



**CARLISLE**  
*Life's better*

# Building Process

**AFFINITY**  
LUXURY LIVING

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AFFINITY LUXURY LIVING

*Navigating the process of building a new home can seem daunting, but it doesn't have to be. Our guide breaks down each stage of the building process, making it easy for you to understand and plan for what comes next.*

# Building Process

## Pre Site Construction

### Step 1 New Home Selection

Initial appointments

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Secure your home

*Amount Due - \$2,000 payment*

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Paperwork appointment - 14 day timeframe

Spectra group tour

Spectra design brief

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### Step 2 Pre-Contract Agreement

Pre-contract virtual appointment

*Amount Due - \$3,000 non-refundable payment*

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### Step 3 Colour & Electrical Selections

Spectra colour selection appointment

Electrical appointment

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### Step 4 Contract

Contract signing appointment

*Amount Due - Balance of 5% of your contract value*

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### Step 5 Site Start Preparation

## Construction

### Step 6 Site Start

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### Step 7 Base Stage

*Amount Due - 15% of contract value*

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### Step 8 Frame Stage

*Amount Due - 30% of contract value*

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### Step 9 Lock-Up Stage

*Amount Due - 19% of contract value*

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### Step 10 Fixing Stage

*Amount Due - 21% of contract value*

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### Step 11 Completion Stage

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### Step 12 Settlement

*Amount Due - 10% of contract value  
plus any unpaid variations.*

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### Step 13 Carlisle Home Care

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### Step 14 Agreed Works

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### Step 15 Completion of Works



## **Pre Site**

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Welcome to the exciting start of your new home journey with Carlisle. The adventure begins as we work together to create your dream home.

We'll explore a variety of home designs to perfectly match both you and your block of land. And with a wide range of customisable options including adding a bedroom or extending the alfresco, we can tweak your home to make it perfect.

Get ready to discover the wonderful world of design and styling options that will make your new home uniquely yours!







# Step 1 New Home Selection

## Initial appointments

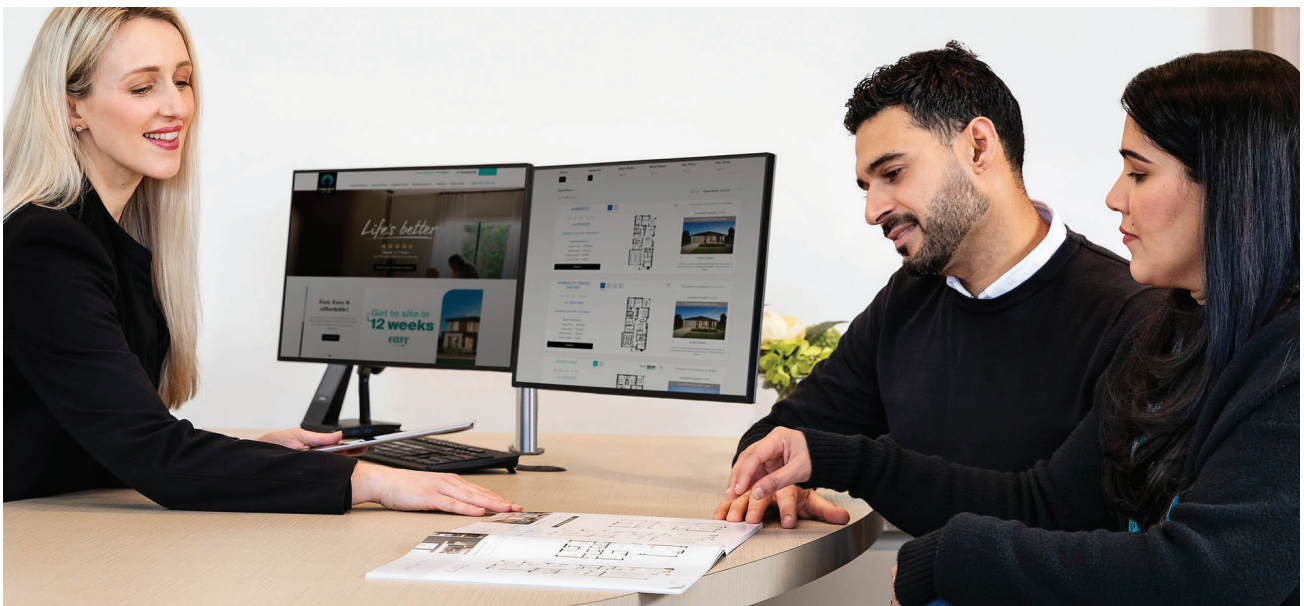
- Start your home journey by meeting with your dedicated New Home Sales Consultant. We'll take you on a walk-through of the Display Homes and explore the incredible things that come included with your new home selection, as well as all the options you may wish to consider. We'll get to know exactly how you want your new home to be and we'll be able to begin the quoting process from here. During our meetings, your New Home Sales Consultant will take care of all the finer details, including the best placement of your home on your block of land, and provide you with an initial quote. It's a collaborative and informative process, and we make sure you have all the details you need to confidently move forward in building your home. Get ready to explore the possibilities and take the first step towards turning your dreams into reality.
- Your responsibilities include providing your Land Contract of Sale (if you already have a block of land), which should include a clear copy of the Plan of Subdivision, proof of land ownership, details of your funding for construction, and the latest updates on the timing of land subdivision if your land is not yet completed. This preliminary information assists your New Home Sales Consultant in advising the right home, inclusions, and how it will fit on your block of land.

