

Section 6: Homeowner Orientation

1. **Schedule**–Hartman Homes sets orientation appointment Monday through Friday, between 8:00 A.M. and 3:00 P.M.; the meeting takes approximately 2 hours
2. **Last-Minute Activity**–many items are fine-tuned in the last few days before delivery
3. **Preparation**–hints on how to get the most from your orientation
4. **Completion of Items**–many items will be completed prior to your move-in, and any remaining work will be performed by appointment
5. *Feedback on Orientation Items*–an extra check and balance to ensure we have completed the work we committed to performing during your orientation
6. *Orientation Forms*–copies of the orientation forms for your review; in particular, note the information regarding cosmetic surfaces on the first page of this set of forms

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. Our homeowner orientation provides you with a

- Demonstration of your new home.
- Review of key points about maintenance and limited warranty coverage.
- Confirmation that Hartman Homes installed selections and options as you ordered them.

Scheduling

We schedule the orientation with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday, 8:00 a.m. to 3:00 p.m. Especially in winter months, beginning by 3:00 P.M. assures sufficient day light to view all surfaces adequately. We meet at your new home. Expect your orientation to take approximately 2 hours.

Last-Minute Activity

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many trades-people and Hartman Homes' employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Preparation

Following these hints will assure that you get the maximum benefit from your orientation.

Allow Enough Time

Arrange your schedule so you can use the full amount of time allotted.

Bring This Manual

By having this manual with your selection sheets and any approved change orders with you, any questions about the items installed in your home can usually be answered conveniently and immediately.

Attend Alone

Our experience shows that the orientation is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your orientation. Similarly, we suggest that, if possible, children and pets not accompany you at this time. If a real estate agent has helped you with your purchase, he or she is not required to attend.

Review Orientation Forms

We have included copies of our orientation forms at the end of this section. We note details that need attention on the orientation forms.

Cosmetic Surfaces

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your orientation forms. After we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. Additional details appear on the orientation forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the marble entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibility. Hartman Homes is always available to assist you with information about cosmetic repairs you may need to make.

Bring Questions

If you have not already done so, please read the maintenance information, limited warranty, and warranty guidelines in Section 8 of this manual. If you have questions, make note of them to bring up at the orientation.

Attire

Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.

Get Involved

Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Quality

The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. Orientation items fall into several categories:

- Incomplete or missing (Cabinet knob not installed.)
- Incorrect (Porch light should be polished brass, not antique.)
- Dysfunctional (Bath fan does not come on.)
- Below company standard (Mitered corner rough, top right of den door, hallway side.)
- Damaged (Scrape on wall from carpet installation.)
- Uncleaned (Mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. Our model homes are our normal standard and will be used as a comparable. If you wish to make it even better after moving in, we will be happy to assist you with information.

Completion of Items

Hartman Homes takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8:00 a.m. to 4:00 p.m.

Under normal circumstances, you can expect us to resolve all items within 14 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by Hartman Homes.

Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike. Hartman Homes asks that you make appointments so that someone over 18 is present for repairs. Working around your busy schedule may result in service taking longer than anyone wants. Your cooperation is essential. Service hours are 8:00 a.m. to 4:00 p.m., Monday through Friday.

Your satisfaction with your new home is important to us. Our records indicate that your Homeowner Orientation list has been completed. We would like your confirmation of that. A

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copy of that list is attached. Please review it and confirm that all items listed on it have been resolved.

If we have overlooked any detail from the original list, please note the number of the item in the space below. If all items have been satisfactorily resolved, simply sign the acknowledgment below. Either way, please return this form in the enclosed envelope by _____.

As always, your comments about our service or your new home are most welcome.

Please let us hear from you!

Sincerely,

Orientation Rep

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___ All homeowner orientation items have been resolved.

___ The following homeowner orientation items still need attention (simply list the item numbers): _____

Comments: _____

Homeowner

Phone

Date

Orientation

Date _____ Lot # _____
 Purchasers _____
 Address _____
 New Phone _____

We believe that your home is complete, in satisfactory condition, and meets the quality standards described in your contract documents. We invite your confirmation of this fact by offering you an opportunity to review your home at this time. Your signature indicates that with the exception of items noted on page 2, the components listed below are in good and acceptable condition, including, where applicable, the cosmetic surfaces of these items. Cosmetic damages noted subsequent to those identified today and listed on page 2 are excluded from warranty coverage except as specifically described in your homeowner manual.

Cosmetic surfaces are in acceptable condition

- ___ Appliances
- ___ Brass fixtures
- ___ Cabinets
- ___ Carpet
- ___ Caulking
- ___ Ceramic tile/grout (walls, counters, floors)
- ___ Countertops
- ___ Decks and exterior rails
- ___ Doors
- ___ Drywall
- ___ Fireplace doors
- ___ Garage overhead doors
- ___ Hardware (knobs, towel bars)
- ___ Hardwood floors
- ___ Landscaping (sod, shrubs, trees)
- ___ Light fixtures
- ___ Marble or manufactured marble
- ___ Masonry
- ___ Mirrors and medicine cabinets
- ___ Paint
- ___ Plumbing fixtures (sinks, tubs, faucets)
- ___ Resilient floor coverings
- ___ Shower or tub enclosure
- ___ Siding
- ___ Stair rail
- ___ Stucco
- ___ Windows, screens, patio doors
- ___ Wood trim

Selections/change orders

- ___ All selections and change order items are installed

Status summary

- ___ Grade: Complete Pending
- ___ A/C: Charged Pending N/A
- ___ Crawl: Dry Damp N/A
- ___ Smoke detectors respond to test buttons
- ___ GFCIs respond to test/reset buttons
- ___ Outside faucets function without leaks

Manufacturer literature/parts delivered

- ___ Heat system
- ___ Air conditioning
- ___ Humidifier
- ___ Water heater
- ___ Range
- ___ Cooktop
- ___ Range hood
- ___ Microwave
- ___ Dishwasher
- ___ Disposal
- ___ Fireplace
- ___ Broiler pan
- ___ Disposal wrench
- ___ Sink strainer and drain cover
- ___ Garage door openers or keys
- ___ Paint and stain samples

Warranty service

For your protection and to allow efficient operation of our services, our warranty system is based on your written list of items. Please refer to Section 8 of your homeowner manual for complete details.

Note to Home Buyer:

At the end of your homeowner orientation, you will receive:

- ❑ A list of emergency phone numbers for critical trade contractors, such as heating and plumbing, who might be needed after hours or on weekends. We suggest you insert these phone numbers at the front of Section 8, Caring for Your Home, so that you can find them quickly in an emergency.
- ❑ The manufacturer's literature for the furnace, water heater, and other consumer products. Copies of this material for standard items are available for your review in our sales office.
- ❑ Copies of completed orientation forms. We suggest you insert those forms here.