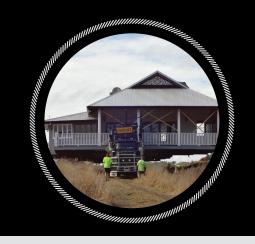
## CUSTOMER JOURNEY MAP

66 It's impossible to map out a route to your destination if you don't know where you're starting.



PLANNING

FIND A HOUSE 3

PURCHASE

PRIOR TO DELIVERY

5
DELIVERY

6 AFTER DELIVERY

Finance

Secure land

Site investigation

- Soil test
- Land appraisal by certifier

Style of home

Dimensions of home if restricted by land size

Building and pest or appraisal by builder

Quotes for renovations

] House purchased

Certifier engaged

Building plans

Engineering [

Pay council bond



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



This document does not form part of any contract to purchase a house or our services. It is merely designed to enable us to better assist our customers. Phone: 07 3888 9399
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