

# Introduction

Congratulations on your decision to purchase a new home from Destination Homes. We share your excitement about your new residence and look forward to having you work with us to build your home.

The Destination Homes Homeowner Guide has been designed to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making the home-buying process more enjoyable.

In addition to guiding you through the process of purchasing and building, this guide provides a section called *Caring for Your Home*. This information covers essential maintenance guidelines and a description of the limited warranty program that comes with your new home.

We suggest that you bring this guide to all meetings. As we move through the home building process, you will add items to it. When complete, your guide will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Destination Homes family and are always ready to serve you.

# What Happens Next?

## *An Overview of Your New Home Experience*

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided upon and arranged. While Destination Homes is building your new home, you will participate by taking care of several important aspects of your purchase.

Building a new home is an investment of your money, emotion, and time; many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 a.m. and 5:00 p.m.

The chronological list that follows outlines the events that typically take place in the purchase of a new home and provides an overview of the events that will require your time and attention. Please observe specified time frames so that we may deliver your home on schedule.

## Home Purchase

The Purchase Agreement, exhibits and various addenda constitute the entire legal understanding and obligations regarding the purchase of your new home. Please read the Purchase Agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork is signed, we suggest you insert those documents in Chapter 1 of this guide, *Home Purchase*.

## Home Financing

Once you have signed the Purchase Agreement, finalizing the details for financing is next. To assist you, we may suggest preferred lenders appropriate for your specific financial situation. Chapter 2, *Home Financing*, contains hints and information on the loan process.

## Design Selections

Our selection process is designed to maintain excitement of building a home while we take the steps needed prior to construction of your home. Chapter 3 of this guide will assist you in the exciting process of personalizing your new home with your selections.

If you have purchased a home that is completed or already under construction, some or all of the choices for your home will have been made by our professional designers. An advantage to this is that you can see some or all of the results. Your sales consultant will review specific details about the choices included in your new home and any that may remain.

## Construction of Your Home

Several tasks need to be completed prior to the start of construction. Some of these tasks are our job, and some are yours. They are described in Chapter 4, *Construction of Your Home*.

### ***Pre-Construction Meeting***

Two to three weeks prior to the beginning of construction, we will offer to meet with you at a pre-construction conference to review your house plans. At times plans need some adjustments.

### ***Frame Tour***

This site tour occurs approximately 30 - 45 days after construction of your home commences. This meeting takes place when your home reaches the mechanical stage, just before sheetrock is installed.

We welcome your casual visits to the site. When making such visits, for safety sake, please arrange for children to be cared for elsewhere and make arrangements to visit with a Destination Homes representative. Please read Chapter 4, *Construction of Your Home*, for guidelines on safety, security, and work in progress.

## **Homeowner Orientation**

The homeowner orientation has three purposes. The first is to educate you on specific aspects of your home, to discuss maintenance, and to review our limited warranty program. Secondly, to demonstrate the features of your home, and to confirm that we have delivered your new home at the quality level described in our documents and shown in our model homes and with all your selections correctly installed. The third purpose is to celebrate; homeownership is right around the corner! For detailed information, please review Chapter 5, *Homeowner Orientation*.

## **Closing on Your Home**

*Closing on Your Home*, Chapter 6 of this guide describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move in.

## **Caring for Your Home**

Chapter 7 in this guide discusses your maintenance and our limited warranty responsibilities. Begin now to become familiar with the home maintenance you should expect in your new home, and our warranty service commitment to you. We schedule standardized warranty visits to answer your questions, review key maintenance items, and ensure that your home is performing up to our standards.

## **Your Feedback and Suggestions**

Our desire to maintain open communication with you extends through the buying process and after your move in. In an effort to improve the product and service we provide, we are extremely interested in your feedback. We welcome your comments on how we've performed. We survey our customers at various times during construction as well as after move in. When receiving such surveys, please provide us your honest feedback. Our goal is to build the best home and the best customer relationship possible. Your comments help us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Ask your sales consultant about our current referral incentive programs. Our office is always happy to provide you with information about where we are currently building and the products we offer.

## Who's Who

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing whom to contact can smooth the home-buying process. We believe that our responsibilities include establishing clear lines of communication. To that end, we have company-wide practices regarding phone, email, and fax communications which we would like to share with you:

- We strive to respond to or minimally *acknowledge* voice mail, email, or fax communications within **one business day**, often sooner. If a question requires input from experts outside our company (such as a trade contractor or supplier) we will let you know the expected time frame for a final answer. Our goal is to contact you on time even if it is to say we still need more time.
- You are most likely to reach our company personnel quickly by communicated during the office hours listed for each of them below. Outside of these hours, please expect more time to elapse before they get back in touch with you.
- If you have not received an answer or at least an acknowledgment from the staff member you contacted within **one business day** please alert us to this situation; we realize technology is imperfect and messages can be missed.
- If you have contacted someone whose expertise or authority does not extend to your question, he or she will direct your query to the correct individual or department and let you know that this has occurred. We are all here to help you, even if that means simply communicating internally on your behalf.
- Recognizing how busy all of us are these days and wanting to disrupt your normal schedule as little as possible, we will also be asking you to let us know the best way to reach you and which method you prefer. Our intention is to follow your wishes as consistently as we can.

***The professionals listed below are glad to assist you or find the answers to your questions.***

Main Office	Lender	Warranty Office
Destination Homes 67 S. Main Street Layton, UT 84041 801.593.9993 Hours: M-F, 8:30-5:00		Destination Homes 67 S. Main Street Layton, UT 84041 801.593.9993 Hours: M-F, 8:30-5:00
Sales Consultant	Design Consultant	Real Estate Agent
Construction Manager	Title Company	HOA Management Company