

Allen Edwin Homeowner Manual

Section II

BUILD

It is now time to begin building your new Allen Edwin Home. We are sure you are excited to see your home come to life and we are equally excited to make that happen. We take very seriously that you have entrusted us with the plans to the home of your dreams. That's the way we look at it at Allen Edwin Homes – that each day adds up to something bigger than the day's work. It is making dreams come true. The pieces that we join together to build a structure in a short period of time combine to form the focal point for an entire lifetime – the place you'll call home. We will keep you engaged and informed during the entire Build process. We'll literally walk you through key phases, from pre-construction, through the lumber framing, electrical and plumbing stages, all the way to the finishing touches with paint and shutters. It's important for you to see the way your new home comes together. That's what you'll find in the pages to follow – all the details that are important for you to see, and all the opportunities you'll have to make certain everything is coming together according to plan.



We value what you value.

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New Home Time Line

Time Commitments

During the building of your new home, there will be a few important times to schedule time off work so you can be involved in required meetings during normal business hours of 8:00 am to 5:00 pm, Monday through Friday. The home building process will require your time during ordinary business hours.

Event	Timing	Description
New Home Review Meeting	After Final Selections, Before Frame Start*	Meet with your Customer Manager prior to framing to review the plans and selections. Appointments are during normal business hours and will last approximately two (2) hours. Please plan on taking a ½ day off work.
Homeowner Orientation	Upon completion of the Smart Flow Schedule*	Introduction to your new home to learn the operation of its systems. Appointments are during normal business hours and will last approximately two (2) hours. Please plan on taking a ½ day off work.
Closing	2 – 3 Business days after your New Home Orientation*	Closing takes place at the title company where all financial transactions will be completed and you take possession of your new home! Please note: if your lender prepares your closing as a refinance, there may be delays in possession. The closing will last approximately one hour.

***Appointments for these events are scheduled during the following times:**

Mon – Fri 8am – 5pm Excluding holidays

- **Plan on at least 1 ½ to 2 hours for each of these appointments.**
- **It might be necessary for you to schedule time off work to attend these appointments.**

Key Contacts

In this section we will introduce you to the people who will be assisting you during the process of building your home. Also, we will explain how each individual can help you and how to contact them.

Customer Manager

What they do for you.

- Primary contact to answer questions you have concerning the building of your home.
- To obtain information regarding the building of your home please fill out a “Question for Construction” form by visiting www.allenedwin.com. Scroll down and click on the Building Your Home icon on the left side of the page. This will open the “Question for Construction” window. After completely filling in your information at the top of the page, you may insert your question(s) and submit. You should expect a response within one business day. You may also fax your question for construction to (866) 581-9297.
- Conduct quality checks on your home to ensure model finish standards are met.

Production Manager

What they do for you.

- Supervise the construction of your home.
- Monitor construction progress to keep your home on schedule.
- Inspect your home daily.
- Keep job site clean.

Closing Manager

What they do for you.

- Provide the date and time of your Closing appointment.

How can you contact them?

For regular communication, you may call the Closing Manager at 269-321-2610 ext. 351

Our Commitment to You

The construction phase of your new home is an exciting process where you will see your new home become a reality.

As the Customer Manager, I pledge to:

- Set clear expectations at the New Home Review Meeting on what to expect throughout the construction of your home
- Be helpful, friendly and professional
- Ensure your home is built on schedule and according to Allen Edwin Homes Model Finish Standards.

Top Customer Expectations

Building Your Home

- There may appear to be a “lull in the action” after completing your selections until the start of framing. Rest assured that work is going on behind the scenes to get your home started.
- A very important and informative New Home Review Meeting will be scheduled and must be completed before your home begins framing. Allow a minimum of one-half day to complete this meeting.
- Once construction begins, the Customer Manager will be your primary contact to answer any questions or concerns you may have in regards to the building of your home. Your Sales Counselor will also be communicating with you weekly.
- During the construction process, you have the opportunity to ask any questions you may have via the “Question for Construction” area of our website. You will receive a response within one business day.
- Trade Partners are required to build your home to the same finish standards demonstrated in the model homes. You can expect your home will be finished consistent with these standards.

