



# DealCorp.

## Purchaser Guide

# The Deal Corp difference

Purchasing an apartment or townhouse off the plan can be both exciting and overwhelming at the same time. At Deal Corp, we guide you through each step of the journey toward owning your property and have a hands-on team available to meet with you, discuss your preferences and help you in making an informed decision.

Whether you're waiting for the property to be built or are ready to inspect, we know this process can be daunting. So we've created this short guide detailing the Deal Corp customer journey to give you a clear idea about what to expect whilst you wait for the keys to your brand-new home.



Greville, Prahran  
Completed 2013

# Before you buy

We have a dedicated team for each project, as well as a client services division who will assist you with the purchase of your new property. We work closely with every purchaser to ensure a smooth journey and comprehensive understanding of the process. No question or request is too great.

Before you purchase we can assist by:

- Connecting you with our preferred finance specialists
- Tailoring your property to suit your lifestyle
- Educating you about apartment or townhouse living and how to make it work best for you



Aura, Melbourne CBD  
Completed 2013

# Who are the key contacts in your property buying journey?

## **You, the purchaser**

As the purchaser, it's your responsibility to research, ask questions and do your due diligence before buying. However, you don't have to go it alone – we're here to help you make informed decisions and will share as much detail as you need. When you've chosen your preferred property, the next steps are to reserve it, review the contract of sale and pay the 10% deposit to secure the property until settlement.

## **Deal Corp, your project team**

From the moment you register your interest in a Deal Corp property, until well beyond settlement, your project team will be on hand to answer any questions you may have. They will also share regular community updates to keep you in the loop and do whatever it takes to maintain a smooth and enjoyable process while you wait for settlement. After settlement, Deal Corp's Customer Care team are here to help. Should you require further assistance, please contact [customercare@dealcorp.com.au](mailto:customercare@dealcorp.com.au).

## **Your sales representative/agent**

Whether you have purchased your property directly from Deal Corp or through an agent, Deal Corp will remain in frequent communication with you and your agent. You are welcome to communicate with our office either directly or via your agent; whichever is easiest for you. We encourage an open dialogue and lots of questions throughout the construction and settlement process.

## **Your Solicitor/Lawyer/Conveyancer**

The person you nominate as your solicitor or conveyancer is appointed once you've signed the contract of sale and paid your deposit. Your solicitor's details will be shared with our solicitor so that all legalities are communicated along the way. Your solicitor will be contacted by our solicitor before settlement so they're aware of the expected settlement date. You will also be notified by them and us, to ensure you are well prepared.

## **Your lender/financier**

Buying a property is a big financial commitment. Before you pay your deposit to secure the property, you will need to make your preferred broker or bank aware of your property purchase. If you need to borrow money to secure the property, you may need to speak to your preferred lender about your financial requirements to guarantee the loan. While construction can be a 12-24 month process, it is important to keep in regular contact with your preferred lender, as they will help you to borrow funds and arrange the finances before settlement. Your lender will also do a pre-settlement valuation inspection for you.

# We keep you in the loop

We won't abandon you once you've signed on the dotted line. We stay in touch with regular updates about your project site and the local community surrounding your property.

From the moment construction commences, your project team will email you quarterly updates tracking the progress of construction. These updates will also be shared on the Deal Corp website ([www.dealcorp.com.au/news](http://www.dealcorp.com.au/news)) and on your project's social media pages, so that you can access them at any time.

We might also send additional updates in between scheduled emails to advise you of any changes or news you need to know. Please add our email address ([customercare@dealcorp.com.au](mailto:customercare@dealcorp.com.au)) to your contacts list so you don't miss out on this important information.



Aspire, Bundoora  
Completed 2017

# Construction Process

Here is an outline of the construction process and what you can expect from us, when buying your apartment or townhouse off-the-plan:

Project launch and sales	We share our vision for the project and appoint a dedicated sales agent to help connect us to buyers, like you. Once a certain amount of sales are made, we begin work to bring the project to life.	Approx. 6-12 months
Appointment of a builder	As soon as a builder is appointed, you will receive a notification. As construction draws near, you will receive an estimated settlement date.	
Demolition and site excavation (where applicable)	We begin preparing the site for construction, removing any existing buildings and clearing the site of dirt and debris.	Quarterly updates
Foundations	The exciting moment that construction begins. We add the footings, piers etc. for the slab and begin the pour.	
Framing, roofing and structure	This is one of the most visual signs of progress on-site. We construct the frame and build the stairs, windows and roof. If we're building an apartment, the structure is created first with a combination of concrete slabs and columns.	
Façade and windows	The windows are added, as is the cladding before the plaster is installed.	
Roughing in services	We connect the plumbing, electrical and mechanical duct services.	
Plasterboard	Once the services have been 'roughed in', the walls and ceilings are lined with plasterboard.	
Flooring, tiling and painting	We begin constructing the floors, adding timber flooring and tiles throughout, as well as painting the walls.	
Cabinets and shelving	We fit your property with cabinets and shelving.	
Fit-out of services	We install lights, power points, mechanical units and plumbing fixtures.	
Final paint and cleaning	A final coat of paint is added, and the apartment is thoroughly cleaned.	
Certificate of Occupancy	The building undergoes an authority audit to ensure that everything has been completed correctly.	
Pre-settlement inspection	One week before you settle, we invite you to visit your apartment and complete a thorough inspection.	Notification to prepare for settlement is sent, approx. 1 month.
Settlement	Our solicitors will coordinate with your solicitors to arrange settlement for the property. Once settlement has taken place, the property will be registered in the contracted name and the settlement pack will be handed over.	
Post-settlement	Dealcorp take an active role post-settlement by assigning a building manager to look after the development and attending annual Owners Corporation meetings.	

# Settlement

As settlement draws near, we do our best to help you prepare. Approximately, one month before settlement, we send you a notification to let you know it's approaching and allow you time to prepare those final items, such as finalising your finance.

We host an information session so you can learn more about the settlement process, meet your Building Manager and form connections with your soon-to-be neighbours.

Once construction is complete, if finance is required we will arrange to meet valuers on-site. Approximately, one week prior to settlement we will invite you to a pre-settlement inspection to view your new property.

Your solicitor will keep you informed every step of the way. They will liaise with Dealcorps solicitor to organise a successful settlement and will notify you once settlement has occurred.



Kubix, Wantirna South,  
Completed 2017

## The Handover

After your successful settlement, you will receive a Settlement Pack, containing your keys and fobs, user guides and warranties associated to any equipment in the property, information about your building and the details of who you can contact should you need further assistance on the ground.

## We don't lock and leave!

When you have purchased a Deal Corp property, you will receive exclusive notifications about current and future projects. We will also keep you up to date with information we think may be helpful or of interest to you. We look forward to an ongoing relationship with you, as a new Deal Corporation client.



C.F. Row, Fitzroy  
Completed 2017