



# Excellence in New Home Services

The Construction Industry's Trusted Partner for New Home Demonstrations, Handovers, Instructional Videos, and Comprehensive Support Services

- 36,000+ Professionals Trained
- 8,000+ Demonstrations Delivered
- 1000+ Instructional Videos Created
- NHQB Accredited Supplier



Delivering Seamless Buyer  
Experiences Across the Industry

# What's Inside

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Delivering Seamless Buyer Experiences Across the Industry



Discover How Elevana Can Support You

"We've been working with the Elite Demonstrator Team for over 7 years now, and I would certainly recommend them."

– Lendlease

# Helping You Make Your Customers' Dreams Come True

Flexible Solutions for Exceptional Homebuyer Experiences

## Our Mission

At Elevana, we understand the emotional investment that goes into buying a new property – the excitement, anticipation, and the dream of making it into a home. But we also know the challenges that homebuilders face in ensuring this dream becomes a reality.

Our mission is simple: to make the journey seamless and delightful for both developers and homebuyers. From the moment prior to home demonstration to ongoing support, we're here to deliver professional, polished services that build trust and satisfaction.

## Our Experience

With over 25 years of experience in the construction sector, Elevana brings unparalleled expertise to every project:

- 8,000+ New Home Demonstrations and Handovers Delivered
- 36,000+ Professionals Trained in Demonstrations and Customer Care
- 1000+ Instructional Videos and User Guides Created

As an **Accredited Supplier of the New Homes Quality Board**, we uphold the highest standards in customer service, ensuring every experience reflects your commitment to quality and care.

## How Elevana Supports You

We offer flexible, tailored services to meet the needs of homebuilders and developers at every stage of the process:



**We Do It:** Leave the details to us. We manage every aspect, ensuring consistency and professionalism.



**We Train You:** Prefer to handle things internally? We'll train your team to our exacting standards.



**We Cover Your Peaks:** Need support during busy periods? We step in when you need us most, keeping satisfaction high.

## Let's Work Together

With Elevana, you're not just delivering homes—you're creating lasting impressions and delighted customers. Let us help you make every demonstration and handover a success.

# Elevana: Excellence in Demonstrations, Handovers, and Training

Empowering You to Deliver Seamless, Memorable Buyer Experiences



## New Home Demonstrations

Elevana's New Home Demonstration Service ensures buyers feel confident and informed.

Our Elite Demonstrator Team delivers seamless, professional walkthroughs that enhance customer satisfaction, reduce follow-up queries, and save your team time.



## New Home Handovers

Elevana's New Home Handover Service takes care of every detail, from immaculate property presentation to warm welcomes.

We deliver a polished experience that reduces customer care queries, saves you time, and leaves buyers with a positive impression of your brand.



## Home Demonstration & Handover Training

Elevana's comprehensive training equips your team with the skills to manage professional demonstrations and handovers.

With online and hands-on sessions, we ensure your team is confident, consistent, and customer-focused.

# New Home Demonstrations

Comprehensive Expert-Led Demonstrations That Build Buyer Trust, Reduce Costs, and Enhance Your Brand



## New Home Demonstrations

Expert demonstrations led by our *Elite Demonstrator Team* are designed to simplify the homebuying journey, ensuring clarity, confidence, and a seamless customer experience.

### Key Service Features

- ✔ **Property Preparation:** We liaise with your teams to ensure every property is demonstration-ready.
- ✔ **Appointment Management:** We coordinate directly with buyers, saving your team effort.
- ✔ **Flexible Scheduling:** Available daily, including out-of-hours, to fit buyers' busy lives.
- ✔ **Consistent Standards:** Every demonstration reflects your policies and procedures, ensuring professionalism.
- ✔ **Tailored Delivery:** Choose face-to-face or our unique virtual demonstration system.
- ✔ **Post-Demo Reporting:** Any buyer concerns are promptly shared with your team.

### Key Benefits

- 
**Cost Efficiency**  
 Comprehensive demonstrations minimise post-completion queries and warranty claims, reducing service costs.
- 
**Time Savings**  
 We handle every step, from organising appointments to conducting the demonstration, freeing up your team for other priorities.
- 
**Enhanced Customer Experience**  
 Buyers feel confident and valued with detailed walkthroughs tailored to their new home.
- 
**Seamless Knowledge Transfer**  
 Buyers understand every detail of their home, reducing future confusion or dissatisfaction.
- 
**Ongoing Support**  
 Our 8-week knowledge guarantee includes top-up demonstrations, ensuring long-term buyer confidence.
- 
**Boosted Reputation**  
 Positive customer experiences drive referrals and strengthen your brand's reputation.

