



# **HOMEBUYER GUIDE**



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: ***Providing final selections are the number one thing you can do to help improve the price & quality of your home.*** 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 is 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.



## 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