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## BUILDING YOUR SILVERTON HOME

### PROCEDURES AND CHECKLISTS FOR THE HOMEOWNER

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#### **PRE-CONSTRUCTION PHASE**

By this stage we have worked together to develop Preliminary Custom Plans and Specifications for your new home, as well as signed a Construction Contract. Now, Preliminary Custom Plans will be converted to Finalized Custom Plans. Once finished, the Finalized Custom Plans along with the Specifications and Contract form the entire agreement between you and Silverton Custom Homes.

Once signed and dated, modifications to any one of these documents is considered a Change Order, which must be requested in writing, and will be handled according to the Change Order Procedure as described in the next section of this document.

In addition to the above, the Homeowner must provide proof of financing prior to initiating the Construction Phase. If you choose to finance the home with a loan, please provide a pre-approval letter from the lender of your choosing (lender recommendations are available upon request). If you choose to self-finance the home, then we will meet with you to discuss construction funds and the payment schedule. Either way, we will proceed to the construction phase once construction funding is in-place.

#### **Homeowner Manual Meeting**

You will be presented with a personal Homeowner Manual prior to construction. It will help you to stay organized and informed during the construction process. Inside the Homeowner Manual, you will find:

- ❑ *Building Your Silverton Home* (this document)
- ❑ *Company Contact Information*
- ❑ Your signed and dated *Professional Services Agreement* and/or *Contract*
- ❑ Your signed and dated *Specifications* with allowances
- ❑ *Selection Information Sheets* and procedures
- ❑ *Selection Confirmation* procedures
- ❑ *Change Order* procedures and *Change Order Request Forms*
- ❑ *Construction Calendar*

The Homeowner Manual meeting is important as it introduces you to the Silverton process and outlines the steps and timing necessary to ensure you enjoy a seamless building experience. At this meeting the following will be covered:

- ❑ Familiarization with the Homeowner Manual;
- ❑ Selection Procedures will be outlined in detail;
- ❑ Selection Confirmation Procedures will be outlined in detail; and
- ❑ The Change Order Procedure will be outlined in detail.

Please take the time to familiarize yourself with the entire Homeowner Manual. This is your tool to stay organized and on schedule. If you follow the steps outlined in this manual, your construction experience will be more enjoyable and much more efficient. Also, you will be asked to bring the Homeowner Manual to every meeting and site visit.

## **CONSTRUCTION PHASE**

### **Selections and Confirmations**

Here is where you start getting busy. There are many decisions you must make during the course of construction. Our staff has split these decisions up to allow you to make them a few at a time, instead of all at once. There are approximately three meetings scheduled with Home Front Design, our in-house interior design firm. They will prove to be an invaluable resource for you while making many of your selections and helping you to tie everything together. The other selections will be made directly with the suppliers. Their information is included on individual Selection Information Sheets in the Selection Information section of this manual. This section also includes a summary of selections to be made, meeting locations and due dates.

Upon making each selection, the Customer Care Manager will forward the Selection Confirmation to you for your review, approval and signature. It is important that you return the Selection Confirmations promptly so there is no delay in your construction schedule. It will include the order amount, your allowance amount, and the balance or credit due. Over allowance balances are due immediately. Material will not be ordered or work started until the appropriate vendor receives all payments for overages.

This system will be repeated throughout the construction of your home for each product selection.

If a change is made after signing off on the Selection Confirmation, the change must be implemented using the Change Request Procedure described at the end of this section.

### **Plumbing Fixtures, Front Door, and Appliance Selections**

Typically, the first three selections take the longest; however, the information gained from these three selections is vitally important since many of your home's framing and mechanical work are based on these early selections. On each Selection Information Sheet, you will be provided with the vendor(s) contact information to set up an appointment as well as notes that may aid you in your selection process.

- ❑ Complete the Plumbing Fixtures Selection.

- ❑ Complete the Front Door Selection. Note: This is also the time to make any exterior door and/or window changes for just the cost of the material, as opposed to incurring framing costs and having extra, non-returnable doors and/or windows.
- ❑ Complete the Appliance Selection.

Note: These first three selections must be completed before lot clearing begins for your home.

### **Site Clearing Meeting**

- ❑ Project Manager will meet with you on your lot to discuss the orientation of your home and mark trees for clearing.

### **Foundation Meeting**

- ❑ Project Manager will meet with you to explain the foundation process.
- ❑ We will mark the location of your driveway with your approval.