### How It Works

- 1 We prepare the home to your standards.
- 2 We manage buyer appointments with flexible scheduling.
- 3 Our professional demonstrators deliver comprehensive walkthroughs.
- 4 We provide detailed feedback and offer top-up support for 8 weeks.

# New Home Handovers

Flawless Handovers That Save You Time, Reduce Costs, and Leave Buyers Confident in Their New Homes.



## New Home Handovers

Expertly led by our *Elite Demonstrator Team*, our polished handovers leave buyers delighted, confident in their new homes, and with a long lasting first impression to cherish.

### The Final Step Done Right

The handover is a defining moment in your customer’s journey—a chance to leave a lasting impression. At Elevana, we take care of every detail to ensure your buyers feel confident, valued, and ready to call their new property home.

### Why Choose Elevana for Handovers?



#### Reduce Costs

Minimise post-handover queries and customer care workloads with our expert-guided walkthroughs.



#### Save Time

Free your teams from the logistical burden of coordinating and executing handovers.



#### Boost Reputation

Ensure glowing reviews and referrals with handovers that reflect your brand at its best.



#### Delight Buyers

Create unforgettable first impressions with thoughtful touches like welcome gifts and fresh flowers.

## Key Service Features

- ✓ **Impeccable Presentation:** From final inspections to fresh flowers, we ensure every property is picture-perfect for that ‘wow’ moment.
- ✓ **Comprehensive Coordination:** Leave the scheduling, liaising with contractors, and appointment management to us—we’ve got it covered.
- ✓ **Warm Welcomes:** Our professionals guide homeowners through their new property with patience, clarity, and attention to detail.
- ✓ **Reduced Customer Queries:** Thorough walkthroughs ensure buyers understand their home, reducing the need for follow-ups.

## Leave a Lasting Impression with Elevana

Trust the experts to make your handovers flawless, freeing your team to focus on what they do best while enhancing your buyers’ experience.

## How It Works

- 1 Provide the Essentials:** Share the buyer’s name, contact details, plot number, and keys.
- 2 We Handle the Rest:** From preparation to presentation and walkthrough, our team manages every aspect.
- 3 Post-Handover Excellence:** Buyers leave feeling confident and happy, with fewer reasons to call customer care.

# Home Demonstration & Handover Training

Professional training that equips your staff to deliver consistent, engaging demonstrations and handovers with confidence and ease.



## Home Demonstration & Handover Training by Elevana

Expertly led by our *Elite Demonstrator Team*, this training equips your staff to deliver seamless, professional demonstrations and handovers that build buyer confidence and leave lasting impressions.

### Why Choose Elevana?

With over 36,000 professionals trained, Elevana is the trusted name in new home demonstration and handover expertise. Our tailored approach ensures your team has the tools, techniques, and confidence to represent your brand at its best.

### How Our Training Helps You



#### Comprehensive Training

A blend of online learning and hands-on sessions in real properties ensures your team is fully prepared for every scenario.



#### Expert Communication Techniques

Learn how to handle customer queries, keep buyers engaged, and leave a lasting positive impression.



#### Up-to-Date Skills

Regular refresher courses keep your team ready to demonstrate new features, systems, and technology with confidence.



#### Build Customer Confidence

Professional demonstrations reduce follow-up queries and ensure buyers feel supported, informed, and delighted.

## 3 Steps to Excellence

1

**Learn Online:** Convenient, engaging e-learning modules cover the essentials of preparation and presentation.

2

**Hands-On Training:** Practical, immersive sessions conducted at your properties for a real-world experience.

3

**Refresher Options:** Ongoing courses ensure your team stays ahead of industry trends and technology.

## Build Trust, Confidence, and Lasting Impressions

With Elevana's training, your team will confidently deliver professional, consistent, and engaging demonstrations and handovers, building trust, satisfaction, and lasting impressions that reflect your commitment to quality and customer care.

**Let Elevana help your team create confident buyers and lasting impressions.**

# CASE STUDY: LENDLEASE

## Outsourced New Home Demonstrations & Handovers



### At A Glance

#### Challenges

- Lack of internal resources for bulk handovers across developments.
- High volumes of customer care queries post-handover.
- Tight deadlines requiring scalable solutions.

