

## Section 5: Construction of Your Home

1. Preconstruction Conference—a meeting to review your plans, selection, changes, and the protocols of the construction process
2. Start of Construction—once you sign the Buyer Start Order, Hartman Homes attends to several tasks before starting construction
3. Safety—please respect the potentially dangerous nature of a construction site and follow our site visit policies
4. Frame Tour—your second meeting with your builder provides an opportunity to see the quality inside the walls of your new home and confirm that selections and change orders are correct so far
5. Locks and Keys—once you use your house keys, only your keys will open your home
6. Plans and Specifications—no two homes are alike
7. Quality—we monitor work on your home to note and correct any errors that occur and ensure that the home we deliver meets the standards we promised you
8. Single Source—Hartman Homes selects all personnel and orders all materials that go into your home
9. Trade Contractors—trades people have no authority to make changes without Hartman Homes's written change order and are unaware of all the elements in your home; any questions you have should be communicated through your salesperson
10. Schedule—delivery dates are a target until we confirm a closing date in writing; we promise a minimum of 30 days notice
11. Construction Sequence—an overview of the major steps typically followed in building a home
12. *Our Customer Wants to Know*—forms for your convenience, please document any questions you have about your home during construction and forward them to your sales counselor

## Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective and timely communication of your choices.
- Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

### Pre-mechanical construction Conference

You will have the opportunity to meet with the job supt on site on the day that the trades start the mechanical rough in. While your selections have been made already, it is nice for you to be on site as conditions often warrant a change in location of items. In addition, things may look differently on site now that the home is framed. Our scheduling department schedules this meeting and it usually takes place on Monday mornings and require about 3 hours of your time. The jobsite is quite chaotic at this time so small children are not allowed for safety reasons. Changes often occur at this point and the cost of items will be done in the form of a change order as quickly as possible due to scheduling concerns.

### Start of Construction

Before construction of your home can begin, Hartman Homes has several important tasks to accomplish that involve outside people and entities. For example:

- Structural changes you decided to make to the plans may necessitate revision of engineering for the home. This must be completed prior to applying for a building permit and can take from several days to several weeks.
- Residential construction requires that we obtain a building permit. The process varies and can take a few days to many weeks depending on the volume of applications being processed by the building department. This volume varies from month to month.
- The time of year may affect the start date because of the weather conditions.

### **Safety**

We understand that you will want to visit your new home between these construction reviews. A new home construction site is exciting and can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you contact Hartman Homes before visiting your site. We reserve the right to require that you wear a hard hat and that a member of our staff accompany you during your visit. Please observe commonsense safety procedures at all times when visiting:

- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get onto your clothing.

### **Plans and Specifications**

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Hartman Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

### ***Regulatory Changes***

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Hartman Homes must comply. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

### ***Individual Foundation Designs***

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots,

your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

### *Topography and Homesite Conditions*

Because each homesite is shaped differently, the position of your home on the site may vary from others in the community.

In addition, the exterior elevations of each home are affected by the topography, or surface contours, of your homesite. For instance, slope on the site may affect the number and configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions. Hartman Homes identifies existing trees on your homesite that must be removed to create room for your home, drive, and so on. Our construction practices include steps intended to preserve other trees in a healthy condition. However, because the reaction of trees to construction activities and your new home are outside our control, we cannot guarantee the health or survival of any existing trees.

## Hartman Homes Homeowner Manual

---

### *Utilities and Mailboxes*

The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of Hartman Homes. The authority of the utility companies and the U.S. Postal Service to designate the placement of these items is well established.

### *Changes in Materials, Products, and Methods*

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current when the models were built although your home may have a more recent version.

In all instances, as required by your purchase agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

### *Models*

Models homes display many decorator items, window coverings, and furnishings. Mature landscaping; extra walks, fences, lighting, fountains, signs and flags are other examples of items which are not part of the home we will be building for you. Please review your home's specifications as well as information Hartman Homes provides about optional items displayed in the models carefully to avoid misunderstandings. Contact your sales counselor with any questions.

Because finish sizes can vary somewhat, you should measure for window coverings in your home rather than in any model.

### *Television and the Internet*

You may be aware of various home construction methods and materials from watching television programs or exploring the Internet. Hartman Homes routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. While we will be happy to discuss alternative methods and materials you may be interested in, we take a conservative approach to utilizing new approaches until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

### *Natural Variations*

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

### **Quality**

Our company will build your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

### *Errors and Omissions*

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

### *Your Questions*

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you first check your purchase documents to review what you ordered and the specifications for construction of your home. If you still believe we are in error, do one of two things:

1. Bring your concern up at the pre-mechanical construction tour.
2. Contact your sales counselor, in writing, with your question. You are welcome to use one of the *Our Customer Wants to Know* forms included at the end of this section. We will note the date and time it was received and will respond within two business days. Also keep the following points in mind once you have notified the builder of a concern:
  - Your concern may involve a detail Hartman Homes has already noticed or appreciates your pointing out. Still, correction may not occur immediately. Trades and suppliers often impose trip charges for extra visits to the homesite so to be efficient, we may schedule the correction for the next routine visit. Also, a particular trade may be unavailable on short notice.
  - Work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished.

