



HOMEBUYER GUIDE



October 1, 2015

Congratulations on your decision to purchase a new home from Fairmont Homes. We share your excitement about your new residence and look forward to working with you through the homebuilding process.

Fairmont Homes has developed this Guide to assist you during the construction of your home. The information presented here will answer some questions and help prepare you for the next steps of the homebuilding process. Our company goal is to create a pleasurable and simplified experience.

In addition to guiding you through the process of purchasing and building, we will provide you with some maintenance guidelines and description of our limited warranty program. This will come later in the process as near the completion of the home.

If you need clarification or additional details about any of the topics discussed, please let us know. We are delighted to welcome you as part of the Fairmont Homes family and are ready to serve you.

Sincerely,

Michael Pelletier
President



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Introduction

Fairmont Homes has created a unique experience by educating and communicating with customers throughout the entire homebuilding process by doing the following:

- Be available so that both the customer and Fairmont Homes shared thoughts and ideas are communicated in order to determine expectations, goals, pricing, past experiences (if any) and a time line of how the process will take place;
- Provide training for those customers who would like to be educated on particular phases of their home building experience; and
- To build a low maintenance quality custom home for the best possible value.

Fairmont Homes will offer customers consistent one-on-one communication with the construction team. Our goal by this approach is to help minimize stressful situations and create an overall positive experience. We realize this may be a new experience and we want to do our best to help with the process.



Who's Who?

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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, scheduled and coordinated. While Fairmont Homes is building your new home, your participation is crucial by taking care of several important aspects.

Building a new home is an investment of your money, your emotions, and your 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 list below outlines some of 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. Where time frames are specified, you need to observe them in order for us to deliver your home in a timely manner.

Arranging for a Construction Loan

Once you have signed the purchase agreement, finalizing the details for financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation.

Signed Agreement to Build

The purchase agreement and various addenda constitute the legal understanding regarding the construction of your new home. Please read this agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them.

New Home Selections

New Home Selections: In my 30+ years of experience providing final selections are the number one thing you can do to help improve the quality of your home and avoid delays. It is imperative that you provide Fairmont Homes signed selections well in advance of each construction phase.

Construction of Your Home

Several tasks need to be completed prior to the start of construction. Near the beginning of construction, our Construction Manager will meet with you at a Preconstruction Conference to review plans and specification. The purpose of this meeting to help the Construction Manager get up to speed on the project and ask any questions he may have regarding the plans and specifications. This meet will be the hand off to the field for the start of construction.



Visits to Construction site

We understand and welcome casual visits to the site. We ask that you notify us of when you plan to visit at all times. Please keep in mind that job site can be dangerous and safety precautions must be taken at all times.

Homeowner Orientation/ Final Walk

The homeowner orientation/ final walk through have two purposes. The first is to demonstrate the features of your home and discuss maintenance. Equally important, we want 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. For detailed information, please review final walk list below.

Caring for Your Home

Many of your responsibilities as an owner and Fairmont Homes responsibilities under the terms of our limited warranty are discussed in Caring for Your Home. Please become familiar with the home maintenance you will need to provide to ensure the longevity of your new home.

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 welcome your comments on how we've performed. We survey our customers after move-in. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal. We appreciate and expect your referrals to friends and family.



Completion of Your New Home

- Date–Fairmont Homes provides a minimum of 60 days notice for the completion
- House Keys–delivered to you at the final walk through or closing table.
- Garage Door Opener Operators–left in a kitchen drawer or garage in your new home
- Mailbox Keys–available from your post office upon presentation of your personal identification
- Storing Documents–your closing documents are valuable papers; store them safely
- Utility and Community Services–names and numbers for your convenience
- Moving Hints–some reminders and checklists to make moving easier



Completion of Your New Home

At the completion of your new home the ultimate purpose of our agreement is achieved: Ownership of your new home is transferred from Fairmont Homes to you. The steps include a final walk through with your construction manager. A written list of any items that are not complete, this will be used as a written record of what is necessary for Fairmont Homes to complete the home. Typically, the final walk through process takes about 2 hours depending on size of home.

Date of Completion

Fairmont Homes recognizes that timing is vitally important in planning your move. We will do our best to specify a best guess delivery date when construction reaches a point at which weather, material and labor shortages, lender issues, or change orders are unlikely to affect completion of your home. We will notify you of the estimated completion date 60 days or more before the date.

