach QLD 4218
PO Box 1899, Broadbeach QLD 4218
+61 7 5588 8888

www.villaworld.com.au

© 2016 Villa World.
All Rights Reserved.