

Section 1: Introduction

1. Hartman Homes—some background on our company
2. What Happens Next?—an overview of the major steps in the home buying process
3. Who's Who?—names and contact information for key people who will assist you in this process

Hartman Homes

Hartman Homes, Inc. was established by Michael Hartman in 1985 in his home town of Alma, Wisconsin. The company was originally named Hartman Construction, and we were primarily in the business of roofing and remodeling. We began framing homes in Winona, Minnesota, and built several custom homes. The company evolved into a home-framing business, and it was then that the name was changed to Hartman Homes.

In 1989, as a result of the economic limitations in Winona, the business was moved to the St. Croix area, and Hartman Construction began to build custom homes. After only two years in the Somerset area, Hartman Construction was building 14 to 20 homes per year. In 1993, Hartman Construction became incorporated and changed its name to Hartman Homes, Inc. In 1994 Hartman Homes, Inc. began acquiring land for development in the Somerset area and entered the development business.

Throughout the years, Hartman Homes has grown and become diverse in all markets from single family homes moving up to luxury homes. Hartman Homes has received recognition of design and craftsmanship through several awards and accolades including the Reggie Award, Trillium Awards and Premier Home Awards.

At Hartman Homes our goal is to stay diverse in all markets and continue with some land development. While Hartman Homes focuses on new and innovative building techniques, we strive for the highest quality of craftsmanship. Hartman Homes is proud to be a small builder because we value the ability to work one-on-one with our clients, which enables us to build the home that they desire. Our objective is to always provide clear expectations in the areas of timeline, price point, and overall quality of product resulting in satisfied clients.

Hartman Homes is constantly striving to improve the home-building process to be as smooth and efficient as possible. We want each of our customers to have a positive experience from the beginning to the end. We are honored to be part of such an important event and want our customers to have a home that they can be proud of and that will provide a lifetime of memories!

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 and arranged. While Hartman Homes is building your new home, you participate by taking care of several important aspects of your purchase.

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 chronological list that follows outlines 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 on schedule.

Purchasing Your Home

The building construction agreement, specifications document and various addenda constitute the legal understanding regarding the purchase of your new home. Please read these documents and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork is signed, we suggest you insert those documents in Section 2 of this manual, Purchasing Your Home.

Finalizing your loan

Now that you know the final cost of your home it is important to relay this information to the lender for final approval. If a lender has not been chosen yet, we may suggest lenders appropriate for your specific financial situation. Hartman Homes has specific criteria that we try to follow when choosing a lender and this information can be found in the Building Construction Agreement. In addition, Section 3, Arranging for Your Loan, contains hints and information on the loan process.

New Home Selections

New Home Selections, Section 4 of this manual, will assist you in the exciting process of personalizing your new home with your selections.

Construction of Your Home

Several tasks need to be completed prior to the start of construction. Some of these are our job; some are yours. They are described in Section 5, Construction of Your Home. Near the completion of framing, we will offer to meet with you at a Pre-mechanical construction

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conference to review plans and specifications one final time. Next we will invite you to tour your new home with us when your home reaches the final mechanical stage, just before insulation is installed. Please bring this manual to both of these meetings.

We also expect and welcome your casual visits to the site. Please read Section 5, Construction of Your Home, for guidelines on safety, security, and work in progress.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. 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 Section 6, Homeowner Orientation.

Closing on Your Home

Closing on Your Home, Section 7 of this manual describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

Caring for Your Home

Many of your responsibilities as an owner and Hartman Homes' responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 8. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you. Hartman Homes plans two standard contacts with you during the warranty period. These visits and procedures for service outside these standard contacts are described in Section 8.

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.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

Who's Who?

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions. A plastic sheet follows as a convenient location for business cards, as well.

Hartman Homes

744 Ryan Drive Suite 102
Hudson, WI 54016
715.377.1555 office
715.377.1990 fax
www.hartmanhomesinc.com

Vice President & Estimator

Chad Maack
715.377.1555 office
715.377.1990 fax
chad@hartmanhomesinc.com
Mon.-Thurs. 8-5

Sales & Marketing Director

Dawn Johnson
715.377.1555 (mornings at the office)
715.381.1805 (Noon-5 at the model)
715.377.1990 fax
dawn@hartmanhomesinc.com
Mon.-Fri. 8:30 -5
Hours vary during parade events

Accounting

Shari Roeser
715.377.1555 office
715.377.1990 fax
shari@hartmanhomesinc.com
Tues.-Thurs. 7-3 & Fri. Noon-7

Jessica Link

715.377.1555 office
715.377.1990 fax
jessica@hartmanhomesinc.com
Mon. & Wed. 9-5

Builder

Michael J. Hartman

715.377.1555 office
715.377.1990 fax
mike@hartmanhomesinc.com
Mon.- Fri. 8-5 p.m.

Interior Designers

Karen Graeve
612.810.3799 cell
karengraeve@yahoo.com
By appointment only

Veronica Nelson
715.377.1555 office
612.363.0249 cell
veronica@hartmanhomesinc.com
Mon.-Fri. 8-5

On-Site Job Superintendent

Jody Schachel
612.685.0075 cell
715.377.1990 fax
Mon.-Thurs. 7-4 & Fri. 7-Noon

Lender

Eric Tostrud
First National Bank of New Richmond
744 Ryan Drive
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715.386.9301
715.386.6005 fax
etostrud@1stnewtrichmond.com
www.1stnewrichmond.com
Mon.-Fri. 9-5

Section 2: Purchasing Your Home

1. Purchaser Checklist—your opportunity to confirm we have communicated clearly and have delivered all necessary documents
2. Purchase Agreement—a brief description of each of the documents you will receive
3. *Purchaser Checklist*—a copy of the form you sign at the end of your purchase agreement session