Closing on Your Home

- Approximately 30 days prior to completion of your home, you will receive notification from the Closing Manger regarding your need to finalize your financial paperwork. It is your responsibility to contact your lender and ensure your lender has all the proper documentation. Verify with the lender that your loan will be ready to close in approximately 30 days and whether the loan is being documented as a refinance. If your loan is going to be a refinance, please be aware that you will not receive your keys and occupancy to your home until the loan funds are disbursed (3 business days from closing).
- The Closing Department will call you 1-2 days after you schedule your Homeowner Orientation with the Customer Manager. The Closing will be scheduled for the second business day after your Homeowner Orientation or as soon as possible thereafter.
- Your Closing date *will not* be scheduled until you schedule your Homeowner Orientation meeting. Allow at least a half-day to complete this meeting.
- Once your home is completed, if closing and funding does not take place within 3 business days, there will be \$50 per day extension fee that will be added to the amount due at closing.
- Please prepare for your move – notify landlords, utility companies, movers, employers, etc. To assist with this, a letter will be sent to you with the contact information for the utility companies. **Please do not commit to any dates prior to having a firm closing date assigned by the Closing Department.**

Warranty on Your Home

- Your home will be built and warranted according to the standards found in the Limited Warranty provided by the Residential Warranty Company, LLC.
- With the exception of emergency situations, all warranty requests must be submitted on-line or in writing to the Warranty Service Department.
- Please review the “Most Common Service Requests Not Covered by Warranty” sheet, located in the Live Manual, prior to contacting the Warranty Service Department.

Time Off Work

Please note: Times do not include travel time.

- The following steps in the building process will require additional time.
 - Homeowner Orientation (1.5 - 2 hours)
 - Closing (1 hour)
 - Any Warranty inspection and repair (1/2 day each)

Work Days/Non-Work Days

“Workdays” and “Non-Work Days” are terms that you may often hear when discussing the scheduling and timing of construction on your new home. These terms are important to Allen Edwin and our Trade Partners and play a critical part in Allen Edwin’s commitment to you regarding the quality and care given to your home during the Construction Process.

Our Smart Flow Schedule deals in the reality of new home construction. The reality is that there will be outside factors that are out of our control which will interrupt the daily progression of construction. One obvious factor would be the weather. We pre-plan for these outside factors in our Smart Flow Schedule by providing a certain number of “Workdays” to build your home. By adhering to a certain number of “Workdays” in our home schedule and by starting homes at a consistent pace, we are insuring that our Trade Partners will have the time and capacity to build your home in a manner that meets model finish standards. Remember, it will take a certain number of days to build your home, not calendar days but actual “Workdays”. Throughout a calendar year we will call “Non-Work Days” to efficiently deal with any outside factors that come up during construction and to maintain a consistent level of production. Rest assured, if a “Non-Work Day” is called, plenty of people will still be working on your home they just might not be on site that day.

Building Your Home

In this section we will introduce the process of building your home. We will explain to you the preparation of your foundation and what will happen once your foundation is ready. We will then proceed to the framing process and explain what will happen in that stage.

Foundation Start

1. When your foundation start date arrives, the lot will be cleared of vegetation and staked. In the days following your staking, construction of your slab, crawlspace, or basement will begin. Weather will have a significant impact on this process.

**Note: The pouring of your foundation does not constitute the beginning of your construction schedule. Throughout the year and especially prior to the winter months, we will pour foundations up to three months in advance. This is done to make sure that we can begin framing your house on the scheduled day. Sometimes ground conditions are too muddy, wet, or frozen and we cannot work, even though the day is nice enough for other foundation work to be done. It is important to know your position in line and to focus on the date when the framing of your home begins. Ask your Sales Counselor for details.*

2. Upon completion of the foundation, your home will be placed in the framing rotation. The start of framing marks the start of your construction schedule.

New Home Review Meeting

1. The purpose of the New Home Review meeting is to inform you of what to expect during the home building process.

**Note: Be prepared to attend this meeting at the appointed date and time. We suggest that you allow at least a half-day off work to complete your New Home Review meeting.*

New Home Review Meeting

Overview:

The purpose of the New Home Review Meeting is for the Customer to meet their Customer Manager and to review all of the key elements of their new home prior to the significant aspects of construction starting (framing – closing). It is held at the Model home in the community in which the customer purchased and is attended by the Customer and the Customer Manager. When available, the Salesperson is encouraged to attend as well.

