

Keybridge Capital – Virtual Completion Process

Following on from the government announcement on Monday 4th January 2021, that we have now entered lockdown again, we would like to share the below information with you regarding the completion of your property at Keybridge Capital.

Property Completion

The government has advised that the construction industry can remain open and all completions at Keybridge Capital are on track to complete on time as we have discussed with you at the end of 2020. This means that your serve notice date will remain the same.

Home Tour

The Home tour is a 2-hour meeting with your Customer experience manager where you have the opportunity to visit your apartment, take any final measurements, test all the appliances in the property and ask any questions you may have. This takes place once your notice has been served and before the completion of your property.

This is an important part of the completions for you and in many cases, it will be the first opportunity for you to see your apartment. However, we understand that at you may not want to attend the development.

We would like to provide you with three options for the Home Tour at Keybridge Capital:

1. A face-to-face home tour with your Customer Experience Manager – this will of course be socially distanced, and guidelines will be provided prior to the visit.
2. A Virtual Home tour with your Customer Experience Manager that can be run in two ways:
 - Customer Experience visit the property and we run a video call with you where we demonstrate all appliances and run a full check of the property.
 - You can attend the property in person, and we will video call you whilst you are in the property, where we can run through the appliances, answer any questions you have, and you will have the opportunity to take measurements and any pictures and videos.

Over the next week we will be sending over availability to allow you to book in your home tour with us. We will ask you to outline your preference for the home tour at this point.

Handover

The Handover takes place after you complete on your property and is the exciting part where you come to collect your keys.

Again, we would like to offer you two options for your Handover:

1. A face-to-face handover with your Customer Experience Manager, where we will meet you in the apartment. This will of course be socially distanced, and guidelines will be provided prior to the visit.
2. Your Customer Experience Manager will meet you at concierge and handover your keys to you. You will be offered a 1-hour time slot on the same day with one of our Customer Experience Managers, where they can join you by video call to virtually run through the handover.

On the day of completion, our Customer Experience team will have visited the property beforehand to ensure all appliances are working and take meter readings. The apartment will also be cleaned so it is ready for you to move in.

The Next Steps

The Customer Experience Team will be in contact with you to ensure your completion runs smoothly and to book in your home tour and handover. We will also be on hand to answer any questions you may have from now until you complete.