



HOMEOOWNER GUIDE



April 7, 2020

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

Fairmont Custom Homes has developed this Guide to assist you during the creation of your new custom 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 we 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 Custom Homes family and are ready to serve you.

Sincerely,

Michael Pelletier
President



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Introduction

Our goal is to create a unique experience by educating and communicating with customers throughout the entire homebuilding process by doing the following:

- Pro-active communication to determine next steps, expectations, vision/goals, pricing, and a timeline of how the process will take place.
- Provide training for those customers who would like to be educated on construction phases of home building; and
- To build a low maintenance quality custom home for the best possible value.

Fairmont Custom 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?

Michael Pelletier

President

Mbl: 713-539-0048

Email: Mp@fairmontcustomhomes.com

Kellie Kelly

Office Manager

Mbl: 281-851-6155

Email: Kellie@fairmontcustomhomes.com

Robert Cox

Construction Manager

Mbl: 281-433-9110

Email: Robert@fairmontcustomhomes.com



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 Custom Homes is building your new home, your participation is crucial.

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, please observe them so we can deliver your home in a timely manner.

Arranging for a Construction Loan

If you have not already, please finalize the details for obtaining a construction loan. To assist you, we may suggest lenders if needed.

Signed Agreement to Build

The purchase agreement and various addenda constitute the legal understanding regarding the construction of your new home. This signed agreement along with a 5% deposit (of sales price) is a starting point for us to submit for a building permit, HOA approval, engineering and estimating. 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 *signed* accurate, and 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 Custom Homes signed selections well in advance of each construction phase. We will be requesting these selections well in advance to help reduce the stress of making these final decisions.



Construction of Your Home

Several tasks need to be completed prior to the start of construction. Near the beginning of construction, Robert Cox will meet with you at a Preconstruction Conference to review plans and specification. The purpose of this meeting is to help Robert get up to speed on the project and ask any questions he may have regarding the plans and specifications. This meeting will be the hand off to the field for the start of construction. I am always available for additional support; Robert and I communicate on a regular basis about your new home. Our combined 60+ years of experience is at your disposal during and after the construction of your new home.

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 sites can be dangerous and safety precautions must always be taken. Our team of sub-contractors is willing to assist in any way possible, but we do ask that all communication is directed through Robert or myself.

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 a new Fairmont Custom Home that meets both your expectations and ours.

Caring for Your Home

Many of the responsibilities as an owner are listed in the terms of our limited ware discussed in exhibit "A-15 Homeowner Maintenance Guidelines". 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 any comments on how we have 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 trust that we have earned referrals to friends and family. This is the most important way our clients say thank you for building their dream homes.



Completion of Your New Home

- **Completion Date**—Fairmont Custom 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 Openers**—left in a kitchen drawer or garage in your new home
- **Mailbox Keys**—available from your post office upon presentation of your personal identification
- **Utility and Community Services**—names and numbers for your convenience

At the completion of your new home the ultimate purpose of our agreement is achieved: Ownership of your new home is transferred from Fairmont Custom 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 Custom Homes to complete the home. Typically, the final walk through process takes about 2 hours depending on size of home.

Date of Completion

Fairmont Custom 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.

Express Limited Home Warranty

We provide a copy of the *Express Limited Home Warranty TAB A-15* with the agreement 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 Custom 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 keys in all 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.



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



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,

Michael Pelletier
President
Fairmont Custom Homes



A key element of earning future projects is to have 5-star reviews on a few key online sites. We would be grateful if you could take a moment to add your testimony and top recommendation for future clients to review. To save time, you can copy and paste your review in subsequent sites.

Here are the key review sites - with Google and Facebook being the most impactful:

- Google - Use the following link to complete your review: <https://www.google.com/search?q=Fairmont+Custom+Homes,+LLP&ludo cid=12229672608372015323&lsig=AB86z5VgVSjWSm5gahapvDodyn4l#fpstate=lie>
- Facebook - Use the following link to reach Facebook page to complete your review: <https://www.facebook.com/FairmontCustomHomes/>
- Houzz - Use the following link to complete your review: <https://www.houzz.com/pro/fairmonthomes/fairmont-homes>

If you have any problems getting these to work, Plan B would be to copy and paste the links into your web browser, Plan C - search for "Fairmont Custom Homes" on the specific site. Sometimes the sites change the links and how they collect reviews.

The Fairmont Custom Homes team is very appreciative of the trust you placed in us. Thank you in advance for your kind words. We appreciate your support!

Thank you!

Michael Pelletier
President/Owner
Direct: 713-539-0048
mp@fairmontcustomhomes.com
FairmontCustomHomes.com