## Secure your new home

- The next step in this journey involves you making an initial payment of \$2,000. This first payment secures the base price of the house, our Carlisle 365 inclusions, pricing for all items in your quote, and your allocated site start month, ensuring you benefit from any promotional offers available. There'll also be some paperwork for you to sign, along with leaving your \$2000 payment. These two requirements will get your new home file open with us and will kickstart this exciting journey for you.
- And don't worry about the nitty gritty stuff – we've got it covered! Carlisle Homes will take care of arranging a soil test, a site survey, and all the necessary property information for your titled land (or as it titles). This ensures that everything is available to us prior to your Pre-Contract Agreement Appointment.

**Please Note:** Your initial payment of \$2,000 is non-refundable.

Prior to making any payment, one of our dedicated Finance Partners, who are Construction Loan Specialists, will be in touch with you. This specialised professional will conduct a finance assessment (if applicable), ensuring that all your financial aspects are thoroughly understood and addressed before moving forward. This step is designed to provide you with a comprehensive understanding and confidence in your decisions.



These indicators will clarify which actions should be undertaken by us and which ones require your attention.



Our action



Your action



*Our dedicated team of specialists, including experts in finance, sales, pre-construction, interior design, construction, and warranties, will ensure the process is as seamless as possible.*

### Paperwork appointment

- To ensure a seamless process, you will need to complete all the required sales paperwork with your New Home Sales Consultant within 14 days of making the payment. Together you will work to finalise the details of your new home including the placement of your home on your block, facade selection, Carlisle structural floorplan options, and any other specific requirements. You will meet with your New Home Sales Consultant to ensure your vision is accurately captured. The resulting sales paperwork is then submitted to Carlisle Homes Head Office, where our dedicated team prepare the Pre-Contract Agreement – the next step towards turning your dream home into a reality.
- While your New Home Consultant is finalising your sales paperwork in readiness for the head office team, your Client Liaison Executive is ready to connect with you! They'll reach out for an introduction and to schedule key milestones in your home-building journey. This includes the Spectra Group Tour, where you'll explore on-trend design possibilities, the Design Brief session to prepare to tailor your home to perfection, and the Pre-Contract Agreement Signing Appointment.

It's a personalised and comprehensive process, ensuring you're well-supported every step of the way. Get ready for a warm welcome and the start of this exciting phase in creating your dream home!

**Please Note:** This submission of paperwork is an early but crucial step that ensures the accuracy of your Pre-Contract Agreement and keeps your new home journey on track.



## Spectra Group Tour

- This specially booked group appointment allows you to immerse yourself in the extensive choices available in our showroom. We suggest allowing approximately 1 hour for the appointment, ensuring you have ample time to explore the options at a comfortable pace. Additionally, you're welcome to take some extra time for browsing to ensure every detail aligns with the vision of your dream home.

## Spectra Design Brief

Get ready to engage in a dedicated one-on-one appointment, facilitated by one of our experienced Design Consultants. It is tailored to carefully review and refine your sales quote selections and provide you with some initial ideas which will help prepare you for your Spectra Colour appointment after your Pre-Contract Agreement is complete. We suggest allowing approximately 1.5 hours for this session, so you have ample time to explore and discuss your preferences for your new home.

## Thinking of a Swimming Pool?

- If you're planning a pool in your home, we need to know before you sign the Pre-Contract Agreement. Please share all these important details with your Client Liaison Executive. This includes the complete information from the pool company: full pool dimensions, plumbing locations, engineering plans, site plan specifying the exact location of the pool pump, filtration equipment, and the gas and electricity supply requirements for the pool equipment.

