



NCL
HOMES

PROCESS & TIMELINE

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SALES STAGE

This stage includes your expression of interest, purchasing land, signing the build contract and confirming a land registration date.



PRE-CONSTRUCTION STAGE

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CONSTRUCTION STAGE

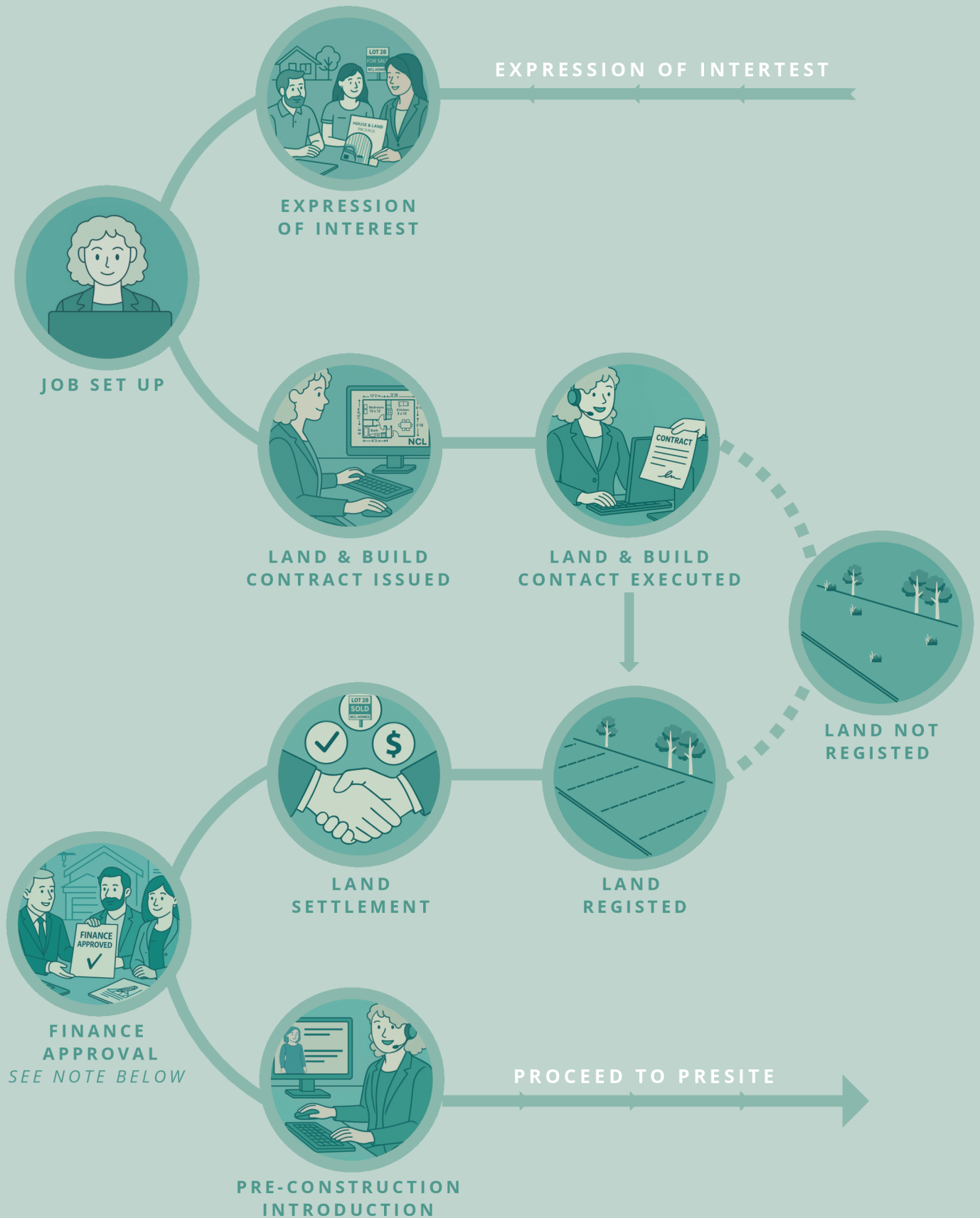
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MAINTENANCE STAGE

The maintenance stage lets us monitor your home as it settles and address any minor defects; its length is defined by your maintenance period.

