

ROAD MAP TO ENJOYING YOUR NEW HOME

A step by step guide

THERE ARE ONLY 11 EASY STEPS ALONG THE ROAD TO OWNING YOUR DREAM HOME!



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#1

Contract Accepted:

Once your contract is approved we order plans, permits and materials needed to start your home. This process can take 75 – 90 days depending on the home location and delays in finalizing color selections.

#2

Design Center:

A design center representative will contact you within the first week to schedule your design center appointment. This is the step where you come into our design center and select colors and finishes for your new home. You may also want to discuss possible upgrades/options. Applies to pre-sale homes only. All appointments are scheduled M-F during office hours.

#3

Pre-Construction Meeting (Mandatory for home buyer to attend):

The purpose of the Pre-Construction Meeting is to set expectations and educate our customers on the overall process of building their new home. It is also the time for them to meet their CareFree superintendent. Topics covered will include: the scheduling process, review their change order selections and other relevant topics. Allow one hour for this meeting. All appointments are scheduled M-F, 8:00 am to 3:30 pm.

#4

Pre-Drywall Meeting:

The purpose of the Pre-Drywall Meeting is to inspect their new home with their superintendent prior to drywall installation. In addition to verifying that each item on the change order has been installed, we educate them on what is in the walls and attic of their new home. This provides them the opportunity to see first-hand the quality workmanship and components of their home. Allow one hour for this meeting. All appointments are scheduled M-F, 8:00 am to 3:00 pm.

#5

Blue Tape Walk-Thru (Mandatory for home buyer to attend):

The purpose of the Blue Tape Walk-Thru meeting is to locate and mark (with blue tape) any items the customer has concerns about and/or would like addressed and/or corrected. Our goal is that if their concerns have been addressed at this time, we can deliver a zero-item home at the Customer Orientation. All cosmetic items should be addressed at this time. The Blue Tape Walk-Thru typically occurs the day following our Quality Assurance or QA inspection. This is the home buyers opportunity to point out items before the Customer Orientation. Our superintendent is available to meet the customer for the first hour only, if the appointment is scheduled M-F, 8:00 am to 3:00 pm. Allow one-two hours for this meeting.

#6

Private Inspections:

The inspection should occur the day following our QA inspection. The 3rd Party Inspector will go through the home with the goal to identify items that are not installed per current construction codes and/or are not working per the manufacturers specifications. The items identified will be corrected within five days of receiving the inspectors report and prior to customers closing. Home will be locked until Customer Orientation.



#7

Customer Orientation (Mandatory for home buyer to attend):

The primary purpose of the Customer Orientation is to orientate the customer as to where each key item of the home is located and how they work. Items found at Blue Tape Walk-Thru meeting should have been corrected by Step 7. Any items not completed by this time, will be recorded on a form and must be completed and signed off, as complete, prior to your closing. This meeting should take one-two hours. To avoid distractions, do not bring large groups of family members, friends, etc. In addition, if you invite your Realtor to the Customer Orientation no Blue Tape Walk-Thru items are covered at this meeting. Please invite them to your Blue Tape Walk-Thru meeting if you want them to point out items.

#8

Closing and Recording:

Closing on your home occurs nine calendar days after Step #5 (excludes holidays). You will receive notification from the Title Company and our closing department regarding the date and time. On the date of your appointment, you will go to the Title Company to sign all loan documents. Once these documents have been signed and the loan company has given their final approval, your paperwork will be cleared to record. Once recorded and we receive recording notification, your new home is officially yours.

#9

Picking Up Your Home Keys:

Once your home has closed, recorded and we receive notification, you will receive a phone call from your communities sales consultant for you to pick up your home keys. You can pick up the keys for your new home at your communities sales office. Our sales consultant will provide you with a gift to say "Thank you" in addition to having your keys.

#10

Transfer of Utilities:

You will be provided with contact information for each utility company associated with your new home. It is your responsibility to have all utilities put in your name no later than four days after your home closing.

#11

30 Day, 6 Month and 12 Month Warranty Appointments:

The 30 Day, 6 Month and 12 Month warranty appointment time line starts on the day your home is recorded in the customer's name. We ask you to send us a Warranty Request form so we can schedule an appointment. While we are not a maintenance service we do stand behind our homes and warranty them to continue to work as they were designed to do. Our goal is to review and correct items within three weeks of receiving the Warranty Request form. See the Warranty Request Guide for information on the 30 Day, 6 Month, and 12 Month Appointment, as well as the Urgent and Emergency Process.



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