As part of your responsibility, you will need to plan to provide a Build Safe certified pool platform that covers the entire pool. This platform will undergo inspection and approval by Carlisle Homes before we start the construction process.

**Important Reminder:** No additional structural options or modifications can be accommodated beyond this point, and the facade selection must be finalised for Head Office to proceed with preparing the Pre-Contract Agreement. We strongly advise you to thoroughly discuss any desired changes with your New Home Sales Consultant or Design Consultant before attending your scheduled Pre-Contract Agreement Appointment. Your careful consideration and clear communication at this stage ensures a smooth progression to the next step.



*Carlisle's Customer First Mindset*

*As you wrap up the initial steps, there's one more important task: the completion of the Customer Experience and Satisfaction Survey. Your insights mean the world to us, and we genuinely value your feedback!*









*Welcome to Step 2, the Pre-Contract Agreement stage of your journey! Here, we'll craft your Pre-Contract Agreement, incorporating details from your sales quote, siting preferences, chosen structural options, and any additional upgrades for your dream home.*

*Here we work towards transforming your dream into a well-defined and documented plan.*

## Step 2 Pre-Contract Agreement

- Carlisle Homes will conduct a comprehensive siting process and meticulously prepare the Pre-Contract Agreement documentation. Upon your signing and payment of an additional \$3,000 payment, this step allows us to move forward as we initiate the order for your Preliminary Contract Drawings and organise your Spectra Colour and Electrical Appointments. This will ensure that all your preferences are accurately captured, allowing for a smooth build of your new home.

- The next step is for you to complete and sign the Pre-Contract Agreement, making any final adjustments as needed. This will take place through a Virtual Appointment with your dedicated Client Liaison Executive. We appreciate your commitment and ask for approximately 2 hours of your time during this session, ensuring there's ample opportunity for detailed discussions and to address any queries you may have.

At this stage you are asked to provide contact details for your financial institution, including the bank name, branch information, and relevant contact details. Additionally, if applicable, sharing the lender's pre-approval will be crucial in this phase. The provision of this information ensures a smooth and efficient progression through the financial aspects of your home-building journey.

- If we were unable to fix your site costs upfront, then at this point the pricing for site works will be provided after the completion of soil testing and site surveys (if available, i.e. if your land is titled).

**Important Note:** To proceed with obtaining your preliminary Contract Drawings and scheduling your Spectra Colour and Electrical Appointments, an additional payment of \$3,000 is required. This payment is non-refundable.

*Carlisle Homes has Australia's biggest and best selection showroom, so prepare to be wowed with a vast selection of choices as you customise your new home to perfectly suit your lifestyle. This is the stage where you have the freedom to personalise the style of your home. Our goal is to make sure this process is not just about options, but also about capturing the essence of what makes your home distinctly yours.*

## Step 3 Colour & Electrical Selections

- At your Spectra Colour Appointment, we're excited to provide you with your Preliminary Contract Drawings based on your signed Pre-Contract Agreement. This step is about transforming the visions we've previously discussed into plans for your future dream home. Our dedicated team will ensure that every detail aligns with your preferences. Your dream home is taking shape, and we're here to make the process as smooth and enjoyable as possible.

### Spectra Colour Selection Appointment

- It's time for your Spectra Colour Selection Appointment with your qualified Design Consultant, utilising your preliminary set of contract drawings as a guide. This collaborative session is designed to bring your vision to life, and we recommend setting aside a full day to enjoy the experience. Get ready to explore and make choices that will shape the personality of your home, both internally and externally.

After completing your Spectra Colour Selection Appointment, take a moment to review your preliminary contract drawings in preparation for your Electrical Selection Appointment. This step ensures that you're well-informed and ready to make choices during the next phase of your exciting journey.

### Electrical Appointment

- Next is your specialist Electrical Selection Appointment at the Spectra Showroom. We'll set aside approximately 2 hours for this step. This session is dedicated to personalising your electrical layout and selecting upgrades for your home, such as alarm systems, decorative lighting, and entertainment system upgrades ensuring that every switch and fixture aligns with your vision.

### Carlisle's Continual Customer First Mindset

- As you conclude your Spectra Colour Selection and Electrical Appointments, you'll be asked to complete our Customer Experience and Satisfaction Survey. Your insights mean the world to us, and we genuinely value your feedback!

Thank you for being an integral part of our ongoing commitment to excellence.





