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**BUFFINGTON HOMES**

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**WHAT TO  
EXPECT**

**DURING THE HOME BUYING  
AND BUILDING PROCESS**

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# What to Expect... General Information



Your Community Sales Manager (CSM) will be your primary point of contact throughout the buying and building process for your new home. Please direct all inquires questions, etc. to your CSM and he/she will provide assistance and requested information.



Loan application must be submitted within three (3) days of contract signing.



Design selections (both phases) must completed within fourteen (14) days of contract signing.



Option deposits must be paid before construction can begin. Deposit requirements are as follows:

- \$1 - \$10,000- 15% of the upgrade amount up to \$10,000.
- \$10,001-\$20,000- 20% of the upgrade amount above \$10,000 and up to \$20,000.
- \$20,001 and above- 25% of the upgrade amount above \$20,000.



All structural changes must be completed with the CSM at time of contract. Examples of structural changes include:

- Split appliance package (optional kitchen).
- 3<sup>rd</sup> car garage or 5' garage storage.
- Bay windows.
- Covered patio.
- Additional flatwork.
- Additional masonry.
- Windows.
- Master bath configuration.

A comprehensive list of structural options will be provided by your Community Sales Manager.



The only structural changes allowed are those noted on the plans.



You can have a third party inspector perform inspections on your home prior to closing.

- Frame 3<sup>rd</sup> party inspection- Must be conducted and completed prior to your scheduled pre-sheetrock meeting. Inspection list is to be submitted to Community Construction Manager (CCM) at the pre-sheetrock meeting.
- Pre-Closing 3<sup>rd</sup> party inspection- Must be conducted and completed the day before the buyer orientation walk through. Inspection list is to be submitted to CCM at the buyer orientation walk through.



Styles and colors of selections made at the design studio are available from the manufacturer at the time of order. However, between the time of order and the time of actual installation, specific styles and/or colors may be discontinued or back ordered. In this event, you will be notified and you will be asked to make a new selection from available materials.



**Per your contract, it is your obligation as the homebuyer to close with five (5) days of the completion of your home.**



**It is expected that you be present for the buyer orientation walk through conducted prior to the closing of your home. Realtors, friends, etc. are not to serve as substitutes. All meetings and walks with your CCM will occur Monday-Friday between 8:00 a.m. and 3:00 p.m.**

# What to Expect... Customer Experience Surveys



To make sure we are providing you with a memorable experience as a homebuyer and homeowner, we will be asking you to completion three (3) customer experience surveys (see below for a list of the three (3) evaluations and when you can expect them) during the first year after your home closing. These three (3) customer experience surveys will be emailed to you by Eliant, our customer satisfaction partner.

- **Move-in evaluation-** 1 month after your closing date. Focuses on purchase, design, construction, home readiness and move-in.
- **Mid- year evaluation-** 6 months after your closing date. Focuses on customer service/warranty issues.
- **Year-end evaluation-** 13 months after your closing date. Focuses on customer service and home quality.



Each time you complete an evaluation, you will automatically be entered into TWO drawings conducted by Eliant.

- \$500 Eliant gift card. This annual sweepstakes includes all Eliant client companies.
- \$150 Amazon gift card (every six (6) months) - This sweepstakes only includes Buffington Homes homeowners. This drawing will be comprised of the names of the homeowners that closed during the six (6) month sweepstakes period (approximately 75 to 125 names).



Eliant customer experience surveys are available in seventeen (17) survey languages.



It is important to note that the customer experience surveys are easy and quick to complete.

- **Move-in evaluation-** 10 to 15 minutes.
- **Mid-year evaluation-** 3 to 4 minutes.
- **Year-end evaluation-** 10 to 15 minutes

# What to Expect... TBB Contingency Program



TBB contingency contracts are subject to management review/approval and require the following:

- A TBB contingency contract requires a CMA (Comparative Market Analysis) that shows the value of your current home. Your CMA must be approved by Buffington management.
- The plan/elevation you select must be approved by Buffington management.
- Structural options you select must be approved by Buffington management.
- As a TBB contingency buyer, you must use a Buffington Homes preferred lender and have a PQ from the preferred lender you selected.
- You must complete the design selections for your Buffington home. Selections must be approved by Buffington management.