SALES PROCESS & TIMELINE



NOTE: JOB DOES NOT PROCEED UNTIL FINANCE IS APPROVED

EOI



EXPRESSION OF INTEREST

NCL TEAM WILL

STEP 1: We will send your Agent a House and Land Package booklet that outlines the build inclusions. This includes:

- ✓ Lot size
- ✓ A detailed floor plan
- ✓ Facade name and render
- ✓ External colour scheme
- ✓ Internal colour scheme
- ✓ Designer Inclusions
- ✓ Included kitchen, laundry, and bathroom product

STEP 2: We will provide your agent with an Expression Of Interest (EOI) form.



JOB SET UP LAND & BUILD

NCL TEAM WILL

STEP 1: Set up the Job Project

This includes:

- ✓ Create Job Number and add to our workflow and client management system.
- ✓ Organise Site Plans.

STEP 2: Send acknowledgment email with next steps outlined.

CPU1



LAND & BUILD CONTRACT ISSUED

NCL TEAM WILL

STEP 1: Raise Build Contract

STEP 2: Upload these for your review and signature



LAND & BUILD CONTRACT EXECUTED

YOU WILL

STEP 1: Sign Land Contract & return to Solicitor

STEP 2: Sign Build Contract through DocuSign

YOUR AGENT WILL

After signing - Your agent will work with you to ensure the bank/finance institution has all relevant documents required to issue unconditional finance approval.

YOUR AGENT WILL

STEP 1: Go through the House and Land Package/s with you to further explain and finalise your selections.

YOU WILL

STEP 1: Fill out the Expression Of Interest (EOI) form and return it to your Agent and/or an NCL Team member.

YOUR AGENT WILL

No action required – Unless otherwise requested.

YOU WILL

No action required – Unless otherwise requested.

YOUR AGENT WILL

STEP 1: Raise Land Contract
STEP 2: Coordinate with your Solicitor to ensure your understanding of all contract documents (prior to signing).

YOU WILL

STEP 1: Review Land Contract
STEP 2: Review Build Contract

NCL TEAM WILL

STEP 1: Activate Job- Congratulations!





LAND NOT REGISTERED

YOUR SOLICITOR WILL

Work with the Land Developer on obtaining a land registration date.

NOTE:

LAND REGISTRATION DATES FROM DEVELOPERS CAN SOMETIMES DELAY DUE TO LOCAL COUNCIL REQUIREMENTS, WHEN THIS HAPPENS UNFORTUNATELY ALL WE CAN DO IS WAIT.



LAND REGISTERED

YOU &/OR YOUR AGENT WILL

Contact your solicitor on obtaining a land registration date.

YOUR SOLICITOR WILL

Advise you once the land is officially registered. Enabling you to proceed with settlement and ensuring all legal requirements are prepared for completion.



LAND SETTLEMENT

NCL TEAM WILL

STEP 1: Await Land Settlement Letter
STEP 2: Request Finance Approval Letter

YOU &/OR YOUR AGENT WILL

STEP 1: Provide Land Settlement letter from Solicitor to NCL Homes as proof of ownership.



FINANCE APPROVAL & DEPOSIT

YOUR AGENT WILL

STEP 1: Obtain finance approval from your nominated bank or financial institution.

YOUR SOLICITOR WILL

STEP 1: Provide the finance approval letter to NCL Homes.
STEP 2: Schedule the land settlement appointment approximately two to three weeks after land registrations.
STEP 3: Send settlement letter to NCL Homes.

IMPORTANT NOTE:

JOB DOES NOT PROCEED UNTIL FINANCE IS APPROVED



PRE-CONSTRUCTION INTRODUCTION

NCL TEAM WILL

STEP 1: Confirm NCL Homes has received deposit payment.
STEP 2: File Finance Approval Letter.
STEP 3: Introduce you to your Customer Service Officer (CSO), who will be looking after the Pre-Construction stage of your new home build.

YOU WILL

Proceed to Pre-Construction - Congrats!