*Step 4 marks the exciting final approval of your new home contract. We carefully craft your HIA building contract alongside your final working drawings and selections, giving you the opportunity to review, confirm, and happily sign off your approval.*

## Step 4 Contract



- If previously unavailable, the details of site works pricing will be presented to you upon the successful completion of soil testing and site surveys (if applicable). Ahead of the Contract Appointment, Carlisle Homes will provide you with comprehensive documentation, including the HIA Plain English Building Contract, soil test and survey results, colour selection, builders' specifications, and contract drawings. Providing this comprehensive set of documents up front allows you ample time for a thorough review. Once you sign off on your contract, we will instantly apply for Home Owners Warranty Insurance and you'll be required to pay the balance of 5% of the contract value.

### Contract Signing Appointment

- You will complete the Contract Signing Appointment at Carlisle Homes Head Office alongside your Contract Presenter, allocating a full day for this step.

You are kindly requested to provide the Client Liaison Executive with funding details from your financial institution (if applicable) and proof of land ownership.

For self-funded clients, it is essential a progress payment of 10% is made two weeks before your authority to commence construction is due. This payment is held in an independent trust account.

- After the signing of the contract and the payment of the remaining 5% of the contract value, Carlisle Homes will initiate the application for the building permit and seek Developer's approval (if applicable). Additionally, the finance pack will be sent to the relevant financial institution.
- Again, you will be requested to complete a Customer Experience and Satisfaction Survey to provide feedback on every step of your journey with Carlisle Homes.

**Upon contract signing, the balance of 5% of your contract value is due.**

**Please Note:**

All Contract Signing appointments are conducted 8.30am – 4.00pm Monday to Friday only.

*Now that your contract is signed, we're set to prepare your home site for construction. The 'Site Preparation' phase is a key step in ensuring everything is in place for the upcoming building journey. Our dedicated team meticulously plans and takes action to lay the foundation for your dream home.*

## Step 5 Site Start Preparation

- Please ensure you touch base with your bank for updates on the loan progress and maintain open communication by sharing relevant information with your dedicated Client Liaison Executive.

Additionally, if applicable to your land, take the necessary steps to apply for the Asset Protection Permit and Community Infrastructure Levy, adhering to your specific council regulations. Timely submission of all required documentation to Carlisle Homes is essential for a seamless process. Feel free to reach out for any assistance or guidance; we're here to support you throughout.

- The preparation of the construction file will now begin. Simultaneously, our team ensures the completion of detailed construction drawings and finalises supplier orders, guaranteeing that all necessary materials are secured.

Upon obtaining the building permit, we share the documents to the relevant financial institution via email. This ensures that all parties involved are kept informed and aligned as we move forward with the next stages of your home construction journey.

- At this point, you will need to confirm your unconditional loan approval and submit the required loan documentation. For self-funded clients, remember, the final 10% progress payment is required now. These monies will be held in trust.

Please also provide proof of land settlement before commencement for a seamless construction process. Your prompt co-operation is valued as we work together to bring your dream home to life. If you have queries or need assistance, feel free to reach out; we're here to help.

- Construction drawings will be sent to you via DocuSign for your final approval. This step involves reviewing the proposed plans and digitally signing within 48 hours. Your timely attention is appreciated, facilitating a smooth progression to the next stages of your project. For any questions or clarifications during this period, our team is here to assist.



## **Construction Process**

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Congratulations! This milestone officially signifies the commencement of the construction process, marking the exciting beginning of turning your vision into reality.



## Step 6 Site Start

- You are responsible for preparing the site for the upcoming site start. Your Client Liaison Executive will provide you with the necessary requirements for this phase. Please follow these instructions to ensure a smooth transition into the construction phase. If you have any questions or need clarification, your Client Liaison Executive is available to assist you.
- Your land will be prepared with an excavator to create a level building platform for your concrete slab. Carlisle Homes will be sending you a letter to confirm that construction is commencing. This is a significant step towards bringing your dream home to life.

## Step 7 Base Stage

*This is the first major milestone in the construction of your new home, with the laying of your concrete slab.*

- The Construction Supervisor will contact you for an introduction, ensuring open communication. Simultaneously, your house's positioning will be arranged in preparation for the slab, and initial work on underground power and drains will be undertaken.

A qualified Building Surveyor will conduct thorough inspections of the concrete slab before it reaches completion, ensuring adherence to the highest standards. With the successful pouring of the slab, the base stage will conclude.

- You are invited to inspect this stage alongside the Construction Supervisor. If you wish to do so, please contact them directly. Your active participation during this step is encouraged, and we look forward to accommodating any queries or clarifications you may have during this inspection phase.

