

# Q&A

- 1 What outgoings does the builder pay?**

The Hickinbotham Group will pay for all gas, electricity and water excess usage during the lease. All rates, taxes, standard water and sewer rates are the responsibility of the owner (refer to lease for details).
- 2 Who is responsible for maintenance (i.e. cleaning, gardening etc) whilst the property remains on display?**

The Hickinbotham Group is responsible for the gardening and the cleaning of the show home during the lease (refer to lease for details).
- 3 Who is liable for damages (if they should occur) whilst the property is being leased back to Hickinbotham?**

The Hickinbotham Group would repair large damages; however everyday wear and tear is not covered.
- 4 Is reverse cycle air-conditioning in the property?**

Yes. These details will be listed in the lease.
- 5 The front fence of the property runs across the driveway - we assume that this would be removed once the lease back is finalised? If so, how much will be removed? Also, will the driveway be repaired (currently there are poles running into the driveway)?**

The front fence is removed and the paving is rectified.
- 6 The fencing between the two display homes stops well short of the perimeter (to allow access to both display homes), will this be extended once the lease back ceases?**

Fencing between displays will be installed upon hand over in line with the estate encumbrances. I.e. divider fences on allotment boundaries.
- 7 The home I m looking to purchase currently has the garage as a sales office. Will this be reinstated back to a garage upon handover?**

Yes, the Hickinbotham Group will reinstate the garage to its original specification. This includes removal of the sliding doors and replacing them with roller doors as specified by our Design Director, removing the wall mounted split system, joinery cupboards, internal and external signage, carpets, pin boards and the like. During this process, the Hickinbotham Group will make good any damage to the walls/gyprock.
- 8 We saw that there was a phone socket in the kitchen - does this mean there is a phone line connected to the property or has just the internal wiring been completed?**

The house is wired for this, you will need to organise your own connection once you receive hand over on the property.
- 9 Will the alarm system remain installed at the end of the lease period (for the owner to takeover the monitoring costs)?**

While the home is under The Hickinbotham Group's care, we'll organise the alarm systems. All systems will remain in the house upon handover to the client and what you choose to do with the alarm system after handover is up to you (i.e. organise monitoring, etc).
- 10 The furniture inclusion - is this everything that is in the house or only specific items?**

Only specific items. Our furniture schedule does not include any mattresses, ensembles, bed linen or manchester, accessories, lamps, rugs, fridge, prints and artwork. You will receive a specific schedule of the home your are looking at with all items listed as inclusions or exclusions as part of your contract. *Please note: As the furniture is on display in the display home there is likely to be wear and tear on the furniture between the time it is purchased and the time the home is handed over to the owner. No claim for damage will be accepted for fair wear and tear on the furniture.*
- 11 Are there any other costs that potential buyers should be aware of (i.e. if water is connected, would we be responsible for the supply charge, etc.)?**

Yes, standard water and sewer rates are the responsibility of the owner as are all rates and taxes associated with the property. Please ensure you understand the contract you are signing.
- 12 When the prints and artwork are removed from inside the home, who s responsible for patching up the walls?**

The Hickinbotham Group will make good any damage to the walls from the artworks and prints. This will include patching-up the gyprock and re-painting these areas.
- 13 The furniture schedule specifies that prints and artwork are not included as part of the furniture contract, I d like to keep these items, what do I do?**

Contact your sales consultant you've been dealing with and let them know exactly what items you'd like included in your contract. We'll liaise with our Design Director to see if those items are available to purchase and if they are, a price will be submitted to you for consideration.
- 14 Are the lease payments paid as a lump sum annual payment or are they paid in installments?**

The lease payments are paid to you monthly (at the end of each month), with the same amount each month being directly deposited into your nominated bank account.
- 15 The lease term states that the lease is a 1 year lease (with 3 x 1 year options). What are the terms of the additional 3 x 1 options? Which party has the deciding power to extend / terminate these options?**

The contract is a 1 year lease where the Hickinbotham Group lease's the home back from the owner. The Hickinbotham Group will advise the owner in writing with 60 days notice if we wish to terminate the lease, if you don't hear from us it will be deemed we have provided the owner with notice of our desire to renew the lease for each of the terms specified (i.e. 3 x 1 year options). The Hickinbotham Group has the right to extend or terminate the lease. (Refer to the lease for details).
- 16 What notice is provided to extend or terminate the lease options?**

As mentioned above The Hickinbotham Group will advise the owner in writing approximately 60 days in advance if we'd like to terminate the lease, otherwise if you don't hear from us it will be deemed we have provided the owner with notice of our desire to renew the lease for each of the terms specified (i.e. 3 x 1 year options - refer to the lease for details).
- 17 How does the landlord insurance work in regards to public liability?**

The Hickinbotham Group has public liability insurance on every show home we build and display along with contents insurance on the contents we own. You will need to make your own investigations in regards to your insurance policy as all insurers work differently. We recommend you speak with your insurance company regarding this matter.
- 18 Is it best for us to visit the display home or is there an alternative office that would be more appropriate?**

We do recommend that you visit the home you are considering purchasing. If you are unable to visit the home due to locality issues, we do have a variety of photos (if the home is constructed) that we can email or post to you. Our homes are open to view on Monday, Wednesday and weekends 1-5pm (We recommend calling head office on 08 8366 0000 to ensure the home you are looking to purchase is constructed and available for a site visit).
- 19 Unfortunately, I don t have access to a phone during the day, how else can I contact you?**

We are happy to correspond with you via email or post, or we can contact you after hours. Please let us know what suits you and we'll be happy to assist you.
- 20 I am unable to view the home during normal display home hours, am I able to view the home after-hours?**

We are more than happy to arrange this. Let us know what times/days work best with your schedule and we'll be in touch to arrange one of our consultants to meet you on site to show you through the home.