YOU &/OR YOUR AGENT WILL

STEP 1: Contact your solicitor on obtaining a land registration date.

STEP 2: Advice NCL once the date is obtained.

NCL TEAM WILL

Await notification of Land Registration date from your Solicitor.

NCL TEAM WILL

Await settlement letter & provide support where needed.

NCL ACCOUNTS TEAM WILL

STEP 1: Receive finance approval letter

STEP 2: Deposit Request;

QLD: Issue a 5% deposit invoice to you, your Agent and Solicitor.

YOU WILL

QLD: Pay the 5% Construction Contract Deposit.



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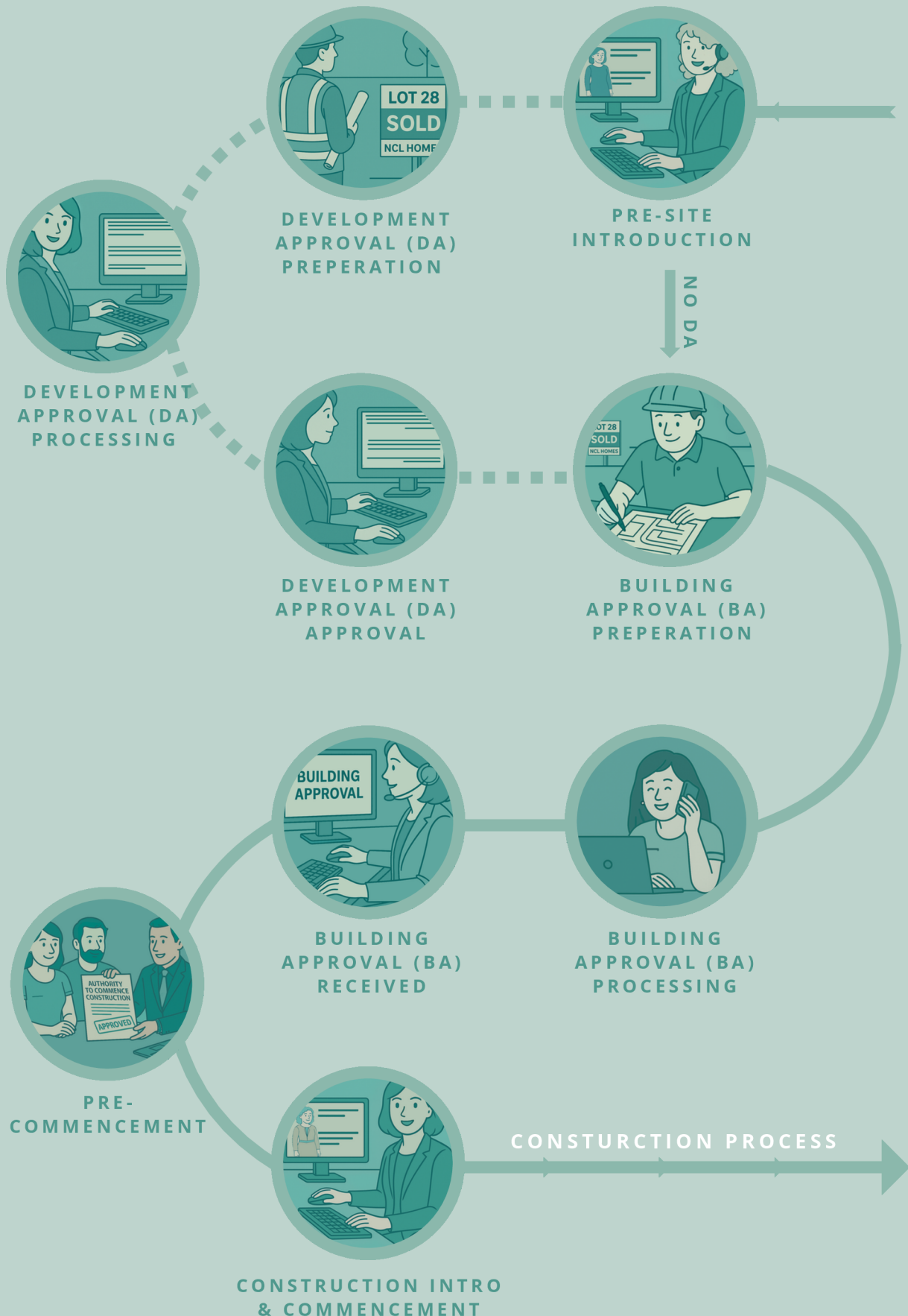
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MAINTENANCE STAGE