#### Benefits

- Reduced customer care queries.
- Boosted buyer satisfaction.
- Streamlined operations.
- Consistent and professional handovers.



### “I have no hesitation in recommending them”

Since partnering with Elevana, we’ve transformed our handover process, ensuring every customer receives the highest standard of service. I would 100% recommend them as a trusted partner.

-Lendlease

### Objectives

In 2014, Lendlease approached Elevana with a significant challenge: to manage demonstrations and handovers for over 140 homes at Trafalgar Place (Elephant & Castle) within just two months. With additional developments, including Park & Sayer, Stratford Cross, Cambium (SW19), Cobalt Place (SW11), and Hungate (York), they required a partner to deliver consistent, high-quality service and transform their processes.

### Solutions

Elevana’s Elite Demonstrator Team provided:

- Tailored training to upskill Lendlease teams.
- Complete management of demonstrations and handovers.
- Customised procedures to ensure seamless experiences.
- Personalised services, including property preparation and handover gifts.

Driving value, one demonstration and handover at a time, our Elite Demonstrator Team redefined the process, blending professionalism with a customer-first approach. From our origins as trainers to becoming Lendlease’s go-to demonstration and handover experts, we delivered measurable success.

### Results

- ✓ **Reduced Customer Queries**  
Comprehensive demonstrations addressed common buyer questions upfront.
- ✓ **Improved Customer Satisfaction**  
Positive handover experiences reflected in improved customer surveys.
- ✓ **Enhanced Operational Efficiency**  
Freed internal teams to focus on core tasks.
- ✓ **Consistent Standards**  
Every buyer left confident and satisfied.



# CASE STUDY: ARGENT

## Outsourced New Home Demonstrations, Handover Management & Instructional Content



### Objectives

Argent, known for its prestigious King’s Cross development, faced the complex challenge of delivering premium residences at scale, starting with 103 homes at Cadence. Their goals were clear: uphold delivery excellence, minimise internal strain during peak periods, and ensure a seamless customer journey aligned with their brand values.

### Solutions

To meet these high standards, Argent partnered with Elevana. We deployed a senior project manager directly into Argent’s operations—fully embedded to oversee end-to-end delivery. This collaboration encompassed:

- Coordinating with contractors, surveyors, and valuers
- Managing property readiness, styling, and demonstrations
- Organising final cleans and booking customer appointments
- Overseeing handovers, ensuring clarity and comfort for each buyer

This partnership didn’t stop at operations. Elevana also produced over 120 bespoke instructional videos tailored to individual units across Cadence, Capella, and Gasholders, providing 24/7 access to property-specific guidance through a dedicated Showcase portal.

### Benefits

- ✓ **Operational Efficiency**  
Argent’s internal resources were freed to focus on strategic objectives.
- ✓ **Improved Customer Satisfaction**  
Detailed demonstrations and styled properties elevated the handover experience.
- ✓ **Reduced Customer Queries**  
With clear handovers and video guidance, support needs post-completion were notably decreased.
- ✓ **Ongoing Value**  
Elevana’s presence now spans multiple phases, with continued involvement at Capella and Gasholders, including remedial oversight and customer liaison.



### Testimonial

“What sets Elevana apart is their reliability and adaptability. They understand how to integrate with our teams, uphold our standards, and enhance the customer journey. It’s a relationship built on trust, consistency, and shared values.”

–Ryan Sellers, Senior  
Customer Care Manager,  
Argent

# Elevana: Excellence in New Home Services

Empowering You with Engaging Videos, Comprehensive Manuals, and Specialist Training



## New Home Instructional Videos

Elevana creates professional instructional videos tailored to your homeowners' needs.

From **appliance usage** and **heating controls** to **maintenance tips**, these videos empower homeowners and reduce demands on your customer care team.



## Homeowner Manuals

Our bespoke homeowner manuals are meticulously crafted to align with your policies and procedures.

These guides cover **operational instructions**, **maintenance schedules**, and **safety advice**, ensuring homeowners have everything they need to care for their new home.



## Dealing with Difficult Customers Training

Our expert-led training equips your team with the tools and techniques to handle challenging customer interactions professionally.

Using proven methods, we help teams build confidence, diffuse difficult situations, and maintain customer satisfaction.