## Hartman Homes Homeowner Manual

---

- Methods and materials vary from region to region and change over time. When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

### *Ugly Duckling Stages*

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these "ugly duckling" stages.

### **Private Home Inspectors**

If you wish to retain the services of a private home inspector to review your home during or at the end of construction, please be aware of Hartman Homes' policies regarding private home inspectors. Your inspector:

- Must provide us with evidence of current worker's compensation and liability insurance.
- Should be a member of a professional association such as the American Society of Home Inspectors.
- Should be familiar with the codes applicable in your jurisdiction.
- Should be experienced with new home construction.
- Is responsible for staying informed as to the stage of construction the home has reached.
- Should avoid making any markings on the home itself.
- Should provide you and Hartman Homes with a written report of any concerns.

Hartman Homes will address concerns involving building code or contract issues only. Your sales counselor can provide you with a list of private home inspectors who have provided us with evidence of the required insurances as well as information about typical fees and services they offer.

### **Single Source**

Hartman Homes is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. Although sweat equity arrangements are unavailable as a part of our purchase agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

### **Trade Contractors**

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you the Hartman Homes' standard of construction, only authorized suppliers, trade contractors, and Hartman Homes employees are permitted to perform work in your home.

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions or requests for changes should go through Hartman Homes, and we will obtain input from trades when that is appropriate.

Suppliers and trade contractors have no authority to enter into agreements for Hartman Homes. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Hartman Homes. Their failure to comply with this procedure can result in termination of their contract. Discuss changes you are considering with your sales counselor.

### **Schedules**

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trades people go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

### ***Delivery Date Updates***

Hartman Homes recognizes that timing is critical to planning your move. Although a guaranteed date is unrealistic in the early stages of construction, the builder can provide regular updates. As the home nears completion, the builder can provide a firm delivery date (usually 45 days before the closing). Meanwhile, be flexible and avoid making arrangements that might cause you worry if the move-in date changes.

We will update you on the estimated delivery date at each of our construction meetings. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date no later than 30 days before delivery.

We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided.

Please keep in mind that your belongings may be brought into the home only after the closing because of insurance issues and the regulations of the applicable building department.

### *"Nothing's Happening"*

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completing each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. Also, throughout construction of a home, work progresses rapidly at some stages as highly visible stages are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in framing in soffits and closets). If you have questions about the pace of work, please contact our office for an update.

### **Construction Sequence**

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

#### Foundation

- Excavation
- Footer or caisson installation
- Form and pour walls
- Perimeter drain, if applicable
- Waterproof
- Insulation, if applicable
- Inspection

#### Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing

#### Roofing

- Felt or paper
- Valley flashing
- Shingles

### *Exterior*

#### Exterior trim

- Fascia (boards at ends of rafters)

- Windows and doors

- Sheathing

- Finish materials

- Trim

- Deck, if applicable

- Gutters, if applicable

#### Exterior painting or staining

- Concrete or asphalt

- Fine grading

- Landscaping, if applicable

### *Interior*

#### Rough-in of mechanical systems

- HVAC (heating, ventilating, and air conditioning)

- Plumbing

- Electrical (extra outlets need to be installed at this point)

- Rough inspections

#### Insulation

#### Drywall

- Hang

- Inspection

- Tape and texture

#### Interior trim

- Doors

- Baseboards, casings, other details

#### Paint and stain

#### Finish work

- Cabinets

- Countertops

- Tile

- Floor coverings

- Appliances

- Hardware

- Screens

- Light fixtures

- Plumbing fixtures

#### Construction cleaning

#### Builder's punchlist

#### Improvement survey

#### Certificate of occupancy

#### Homeowner orientation

#### Closing

#### Home maintenance

## Our Customer Wants to Know ...

Date \_\_\_\_\_  
Purchaser \_\_\_\_\_  
Fax \_\_\_\_\_

Lot # \_\_\_\_\_  
Phone \_\_\_\_\_  
E-mail \_\_\_\_\_

### *Question*

---

---

---

---

---

---

---

---

My preference is to receive a response by \_\_\_ phone \_\_\_ fax \_\_\_ e-mail \_\_\_ letter

### *Response*

---

---

---

---

---

---

---

---

See attached

By \_\_\_\_\_

Date \_\_\_\_\_