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PRE-CONSTRUCTION PROCESS & TIMELINE



CPU3



PRE-SITE INTRODUCTION

NCL TEAM WILL

STEP 1: Send you documents to sign Electronically (listed in 'You Will' section)

STEP 2: Organise the following:

- ✓ Site Contour Survey
- ✓ Site Soil Investigation Report
- ✓ Local Government Authority (Council) Planning Certificate
- ✓ Bushfire Rating Report
- ✓ Acoustic Rating Report
- ✓ Full Working Drawings
- ✓ Energy Efficiency Report
- ✓ Covenant Approval
- ✓ Plumbing Approval Application



DEVELOPMENT APPROVAL (DA) PREPERATION

NCL TEAM WILL

STEP 1: Send you documents to sign Electronically (listed in 'You Will' section)

STEP 2: Organise the following:

- ✓ Preparation of Development Approval Application

CPU4



DEVELOPMENT APPROVAL (DA) PROCESSING

NCL TEAM WILL

STEP 1: Action the following:

- ✓ Town Planning Compliance Assessment
- ✓ Submission of Development Approval Application
- ✓ Public Notification Period
- ✓ LGA Assessment / Processing
- ✓ Providing / Amending Approval Documentation as required
- ✓ Water Authority Application
- ✓ Payment of applicable DA Fees / Charges / Bonds
- ✓ Receipt of Development Approval (DA) from LGA



DEVELOPMENT APPROVAL (DA) CONFIRMED

NCL TEAM WILL

Inform you of the development application being approved.

YOUR AGENT WILL

Monitor progress and be available to you for any enquiries.

YOU WILL

STEP 1: Sign and return the following documents if required:

- ✓ Energy Australia Gas Form
- ✓ Private Certifier Engagement Form.
- ✓ Letter regarding NBN connection of 2nd unit.
- ✓ Plus any additional documentation required.

Note: Electronic documents and links will be provided to you by NCL

NOTE:

PLEASE **SKIP** THE REST OF THIS PAGE IF **DA APPROVAL IS NOT REQUIRED** FOR YOUR PURCHASED LOT

YOUR AGENT WILL

Monitor progress and be available to you for any enquiries.

YOU WILL

STEP 1: Sign and return the following documents:

- ✓ Letter of Authority Consent Form (to allow the Town Planner to act on your behalf).
- ✓ Plus any additional documentation required.

Note: Electronic documents and links will be provided to you by NCL

YOUR AGENT WILL

Monitor progress.

LOCAL GOVERNMENT AUTHORITY (LGA)

Time frames can vary here by external approval authorities such as LGA, Town Planners, Rural Fire Services, Local Government, Planning Overlays, etc.

YOU WILL

No action required - Unless otherwise requested.

YOUR AGENT WILL

No action required - Unless otherwise requested.

YOU WILL

No action required - Unless otherwise requested.



CPU5



BUILDING APPROVAL (BA) PREPERATION

NCL TEAM WILL

STEP 1: Action the following:

- ✓ Provide / Amend Project Documentation (as required to suit DA Conditions)
- ✓ Driveway Approval Application
- ✓ Stormwater Management Plans
- ✓ Waste Management Plans
- ✓ Full Structural Engineering
- ✓ Engage Private Certifier
- ✓ PREPARATION OF BUILDING APPROVAL APPLICATION

CPU6



BUILDING APPROVAL (BA) PROCESSING

NCL TEAM WILL

STEP 1: Action the following:

- ✓ Submission of Building Approval (BA) Application
- ✓ Private Certifier Assessment / Processing - Including addressing Private Certifier Request/s for Further Information (RFI)
- ✓ LGA Assessment / Processing - Including addressing LGA Request/s for Further Information (RFI)
- ✓ Providing / Amending Approval Documentation (as required for each project)
- ✓ Payment of applicable BA Fees / Charges / Bonds / Insurances
- ✓ Receipt of Building Approval (BA) from Private Certifier



BUILDING APPROVAL (BA) RECEIVED

NCL TEAM WILL

Confirm building approval has been received.