Outline of topics to review:

1. Introduction.
2. Describe role of the Customer Manager and the Builder.
3. Set expectations for Communication using “Question for Construction”.
4. Review Plot Plan / Lot.
5. Confirm and Review Options for accuracy.
6. Review Model Home Quality with Customer.
7. Review Smart Flow Schedule.
8. Review the Closing Process.
9. Have Customer fill out survey cards for Sales Process and Showroom Process.

Model Home Quality

- A critical aspect of satisfying our customers is setting the proper expectations and then executing to those expectations. A critical part of creating this expectation is reviewing with our customers what they can expect in terms of Quality. Quality is defined as “when the execution and the expectations align.” Our commitment to our customers is to provide them the same level of quality that we show in our Models. With that in mind, this part of the New Home Review meeting is done while walking through the Model. The items that need to be covered are broken down into three categories.
 - Finish Quality – This is the level of finish that the customer can expect in their home. Items that fall into finish quality are:
 - Cleanliness
 - Paint – point out potential flashing issues, eggshell expectations
 - Drywall finish – review the orange peel texture, nail pops
 - Interior trim finish – Including miters, stair parts, moldings, cabinets, mantels, etc.
 - Plumb and levelness
 - Product Quality – This is the level of quality that they can expect from the products that they put in their home. Items within product quality are:
 - Appliances
 - Cabinets – doors and drawers
 - Lights
 - Plumbing fixtures – sinks, faucets, water heater, etc.
 - HVAC
 - Electrical outlets / switches
 - Closet shelving
 - Hardware
 - Windows and Doors
 - Repair Quality – This is the level of quality that they can expect on items that may be damaged in the construction process and are then required to be repaired. Each of these repaired items must be represented in at least one model home per community. Items included are:
 - Flooring repair – Vinyl and Hardwood
 - Countertop repair – Laminate repair
 - Metal door dent repair
 - Cabinet repair
 - Shower / Tub repair
 - Window repair – vinyl repair

New Home Review Summary

Customer Name _____

Community and Lot# _____

Customer Manager _____

<u>Confirm Items Reviewed</u>	<u>Customer</u>	<u>Builder</u>
- Plot Plan reviewed	_____	_____
- All Options reviewed/accurate	_____	_____
- Smart Flow Schedule reviewed	_____	_____
- Reviewed Model Home Quality	_____	_____
- Closing Process reviewed	_____	_____
- Survey Cards Filled out	_____	_____

Customer Signature: _____

Date: _____

Customer Manager Signature: _____

Date: _____

Customer Expectation Sheet

In an effort to serve our Customers and to meet your expectations, please verify that the Customer Manager has reviewed the following items with you and has set the proper expectation for you as it relates to the items below.

Finish Quality

- Cleanliness
- Paint
- Drywall finish
- Interior trim finish
- Plumb and levelness

Product

- Appliances
- Cabinets
- Lights
- Plumbing fixtures
- HVAC
- Electrical outlets / switches
- Closet shelving
- Hardware
- Windows and Doors

Repair Quality

- Flooring repair – Vinyl and Hardwood
- Countertop repair – Laminate repair
- Metal door dent repair
- Cabinet repair
- Shower / Tub repair
- Window repair – vinyl repair

Please acknowledge that all of these items were covered by your Builder by signing below.

Customer Signature: _____ Community / Lot# _____

Customer Manager Signature: _____ Date: _____

Frame Start

1. The Frame start date of your Allen Edwin home will be scheduled centrally from our Corporate Office. Each of our trade contractors receives a daily notification alerting them to upcoming activities. Our construction moves at a steady pace, which enables our Trade Contractors to staff for the same amount of work throughout the entire year. This allows us to maintain a steady contractor pool. By retaining the same contractors, we are able to consistently deliver a quality product at an exceptional value. The Trade Contractors building your home are dedicated to constructing your home to the same standards as our model homes.
2. Allen Edwin Homes strives to establish a predetermined number of frame starts for each community. Your home will be placed into the community frame rotation based on the Smart Flow Schedule. Please ask your Sales Counselor for details.
3. When your turn arrives, the framing lumber will be delivered to your lot in preparation for construction. Your New Home Review meeting will be scheduled before your framing begins. If this is not the case, please contact your Sales Counselor.
4. Allen Edwin Homes emphasizes a neat and orderly work site. This demonstrates our commitment to quality and customer satisfaction.
5. The Production Manager will inspect your home daily. In addition, the Customer Manager will perform quality inspections at several key points during construction.

