

CUSTOMER JOURNEY MAP

“ It’s impossible to map out a route to your destination if you don’t know where you’re starting. ”



1

PLANNING

- Finance
- Secure land
- Site investigation
 - Soil test
 - Land appraisal by certifier

2

FIND A HOUSE

- Style of home
- Dimensions of home if restricted by land size
- Building and pest or appraisal by builder
- Quotes for renovations

3

PURCHASE

- House purchased
- Certifier engaged
- Building plans
- Engineering
- Pay council bond

4

PRIOR TO DELIVERY



5

DELIVERY

6

AFTER DELIVERY

Refer to our **house removal guide** for these stages and for more detailed information about each stage.