**First Progress Payment due – 15% of contract value**





## Step 8 Frame Stage

*This is the stage where the framing carpenters erect the wall frames and roof trusses.*

- Framing carpenters will construct the wall frames and install the roof trusses. Following this, a qualified Building Surveyor will conduct a thorough inspection of the frame upon its completion, ensuring adherence to the highest standards of quality and safety. This process guarantees the structural integrity of your home before moving on to the next stages of construction.

○ You are encouraged to inspect this stage alongside the Construction Supervisor. If you wish to do so, please contact them directly. It is requested that payments be completed within 7 days of the invoice date to facilitate a seamless continuation of the construction process.

Your active involvement during this inspection is valued, and we look forward to addressing any queries or providing necessary clarifications during this phase. A thorough Quality Assurance Inspection is conducted on the home by our dedicated Quality Assurance team.

**Second Progress Payment due – 30% of contract value**

## Step 9 Lock-Up Stage

*During this stage, the construction team will install the brickwork or hebel, roof tiles, external doors, and windows. This phase brings together the structural components and external features of your home, defining its overall street appearance. This process also ensures a secure and enclosed space for the remainder of the construction of your home.*

- During this stage, temporary doors may be in place until the arrival of permanent ones in later phases. It's important to note that while the lock-up stage doesn't encompass the completion of eaves, it does include the installation of rear cladding for double-storey structures.
- You are encouraged to inspect this stage alongside the Construction Supervisor. If you wish to do so, please contact them directly. It's crucial, however, to ensure that payments are completed within 7 days of the invoice date for a seamless continuation of the construction process. Your active participation in this inspection is appreciated, and we thank you for adhering to the specified payment timeline.

**Third Progress Payment due – 19% of contract value**

**Please Note:**

The lock-up and fixing stages have certain components that can occur concurrently during the building process which may result in the lock-up and fixing stage invoices being issued at the same time.

## Step 10 Fixing Stage

*During this stage, plaster is installed to the internal walls and ceilings. You will also see the installation of the skirting boards, architraves, internal doors, cabinets to the kitchen, ensuite, bathroom, and powder room (if applicable).*

- A thorough Quality Assurance Inspection is conducted on the home by our dedicated Quality Assurance team.
- You are welcome to inspect this stage with the Construction Supervisor. If you wish to do so, please contact them directly.

**Fourth Progress Payment due – 21% of contract value**

**Please Note:**

The lock-up and fixing stages have certain components that can occur concurrently during the building process which may result in the lock-up and fixing stage invoices being issued at the same time.

## Step 11 Completion Stage

In this stage, you will see the completion of painting and tiling, adding the final touches to your home's aesthetic appeal. The installation of electrical and plumbing fit-offs, stone benchtops (where applicable), door furniture, shower screens, and mirrors further enhances both the functionality and visual appeal of your home. Any external render (where applicable) will also be finalised.

As this stage nears its conclusion, your Construction Supervisor will coordinate a new home presentation. During this appointment, your Construction Supervisor will guide you through your completed home, highlighting all its features. Additionally, the settlement date will be confirmed during this meeting, typically occurring 7 to 14 days after your new home presentation.

To ensure the highest standards, a thorough quality assurance inspection will be conducted by a dedicated Quality Assurance Team. Subsequently, a Builder Surveyor will perform the final inspection, issuing a Certificate of Occupancy. Once available, the Client Liaison Executive will forward this certificate to you, marking the successful completion of your new home.

- You are required to provide the Certificate of Occupancy to your financial institution, if applicable, to facilitate the release of the final payment. This step ensures the completion of all necessary documentation for a smooth and successful conclusion of the construction process.





*You have reached the final stage in the completion of your new home. This marks a significant achievement in your home construction journey, and we are excited to soon present you with the finished result.*









## Step 12 Settlement

*Congratulations! Your new home has been completed and is ready for you to move in.*

- On the day of settlement, the Construction Supervisor will conduct an on-site handover. Appliances will be installed at an agreed time after settlement has taken place.
- You are to make final payment on the day of settlement. This amount includes the last stage payment and any unpaid variations. Once paid, the keys and settlement pack will be presented.
- You are asked to complete a Customer Experience and Satisfaction Survey.
- The service levels don't end there. 14 days after settlement, Carlisle Homes will contact you in order to answer any questions that may have arisen.