Frequently Asked Questions about Building Your Home

1. Where are my property boundary lines?

Your property boundary lines are officially recorded with the governing body that oversees the development process. This is either a city or county decision. We use these exact boundaries to place and build your home. Allen Edwin Homes will stake the corners of your property by means of an approved plot plan. You will want to order a boundary survey, after closing, if you need specific lot lines for fencing.

2. Can I make changes to my home?

Once you have finalized your Lot Transfer and Selections, the technical preparation for building your home begins immediately. This includes preparing architectural drawings, ordering materials, establishing labor costs, and ordering building permits. All of these activities are specific to your home based on the options you selected. By the time actual construction of your home begins, changes to your home, even seemingly simple ones, create significant risk for error and disappointment for our buyers. For this reason, changes that can be made to your home at this point are very limited. The Customer Manager will review with you during your New Home Review meeting what specific types of changes are possible and the deadline for those requests.

3. What types of changes are possible?

The types of changes possible after Selections are finalized are very limited. The items that can be requested to be changed are:

- Add an irrigation system
- Add additional sod to complete lawn

Seemingly simple changes like these still require changes to orders to suppliers and labor trades as well as print revisions to ensure we accurately communicate to our trade partners what you have changed. Change requests for these items must be submitted by the Customer Manager using a Field Change Order (Field Change Order form is attached). Change requests must be submitted by Workday 5 in order to provide adequate time for processing. After Workday 5 no additional changes can be made.

4. Why is nothing happening to my home after the foundation has been completed?

Foundation work is often done at a faster pace than the construction schedule, which starts when the framing of your home has begun. Even when the weather is nice outside, the ground may be extremely wet or frozen; this hampers the ability to start the foundation. Preparing the foundations in advance allows us to carry out the construction schedule on a predictable and consistent basis. Our goal is to always have foundation platforms ready regardless of weather.

5. Should I be concerned about cracks in my foundation or slab?

All concrete has the potential and is likely to crack at some point. Most cracks are simply shrinkage cracks that occur as the concrete cures. They are small hairline cracks that are not structural in nature and will not cause problems. Shrinkage cracks will appear both in the foundation & slab. When a shrinkage crack leaks water during warranty period, Allen Edwin Homes will address the issue at no cost to the customer. Again when a shrinkage crack occurs in the slab under carpet, vinyl, tile, or wood flooring, it is not structural in nature and will not cause problems. Occasionally we will encounter a crack that is a little larger than hairline (up to 1/4" wide). These cracks are also not structural in nature and will not cause problems to the homeowner. If the crack is in a vinyl flooring area, the flooring installer will use a product called "floor prep" in the crack before installing the flooring material. The floor prep provides a smooth surface for the vinyl flooring to lie upon. If the crack is in the carpeted area, filling the crack is not necessary, as the pad and carpet will span the crack so it cannot be felt.

6. When is framing going to start?

In each community we start a set number of homes during an 18-working day schedule. We use an 18-day calendar because there is an average of 18 working days in each month. Sometimes we will start more than the set number of homes we have projected for a particular community. Looking at the monthly calendar can give you a good estimate as to the number of workdays in a given month. An average is taken of all 12 months producing a number of 18 (i.e. December usually has 15 and July usually has 19). This is of course dependent on current weather conditions.

7. What is the Construction Schedule?

The construction schedule is based on a specific number of work days and events required to build your home. Each day in this schedule has been assigned specific tasks that must be started and completed on the assigned work day. This schedule is monitored every day to avoid getting too far ahead or too far behind. This creates a highly efficient production system.

The advantages are:

- We can produce a finished product based on a specific and known schedule. The only variable that cannot be controlled is the weather.

