

# HOMEOWNER FAQs

## FREQUENTLY ASKED QUESTIONS

### 1. Will I have a pre-construction meeting?

You will have an opportunity to meet your Builder and Market Manager prior to job start. The purpose of this meeting is to review all paperwork associated with your contract and construction of your home.

### 2. Why do I have to make all of my selections prior to job start?

Selections must be made prior to job start in order to estimate and produce purchase orders for our vendors for the proper amount of material for the home to be built. Incomplete selections will cause delays in the building process.

### 3. Will I be required to reselect color selections?

On occasion, certain materials may be discontinued or backordered beyond desired dates requiring a reselection.

### 4. Can I make changes to my home during the construction process?

Changes during construction create disruption to the schedule and workflow of many of our vendors who are working at capacity. Therefore, we are not able to accommodate changes during the building of your home.

### 5. Will I be updated in the progress of my home?

Yes. Your Builder and Market Manager will call you on a regular basis to discuss construction progress. You will be updated on what has occurred since the last call and what is anticipated to occur within the coming time period. Should you have any issues with the construction of your home, please discuss them with the Builder at this time.

### 6. When is the best time to visit my home while it is under construction?

Safety and insurance issues are two factors that must be considered when you visit your home. Additionally, we strive to eliminate any unnecessary distractions to our Builders and subcontractors. We ask that you do not make visits to the home while work is in process. We also ask that the visits be by appointment and coordinated through your Market Manager. These visits must take place daily after 4:30 p.m. or on weekends

### 7. I think I found an error in the construction of my home. What should I do?

Chances are your Builder already knows about the problem and is coordinating the remedy with other construction activities. However, please bring up any errors you are concerned with to your Builder and Market Manager at your regular phone call.

**8. Some days, I see no construction in my home or it appears to be out of sequence. Why?**

Before your home is built "on site" it is built within our computer systems. This includes a multitude of individual activities scheduled to occur during the construction of your new home. Sometimes weather conditions, material or labor availability will prevent an activity from occurring on its scheduled date, so the Builder will move or re-sequence activities in the home. In addition, there are times such as when drywall compound is drying or when one of the many governmental inspections occur that there appears that no activities are taking place in your home. Be assured that our construction staff is doing everything possible to keep your home on schedule and moving forward.

**9. What if I want to do some work in my home myself such as painting or installing speaker wires?**

We have a non-negotiable policy that prohibits anyone other than our employees and approved contractors working in our homes prior to closing. Liability and insurance issues, scheduling inspections and building codes may be compromised. Additionally, certain items may invalidate parts of the warranty. We are also obligated to honor contracts that we have with suppliers and subcontractors.

**10. I have my own fans and light fixtures. Will Drees install them for me?**

Our employees are anxious to be helpful. But we cannot allow customer provided products to be installed by Drees personnel or any third party subcontractor. Breakage or theft is possible and we cannot be responsible for replacing items that were not purchased by us.

**11. During framing, some 2x4 studs were bowed and some were cracked. Will they be fixed?**

Studs in bearing (load supporting) walls with substantial damage will either be replaced or a new stud will be added to provide support. If the damage is minimal or if it is a non-load bearing wall, the damaged stud may be repaired. Framing will be inspected by the Builder and then by the local Building Department. Corrections to framing members will be made after these inspections.

**12. What is the purpose of the Pre-Drywall Inspection?**

The Pre-Drywall Inspection has three functions. First, it is to demonstrate what goes on behind the drywall, plumbing, electric, mechanical and structural systems. Second, it allows us to review your options with you to ensure that they are being correctly installed. Third, it provides you the opportunity to pose any questions you may have directly to the Builder. Please note that this inspection is not an opportunity to make changes. Pre-Drywall Inspections will be scheduled during normal business hours on a weekday basis and will usually take one hour to complete

**13. There is a broken window in my home. When will it get replaced?**

Broken windows will be replaced close to the Homeowner Orientation for the following two reasons. First, there is a lag time in receiving replacement windows. Second there is a chance of the window being broken again. If the break is clearly open to the weather, it will be temporarily sealed up.

**14. Should my windows be closed at night?**

Not necessarily. In general, windows should be closed for evening once the house has entered the drywall phase. However, some windows must be left open for either safety or ventilation requirements when propane heaters are in use or during the drywall finishing stage.

**15. Will rain ruin the installed drywall, insulation or subfloor?**

Small amounts of moisture will not harm drywall, insulation or sub floor. If the material gets wet enough so as to damage its integrity or performance, the damaged sections will be removed and replaced.

**16. Should my house be clean each night after a day's work?**

Many trade operations take more than one day to complete; therefore a house will frequently look "under construction" overnight. Workers should remove the bulk of their trash on a daily basis and then are required to broom sweep the house when their work is complete.

**17. How will my tubs be protected after installation?**

During construction, tubs should have a blue protective covering on them and be relatively trash free.

**18. My door has a dent in it.**

Be aware that the first front door that you see on your home may not be the door you see at the completion of your home. During construction, we use "dunnage" doors that may be abused. Your home will have a fiberglass door. Dents in these doors are repaired using body putty similar to the way

an automobile dent is repaired. After the repair is painted, the repair will generally not be visible, although upon close inspection a slightly different texture may be detected.