Once you have completed all the above conditions, Buffington Homes will execute your contract finalizing the sale.



Please note: Your home will not proceed into the pre-start process until the above requirements are met and the contract executed. This means that additional time beyond the 45 to 60 day standard pre-start timeline will be required.



Since the amount of additional time required prior to execution of the contract will vary depending on how long it takes to complete the TBB contingency contract items noted above, it is important that you strive to complete these items in a timely manner.



All money paid by you to Buffington Homes is fully refundable until the end of construction stage 3 (frame and cornice complete with roof decking installed).



If your existing home has not sold by the end of construction stage 3, Buffington Homes reserves the right to terminate the contract and refund your money.

# What to Expect... Design Studio



You will be contacted by a designer to set an appointment after your contract is signed. Design Studio hours are Monday- Friday 9:30 a.m. to 5:00 pm.



Structural options are selected at time of contract with Community Sales Manager (CSM). All other options and upgrade selections are made at the Design Studio.



If you see exterior selections on another Buffington home that you like, please have the address information so your designer can furnish the exterior selection information for that particular home.



There are several action steps to the design process. Please note: phase 1 and phase 2 design appointments are held on different days. Your designer will coordinate time and date for both appointments when they initially contact you.

- Preview night- Each Wednesday between the hours of 4:30 p.m. to 6:30 p.m., the Design Studio has a open house so you can look at the available selections and get ideas for your home. Be sure to write any colors, style numbers, etc. to share with your designer at your design appointments. No pricing will be given on preview night.
- Phase 1 Design Appointment (**2 hours**) - At this appointment, you will make important decisions on your exterior including paint, masonry, gutters, garage door style and exterior doors. In addition, you will select cabinets and cabinet options.
- Phase 2 Design Appointment (**2 hours**) - At this appointment, you will make the final design selections for your new home. These include: countertops, appliances, interior paint, interior doors, plumbing fixtures, door/bath hardware and more. Once you have completed your final design selections, your designer will review the paperwork and your selections with you.
- Phase 1 Electrical/Light Fixture Appointment (**1 hour**) - At the end of the phase two (2) design appointment, a representative from the electrical/light fixture company will meet with you to determine any electrical upgrades such as additional switches/outlets as well as light fixture upgrades.



Design selections (both phases) must completed within fourteen (14) days of contract signing.



**No** changes/additions are allowed after the completion of Design Studio selections.



Option deposits must be paid before construction can begin. Deposit requirements are as follows:

- \$1 - \$10,000- 15% of the upgrade amount up to \$10,000.
- \$10,001-\$20,000- 20% of the upgrade amount above \$10,000 and up to \$20,000.
- \$20,001 and above- 25% of the upgrade amount above \$20,000.

Please note that option deposits are to be given to your Community Sales Manager (CSM) and not to your designer at the Design Studio.

# What to Expect... Pre-Start



Contract must be accepted and executed before pre-start begins. This includes the receipt of a PQ (pre-qualification) notice from your mortgage company.



The pre-start phase ranges on average from forty five (45) to sixty (60) days. Below are the activities that take place under the pre-start phase along with the approximate timelines. Some activities run concurrently with other activities. These must all be completed before your home can be started.

Pre-Start Activity	Estimated Timeline
Order foundation/structure engineering.	15 days from pre-start date.
Order site plot plan.	15 days from pre-start date.
Receive final audited/approved design selections.	15 days from contract.
Apply for city/county building/zoning permits.	30 days from receipt of foundation/plot plan.
Apply for city/county/MUD water/sewer taps.	30 days from receipt of foundation/plot plan.
Submit for ACC (Architectural Control Committee) review and approval of exterior finishes/landscaping.	30 days from receipt of final design selections/ site plot plan.
Submit for interim finance funding from lender.	30 days from receipt of final design selections.
Prepare house budget and purchase orders.	15 days from receipt of final design selections.
Prepare house start package for construction.	15 days from receipt of final design selections.