- Buyers benefit from weekly communication and review of the construction schedule thereby avoiding confusion and worry.
- Each trade contractor can work within a pre-determined time frame, which is sufficient for jobs to be completely finished before the next begins.
- A structured schedule significantly reduces the amount of mistakes and errors on each home. This schedule also allows our Production Managers to focus on the daily progress of each trade partner to ensure accurate workmanship.
- With increased efficiency comes a reduction in overhead costs, which is passed onto our buyers in the form of more value for your new home.
- Our Production Managers monitor the trade contractors' workmanship instead of spending time on the phone trying to schedule trade contractors to the site. The buyer can have confidence that quality control of the final product is maximized.

8. About how many work days are there in a typical month?

The average is 18. However, each month is different due to seasonal changes. We have monitored the weather charts over a number of years and have established an estimated working calendar for each month. This chart will be helpful in your future planning.

<u>Month</u>	<u>Projected Work Days</u>
Jan	15
Feb	15
Mar	17
Apr	18
May	18
Jun	19
Jul	19
Aug	20
Sep	19
Oct	18
Nov	17
Dec	15

Please note this information is based on historical data and averages each year are slightly different due to actual weather.

9. I need my home done sooner. Why can't you just speed up and build faster?

The Construction Schedule dictates the pace of the construction. We have found that we can produce the most consistent and highest quality homes if we provide a consistent work volume and work duration for each trade contractor. We schedule all of our trade contractors from our main office for each home under construction. Allowing individual homes to get off the normal

schedule would disrupt the process for all. Therefore, if your home gets behind, we will strive to catch up. If your home gets ahead of the schedule, we will slow it down. Maintaining an even flow of work for each trade contractor enables our building process to be predictable and consistent which means lower cost for our homeowners and consistent quality.

10. When will my house be done?

Your home will be built in approximately 45 working days from the start of framing to the day of your homeowner orientation. Your Closing will occur approximately 2 business days after your homeowner orientation.

11. Will my closing be delayed if I have a Government loan?

Government loans may require more than 3 days to close. This is necessary in order to meet the Government's final inspection timeline.

12. Can I do any of my own work?

NO. We cannot allow "side" work that might interfere with the construction schedule. To have one home affect this time schedule affects all of the homes in our building process. The special pricing offered by our trade contractors and suppliers is based on our commitment to follow the Construction Schedule. In addition, federal insurance guidelines require all subcontractors to be insured and bonded and we have exclusive contracts with our subcontractors for all work that needs to be done on each home. **To protect the value of your home, as well as the home values of our other buyers, we cannot allow any exceptions. Also, any time buyers alter or add work to their home during the construction process, all warranties surrounding that change or addition are considered null and void. Items found in a home that are not a part of the purchase agreement are removed and discarded.**

13. I see trade contractors working on "Non-Work days", why can't they work on my home?

Non-work days are critical to the construction schedule. Unfortunately, field construction is very difficult to precisely regulate due to lot conditions (every lot possesses different challenges), weather fluctuations, and specific custom options selected by the buyer. Additionally, sometimes our systems or people involved with our systems fall short (i.e., somebody gets sick or a truck breaks down).

14. Can you work on my home every day after the roof is on and the weather is no longer a factor?

The construction schedule dictates the pace of your home building process. Changing the timetable at any point for a single home would disrupt the scheduling of the trade contractors. Maintaining an even flow of work to each trade contractor enables our building process to be predictable and consistent. By keeping everyone on schedule, we are able to pass along a better value to you, the homebuyer, in terms of lower prices for the amount of square footage of the homes.

15. When will exterior and landscaping items be finished?

- During the **summer**, we will install sod within two weeks, weather permitting, after your closing has taken place. We do this to make sure that you are home and can properly care for your new lawn.
- Upon installation of the sod, it becomes the homeowner's responsibility to maintain and water the landscaping.
- During the winter, all items that cannot be completed because of cold weather conditions (sod, grading, and exterior painting items) will be put on a list and will be completed in the spring when weather conditions allow for their completion. We will do everything we can to get the winter exterior items completed as fast as possible for the large number of homeowners who closed during the late-fall and winter months. In the spring we will communicate with you regularly to update you on our spring progress. We will also enlist extra trade contractors in the spring to meet the significant amount of work to be completed. Please be patient with us. Each spring all residential builders compete during this short period of time for the scarce human resources of landscaping.

