Pre Completion Inspection & Professional Inspections Policy

At Esmera Homes, we take great pride in the quality of the homes we build. We are committed to delivering well-designed, high-quality homes and maintaining these standards throughout every stage of the construction process.

Alongside our ongoing site inspections and quality checks during construction, we operate a thorough quality control process once your home is nearing completion. This allows us to identify and address as many minor defects and finishing issues as possible before you move in, helping to ensure your new home is ready for you to enjoy.

Our quality control process is as follows:
• Build completion is scheduled to take place a minimum of 14 days before your agreed legal completion date.
• Once build completion has been confirmed, you will be invited to inspect your new home with our Sales Manager and Site Manager.
• Any minor defects, snags or finishing issues identified during this inspection will be recorded and addressed ahead of legal completion.

Independent Professional Inspections
We understand that purchasing a new home is a significant investment, and for additional peace of mind, we are happy to accommodate customers who wish to appoint an independent professional to inspect their property and provide a written report.

To ensure the process is managed effectively and there is sufficient time to review and respond to any findings, the following requirements must be followed:

Written notification: You must notify Esmera Homes in writing of your intention to arrange an independent professional inspection no later than four (4) weeks before your agreed legal completion date.
Policy acknowledgement: A copy of this policy must be provided to your appointed professional inspector.
Booking the inspection: The inspection date must be agreed in advance with both the Sales Manager and Site Manager, with a minimum of five working days' notice.
Build completion: The inspection can only take place once build completion has been confirmed by an authorised representative of Esmera Homes.
Submission of report: A copy of the completed inspection report must be provided to the Esmeras's Sales Manager and Site Manager at least seven working days before the agreed legal completion date.
Timescales: If the inspection is not carried out, or the report is not received within the timeframes outlined above, Esmera Homes reserves the right not to consider or act upon the contents of the report.

Please note: The cost of the independent inspection and any associated report will be the sole responsibility of the purchaser.

Independent Inspection – Assessment Criteria
To ensure consistency and clarity when reviewing independent inspection reports, the following criteria will apply:

• The inspection must be carried out in accordance with BuildZone, our warranty providered, standards, together with the applicable Building Regulations to which the property has been constructed.
• Any items identified by the inspector that fall outside or exceed the standards applicable to the property must be clearly distinguished within the report.
• Esmera always aims to deliver homes to a high standard. However, where a report identifies items that exceed the applicable warranty, regulatory or agreed specification standards, Esmera reserves the right not to undertake the requested remedial work.
• Inspection reports relating to inspections carried out after legal completion will not be accepted or considered under this policy. Any post-completion defects should instead be reported through Esmera's customer care process.

Photography, Video & Social Media

To protect the privacy, security and commercial interests of Esmera, no company, contractor, independent inspector or other third party may photograph, film, publish, share or otherwise distribute images or videos of any Esmera property or development on social media or any other public platform without prior written consent from Esmera Homes.

This applies throughout all stages of construction, inspection and the pre-completion process. Esmera reserves the right to take appropriate action in the event of unauthorised photography, filming or publication.

Customer Acknowledgement

I/We acknowledge that I/we have read and understood the Esmera Pre Completion & Professional Inspections Policy outlined above.

Purchaser Name(s): _____

Plot Number: _____

Development: _____

Signed: _____

Date: _____

If you have any questions regarding this policy or the independent inspection process, please contact your Esmera Sales Manager or our Head Office, who will be happy to assist.