Fairmont Homes Limited Warranty

We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.

Insurance

You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least 3 weeks before the expected completion date.

Utilities

Fairmont Homes will have utility service removed from its name 3-5 days after closing. You will need to notify all applicable utility companies: water, gas and electric of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. If you ordered a security system for your home, you can arrange to activate that system by contacting the monitoring service for a connection appointment.



House Keys

When the process is complete, you will get the keys to your new home. The same key will operate both the knob and the deadbolt locks. When you insert your new key for the first time in each lock, the tumblers are altered and our master construction key will no longer unlock your door.

We recommend that you try all of the keys in all of your locks to confirm smooth operations. Depending on the number of family members living in the home, you may want to get extra copies of your house keys made.

Garage Door Opener Operators

Garage door opener operators, if applicable, will be left in a drawer in your kitchen. If you wish to change the code, review the manufacturer instructions. Batteries typically need to be replaced about once a year. You will receive two operators for each garage door opener installed in your home. If you need additional operators, contact the garage door company.

Mailbox Keys

Mailbox keys, where applicable, are available from your post office. You will need proof of identity, and you will be asked to sign for your keys.

Storing Documents

We suggest that you store the warranty & legal documents from your home with other valuable papers, in a safe place.



FAIRMONT HOMES FINAL WALK/ PRESETTLEMENT ORIENTATION

Purchaser _____ Date of Walk Through _____

Time Commenced _____ Time Completed _____

Address of Property _____ Neighborhood _____

KITCHEN & APPLIANCES

- ___ 1. Operation of microwave
- ___ 2. Operation of oven
- ___ 3. Operation of cook-top/JennAire
 - ___ a. Empty grease trap periodically
- ___ 4. Operation of vent hood
- ___ 5. Operation of dishwasher
- ___ 6. Operation of garbage disposal
 - ___ a. If jammed, turn of switch and clean out – use broomstick to un-jam
 - ___ b. Re-set button at bottom
- ___ 7. If any appliance does not work, check the breaker
- ___ 8. GFI plugs in kitchen – may be controlled by plugs in bath
- ___ 9. Operation of single lever faucet – clean out aerator
- ___ 10. Show shutoffs under the sink
- ___ 11. Vinyl & tile not warranted against damage from neglect, such as not having casters under furniture or from tears & chips from moving washer, dryer, etc.
 - ___ a. Check for tears & chips
- ___ 12. Check counter tops for damage

UTILITY ROOM

- ___ 1. Vinyl/Tile (same as kitchen)
- ___ 2. Ensure washer drain hose is firmly in drain pipe
- ___ 3. Ensure rubber washers are installed in washer hoses

PWDR-BATH

- ___ 1. Show operation of faucets – clean aerator.
- ___ 2. Show shutoffs under sink
- ___ 3. Show commode shutoff
- ___ 4. Plug is GFI controlled
- ___ 5. Check top for damage

WET BAR

- ___ 1. Show faucet operation – clean aerator
- ___ 2. Show shutoff under sink
- ___ 3. Plug is GFI controlled
- ___ 4. Check bar top for damage

ENTRY

- ___ 1. Check flooring for nicks, chips, or cracks
- ___ 2. Alarm system

MASTER BEDROOM

- ___ 1. Ceiling fan operation
- ___ 2. Show switch controlled plug
- ___ 3. Show privacy lock operation

MASTER BATHROOM

- ___ 1. Operation of hydra-bath
 - ___ a. Show electric and air switch
 - ___ b. Show operation of air valve and jets (point down until covered with water)
 - ___ c. DO NOT operate dry
 - ___ d. If motor doesn't work, check electric and air switch, GFI and breaker
- ___ 2. Ceramic Tile
 - ___ a. Cracks in grout not warranted – use DAP
 - ___ b. Soap disk is not a grab bar
- ___ 3. Vanities



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- ___ a. Show operation of faucets – clean aerators
- ___ b. Show shutoffs under sink
- ___ c. Check for damage.
- ___ 4. Check marble tub for damage