16. When may I visit my home?

You may visit your home as often as you like. However, keep in mind this is a construction site. We would ask that you have an Allen Edwin Homes Sales Counselor or Customer Manager to escort you through your home for safety reasons.

17. Can I have a key to my home during construction?

NO. Due to insurance liability concerns we are unable to provide construction keys to our customers during the construction process. If the home is locked, please make arrangements with the Customer Manager or your Sales Counselor prior to your visit so we can make sure the home is accessible. All homes are locked during evenings and weekends.

18. Why do you repair damaged items instead of replacing them?

In most cases a damaged item can be repaired. The proper repair will then return the item to a "model finish" condition.

Manufacturing plants will repair marred or scratched tubs before shipping them to builders and retail establishments. It is not in your best interest for us to return all damaged items if the need is not warranted. Most imperfections can be repaired on site. The delay in returns would hinder your building timetable and add unnecessary cost to your home.

To eliminate additional time and cost in the construction of your home, we have consulted with our material suppliers and installers to find ways to perform repairs. This guarantees that the items in your home function as new. Our standard is that each repair must not cause a warranty issue for our customers and must function as a new item.

19. How do my concerns get handled during the construction process?

The Customer Manager will answer any construction questions. You will meet the Customer Manager at your new home review meeting. The Customer Manager will explain how to reach them.

20. Can I use a private building inspector?

Yes. Some buyers feel more comfortable using an independent home/building inspector. Making sure your home is built and finished right is our desire, and we appreciate any help provided to us. Please be aware that all judgments and comments meant to notify us of a problem will be measured against the building code and our level of model finish building standards. Any additional cost will be the sole responsibility of the customer. Inspection work on your home will be limited to regular business hours Monday through Friday.

21. I have a heavy item, such as a waterbed or pool table that I want to put in my home. Will this create a problem?

Allen Edwin Homes uses engineered floor systems under second floors as well as on first floors in basement and crawl space conditions. Allen Edwin Homes design standards meet or exceed all Building Code standards. Allen Edwin Homes engineered floor system design standards are:

Maximum Allowable Live Load

Bedrooms	30 pounds per square foot
All other living areas	40 pounds per square foot

Maximum Allowable Dead Load 10 pounds per square foot

Maximum Deflection L/480 (maximum ½" deflection
regardless of floor joist length)

(Example: a 10' floor joist will deflect a maximum of ¼" when fully loaded)

“**Live load**” defines the maximum allowable weight (lbs per square foot) of furniture, fixtures and people you can put on a floor system.

“**Dead Load**” defines the maximum allowable weight of the actual home structure on a floor system.

“**Deflection**” defines how much the floor joist will ‘bend’ when fully loaded

If you have a heavy item (i.e. waterbed, pool table, aquarium, etc.) you wish to put in your home, it is the Homeowner’s responsibility to verify with the product manufacturer that the weight of the item does not exceed the design limits of the engineered floor system detailed above.

If you plan to install a pool table in your home, you need to be aware of the unique considerations a pool table presents. Since most pool tables stand on legs, they can create concentrated loads on the floor system that can cause noticeable humps or dips in the floor.

Because of these unique characteristics, Allen Edwin Homes does not recommend homeowners place pool tables on their engineered floor systems.

- There are several other recreational items that do not pose the same load issues as pool tables:
 - Foosball
 - Air Hockey
 - Ping Pong
 - Arcade Games
 - Pinball Machine

Obviously, this list does not include all of the viable alternatives to a pool table, but it should help serve as a guide in regards to what type of recreational amenities would be appropriate on an engineered floor system within your home. Again, it is the homeowner's responsibility to verify with the product manufacturer that the weight of the item you are wishing to install is within the design standards of the floor system.

22. What is Allen Edwin's Quality Assurance Program?

Allen Edwin Homes is committed to ensuring that your home meets the standards that are demonstrated in our models before being delivered to you at your closing. To ensure these quality standards are met for our home building, the Production Manager conducts six (6) quality control inspections during the construction process and the Customer Manager will inspect each home at the end of the building process.

