

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features and is a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance.

Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, 8 a.m. to 2 p.m. We meet at your new home. The orientation occurs several days before closing. **Expect your orientation to take approximately two to three hours.**

Orientation Forms

We have included copies of the forms we use at the orientation at the end of this section. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation.

Preparation

Allow enough time. We expect the orientation to take two to three hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read Caring for Your Home, Section 8 of this manual, before the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to 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 at another time. 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. If you would like to have a friend or real estate agent view the home with you, we encourage you to do this **before** our scheduled orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Pfeifer Homes, Inc. to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms. Samples of these forms are located at the end of this section.

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, ***after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:***

- Sinks, Tubs, and Plumbing Fixtures
- Countertops, Ceramic Surfaces and Vanity Tops
- Windows, Doors and Screens
- Floor Coverings
- Drywall, Trims and Finishes
- Light Fixtures
- Cabinets and Trims

Completion of Items

Pfeifer Homes, Inc. takes responsibility for resolving any items noted. We will complete most items before your move-in.

Sign Off Walkthrough

You will be asked to participate in a sign off walkthrough usually scheduled on the day of closing. This gives us the opportunity to demonstrate to you that the orientation repairs have been completed. This meeting usually only takes 30 minutes and you will be asked at this time to sign the orientation acceptance form. A sample is located at the end of this section.

Attachment A List

Some items on your orientation list may not be completed by closing due to backorders or other similar factors. These items will be added to an Attachment A List and construction personnel are available for appointments Monday through Friday, 7 A.M. to 4 P.M. Under normal circumstances, you can expect us to resolve these items within 15 working days. Please note that we will correct only those items listed on your Attachment A form at this time. No verbal commitments of any kind will be handled by Pfeifer Homes, Inc.

Future Service

Pfeifer Homes, Inc. responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review Section 8, Caring for Your Home.

Note to Home Buyer:

At your homeowner orientation, you will receive:

- The manufacturer's literature for the furnace, water heater, and other consumer products.
- Copies of completed orientation forms. We suggest you insert them here.