HALL-BATH

- ___ 1. Check top for damage
- ___ 2. Vanities
 - ___ a. Show operation of faucet – clean aerator
 - ___ b. Show shutoffs under sink
 - ___ c. Check top for damage
- ___ 3. Ceramic tile – cracks & grout not – use DAP
- ___ 4. Soap dish is not a grab bar
- ___ 5. Outlet GFI controlled
- ___ 6. Vinyl (same as kitchen)
- ___ 7. Check tub for damage

ATTIC

- ___ 1. Pull down stairs – Keep bolts tight
- ___ 2. Show light switch
- ___ 3. Show furnace (fan) switch
- ___ 4. Furnace – show how to light pilot
- ___ 5. Hot water heater (may be in garage)
 - ___ a. Show pop off valve
 - ___ b. Show how to drain – drain after 90 days and annually thereafter. Turn off breaker or valve to pilot
 - ___ c. If water is not hot, check pilot or breaker (if elec.) is on. Show how to light pilot.

HEATING AND AIR CONDITIONING

- ___ 1. Full warranty for 1 year plus 4 year manufacturer's parts

- ___ warranty on compressor.
- ___ 2. Operation of thermostat
- ___ 3. Replace filter monthly
- ___ 4. Show operation of dampers
- ___ 5. If A/C does not cool, check breaker

PLUMBING – GENERAL

- ___ 1. Show main shutoff
- ___ 2. Sewer stoppages (after 30 days sewer stoppages not warranted). If within 30 days and toys or diapers found in line, it is not warranted.
- ___ 3. Gas vent stacks should have a minimum of 2" clearance from combustible materials. Check connection to the heating system
- ___ 4. Proper precautions must be taken during freezing weather. Freezer breaks are not warranted.

ELECTRICAL – GENERAL

- ___ 1. Ceiling fans – must start on "high". Some movement is normal and unavoidable. Show reversing switch..
- ___ 2. Maximum bulb size is shown on fixture.
- ___ 3. Explain Ground Fault Interrupter and show which plugs are included.
- ___ 4. Show which plugs are switch controlled.

INSIDE – GENERAL

- ___ 1. Carpet
 - ___ a. Will loosen with humidity changes
 - ___ b. If carpet gets wet, pull back and remove pad – carpet will not be damaged by water if this is done.
- ___ 2. Paint

- ___ a. Not warranted – we do not touch up
- ___ b. Kitchen and baths are enamel – can be washed with non-abrasive cleaner.
- ___ c. Do not scrub latex painted interior walls. Touch up with paint.
- ___ 3. Sheetrock – setting cracks in sheetrock not warranted – Use DAP
- ___ 4. Inside Doors – ¼" to ½" warp is normal variation due to weather conditions. Outside doors will swell and shrink with climatic changes
- ___ 5. Fireplace dampers – instruct in operation of fireplace damper
- ___ 6. Log lighter – demonstrate how to light gas log lighter in fireplace
- ___ 7. Explain and demonstrate locking of windows and/or patio door
- ___ 8. Doorknobs will loosen with use, and should be tightened by the homeowner with a screwdriver. If key locks become difficult to operate they should be lubricated with a dry graphite powder.
- ___ 9. Marble tops and tubs should not be cleaned with abrasive cleaners
- ___ 10. Show location and operation of smoke detectors.



OUTSIDE – GENERAL

- ___ 1. Explain functions and importance of weep holes and expansion joints. Weep holes must not be covered with dirt or mulch.
- ___ 2. Show location and operation of breaker box, ground wire, and A/C disconnect (if applicable)
- ___ 3. Show location and explain secondary A/C drain
- ___ 4. Show location and explain sink and sewer cleanouts (in case of emergency if sewer backs up, remove clean out and allow sewer to overflow outside). Blockages after 30 days not warranted.
- ___ 5. Garage floors, porches, drives, walks, and patios will get hairline cracks – not structurally significant, cannot be stopped and not warranted.
- ___ 6. Grade is established prior to closing and must be maintained by the homeowner. Sunken utility lines will be filled once only. Washed out yards are not warranted.
- ___ 7. Dead grass, shrubs, and trees not warranted. Grass and plants are alive when planted but need root growth fertilizer and plenty of water
- ___ 8. Show location and cut off of gas meter
- ___ 9. Show location and cut off of water meter
- ___ 10. Keep roof and gutters cleaned of pine needles, leaves, and debris

PRESETTLEMENT ORIENTATION AND PROPERTY INSPECTION

I/We have discussed each of the above items with the builder’s representative. I/We understand this tour is conducted to assist me/us in understanding various appliances and the location of items relating to electrical, plumbing, air conditioning, and heating operation.

