



MACTAGGART
& MICKEL

Handover Day Hints and Tips

Mactaggart & Mickel Homes share the benefit of their experience to help make your move in day go smoothly!

1. On the day of your handover, there is no specific time for your keys to be available. The timing of your key release is determined by when cleared funds from your solicitor reach our solicitor's account. This can take up to, on average, 3 hours from when your solicitor starts the transfer of funds. On busy banking days such as at the month end this may take longer. *(see over)* We will call you as soon as we are authorised by our solicitors to release the keys. We do understand how excited you will be and nothing gives us greater pleasure than handing over the keys to your new home!

If you are completing the sale of your old home and purchase of your new Mactaggart & Mickel home on the same day, it would be realistic to expect keys to be released no earlier than late morning at best.

2. May we respectfully request that you do not come to the sales centre to wait for the release of your keys. You will appreciate that as the sales centre is a working office, there may be more than one key release happening on any given day and there may be other client appointments underway. Please be assured that your Sales Consultant

will call you as soon as they are authorised to release the keys to your new home.

3. Consider the worst case scenario, e.g. your keys are not available until later in the day; give yourself plenty of time to complete your move before having to return hired vans etc.

4. We cannot, under any circumstances, allow you access to your new home until the funds are cleared and we are authorised by our solicitors to release your keys. This is our company policy and standard practice for every solicitor in Scotland and England acting for a seller. We respectfully request that you do not ask your Sales Consultant to breach this.

5. Again, in the case that your keys are not released until later in the day, please ensure the van being hired is large enough to take the entire contents of your home. If the van is too small and you require several journeys, we cannot allow the van's contents to be taken into your new home (or garage) until the funds have cleared and your keys have been released.

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6. Part Exchange Homes Only – If we are buying your house in part exchange, it is part of the payment for your new home and is every bit as important as the cash portion of the price. Vacant possession must be given and you must provide us with all the keys to your old home in exchange for the keys to your new Mactaggart & Mickel home. The home must be left clean and tidy. Please take final meter readings and inform your energy provider/s that Mactaggart & Mickel Homes are the new owners. We will arrange an inspection of the part exchange property within 24 hours.
7. Refuse and Recycling – Your sales consultant will advise if the local authority has been notified of your move and whether bins have been ordered. In some areas the local authority will require that you personally phone and order your new bins etc. Your sales consultant will be able to provide the contact telephone number on the day of your demonstration visit if you require to order bins.
8. TV, phone and internet services - you will need to arrange these with your chosen provider well in advance of your entry date as they will require notice.
9. Postcode – Your sales consultant will contact Royal Mail to activate your postcode for your new home prior to your move in date. This generally happens within 48hours however some companies may take longer to update their own databases.
10. On your Handover Day, your Sales Consultant will require approximately 15 – 30 minutes of your time to complete the necessary handover paperwork. We will provide you with important information including how to report any remedials and our emergency procedures. We will require you to check over items such as sanitary ware, glass, kitchen units, worktops etc. prior to unloading furniture etc. and commencing your move.

Further information on payment

These are guidelines only and do not form part of any contract; clients must take legal advice from their solicitor or advice from their lender.

- A CHAPS (electronic transfer) payment is a guaranteed same day payment but not a guaranteed time, which can be received any time up to 5pm (this is the method most commonly used at present).
- Some banks may be able to provide a faster same-day payment generally received within 2 hours. As with CHAPS payment there is a transaction fee charged for this. Clients should refer to their lender to establish this fee and take legal advice from their solicitor.

There is an upper limit to the amount that can be sent by faster payment, this varies from bank to bank, but the limit at RBS for example is £100,000.00 – so in the case of a purchase exceeding this, several faster payments would be required. Solicitor firms will often charge clients an increased fee to cover their admin costs.

- We will accept payment by solicitor's cheque if agreed in advance (usually at conclusion of Missives/exchange of contracts stage and requested by your solicitor). For this method we charge 5 days interest (charged at 4% above the base rate plus the base rate), as the money does not reach our account on the day the cheque is passed over; it has to clear before we receive it.
- Solicitors may be able to transfer your funds to our solicitor in advance of your move in day to ensure that settlement (receipt of payment) can happen as early as possible on the day, but you should discuss if this would be a viable option in your particular circumstances. Unless there is a bridging loan facility this will not be possible if buying and selling on the same day.