CPU7



PRE-COMMENCEMENT

NCL TEAM WILL

STEP 1: Send through documents to review and/or sign (see "YOU WILL" Section)

STEP 2: Send through a contract deposit payment claim/invoice if not already paid (NSW).

STEP 3: Request a "Authority to Commence Construction" Letter (ACC) from the customer (you) to progress the project to the next stage.



CONSTRUCTION COMMENCEMENT

NCL TEAM WILL

STEP 1: Confirm NCL Homes has received payment (where applicable).

STEP 2: Introduce you to your new CSO, who will be looking after the Construction Stage of your home build.

YOU WILL

Proceed to Construction - Congrats!

YOUR AGENT WILL

STEP 1: Guide your financial institution to raise finance contract documents in a timely manner to ensure you are ready for site start promptly upon receipt of building approval.

YOU WILL

No action required – unless otherwise requested.

YOUR AGENT WILL

Monitor progress and be available to you for any enquiries.

YOU WILL

No action required – unless otherwise requested.

YOUR AGENT WILL

No action required – unless otherwise requested.

YOU WILL

No action required – unless otherwise requested.

YOU WILL

STEP 1: Review documents and sign the following:
✓ Pre-construction Letter which we require you to sign, giving us permission to commence construction
✓ Final variations, which also needs to be signed.

STEP 2: Pay the full contract deposit payment.

STEP 3: Obtain and provide a “Authority to Commence Construction” letter (ACC) from your lending body, this includes:

- ✓ A full breakdown of the total construction funds being held by the Lending Body
- ✓ Any client funds contributions required.

NOTE: To enable your Lending Body to provide the above, we suggest that you provide all the below documents:

- ✓ Development Approval (DA) Documents
- ✓ Building Approval (BA) Documents (Also known as a Complying Development or Construction Certificate)
- ✓ Builders Contract Works Insurance Certificate of Currency
- ✓ Home Owners Warranty Insurance (HOWI) Certificate and Policy Wording
- ✓ Long Service Levy Certificate
- ✓ NCL Licensing Information



