

# Construction of Your Home

## General

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Success in personalizing your home depends on effective communication.
- Because of the time required for construction, you have scheduled opportunities to view your home as it is built, ask questions and discuss details. These meetings are an important part of our Quality Assurance Program.

## Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you contact FrontDoor Communities before visiting a home under construction. We reserve the right to require that you wear a hard hat and that a member of our team accompany you during your visit. Please observe common-sense safety procedures at all times when visiting:

- Make arrangements to leave children elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

## FrontDoor Communities Quality Assurance Program

Our processes and programs for Quality Assurance are designed to ensure that we meet your expectations for quality and value in a way that results in your satisfaction and willingness to refer us to a friend. A key component of our Quality Assurance Plan is our Quality Acceptance Program. This program includes several opportunities for you to meet with the Neighborhood Sales Associate and the Builder as we build your home. Specifically, we request your attendance at the following meetings (dependent on stage of construction at time of contract):

1. Pre-Construction Conference
2. Pre-Drywall Walkthrough
3. Homeowner's Orientation/Acceptance
4. Follow-Up Visit

### **Pre-construction Conference (Applicable for pre-sales)**

The pre-construction conference is held after your selections are made and before the start of construction on your home. This provides you with an opportunity to meet with both your Builder and Sales Associate to review the contract and the plan for accuracy and completeness, and to review your design selections and any specific design or electrical requirements.

If you have any questions about the building process, you may wish to ask them at this meeting.

### **Pre-Drywall Walkthrough**

The Pre-Drywall Walkthrough is held just before the drywall is installed. This is a meeting between you and your Builder and an opportunity to review the structural quality of the home and to confirm the layouts of the mechanical, electrical, plumbing, phone/internet jacks, CATV connections and other contract items. Your Builder will review the exterior layouts of decks, patios, driveways and site drainage as well.

### **Homeowners' Orientation/Acceptance**

#### ***Orientation***

Your Homeowners' Orientation is an introduction to your new home and its many features—a meeting that includes a detailed demonstration of your home and review of information on its maintenance.

We schedule the Homeowners' Orientation with you as your home nears completion. We will meet at your new home for the orientation prior to closing.

Allow enough time for the Homeowners' Orientation. We expect the orientation to take one to two hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about homeowner maintenance or the one-year warranty coverage, please make note of them to bring up at the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate friends and relatives are eager to see your new home, it would be best if they visit another time. Similarly, we suggest, if possible, children and pets not accompany you at this time. FrontDoor Communities asks that only new Homeowners attend the orientation to eliminate any unnecessary distraction. If a Realtor has helped you with your purchase he/she is welcome to attend.

### ***Acceptance***

In addition to introducing you to your new home, the Homeowners' Orientation is an opportunity for you and your Builder to confirm the home meets our quality standards and we have completed all selections and changes. We note any details that need attention on the Homeowners' Orientation/Acceptance forms.

FrontDoor Communities takes responsibility for resolving any items noted on the Homeowners' Orientation/Acceptance form. We will make every effort to make corrections before you move in. If work needs to be performed in your new home after you move in, construction personnel are available for appointments Monday through Friday, 7 a.m. to 4 p.m.

We will inform you of any delays caused by back-ordered materials.

In some instances, work may not be completed due to weather restrictions. FrontDoor Communities will contact you to reschedule when weather permits.

Cosmetic surface damage may occur during the move-in process or through daily activities. Therefore, after we correct any items noted during the Homeowners' Orientation, repair of cosmetic surface damage occurring after move-in is a Homeowner responsibility. This includes paint touch-up. Our one-year warranty excludes cosmetic damage to items such as:

- Sinks, tubs and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors and glass
- Windows and screens
- Tile, carpet, hardwood and resilient flooring
- Doors, trim and hardware
- Paint and drywall
- Finish on appliances

### **Follow-Up Visit to the Homeowner**

We'll schedule a Follow-Up Visit within 30 days of your closing to make sure that everything is okay or being taken care of. Your Builder will also review the process for requesting Customer Service.