Once all the above activities have been completed, your home is nearing the start of the construction process. Your Community Construction Manager (CCM) will contact you to set up a pre-construction meeting. At this meeting your CCM will review/discuss the following with you.

- Site plot plan including easements, location of utilities, sidewalks, driveways, steps, etc.
- Lot topography.
- House/elevation/foundation plans.
- Contract summary (CSR) and design selections.
- Backorders/reselection.
- Concrete shrinkage cracks.
- Damage during construction.
- Jobsite safety requirements.
- Construction build time and inspection process.
- Future meetings- pre-sheetrock, buyer orientation and re-walk meetings.
- Buyer Concern forms.



Having your pre-construction meeting does not mean that your home has started. The Community Construction Manager (CCM) does not know the official start date at the time of this meeting. Typically a home will start approximately one week from the pre-construction meeting.



Please note: Option deposits must be paid before construction can begin. Deposit requirements are as follows:

- \$1 - \$10,000- 15% of the upgrade amount up to \$10,000.
- \$10,001-\$20,000- 20% of the upgrade amount above \$10,000 and up to \$20,000.
- \$20,001 and above- 25% of the upgrade amount above \$20,000.



# What to Expect... Construction Meetings



You will meet with your Community Construction Manager (CCM) four (4) times during the construction process. All of these meetings occur between the hours of 8:00 a.m. and 3:00 p.m., Monday through Friday. Your CCM will contact you to set up meeting dates and times.



The homebuyer(s) on the purchase contract are expected to be present at all construction meetings.




The four (4) construction meetings are as follows:

Meeting	Description	Timeline
Pre-Construction	Conducted prior to the home starting construction. The purpose of this meeting is to discuss the build process in more detail and how it relates to your plan and selected options.	Meeting will last approximately one (1) hour.
Pre-Sheetrock	Conducted at frame stage just prior to the start of sheetrock. The purpose of this meeting is to update you on the progress of your home and verify that the home is being built in accordance with the options/selections you made.	Meeting will last approximately ½ hour to 1 hour.
Buyer Orientation	Conducted approximately 1 ½ to 2 week prior to your scheduled closing. The purpose of this meeting is to provide you an orientation on the operation and maintenance of your new home. You will also have the opportunity during this orientation to point out any final concerns you have on the home.	Meeting will last approximately 1 ½ to 2 hours.
Final Walkthrough	Conducted approximately one (1) week after your buyer orientation and two (2) to three (3) days prior to your scheduled closing. The purpose of this meeting is to verify that items from your buyer orientation have been completed and the home is ready for closing. Information regarding the warranty process will also be discussed.	Meeting will last approximately ½ hour to 1 hour.





Please note that the buyer orientation is your final opportunity to report concerns regarding scratches, chips, cuts, tears, stains or any other blemishes on items in your home. These items are to be corrected by the final walkthrough and will not be considered warrantable under the terms of your warranty.


# What to Expect... During Construction


 Buffington Homes will strive to build your home per our schedule as much as possible. However, it is not out of the ordinary for schedule delays to occur due to the following factors.


- **Weather:** Depending on the stage of the home, wet weather can often bring many activities and inspections to a halt. Please keep in mind that if it has rained, it may take several days to resume activity on the job site until drier conditions are present. It is also important to understand that your frame can get wet. Rain and water on the frame of the home is not a cause for alarm and items installed prior to sheetrocking are designed to withstand certain amounts of exposure to moisture. What gets wet will dry out and Buffington will take the necessary steps to address any items that may become a concern due to long term exposure to water/moisture.
- **Labor Shortages:** The greater Austin area always seems to have a thriving housing market which leads to a shortage of certain trades at times. Although we feel that our trades and suppliers are committed to our jobs when needed, there are times that there are just not enough of them to go around which can result in schedule delays.
- **Inspections:** Failing some inspections is also no cause for alarm. A majority of the time, an inspector will show up for an inspection and will point out items that need correction. Depending on the size of the home, the construction stage of the home, the weather and the municipality performing the inspection, the home may be in one of many inspections for several day or even weeks, especially at frame stage. Although it may appear as if nothing is happening, the home is progressing per the construction schedule.