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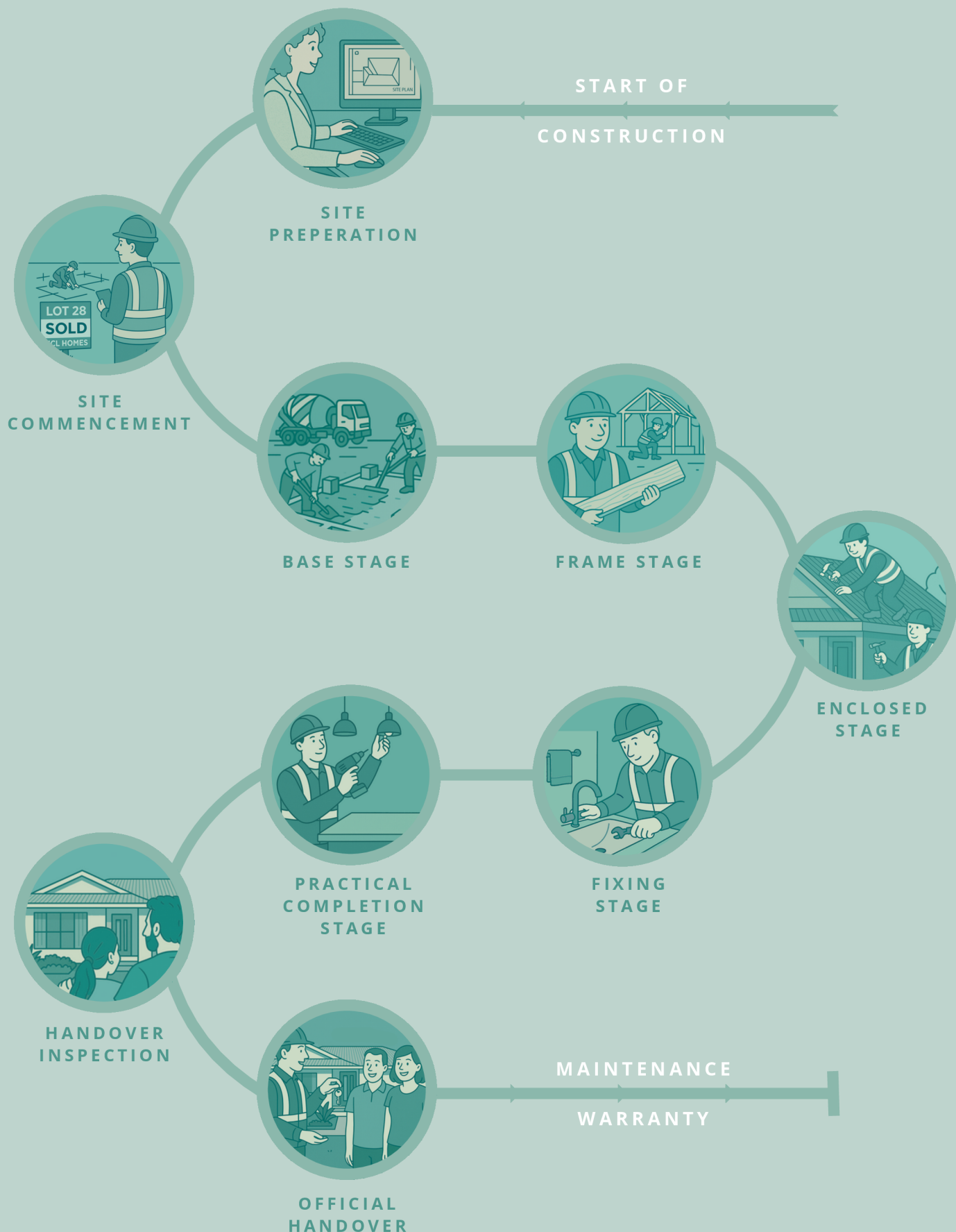
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CONSTRUCTION PROCESS & TIMELINE



CPU8

CPU8



SITE
PREPERATION

NCL SITE SUPERVISOR WILL

STEP 1: Schedule initial works on site by coordinating with trades and suppliers.
STEP 2: Order relevant materials and products.

CPU9



STAGE 1 SITE
COMMENCEMENT

NCL SITE SUPERVISOR WILL

STEP 1: Finalise commencement date

NCL TEAM WILL

STEP 1: Provide you and your agent a letter stating the site commencement date.

CPU10



BASE STAGE 2

NCL SITE SUPERVISOR WILL

For Base Stage have the following actioned on your build site:

- ✓ Footings
- ✓ Slab Prep
- ✓ Drains
- ✓ Slab Pour

NCL TEAM WILL

STEP 1: Provide you with construction progress photographs.
STEP 2: Send you the Base Claim Invoice for payment.

CPU11



FRAME STAGE 3

NCL SITE SUPERVISOR WILL

For Frame Stage have the following actioned on your build site:

- ✓ Timber Wall Frames
- ✓ Roof Trusses

NCL TEAM WILL

STEP 1: Provide you with construction progress photographs.
STEP 2: Send you the Frame Claim Invoice for payment.

NCL TEAM WILL

STEP 1: Introduce themselves.

STEP 2: Provide a construction process summary.

YOU WILL

No action required – unless otherwise requested.

YOUR AGENT WILL

Continue to monitor the process however, no other action is required from this stage onwards – Unless otherwise requested.

NOTE:

YOU'RE AGENT DOES NOT HAVE ANY STANDARD ACTION ITEMS DURING THE CONSTRUCTION STAGE.

YOU WILL

No action required – Unless otherwise requested.

YOU WILL

STEP 1: Forward the Invoice to your financier with any required documents promptly to ensure timely processing.

STEP 2: Advise us once 'Step 1' is complete, so we can know when to expect payment.

