



Agent and Homebuyer Guide to the New Home Orientation

The New Home Orientation (First and Final Walk)

The New Home Orientation is the first step in a two-part education and quality review process that is broken down into the First Walk and the Final Walk. During the First Walk, our superintendent and the homebuyer meet and review the home together as it nears completion. Agents are also welcome to attend.

The First Walk has several purposes, including homebuyer education and quality inspection. A thorough checklist is used to review and inspect various aspects of the home, and a list of any incomplete items is compiled.

Emphasis is placed on close inspection of surfaces and fixtures, to confirm that all materials are in new condition and undamaged. The wear and tear that occurs on a new home begins with moving in, and continues with everyday living, often causing scratches, dings, and dents. For this reason, it is important to check for such damage before closing. Naturally, the damages that occur after closing are not covered by the builder's warranty.

Scheduling the First Walk

The first step in the process, the First Walk, takes place up to two weeks prior to closing.

- About 15 days prior to closing, our walk-through coordinator or listing agent will call to schedule the First Walk. Ideally, it will take place 5 to 10 days prior to closing.
- The First walk can be held between 8:00 and 2:00 pm, Monday through Friday.
- It typically lasts about an hour to an hour and a half.

Things to Know Before You Go

- The homebuyer will check that items such as window screens, floor coverings, and countertops are in new condition and undamaged. This is particularly important, because damage to (as opposed to defects in) such items is not covered under warranty. Care and protection of such items become the homeowner's responsibility upon closing.
- Due to time and space limitations, it is preferred that friends or family not be invited to view the home during the meeting. This is a time for the homebuyer (and the agent, if preferred) to meet privately with us, and focus on the orientation. The listing agent and selling agent are encouraged to be present.

What to Expect During the New Home Orientation

- The superintendent will review the special features of the home, and demonstrate them as needed. For example, thermostats, tilt sash windows, and fireplace dampers will be explained.
- A final check will be made that the options and specifications for the home have been properly included.
- The interior and exterior of the home will be reviewed to ensure that it meets quality standards, using a detailed inspection checklist.
- The superintendent will provide a review of warranty policy and procedures, with an opportunity for homebuyer questions to be answered.
- Any discrepancies in quality standards, accuracy of specifications, or customer satisfaction will be addressed. If possible, they will be corrected during the First Walk. Any remaining discrepancies and the planned resolution will be noted on the written forms.
- A copy of checklist completed during the First Walk will be provided to the Homebuyer at the conclusion of the Final Walk or during the closing.

What If Something Is Missed at the New Home Orientation?

It's possible to notice something new after the walk through and before closing. We want things to be just right, and homebuyers are always able to bring new items to our attention between the walk through and the closing. However, homebuyers should please keep in mind that additional requests may require additional time to complete them, and we retain the right to move the closing date back to accommodate new requests. It's much preferred to focus on being as thorough as possible at the scheduled walk-through.

The Final Walk

The Final Walk is a brief meeting for the purpose of reviewing and documenting the completion of any items that were identified at the First Walk.

Homebuyers may also perform a final check to ensure that all surface and materials are free of damage.

Scheduling the Final Walk

- The Final Walk typically takes place on the day of closing, but not more than two days prior to closing.
- The meeting usually lasts 20 to 40 minutes
- If not already scheduled by the walk-through coordinator, the Final Walk is scheduled at the conclusion of the First Walk.

The Moving In Agreement

It is our goal to complete any outstanding items before closing. In the event that there are any unfinished items (usually due to backordered materials or a weather-related delay), those are noted and attached to a Moving In Agreement at closing.

With the execution of the Moving-In Agreement at closing, the buyer is signifying that he/she has examined and approved the condition of the house, with the exception of any items noted on the agreement.

These documents do not affect or limit a buyer's warranty coverage for any service that may become necessary during the warranty period. They do represent the buyer's approval of the home in terms of general workmanship, his or her acknowledgement that the property has been completed according to chosen specifications, his or her acceptance of the overall contours of the yard, and his or her acknowledgement of the existence of any mechanical features such as junction boxes, manhole covers, and storm water drainage facilities on the property.

The Moving-In Agreement will also stipulate that the buyer has inspected all products and surfaces and found them in new and undamaged condition. This is important because our warranties do not cover wear and tear such as scratched or stained surfaces (unless they are the direct result of a condition covered by warranty).

Third Party Inspections and Radon Testing

Any desired third party inspection should be conducted separately from the First Walk. We prefer that any third party inspection be scheduled two days prior to the First Walk, when all systems are typically complete and ready to inspect. A copy of the inspector's report should be submitted prior to the First Walk, along with any repair requests. Any inspection repair lists that are submitted to us during or after the first walk may result in a delay of closing, as we work to accommodate the additional requests.

If desired, radon testing may also be arranged, but requires additional time due to the nature of the process. Because radon testing requires that the house be closed over a period of days, it should be scheduled for a weekend, and preferably three weeks prior to the First Walk.

Allowing three weeks provides time for any mitigation that may be required, and for the re-test that is necessary to verify results of mitigation.