AFFADAVIT OF ACCEPTABLE COMPLETION

I/We have inspected the above home and apart from the items on the list dated ___/___/___ which are noted by the representative of Fairmont Homes, and are not in compliance with the Fairmont Homesquality standards, certify that the quality of materials and workmanship is acceptable to me/us and understand that Fairmont Homeswill not carry out any further work on items of a cosmetic nature that I/we determine at a later date are not acceptable to us.

Items noted on the list will have corrective action taken within thirty (30) days after closing unless we are notified otherwise.

Signatures:

PRESERVATION OF RIGHTS UNDER LIMITED HOME WARRANTY

This orientation and my/our signatures to the various statements contained herein does not affect in any way the protection granted to me/us under the Warranty Underwriters Insurance Company policy issued for my/our protection on the above home.

CHANGE OVER OF UTILITIES

Please note that it is the purchaser’s responsibility to transfer utilities into their names. *Please do this immediately upon closing to avoid interruption of service. Fairmont Homeswill give no other notification of cancellation of service to the above address.*

Initials: _____

Initials: _____

WARRANTY

A separate statement on the warranty procedure has been given to me/us at the date of this walk through. The procedure may be changed from time to time.

Initials: _____

Initials: _____

NO OTHER MATTERS

I/We acknowledge that, other than those detailed here, no oral or written promise(s) has/have been made or implied to us by any sales representative or anyone with Fairmont Homes to induce us to consummate this purchase.

 Buyer Signature Date

 Buyer Signature Date



Dear Homebuyer,

We want our Homebuyer Guide to be relevant and useful to the needs of our customers. We revise this material once each year and would appreciate your feedback and comments.

1. Did you find the information: Useful- Easy to understand-Accurate?
2. What sections were most helpful?
3. What topics should we add?
4. Are there any topics we need to clarify, or any item that was confusing?
5. Do you have any additional comments?

Please fill in your name, address, and phone number below (optional):

Name _____
Address _____

Thank you,

Fairmont Homes



Moving Hints

Take precautions to protect vulnerable surfaces such as hardwood or resilient floors. Cover rails with moving pads or blankets. Remove doors where furniture might be a tight fit. You can protect carpet with ribbed, plastic runners.

Professional movers should have insurance for any damage they might accidentally cause. Friends and relatives will not. They are also unlikely to have the training and practiced skills of professional movers. If you are moving yourself, organize the schedule to avoid rushing and include rest breaks.

Moving Preparation Checklist

Compare proposals of professional movers:

- Costs for services such as packing and unpacking
- Costs of packing materials and boxes
- Distance and weight charges
- Insurance
- Availability and notice needed

Plan a self-move well in advance:

- Make truck reservation early (6–8 weeks, or more)
- Include a reservation for a dolly and moving pads
- Reconfirm one week prior

If you have children, involve them in planning and preparing for the move

Create a file for storing documents about your home and manufacturer literature

Retain receipts for tax purposes. Moving costs may be deductible

Send change-of-address cards to magazines and book clubs six weeks prior to your move

Give the forwarding order to your old post office one month prior to assure uninterrupted service

Register children in their new schools

Transfer medical and dental records, if necessary

Arrange for homeowner insurance and obtain the certificate you need for closing

Order checks with new your address; update financial records

Update your driver's license, car and voter registration

Properly dispose of flammable or hazardous materials that should not be moved

Packing Materials

Boxes of various sizes; cartons for mattresses



Packing tape and heavy string
Packing paper, newspaper, bubble wrap
Labels to identify boxes (include a number, room/name); "Fragile" labels for special items
Markers
Master packing list (list each box by number with name/room and brief description of contents)
Scissors
Furniture pads, blankets, rugs

Moving Day Necessities

Children's toys and games
Toilet paper
Beverages and snacks
Paper towels
Soap and hand towels
Trash bags
First aid kit
Prescription medication
Medical supplies for special needs
Pad and pen
Shelf liners
Small tools: Tape measure, scissors, screwdrivers, hammer
Ice maker hook-up kit
Dryer vent flex hose
New hoses for washing machine
Picture hangers
Plant hooks
Scratch cover
Phone and phone book