**19. Is the sub-floor cleaned prior to carpet installation and will my carpet be protected once it is installed?**

Yes, we scrape and broom sweep the floors prior to carpet installation. Then your carpet will be covered with plastic. Anyone entering your home must either protect their shoes or remove them before entering the home.

**20. Why are there holes in my drywall?**

On occasion, errors may occur with components located behind the drywall requiring holes to be cut for access (i.e., covered electrical boxes cut wires). Our construction schedule actually builds in time for drywall repair just prior to final paint. There will be no unnecessary drywall holes in your home when you go to settlement.

**21. Are workers allowed to smoke or eat in my home?**

Smoking in a home under construction is prohibited. Workers are allowed to eat lunch in the garage of the home and are expected to dispose of their drink cups and food wrappers in the trashcans that are provided.

**22. When will the Homeowner Orientation be scheduled for my home?**

You will receive a letter at cabinet/countertop install confirming your orientation and settlement dates. Your Market Manager will coordinate with you to schedule the times for these meetings.

**23. What happens to the Homeowner Orientation Checklist items?**

All items listed on your Homeowner Orientation Checklist Form will be completed prior to closing, and re-inspected by you. Only weather related or backordered items may be incomplete when you go to settlement.

Please be assured that needed winter work is documented and will be completed as quickly as possible. However, winter weather generally does not allow for lawn, landscaping, exterior painting, and asphalt driveway installation.

**24. What can I expect from my yard after settlement?**

We do not guarantee the quality of your finished yard. Frequent watering for the first few weeks is essential. Refer to the water schedule included in your warranty manual. Fertilizing and mowing at the proper height will enable your yard to become established. Swales will be created to allow and provide proper drainage of your yard. Be mindful not to obstruct swales with landscaping, flower beds or landscape walls. If standing water remains in a depressed area for more than 48 hours after a normal rainfall, we will make corrections. If settlement occurs, we will address the situation one time during your 12-month warranty period.

Please note that sod applications do not indicate the location of property lines.

**25. When can I lock the interest rate on my loan?**

Please consult your Market Manager and Builder prior to locking your rate on your loan. An accurate closing date will be communicated to you at the cabinet/countertop stage enabling you to lock a correct time frame on your interest rate. Extended rate locks may be locked sooner.

Please remember that Drees is not responsible for rate locks.

**26. May I bring a New Home Inspector to the Homeowner Orientation?**

You are welcome to hire a New Home Inspector, but the inspection must be scheduled through your Market Manager to be held prior to the Homeowner Orientation. Your Market Manager will work with the Builder to ensure that the home will be ready for this inspection. We will review the private inspection list but it may contain items that we will not address. We will only address concerns related to code violations.

**27. Will there be debris in my air ducts when I go to settlement?**

During the installation of your HVAC system, the vent outlets are covered to eliminate debris. During the course of construction it may be necessary to remove these covers to allow air to move through the home. There will be some dust and small amounts of debris that could get in the register area. During the final clean of your home, the first few feet of your ductwork will be vacuumed to eliminate the dust and debris.

**28. My carpet has a stain on it at the Homeowner Orientation. What will be done?**

The first step is to see if normal vacuuming during the final cleaning process will be sufficient. If not, the problem areas will be spot cleaned. In more severe cases it may be necessary to professionally clean the carpet to remove the stain. If the stain cannot be removed, or the carpet has been damaged, the affected area will be replaced up to the next carpet seam. In the event that the carpet becomes

wet, it will be pulled back, the pad will be replaced, if necessary, and the carpet will be cleaned, dried and reinstalled.

**29. My floor squeaks. Will you repair it?**

We do try to minimize floor squeaks by nailing, gluing and screwing your sub floor before carpet. But your home may not be noise free. Your home's floor system is made out of wood, which moves (deflects) when weight is applied to it. Sometimes this can result in a popping or creaking noise. Depending on the variation of heat and humidity, these noises may come and go and are not considered repair items. However, if these noises persist throughout all the seasons, then they will be repaired under your warranty.

**30. Will you repair cracks in my concrete?**

It is impossible to prevent many of the common concrete defects because of the nature of the material and the stresses placed on it by expansion and contraction. Foundations and garage floors will crack due to shrinkage during the curing process, or expansion and contraction of the material. Usually these cracks are harmless and present no structural problem. Cracking, pitting, scaling, spalling and discoloration, etc., are common occurrences with exterior concrete and are caused by severe weather such as freezing/thawing, snow, ice, etc. The introduction of de-icing products will greatly accelerate the likelihood of these defects occurring.

We will repair any concrete cracks that exceed the tolerances defined under your warranty.

**31. How do you schedule warranty visits after we move in?**

There are two standard warranty appointments available. One is sixty days after your closing and the other is approximately 11 months after closing. A Drees Warranty Representative will contact you to address warranty concern. Be mindful that certain warranties will expire after the first year of homeownership. It is imperative that all warrantable items be documented in writing with our warranty department prior to your one-year anniversary.

**32. What about care and maintenance responsibilities for my home after closing?**

Generally speaking, we are responsible for defects in materials and workmanship for one year. You are responsible for maintenance related items. Please refer to this Warranty handbook for more specific information.

**33. I still have more questions. Who can answer them for me?**

Your Market Manager is the main contact throughout the process. Should your Market Manager be unable to answer your questions, they will know where to go to get you answers to your questions.