 Things can go wrong on the job site even though Buffington would prefer they did not. Broken windows, holes in sheetrock and damaged items in the home are all things that can happen during the construction process. All damaged items will be repaired or replaced as needed and per the construction schedule. Windows will get replacement glass, sheetrock holes will be patched and other damaged items will get buffed, sanded, painted, etc.

 It is important to understand that damaged items may not be corrected right away. Every repair has a time and place in the construction schedule. For example, damage that occurs at the sheetrock stage may not be repaired until closer to the completion of the home. Buffington Homes' goal is to have everything addressed prior to your buyer orientation meeting.

 It is not uncommon for concrete shrinkage cracks to occur during the construction process. They are structurally insignificant and are not a sign of a defective foundation or concrete.

 At times during the construction process, selections you made at the design center are backordered or are no longer available from the manufacturer at the time of installation. In this event, you will be notified and you will be asked to make a new selection(s) from available materials.

 Only Buffington personnel, contractors and suppliers are allowed to work on the home during the construction process. No items are to be added to the home by you or outside vendors. In addition, Buffington Homes cannot install any items supplied by you. Any work or additions to the home not documented in your Contract Summary (CSR) are to be done after closing. Any items found to be added during construction will be removed. **No exceptions!**



A construction job site can be a dangerous place. There are many potential hazards that can create unsafe conditions. Buffington Homes recommends that you report to the sales office prior to visiting the job site.



No changes/additions are allowed during construction of your home.

# What to Expect... Home Orientation

ACTION  
ALERT

Prior to closing on your new home, Buffington Homes conducts a Buyer Orientation/Walk Through to familiarize you with many of the components in your home and how to operate and care for them. **It is extremely important that the individual or individuals that are purchasing the home and who will be ultimately responsible for the home's care and maintenance be present for this meeting. Buffington Homes strongly recommends that no stand-ins attend this meeting for you.** Not only is this the time to become familiar with the operation of your home but it also the time to point out any concerns that you may have regarding the construction of the home prior to entering the warranty period.

Reminder

Your Community Construction Manager (CCM) will provide you with a copy of the Buyer Orientation/Walk Through Checklist at your pre-sheetrock meeting. To ensure a smooth buyer orientation process, it is recommended that you review this checklist in advance so that you are familiar with how the process works.

Reminder

Buyer orientations only occur Monday through Friday between the hours of 8:00 a.m. and 3:00 p.m. The orientation will generally last approximately 1 ½ to 2 hours depending on the size of your home. These days and times enable your CCM to make any calls during normal business hours to trade contractors that may be needed. Buyer orientation meetings **will not** be conducted on weekends. Please make arrangements in advance with your employer to ensure you will be able to attend this meeting.

Reminder

Your CCM will attempt to give you several weeks' notice regarding the day and time of your buyer orientation. If you are purchasing a completed inventory (spec) home, you will be contacted as soon as possible after the CCM receives your contract.

ACTION  
ALERT

If you are going to have a third party inspection of your home, this inspection must be completed with the report submitted to your CCM prior to buyer orientation. This allows your CCM the opportunity to assess the report and discuss any concerns from the report with you at the buyer orientation. In addition, items from the third party report will be scheduled in conjunction with any items of concerns found during the buyer orientation. Third party inspection report items will not be completed prior to the buyer orientation meeting.

ACTION  
ALERT

All individuals attending the buyer orientation will be expected to follow along with the CCM as he/she walks you through the home. Your CCM will guide you through the home in a specific manner that efficiently addresses all areas of the home. Randomly walking around the home looking for items of concern often leads to items being missed and results in an inefficient walk through. Please make sure all attendees stay with the CCM during the buyer orientation meeting.