Actual construction is now underway on your home. There are a few things to remember during this exciting process. A custom home is one of very few products that the purchaser can watch being created and modify the final outcome while the project is in-process. Like every manufacturing process, an occasional issue may arise that requires correction. In home construction, the purchaser becomes aware of these situations as they happen. Sometimes what appears to be an issue is not an issue at all, but only a misunderstanding of the situation.

Issues that do occur will be approached with the following in mind:

- Is the area of concern within quality standards?
- Does the cost of correction outweigh the value of the issue?
- What is the simplest way to correctly address the issue?
- What is the proper time table for correction? Is more time required to explore options for correction?
- Will the issue affect the appearance or function of the completed home?
- Once a method for addressing the issue has been determined, you will be notified of the method of correction and the schedule for correction.

### **Exterior Color Selection and Electrical Review Meeting**

This is the first of three or four meetings with Home Front Design. In this first meeting, you will select exterior colors and review the electrical plans for any changes. The Interior Designers are skilled at drawing out and interpreting your personal style, but the process is streamlined when you can cite examples (i.e. magazine clippings, photos of homes, and addresses of nearby homes).

Remember our staff is here to assist you. We are happy to research homes you've seen and like, and identify the materials and colors used.

- ❑ Complete all Exterior Color Selections with Home Front Design. Note: There will only be a cost difference if you vary from the materials shown on your final plan or specifications.

Home Front Design will also review the electrical plans with you to confirm the location of electrical items. Home Front Design's focus is on lighting layout; however, they can offer suggestions and make other changes. If changes are made, then the Change Request Process will be used to confirm charges or credits resulting from the change.

### **Cabinetry Selection**

Cabinetry plans will be created from the plans' interior elevations and presented to you for approval. This is the time to confirm cabinetry layout/design and to discuss any options not already included in your custom home.

- ❑ Approve and sign off on the cabinet layout drawings and options (these drawings are vital; the Project Manager cannot frame your home properly without them).

### **Security and Audio/Visual Selection**

- ❑ The structured wiring company will contact you and schedule a meeting to review security and audio/visual pre-wiring options for your home.
- ❑ Take your Allowance Sheet with you making note of your allowance. This allowance is typically for in wall wiring only (no security or audio/visual components are included).
- ❑ Return the structured wiring company's signed proposal as a selection form to the Customer Care Manager.

### **Electrical Walk-through Meeting**

- ❑ When the carpenters near the completion of framing your home, the Customer Care Manager will schedule an on-site Electrical Walk Through with you, the Project Manager, and the electrician.
- ❑ The electrician will direct the walk through, marking switches, plugs, and light fixtures per the electrical plans (or revised plans) and building codes. You will have the opportunity to add, delete, or move switches, plugs, and light fixtures during this walk through. Remember: modifications to the suggested electrical layout will change the price of wiring your home.

### **Interior Colors and Design Meeting**

This is the second meeting with Home Front Design. Depending upon the size of the home, this meeting may be split into two design meetings. In this second meeting, you will select interior colors and finishes. Remember, magazine clippings and photos are helpful in conveying your personal style.

- ❑ If granite countertops are specified in your home, then complete the Granite Countertops Selection Sheet and return it to the Customer Care Manager prior to attending the Interior Colors and Design Meeting with Home Front Design.
- ❑ Complete the following selections with the assistance of Home Front Design:
  - Interior Colors Selection
  - Drywall Texture Selection
  - Flooring Selection
  - Tile Work and Countertop Selections

### **Ornamental Iron Meeting**

If your home requires exterior railing, then the Customer Care Manager or Project Manager will setup a meeting to discuss designs with the railing fabricator.

- ❑ Complete the Ornament Iron Selection Sheet with the assistance of the Project Manager.

### **Lighting Selection Meeting**

This is the last meeting with Home Front Design. Depending upon the size and/or the complexity of your home, this selection meeting may be combined with the Interior Colors and Design Meeting.

- ❑ Complete the Lighting Selection with the assistance of Home Front Design.

### **Mechanicals and Pre-Drywall Meeting**

- ❑ When the majority of all mechanical work is mostly complete, the Project Manager will walk through the home with you to verify placement of everything inside your walls.

### **Interior Finish Meeting**

- ❑ Towards the end of drywall installation, the Customer Care Manager and Project Manager will schedule a meeting with you, the finish carpenter, and the doors and trim representative. We will walk through the home and confirm interior trim details.
- ❑ The Customer Care Manager will help you fill out your Interior Trim Selection Sheet for you. Note: Extra crown moldings, trim details, ceiling details, etc. not covered in the contract or specifications or on the plans will require a Change Order.
- ❑ If applicable, the Customer Care Manager will help you with the Interior Stair Parts Selection.