The inspection will involve creating & reviewing a list of items that need to be accomplished to bring your home to the appropriate quality level. The Customer Manager will work closely with the Quality Assurance staff and our trade partners to complete any identified items from the inspection. This inspection will validate that your home has passed the quality "gate." All homes must pass this inspection prior to closing the home.

If it is determined that a home will not meet Allen Edwin Homes required standards by the time of closing, you will be contacted immediately by homebuilding staff to discuss delaying your closing date.

Homeowner Orientation

In this section we will take you through the steps of homeowner orientation. We will explain the process of finalizing your paperwork, a date and time of your homeowner orientation, and what you will review.

The Steps of Homeowner Orientation

1. The Closing Coordinator and your lender will notify you to finalize your financial paperwork and tasks for closing.

****Note:** Please be diligent about completing these tasks. Things can happen very quickly at the end of this process and your preparedness will help eliminate unnecessary delays.*

2. Approximately ten days before your homeowner orientation, the Customer Manager will contact you regarding the date and time.

****Note:** Be prepared to attend this meeting at the appointed date and time. We suggest that you allow at least a half-day off work to complete your homeowner orientation.*

3. At your homeowner orientation, we will introduce you to your new home. We will also show you how to operate its features (i.e., the air conditioning unit, appliances). You will also have an opportunity to make sure that everything was completed to Allen Edwin Homes' model finish standards.

4. The Closing Department will call you 1-2 days after you schedule your Homeowner Orientation with the Customer Manager. The closing will be scheduled for the second business day after your Homeowner Orientation or as soon as possible thereafter. If you have not been contacted, please call Closing Manager in the Corporate Office at 269-321-2610 ext. 351.

Homeowner Orientation Guide

The following guide is based on items covered in specific areas within the home. Each item should be reviewed for function and include any “warranty” reminders.

- **Entry**
 - Door bell
 - Threshold
 - Door operation – Including latch and knob
 - Entry electrical switches / lighting
 - Flooring – Warranty reminder that scratches are not covered.
- **Family Room**
 - Windows
 - Flooring
 - Electrical switches / lighting
- **Dining Room / Nook**
 - Flooring
 - Electrical switches / lighting
- **Kitchen**
 - Appliances
 - Sink Operation - Warranty reminder that scratches are not covered.
 - Cabinets
 - Countertops – Warranty reminder that scratches are not covered.
 - Electrical switches / lighting
 - Flooring
- **Guest Bathroom**
 - Toilet function
 - Vanity
 - Cabinet
 - Top
 - Sink
 - Mirror
 - Electrical Switches
 - Flooring
- **Master Bedroom**
 - Flooring
 - Electrical switches / lighting
 - HVAC vents

- **Master Bathroom**
 - Toilet function
 - Vanity
 - Cabinet
 - Top
 - Sink
 - Mirror
 - Electrical Switches
 - Flooring
 - Shower / Tub – Warranty reminder – Ceramic tile must be sealed
- **Bedrooms**
 - Flooring
 - Electrical switches / lighting
- **Hall Bathroom**
 - Toilet function
 - Vanity
 - Cabinet
 - Top
 - Sink
 - Mirror
 - Electrical Switches
 - Flooring
 - Shower / Tub
- **Utility Room**
 - Furnace / Air Handler
 - Warranty reminder – Show customer how to change filter
 - Water Heater
- **Basement**
 - Basement windows
 - Sump pit / pump
 - Bath rough in (where applicable)
 - Electrical switches / lighting
- **Garage**
 - Breaker panel
 - Attic access
 - Overhead Garage Door / Opener
 - Electrical switches / lighting
- **Exterior**
 - Electrical switches / lighting
 - Review landscaping
 - Concrete Driveway – Warranty reminder – Weather damage to concrete is not covered
 - Siding – review of product and warranty coverage
 - Roofing – review of product and warranty coverage

Frequently Asked Questions about Homeowner Orientation

1. What is the definition of a “cosmetic item”?

Cosmetic items are the finishes or surface of items in your home. Examples are flooring, counter tops, cabinets, walls, and appliances. During Homeowner Orientation we will look at the finished surfaces of your home to determine if there is any cosmetic damage. Allen Edwin Homes is not responsible for cosmetic damage that occurs after Closing.