Reminder

As much as Buffington Homes would like for your home to be 100% completed at your buyer orientation, there will likely be some items found and noted on your walk list. Another set of eyes often finds items that may not have been noticed by your CCM, so expect to find things. All items should be corrected by your final walk through one week after your buyer orientation. The goal of your final walkthrough is to confirm the completion of the listed items and to go over how the warranty process works. It is not meant to be another opportunity to point out additional items prior to closing. Your home will be ready to close once all items noted are signed off as complete by the individual or individual's purchasing the home.

Reminder

Items needing repair will be addressed according to the standards set forth by your 2-10 warranty guidelines. Not only are these guidelines the standards for warranty, they are the building standards as well. If you have not familiarized yourself with these standards prior to your orientation, your CCM will do so on many of the items during your walk through. Please note that this walk through, in addition to be an orientation of your home, is your final opportunity to report concerns such as scratches, chips, cuts, tears, stains and any other cosmetic items that are not covered under your warranty. These items are to be corrected by your final walk through and **will not** be considered warrantable under the terms of your warranty.

Reminder

Below are some important items regarding construction quality expectations for your new home.

- Keep in mind that a majority of the items in your home are often repaired and not necessarily replaced. Your CCM will be able to explain what may be repaired versus being replaced per 2-10 guidelines.
- Transitions between sheets of roof decking under your shingles are often visible and cannot be totally concealed. This is most prevalent in early morning sunlight but may be noticeable at other times of the day based on the home's orientation. This is not a structural deficiency in your home.
- Shrinkage cracks in exposed concrete surfaces are common and are to be expected, so nothing will be done to cover or fill cracks that do not exceed 1/8" of an inch in width or 1/16" in vertical displacement.
- Doors and windows will often operate differently due to their size. Expect larger windows and solid doors to be slightly harder to open and close than smaller, lighter windows and doors.
- Drywall texture and paint on trim and walls will be assessed from a standing position at a distance of six (6) feet under normal lighting conditions. Normal lighting conditions are defined as natural light from windows and lighting from the fixtures installed in the room. Items found through the use of flashlights or by getting closer than the distance noted above will not be addressed. Please keep in mind that items such as paint and drywall cannot be expected to finish out with perfect consistency and some variation is to be expected. Wood grain and nailing patterns in trim will also not be completely concealed by paint so expect both to be visible at a close distance.
- Color variations are to be expected in tile, wood, stone, brick any other installed product designed to have color variation. Items with color variation are installed in a random pattern and portions will not be replaced unless the pattern is deemed to be installed in an unacceptable manner by the Community Construction Manager (CCM).
- Your garage may be partially finished out with tape and float. Walls are not sanded and finished out with texture and paint, so nail heads and drywall tape will be visible.

# What to Expect... Home Closing



The Buffington Homes Closing Coordinator is responsible for coordinating all parties involved in the closing process. These parties include mortgage lenders, appraisers, title companies and the Buffington Homes construction department.



The Closing Coordinator is also responsible for determining the closing date and setting the closing appointment with the title company. **Please note: Closing dates are not determined by mortgage lenders, realtors, Buffington Homes Community Sales Managers (CSMs) or Buffington Homes Community Construction Managers (CCMs).** Please direct all concerns and inquires regarding your closing date directly to the Buffington Homes Closing Coordinator.



You will receive notification from the Buffington Homes Closing Coordinator of your closing date, time of closing, a map to the title company and wiring instructions per timelines listed below:

- Spec homes: Within ten (10) days of contract.
- TBB homes: Within sixty (60) days of the targeted closing date.



Once you have received your closing notification, please confirm closing date and time with the Buffington Closing Coordinator. Any concerns and/or conflicts should be addressed with the Closing Coordinator as soon as possible.



Approximately 1 ½ to 2 weeks prior to your scheduled closing, our Community Construction Manager (CCM) will contact you to set up your Buyer Orientation Walk Through. If you are having a third party inspection, the inspection must be conducted and completed by the day before the buyer orientation. The third party inspection list/report is to be submitted to the CCM at the buyer orientation walk.