### **Final Selections**

Complete the following selections per the Selection Information Sheets:

- ❑ Bath Accessories Selection;
- ❑ Door Hardware and Lockset Selections;
- ❑ Shower Door Selections; and
- ❑ Mirror Selections.

### **Driveway and Walkways Meeting**

- ❑ Meet with the Project Manager to layout driveway and walkways. Note: Work in excess of what is in the contract, specifications or plans will require a Change Order.

### **Change Requests and Change Orders**

Changes during the course of construction are common when building a custom home and Silverton is very flexible in accommodating those changes or variations. In order to manage the complexities of the multiple

decisions that go into a custom home, we have developed a system of Selection Confirmations and Change Orders to build flexibility into your contract.

We devised these systems to process changes and implement them in both a cost and time effective manner. If the system is not followed, delays, cost overruns, and frustration may occur. Keep in mind that changes may cause unforeseen problems, usually result in price increases, and almost always cause an increase in the construction schedule.

This section applies to any and all changes to plans, specifications, and/or allowances.

The sooner you decide on a change, the better. There is a rising curve when it comes to changes: the longer we wait to implement a change, the greater the time and cost to implement and complete your change.

The following is our Change Order process:

1. Fill out a Change Order Request Form and submit it to the Customer Care Manager or your Project Manager. Our staff is available and happy to discuss possible changes, but in order to implement them you must submit the change in writing. Change Order Request Forms are available as hardcopies and in electronic format.
2. Within three business days, the Customer Care Manager will return a Change Order which will describe the change in detail and provide a price quote (labor and materials) to make the change as well as the approximate number of days your change may add to the project.
3. If you accept the change, approve the Change Order and return it to the Customer Care Manager along with a check for the amount listed on the change order. The Project Manager will then implement your change as quickly as possible based on the construction schedule. If you decide against the change, please let the Customer Care Manager know as soon as possible. You have four days upon receipt of the Change Order to accept or reject the change. If you do not make a decision regarding the Change Order, the Project Manager will proceed as if the change was rejected.

If you want to accept a change order at a later date (longer than four days), you will have to approve a modified Change Order (Due to the longer approval deadline, modified Change Orders may incur higher costs and/or more days than the original Change Order).

## **CLOSING PHASE**

The Construction Phase is now winding down and Silverton is preparing to turn the keys over to you. Just before we do that, your Project Manager will put the finishing touches on your home and then have it cleaned prior to our Pre-Closing Walkthrough. Closing will occur soon after the walkthrough, so ensure that permanent funding (if any) is in place.

### **Pre-Closing Walkthrough**

- ❑ Approximately one week prior to closing you will meet with the Customer Care Manager and Project Manager to demonstrate the operation of appliances and mechanical systems in your new home.
- ❑ The Customer Care Manager will explain homeowner maintenance responsibilities and review the Limited Warranty Agreement.

- ❑ The Customer Care Manager will provide the homeowner with any manufacturer warranties.
- ❑ You will be given an opportunity to make notes prior to our Pre-Closing Walkthrough, but if you don't, be assured we will come to the meeting with a detailed Closing Checklist to ensure the Home is up to our exacting standards. A complete Punch List is important at this time. The Project Manager will complete your written Punch List according to the construction schedule and will not return for additional Punch List repairs until the 30-day check-up. Emergency situations are the exception.

After the walkthrough, the Project Manager will address the Punch List and then schedule a final cleaning. Upon Homeowner approval of the final cleaning, the homeowner will be responsible for all trash or cleanup not related to construction on the home.

### **Closing**

In preparation for closing, the Customer Care Manager will update the Job Summary Report with all charges and credits resulting from Change Orders (if any) and allowances minus selections. The result is a total for permanent financing and/or a final payment due Silverton. Once the Job Summary Report is agreed to and finalized, then permanent financing will close (if applicable), Silverton will receive final payment, and you will move into your new, completely-personalized home.

## **WARRANTY PHASE**

### **30-Day Home Review**

- ❑ After 30 days, at your convenience, call and schedule a Home Review with the Warranty Manager.
- ❑ Fill out a Warranty Repair Request Form if you have found any items of concern in your home.
  - ❑ The Warranty Manager will address each request on a case-by-case basis and contact the appropriate contractors for repair.

### **11-Month Home Review**

- ❑ After eleven months of occupancy, at your convenience, call and schedule a Home Review with the Warranty Manager.
- ❑ After eleven months of occupancy, fill out a Warranty Repair Request Form if you have found any new items of concern in your home.
  - ❑ The Warranty Manager will address each request on a case-by-case basis and contact the appropriate contractors for repair.