2. Can I move items in before closing?

NO. For reasons concerning scheduling, liability, and the ability to complete work, we are not able to turn your home over to you until after Closing takes place.

3. When will my walk-through items be done?

It is our goal to complete 100% of your Homeowner Orientation items before your Closing takes place. Generally any items left on your Homeowner Orientation list after closing are a result of back-ordered materials or weather-pending tasks. Any non-weather related items should be completed at Closing.

4. What items are considered weather-related?

A weather-related item is work that cannot be completed due to inclement weather. Some of these items include: exterior paint, grading, and landscaping.

Note: Although weather-related items can occur at any time during the year, they are more likely to happen during the winter and spring months.

Closing on Your Home

In this section we will take you through the steps of closing on your home. We will explain the process of finalizing your paperwork and how you will be informed of the date and time of your closing.

What to Do For Closing on Your Home

1. You will receive notification from the Closing Manager and your lender regarding your need to finalize your financial paperwork. It is important that you change all of the utilities for your new home into your name(s) with your closing date as the effective date of change. You will also be given various tasks for closing.

****Note:** Please be diligent about completing these tasks. Things can happen very quickly at the end of this process and your preparedness will eliminate unnecessary delays.*

2. The Closing Department will call you 1-2 days after you schedule your Homeowner Orientation with the Customer Manager. The Closing will be scheduled for the second business day after your Homeowner Orientation or as soon as possible thereafter.

****Note:** Most Closings take place (2) two business days after your Homeowner Orientation. ** The exact day is not determined until the day after your Homeowner Orientation is scheduled. It is also based on the receipt of the Certificate of Occupancy for your new home and the volume of other homes we are closing. Please be prepared to Close anytime within this period. (In the event you are unable to Close within three (3) business days of completion, you may be charged \$50 per day to cover the carrying costs on your home as specified in your purchase agreement)*

*** **Government loans** may require more than four days to close. This is necessary in order to meet the Government's final inspection timeline.*

3. At your Closing, you will sign your mortgage documents. If your lender has documented your loan as a refinance, you will have a three day Rescission Period before the home is officially yours and your move-in process will begin. The \$50 per day delayed closing fee may be assessed during the Rescission Period.

Frequently Asked Questions about Closing

1. When do I move in?

Three events must occur before you move in. The construction must be completed to Allen Edwin quality standards, your Homeowner Orientation Meeting must be concluded and you must Close & fund on your new mortgage.

**NOTE: If your non-preferred lender prepares your mortgage as a refinance transaction, there will be a three (3) business day Rescission Period before the loan funds will be received by the title company. You will not be able to move in to your home until after this Rescission Period.*

2. When is my closing date?

Your Closing date will be established upon the successful completion of your production schedule. Allen Edwin utilizes the following process to assist you in having a pleasant building and closing experience.

- Regular review of the work day schedule with you.
- Weekly communication from your Sales Counselor keeping you informed of:
 - The number of days completed and days remaining in the schedule.
 - The number of adjusted days in the past week.
 - The number of days that we are currently ahead or behind in your schedule.
- Approximately (10) ten days prior to the completion of the production schedule on your home, the Customer Manager will contact you to schedule your homeowner orientation.
- The Closing Department will call you 1-2 days after you schedule your Homeowner Orientation with your Customer Manager. The Closing will be scheduled for the second business day after your Homeowner Orientation or as soon as possible thereafter.
- You will want to prepare in advance to clear your schedule in order to make this appointment as it is designated for you.
- Once you have received your Closing date, be sure to contact all of the utility companies to change service to your name(s) for your new home.
- A list of the utility companies and their contact information will be mailed to you to assist you in this process.
- Barring any unforeseen circumstance, you should Close on your home two business days after your Homeowner Orientation.
- Government loans may take more than (4) four days to close. This is necessary in order to meet the Government's final inspection timeline.

Buyer acknowledges he/she has received and understands the expectations set in the Home Owner Manual Section II: Build

Address: _____

Lot #: _____

Buyer: _____

Date: _____

Buyer: _____

Date: _____

Customer Manager _____

Date: _____