

Chapter 5: Homeowner Orientation

- Scheduling—the need for daylight and the length of this meeting require special scheduling considerations
- Last Minute Details—what looks like rushing is a normal part of the delivery process, with many people addressing final details
- Preparation—to enjoy the maximum benefits from this meeting, prepare for it following these guidelines
- Completion of Items—most items can be addressed prior to occupancy
- Home Owner Orientation Meetings Details
- Home Owner Orientation Sample Agenda

Chapter 5

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. We follow a pre-planned agenda and a set route through the home to assure that we cover everything. Our homeowner orientation provides you with a—

- Demonstration of your new home.
- Review of key points about maintenance and limited warranty coverage.
- Confirmation that Destination Homes installed selections you ordered and that cosmetic surfaces are in good and acceptable condition

Scheduling

We schedule the orientation with you as your home nears completion, typically several days before your closing. We will meet at your new home and you can expect your orientation to take one to two hours.

Last-Minute Activity

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many trade partners and Destination Homes' employees will be working in your home. They are completing last minute adjustments and fine tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Preparation

Following these hints will assure that you get the maximum benefit from your orientation.

Allow Enough Time

Arrange your schedule so you can use the full amount of time allotted.

Bring This Guide

By having this guide with your selection sheets and any approved Change Requests with you, any questions about the items installed in your home can usually be answered conveniently and immediately. The homeowner guide will be referred to frequently.

Avoid Distractions

Our experience shows that the orientation is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your orientation. Similarly, we suggest that, if possible, children and pets not accompany you at this time. If a real estate agent has helped you with your purchase, he or she is not required to attend.

Cosmetic Surfaces

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Any details that need

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attention will be listed on your orientation forms. After we correct any items noted during the orientation, *repair of cosmetic surface damage is your responsibility*. Additional details appear on the orientation forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the tile entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibility. Destination Homes is always available to assist you with information about cosmetic repairs you may need to make.

Bring Questions

If you have not already done so, please read the maintenance information, and warranty guidelines in Chapter 7 of this guide. If you have questions, make note of them to bring up at the orientation.

Attire

Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that while walking around the home conditions may be dusty, wet, or muddy.

Get Involved

Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Quality

The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. Orientation items fall into several categories:

- Incomplete or missing (for example, cabinet knob not installed)
- Incorrect (porch light should be polished brass, not antique)
- Dysfunctional (bath fan does not come on)
- Below company standard (mitered corner rough, top right of den door, hallway side)
- Damaged (scrape on wall from carpet installation)
- Uncleaned (mud on the garage floor)

Please ensure that all agreed upon items are noted to avoid misunderstandings.

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver your home to the level of quality shown in our model homes.

Completion of Items

Destination Homes takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8:00 a.m. to 4:00 p.m.

Under normal circumstances, you can expect us to resolve all items within 10 business days. We will inform you of any delays caused by backordered materials.

Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike. Destination Homes asks that you make appointments so that someone over 18 is present for repairs. Working around your busy schedule may result in service taking longer than anyone wants. Your cooperation is essential. Service hours are 8:00 a.m. to 4:00 p.m., Monday through Friday.

Homeowner Orientation

Meeting Details

- Appointment set by** • Sales Consultant or Warranty Department
- When** • Monday through Friday, between 8:00 a.m. and 2:00 p.m.
- Where** • Your new home
- Attendees** • Purchasers
• Warranty Coordinator
- Length** • One to two hours
- Purposes** • Demonstrate the features of your home
• Review key maintenance points
• Confirm quality reflects the standards shown in our models
• Confirm installation of selections as ordered
• Confirm the good condition of cosmetic surfaces
• Discuss key points about warranty coverage
- Preparation** • List any questions you wish to discuss
• Bring your selection materials and this *Homeowner Guide*
• Wear shoes and clothing appropriate for an active construction site
• Attend alone in order to focus all of your attention on the information covered
• Expect to participate in a hands-on way
• Plan to turn your cell phone off if at all possible

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HOMEOWNER ORIENTATION AGENDA

Homebuyer: _____

CM: _____

Date: _____

Homesite#: _____

Community: _____

Exterior

- If possible identify property markers (Ch 7 Homeowner Guide)
- Secondary water location (If applicable)
- Clean out locations should be accessible at all times
- Protect Exterior Concrete-avoid contact with chemical agents, pet urine, and fertilizer
- Water should flow away from the home. Homeowner maintenance is essential to protect foundation from water intrusion.
- Proper maintenance of roof water through gutters and downspouts is essential in channeling water away from the foundation. This minimizes settling and water intrusion possibilities.
- Painted surfaces (with the exception of Hardiplank) should be painted each year; wood decks should be sealed ASAP, and resealed consistently
- Gas main shut off valve
- Main electricity panel and exterior GFI plugs
- AC pad needs to remain level
- Always disconnect from the hose bib after use
- Irrigation system and back flow preventer
- Combustion air vent and to keep it clear
- Phone and cable location
- Explain stucco, cracks and foundation plaster
- Explain maintenance of basement walk out drain

Basement

- Furnace / Water Heater
 - pilotless
 - on/off switch
 - gas shut off
 - furnace filter changing/cleaning
 - condensation
- Combustion air vent - ensure this vent is always kept open to provide fresh air to the furnace
- Gas valve, main water, and sprinkler shut off valve is open when it is parallel, and it is closed when perpendicular to the pipe
- Electrical panel / future wiring options & Networking homerun location and overview
- Left over paint is provided for any future touch up needs
- GFCI reset
- Basement windows and ladders
- Test smoke alarms

Kitchen

- Fill out registration cards on each appliance. **Manufacturers of purchased appliances have asked to work directly with homeowners if any repairs are needed (Ch 7 Homeowner Guide)**

- Demonstrate anti-tip guard on range
- Countertop joints at the backsplash have been silicone caulked
- All sink faucets have aerators that should be cleaned out as needed
- Demonstrate cabinets
- Puck light transformer – Turn lights off when not in use
- Fridge water line should be tested before pushing fridge into place
- Wood floors

Bedrooms

- Window screens are designed to keep bugs out only. Do not lean on window screens. Demonstrate windows
- Smoke detectors are located in each bedroom and are linked to all others in the house
- Return air vents

Bathrooms

- Toilets are 1.6 gallon (Utah code)- demonstrate flush, water shut off
- Water valves for sink are located below sink bowl
- Jetted tub on/off switch and GFCI shut off
- Flush shower and tub lines for a few minutes before using in case of construction dust in the lines
- Hot water recirculation pump

Living/Family/Halls

- Fireplace (if applicable) lighting instructions are located bottom vent of fireplace. Fireplace area does get hot after sustained use. Keep children and pets clear from this area.
- Thermostat
- Doorbell box
- Eve outlets and switch(s)

Garage

- Attic access locate. Attics are not designed for storage.
- Overhead doors come with 2 transmitters. Demonstrate opening/closing, and laser sensors on each side
- Avoid plugging freezers into the GFCI outlets
- Unfinished garage

Warranty

- 1 and 2 through 10 Warranty (section 7 Homeowner Guide)
- For your protection, all non-emergency warranty requests must be in writing
- One-time, year-end repairs

AVID Rating Survey

- Customer feedback is welcomed and important to us
- Referral program

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Notes – It is a good idea to take notes during the Homeowner Orientation Meeting