

GUIDANCE NOTES TO CODE SUBSCRIBERS

QUESTIONS TO POLICY HOLDER

- As an AHCI Member are you fully aware of your responsibilities and requirements of the Consumer Code?
- Have you as a member explained your responsibilities to the Code to your staff and respective client(s) including vulnerable consumers such as the physically or mentally disadvantaged?
- You may be required to provide evidence to show that Buyers are given sufficient pre purchase information regarding a plot to enable them to make an informed decision.
- You may be required to provide evidence from your advertising that you are a member of and adhere to the Advantage HCI Code for developers of homes for sale.
- You may be required to provide documentary evidence that both you and the Buyer are in possession of a signed copy of the Reservation Agreement.
- You may be required to provide documentary evidence that the Reservation Fee is been held in a designated separate client account unless a credit card payment has been made.
- You may be required to provide documentary evidence that all legal documentation was forwarded to the Buyer's independent legal representative at the earliest opportunity after the date of the signing of the Reservation Agreement.
- You may be required to provide documentary evidence that the deposit protection covered by both the Advantage AHCI Warranty and Reservation Agreement within the Code has been relayed to the Buyer.
- You may be required to provide documentary evidence that the Buyer was formally consulted if the value of a plot was altered due to a change of design and/or specification and provide written agreement for the changes.
- You may be required to provide documentary evidence that a schedule indicating timings of key stages and practical completion have been provided for the Buyer and were included within the information pack.
- You may be required to explain how you provided information on each warranty including your responsibilities which may affect cover.
- You may be required to provide documentary evidence that a 'Home Buyers Pack' was issued to the Buyer.

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QUESTIONS TO CONSUMER

- Has your Developer made you aware of the Consumer Code and provided you with a copy?
- Is there likely to be a Reservation Agreement in place with the Developer?
- If so, ensure that it is being held in a designated separate client account unless a credit card payment has been made and that you have formal confirmation and a signed copy in your possession.
- Have you reviewed a copy of the plans for the plot/unit and are absolutely clear what it is you are purchasing?
- Ensure that a copy of ALL legal documentation has been forwarded to your independent legal representative at the earliest opportunity after the date of the signing of the Reservation Agreement.
- Ensure that you are formally consulted if the value of a plot is altered due to a change of design and/or specification and provide written agreement for the changes.
- Ensure that you are provided with documentary evidence that the deposit protection covered by both the Advantage AHCI Warranty and Reservation Agreement within the Code has been relayed to you as the Buyer.