**Fifth and Final Progress Payment due at settlement - 10% of contract value plus any unpaid variations.**

**Please Note:**

A bank cheque or direct deposit is required for final payment. If direct deposit is made, please ensure transfer is made at least two clear business days prior to settlement.



# Carlisle Home Care

## Step 13 Creating your Carlisle Home Care Account

*Carlisle Home Care enables you to submit items (with photos) via your phone or other device relating to the warranty of your new home. This is a fully interactive online tool that will manage all works that require attention.*

- Upon settlement, Carlisle Homes emails you a link to enable activation of your Carlisle Home Care account.
- You can now activate your Carlisle Home Care account to enable you to begin documenting/uploading photos and items.
- A qualified Carlisle Home Care assessor will evaluate all uploaded items and photos. Sub-contractors/suppliers will be organised to attend your home to rectify any qualified works.







## Step 14 Agreed Works

*Should there be anything that needs attention, this is where it's all organised for you.*

- All agreed works that have been qualified will be confirmed prior to works commencing.
- Sub-contractors and suppliers for the subsequent works will contact you to book in a time for works to be completed.
- You are to confirm any bookings for sub-contractors and suppliers.

## Step 15 Completion of Works

*All agreed works are completed and will be accessible for you to track via the Carlisle Home Care portal.*

- You are to confirm all works completed as per agreed items listed.
- Carlisle Homes will provide confirmation of completed works.

**Please Note:**

All further structural guarantees are in accordance with statutory requirements.



**Please Note:** The building process is subject to change without notification and is to be used as a guide only. Carlisle Homes reserves the right to amend the process at any time without notice.

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I/We understand that any preliminary works payment is non-refundable and will be used by Carlisle Homes for tasks including (without limitation) appointments, the preparation of a quotation, siting and associated documents, third party costs for any necessary certificates, information, reports and drawings and all other necessary works to prepare paperwork for the Tender and Contract stage. Site to be approved by a Carlisle Homes representative. If the site is deemed unsuitable, a full refund will be provided. By signing this document, I/We acknowledge and agree to these terms and conditions. I/We further understand that some structural restrictions apply including a maximum permissible site fall of 1000mm over the building area as well as height restrictions relating to any specific retaining wall requirements. Carlisle Homes reserves the right to accept or decline the construction of their homes on any given site at their sole discretion.

Signed by Owner(s) .....

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I/We consent to Carlisle Homes providing our names and contact details to suppliers, contractors and relevant authorities for the purpose of co-ordinating and/or carrying out any construction and maintenance work. For full details of Carlisle's privacy policy, please see [carlislehomes.com.au/privacy](http://carlislehomes.com.au/privacy).

Signed by Owner(s) .....



# Things you need to know



## Asset Protection Permits

You will need to obtain an asset protection permit from council for the duration of construction of your new home and provide it to Carlisle Homes. This permit protects you against paying for existing damage to Council Infrastructure, including vehicle crossings, footpaths, nature strips, etc. of your new home.



## Community Infrastructure Levy

You may be required to pay and provide Carlisle Homes a receipt for a Community Infrastructure Levy (CIL) from your council. The CIL is a fee some councils charge property owners in new developments to help fund facilities and services which are required to support new homes and businesses in the area. You will be able to check if this is applicable to your block by calling your local council.



## Payment Process

All payments are nominated in the HIA Building Contract and are as follows:

- Payment 5% (Includes initial payment and further payment from Pre-Contract Agreement Appointment. The balance is required to be paid at Contract signing)
- Base 15%
- Frame 30%
- Lockup 19%
- Fix 21%
- Completion 10%



## Established Fencing

Older fences on boundaries may need to be assessed and removed for the construction of your new garage.



## Site Preparation

In preparation for your site start, Carlisle will complete a pre-site inspection to assess the block.

You may be required to clear rubbish from the site, ensure the block is free of all old or unused services, mow the grass and ensure there is clear access to the property.

As part of this pre-site inspection we will also check if your survey pegs are in place. The cost for this survey will be included in the tender/contract and will be refunded in full if the survey is not required.

A re-establishment survey will be required based on the following criteria:

- A survey peg(s) is not visible prior to the commencement of construction.
- The proposed garage is setback 0mm off the boundary and any adjoining properties (beside and rear) have commenced construction regardless of survey pegs being visible. A garage wall cannot encroach at all into a neighbouring property and once construction begins adjoining the property is when boundary pegs are most likely to be moved.
- The set-out contractor is not confident in relation to the location of the survey pegs regardless of whether they are visible or not and regardless of whether adjoining properties have commenced construction.



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