On the day of closing, you must ensure closing funds are being or have been wired to the title company. Wiring instructions can be found in the closing notification email you received from the Buffington Homes Closing Coordinator.



All closing parties must be present and have a valid ID (driver's license or passport).



If you are using a Buffington Homes preferred lender, keys for your new home will be released immediately at the conclusion of your closing. If you are not using a preferred lender, keys will only be released once funding has been verified.



You must have your utilities switched into your name no later than two (2) days after your closing to avoid interruption of service. Please have your final closing statement available for proof of purchase as needed by each company.



Mailboxes are located in central locations within your community and require a key for access. You will need to go to the post office to request a key. The post office will require the final closing statement as proof of purchase in order to release mail box keys.

# What to Expect... Warranty

Reminder

Upon closing, your home will be covered by a 1-year limited warranty, a 2-year mechanical and systems warranty and a 10-year structural warranty. All warranty guidelines are determined in accordance with your 2-10 Home Buyers Warranty. 2-10 is the company that provides your 10-year structural warranty.

Reminder

All items on your home are expected to be completed prior to closing. Unless your Community Construction Manager (CCM) has provided you with documentation stating that the home has closed with outstanding items not yet completed, the home will fall under the terms of your warranty as of your closing date.

Reminder

Your Community Construction Manager will explain at your buyer orientation walk through what items must be addressed prior to your closing and what items will not be covered under your warranty. In addition, your 2-10 warranty guidelines will provide more information regarding your warranty coverage parameters.

Reminder

Concerns regarding scratches, chips, cuts, stains and other blemishes must be reported and corrected prior to closing. These items will not be considered for repair after your home closes. In addition, normal wear and tear is not covered by your warranty.

Reminder

Once your home is in the warranty phase, it becomes the responsibility of your Area Customer Care Manager and not your Community Construction Manager (CCM). Your Community Construction Manager (CCM) or Community Sales Manager (CSM) should not be contacted for any warranty requests unless you need assistance with the submittal process.

ACTION ALERT

Your Community Construction Manager (CCM) will walk you through how to submit warranty requests online at your final walk through. **Warranty requests will only be accepted by online submittal for documentation and tracking purposes.** Your Area Customer Care Manager is unable to process or schedule any requests made by phone call or email.

Reminder

Many of the mechanical items in the home, such as kitchen appliances, HVAC units, water heaters, etc., have additional warranties provided by the manufacturer. It is your responsibility to register any applicable mechanical items in your name immediately following your closing to be eligible for manufacturer warranty coverage.

Reminder

Warranty work takes place Monday through Friday from 8:00 AM to 5:00 PM. Appointments are generally made for AM or PM time frames and not for a specific time. Keep in mind that completing requested warranty items may require several trades over several appointments but we will always do our best to minimize the number of times that we need to enter your home.

Reminder

A person 18 years or older must be present at the home for warranty work to be completed inside your home. **No** interior warranty work will be completed without a homeowner or homeowner's representative present.

ACTION ALERT

It is always best to group warrantable items together when possible and not submit them one by one as they come up. Emergency items are the exception and should be submitted as needed.



Some items such as repairs to settling/shrinkage cracks in masonry, grout, sheetrock or caulking are only done once during your warranty period, so it is best to wait until your end of year submittal for these items. Your Community Construction Manager (CCM) will review these with you in more detail at your buyer orientation walk through.



It is your responsibility to determine what to request for service during your warranty period based on your 2-10 warranty guidelines. Buffington Homes does not conduct a year-end walk through to determine any warranty needs.



If you choose to have a 3rd party inspection done prior to your year-end limited warranty expiration, we request that you only submit the items from your inspection that fall under your warranty guidelines and not items that fall under the category of homeowner maintenance. Many reports do not differentiate and only note items as a deficiency, so you will need to determine what to put on your warranty request. Your 3<sup>rd</sup> party inspector may note items based on code requirements at the time of the inspection. Any code related items noted will be expected to comply with the code used when the home was permitted for construction.