Discover How Elevana Can Support You

"We would absolutely recommend Supporting You Elevana for the creation of videos and look forward to commissioning more in the near future." – Bellway Homes Group

# New Home Instructional Videos by Elevana

Empowering Homeowners, Supporting Developers

## The Power of Instructional Videos

With over 35 years of experience in the construction industry, Elevana is the go-to partner for creating instructional, explainer, and interactive videos tailored to the needs of homebuilders and their buyers. Preferred by 80% of people over written text, video is the most effective way to engage and educate homeowners throughout their journey.

Our expertise spans a wide range of topics, from appliance usage and heating controls, to home maintenance, drying out, and shrinkage management, ensuring homeowners have all the information they need to look after and get the best out of their new home.

## Why Elevana's Videos Stand Out



### 24/7 Accessibility

Homeowners can revisit videos anytime, reducing the need for post-handover queries and empowering them to care for their home independently.



### Interactive Innovation

Take engagement further with fully interactive video walkthroughs, where a virtual host guides users room by room, demonstrating key features and operations.



### Comprehensive Content

Our videos cover essential details like safety guidance, maintenance tips, and operational instructions. They are available in multiple languages and are fully aligned with your policies and procedures.



### Customised and Multi-Lingual Solutions

Each video is tailored to your development and offered in multiple languages to suit your buyers' needs, ensuring inclusivity and accessibility.

## How Elevana Supports You

Our experienced team handles every step of the process, from scriptwriting and knowledge gathering to production and hosting. We don't need expensive actors or large on-site setups, offering a cost-effective, seamless solution that keeps your workflow uninterrupted.

## Let Elevana Enhance Your Customer Experience

Provide your homeowners with a professional, accessible resource that boosts confidence and reduces follow-ups. Elevana's instructional videos empower buyers, protect homes, and elevate satisfaction.

# New Homeowner Manuals by Elevana

Empowering Homeowners with Comprehensive Guidance

## Elevana's Essential Homeowner Manuals

With over 35 years of expertise in the construction industry, Elevana creates bespoke homeowner manuals tailored to meet your specific needs. Available in electronic formats or as standalone documents, these manuals provide essential guidance on operating, maintaining, and caring for a new home.

By reducing post-handover queries and equipping buyers with the information they need, Elevana streamlines your processes while enhancing customer satisfaction.

### Why Elevana's Manuals Stand Out



#### 24/7 Accessibility

Homeowners can access their manuals anytime, whether digitally or in print, ensuring they always have answers at hand.



#### Enhanced Buyer Confidence

Professionally crafted manuals empower homeowners to manage their property effectively, reducing confusion and increasing satisfaction.



#### Comprehensive Content

Covering everything from appliance usage to heating systems, maintenance schedules, drying-out processes, and safety guidance. All content is aligned with your policies and procedures.



#### Tailored and Multilingual Solutions

Professionally crafted manuals, available in multiple languages, provide clear, practical guidance tailored to your development, ensuring homeowners feel informed and confident in managing their new home.

### How Elevana Supports You

From content creation to design and production, Elevana handles every aspect of the manual development process. Our efficient approach ensures your workflow remains uninterrupted, while delivering high-quality, cost-effective manuals that exceed expectations.

### Let Elevana Enhance Your Homebuyer Experience

Equip your homeowners with the knowledge and tools to confidently manage their new property. Elevana's customised homeowner manuals provide a resource that boosts buyer confidence, reduces support calls, and enhances satisfaction.

# Dealing with Difficult Customer Situations Training by Elevana

Equipping Your Team with Confidence and Expertise

## Mastering Customer Interactions

At Elevana, we recognise that dealing with difficult customers is one of the most demanding aspects of any customer-facing role. With over 35 years of housebuilding industry experience, we've developed specialist training to equip your sales, construction, and customer service teams with the tools, techniques, and confidence to handle even the toughest situations effectively.

Our renowned "**How to Control Your Elephant**" course focuses on mastering the art of effective communication. Through proven strategies and practical methods, your team will gain the skills to address complaints, manage challenging interactions, and maintain a positive, professional approach at all times.

## Why Elevana's Training Stand Out



### Practical Techniques

Learn proven strategies to de-escalate tense situations, resolve issues efficiently, and maintain a professional approach.



### Boosted Confidence

Equip your team with the skills to remain composed and assertive, turning challenging interactions into positive outcomes.



### Tailored to Your Needs

Choose from E-Learning modules, virtual classrooms, or face-to-face sessions, all customised to reflect your policies, procedures, and real-life challenges, ensuring relevance and applicability.