YOU WILL

STEP 1: Forward the Invoice to your financier with any required documents promptly to ensure timely processing.

STEP 2: Advise us once 'Step 1' is complete, so we can know when to expect payment.



CPU12



ENCLOSED STAGE 4

NCL SITE SUPERVISOR WILL

For Enclosed Stage have the following actioned on your build site:

- ✓ Roof covering to be fixed
- ✓ External wall cladding to be fixed
- ✓ Structural flooring to be laid
- ✓ External sliding doors to be laid
- ✓ External windows to be fixed

CPU13



FIXING STAGE 5

NCL SITE SUPERVISOR WILL

For Fixing Stage have the following actioned on your build site:

- ✓ Internal Wall Lining
- ✓ Architraves, Cornice & Skirting Installation
- ✓ Doors to rooms
- ✓ Shower trays
- ✓ Wet area tiling
- ✓ Built-in cabinetry & cupboards (excludes stone tops)

CPU14



PRACTICAL COMPLETION STAGE 6

NCL SITE SUPERVISOR WILL

For Practical Completion Stage have the following actioned on your build site:

- ✓ Blinds, Carpets, Light Fittings
- ✓ Landscaping, Driveway, Letterbox
- ✓ Works have been completed in accordance with contract and all relevant statutory requirements apart from minor defects or minor omissions
- ✓ Home is reasonably suitable for habitation
- ✓ Walk through Practical Completion Inspection with yourself or nominated third party.

CPU15



HANDOVER INSPECTION

NCL SITE SUPERVISOR WILL

For Handover Inspection Stage have the following actioned on your build site:

- ✓ Handover Report

CPU16



OFFICIAL HANDOVER

NCL SITE SUPERVISOR WILL

For Official Handover, provide you with the following:

- ✓ Handover Kit
- ✓ Project Information
- ✓ Product Warranties
- ✓ Keys / Remotes / Controls
- ✓ Maintenance Form

NCL TEAM WILL

STEP 1: Provide you with construction progress photographs.

STEP 2: Send you the Enclosed Stage Claim Invoice for payment.

YOU WILL

STEP 1: Forward the Invoice to your financier with any required documents promptly to ensure timely processing.

STEP 2: Advise us once 'Step 1' is complete, so we can know when to expect payment.

NCL TEAM WILL

STEP 1: Provide you with construction progress photographs.

STEP 2: Send you the Fixing Stage Claim Invoice for payment.

YOU WILL

STEP 1: Forward the Invoice to your financier with any required documents promptly to ensure timely processing.

STEP 2: Advise us once 'Step 1' is complete, so we can know when to expect payment.

NCL TEAM WILL

STEP 1: Provide you with construction progress photographs.

STEP 2: Send you the Practical Completion Stage Claim Invoice for payment.

YOU WILL

STEP 1: Forward the Invoice to your financier with any required documents promptly to ensure timely processing.

STEP 2: Advise us once 'Step 1' is complete, so we can know when to expect payment.

STEP 3: Practical Completion Inspection.

NCL TEAM WILL

STEP 1: Send you the Handover Inspection Report

YOU WILL

STEP 1: Attend handover inspection. Yay!

NCL TEAM WILL

STEP 1: Provide copy of signed maintenance form

STEP 2: Provide Maintenance Information

STEP 3: Provide Certificate pack

YOU WILL

STEP 1: Receive the keys to your new investment property – Congratulations!



NCL HOMES PROCESS & TIMELINE



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MAINTENANCE PROCESS & TIMELINE



MAINTENANCE PERIOD
NSW - 13 WEEKS



MAINTENANCE PERIOD
QLD - 6 MONTHS



**MAINTENANCE
REQUESTS**

YOU WILL

Submit Maintenance form with any required maintenance requests

NCL TEAM WILL

Organise for the maintenance requests to be actioned



**END OF
MAINTENANCE
PERIOD**

NCL TEAM WILL

Finalise all maintenance and close maintenance period.

YOU WILL

No action required - Unless otherwise requested.

Your home build journey ends here, however we are always available if needed. Thank you for building with
NCL HOMES

