

Introduction

Pfeifer Homes, Inc.

Welcome to Pfeifer Homes,

With over 35 years of home building experience, Troy Pfeifer has teamed up with his son, Justin Pfeifer, who graduated with a Bachelor of Science Degree in Construction Management from Pittsburg State University. Together they are an innovative forward thinking team that will combine diverse design build technologies, comprehensive energy efficient green build strategies and value engineering into every home they build. Their “Design Build Advantage” system provides you, the customer, with the peace of mind that your new home will include enhanced environmental air quality and improved Energy / water efficiency all wrapped with state of the art thermal and air barriers into a value engineered design that will fit your lifestyle and budget.

Professional Team

In order to provide the highest level of service and customer satisfaction, Pfeifer Homes has formed a team of experienced industry professionals to assure that your home is constructed with quality and precision. Our team has combined over 50 years of site superintending and project management experience. Together they will provide daily direction to ensure that your new home is done right, on time and in budget. To complement the build team, our professional decorator will guide you through the selection process by assisting you with color and texture coordination to ensure your home personifies your personality and tastes. Then to complete the project, our proactive warranty team will be in communication with you at your scheduled walkthrough periods to ensure that your home is performing as intended and according to the construction standards contained in your Home Owner’s Manual.

Professional Designations

You will have peace of mind knowing that with over 35 years building experience Troy Pfeifer has kept up with the latest available education opportunities being offered by the National Association of Home Builders. He has earned and maintained the Certified Graduate Builder, Graduate Master Builder and Certified Green Professional designations as well as being a licensed contractor in all local jurisdictions.

Justin has been busy as well. While working in the industry as he grew up, he earned his Bachelor of Science Degree in Construction Management with an emphasis in Residential Construction from Pittsburg State University. While getting his degree he also earned his OSHA 30 Hour Safety Certificate, is licensed in all the local jurisdictions and is pursuing his own professional designations.

Consequently with 2 generations of nationally certified professionals managing Pfeifer Homes Inc., you can rest assured that your new home will include the latest in available technologies and building practices.

Awards

As president of Pfeifer King Building Corporation, Troy and his partner Randy King have earned over 20 prestigious awards. As early as 1991, Pfeifer King captured the attention of both the public and its competitors with a second place trophy for Parade of Homes' American Dream Award. By word-of-mouth, their reputation for quality-minded professionalism quickly spread. To date, Pfeifer King has earned over 16 Pick of the Parade and American Dream Awards, as well as the 1998, 2003, 2005, 2007, and 2011 Distinctive Plan and Design Award, the 2007 Kansas City Home & Garden's Home of the Year - Gold Award and the 2010 Better Homes and Gardens Gold Award for Best Green Home! Pfeifer Homes has continued the award winning homes

tradition with a Pick of the Parade and Distinctive Plan and Design award in 2011. They also recently earned three American Dream awards in spring of 2013. This recognition, from peers and the public alike, truly marks the pinnacle of Pfeifer Homes Inc. building achievements and highlights the quality of home they build for each and every customer.

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 Pfeifer Homes, Inc. is building your new home, you participate by taking care of several important aspects of your purchase. The chronological list that follows outlines the events that typically take place in the purchase of a new home. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement 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.

Applying for Your Loan

Once you have signed the purchase agreement, finalizing the details for financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation. Section 3, Applying for Your Loan, contains hints and information on the loan process.

Your 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

We invite you to tour your new home with us at several points during construction. 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. Please bring this manual to all our meetings.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home, discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections 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 Pfeifer Homes, Inc.'s 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.

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.