### Enhanced Customer Satisfaction

Professional handling of difficult customers ensures their concerns are addressed respectfully, protecting your brand reputation.

## How Elevana Supports You

Our interactive training combines expert-led sessions, exercises, and actionable guidance. With a focus on building confidence and empathy, we ensure your team is ready to handle any situation with ease, professionalism, and effectiveness.

## Elevana Empowers Your Team

Invest in your team's ability to manage challenging situations while enhancing your overall customer satisfaction. With Elevana's tailored training, you'll build a team that's prepared, composed, and confident.

# CASE STUDY: LAGAN HOMES

## Transforming Customer Service Through Bespoke Training



### At A Glance

#### Challenges

- Policy Alignment
- Documentation Integration
- Communication Consistency
- Practical Solutions

#### Benefits

- Increased Confidence
- Manager Engagement
- Service Consistency
- Staff Engagement



### Testimonial

The feedback from the course was just fantastic – everyone really enjoyed your enthusiasm and how clear you made the objective of the course.

Several have noted how easy to follow it was, and also that it gave them a bit more to think about and they all found it very helpful. I am definitely sensing a different approach when site managers have been meeting with customers – they are wanting to be more involved in the customer journey, it certainly seems to be helping with confidence, and creating a real buzz, so thank you so much for giving them the knowledge and tools to do this."

— Lagan Homes

### Objectives

Lagan Homes sought to enhance their team’s ability to manage complex customer situations while ensuring all training aligned perfectly with their policies, procedures, and public-facing communications. The goal was to provide practical, real-world strategies that empowered their front-line staff to handle challenging interactions effectively.

### Solutions

Elevana delivered a tailored “Dealing with Difficult Customer Situations” course through a comprehensive approach:

- Conducted consultative sessions via Microsoft Teams to understand specific needs.
- Analysed internal documentation to align training with policies.
- Developed custom scenarios reflecting real challenges faced by staff.
- Created take-home reference materials for ongoing support.

The bespoke training included tailored scenarios, response templates, and actionable techniques that ensured compliance and empowered staff.

### Results

- ✓ **Increased Staff Confidence**  
Employees felt more capable of handling customer interactions.
- ✓ **Improved Manager Involvement**  
Site managers became more engaged in the customer journey.
- ✓ **Consistent Customer Service**  
Staff delivered a uniform and professional experience.
- ✓ **Greater Engagement**  
Teams embraced customer care processes with enthusiasm and focus.

# Trusted by Leading Homebuilders Across the Industry

A selection of testimonials from companies that trust Elevana



### OUTSOURCED NEW HOME DEMONSTRATIONS & HANDOVERS

"Our Stratford site was significant with 160 private units; unusually, we didn't have a staffed sales office on site, so Elite Demonstrators was the solution for all of the demonstrations and handovers"



### INSTRUCTIONAL & INTERACTIVE VIDEOS

"When we needed quality video guides, we turned to Elevana. With tight time scales, it made sense to go with a trusted recommendation. From the outset, the process was smooth and efficient, exactly what we needed."



### OUTSOURCED NEW HOME DEMONSTRATIONS & HANDOVERS

"By delivering a consistent, detailed demonstration reduced the number of calls into customer care"



### NEW HOME DEMONSTRATION & HANDOVER TRAINING

"Having attended Elevana's Demonstration and Handover training course previously I knew our front-line staff would benefit from it and so we embraced it positively"



### NEW HOME DEMONSTRATION & HANDOVER TRAINING

"The course brought a fresh perspective, highlighting the importance of customer education. I would highly recommend it to others looking to enhance home demonstration skills and team cohesion."



### NEW HOME DEMONSTRATION & HANDOVER TRAINING

"If all your training is to the standard shown by the trainer, I won't hesitate to recommend Elevana Ltd to anyone"



### DEALING WITH DIFFICULT CUSTOMER SITUATIONS TRAINING

"The feedback from the course was just fantastic – everyone really enjoyed your enthusiasm and how clear you made the objective of the course."



### AUGMENTED REALITY NEW HOME DEMONSTRATIONS

"The Augmented Reality system is excellent and Elevana delivers consistent demonstrations"



### INSTRUCTIONAL & INTERACTIVE VIDEOS

"This instructional video on the Honeywell Thermostat is excellent."



**ELEVANA**

**Excellence in  
New Home Services**

**Get in touch today to see how Elevana can support you.**

 [elevana.com](https://www.elevana.com)

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