



Welcome Home Program Homebuyer Experience

Phase 1: Pre-Sale Engagement & Financial Preparation

The length of time associated with this phase is dependent on multiple variables including the pace at which an interested buyer becomes pre-approved, completes income verification and attends training. The purchase contract process also requires approval by the city you reside in. It is estimated that this phase can take approximately 1-3 months.

1. Initial Inquiry & Program Introduction

- View the **Welcome Home Program Overview** via our website.
- Review the Eligibility requirements and benefits of prefabricated homes, the construction process and the product

2. Mortgage Prequalification & Income Verification

- Connect buyers with **preferred lenders** for mortgage prequalification.
- Share your **income verification documents** with your bank or mortgage lender, and get a **hard credit check**.
- Review available down payment assistance programs.

3. Financial Literacy Program Attendance (within 3 months of purchase contract execution)

- Homebuyers must attend a **financial literacy course**. We will connect you with a course in your area.
- Topics include:
 - Mortgage process & responsibilities.
 - Budgeting for homeownership costs.
 - Understanding property taxes & insurance.
- Certificate of completion uploaded to Buildertrend.

4. Home Selection & Purchase Agreement Signing

- Select home model & location
- Review **purchase contract** and sign. Review your **estimated delivery & move-in date**.
- Enroll in **Buildertrend** for **project updates and messages**.



Phase 2: Home Construction

It is our goal to deliver completed home in about 16 weeks and we will make all attempts to do so. Construction delays are sometimes inevitable due to contractor availability, inspections scheduling and loan closing processes.

5. Pre-Construction Meeting

- Review the **construction schedule** via Buildertrend Timeline.
- Understand the **inspection & walkthrough process**.
- Ask questions through the **Buildertrend messaging system**.

6. Factory Prefabrication Updates

- Weekly updates via **Buildertrend photos, videos, and notifications**.
- Get notified of your **anticipated module delivery date**.

7. First Customer Visit – Exterior Site, Utility connections, Foundation and Footers

- Walkthrough of foundation site prior to delivery of modules.
- Buyer verifies that **all systems are properly installed**.
- Documents and log any issues for tracking in Buildertrend.

8. Home Module Delivery & Set-Up

- Buyer invited to site **or view videos and pictures via Buildertrend**.
- Explanation of **utility connections & structural integrity checks**.
- Upload milestone update photos to Buildertrend.

9. Interior Finishing & Second Customer Inspection

- **Cabinetry, flooring, lighting, and trim installation completed**.
- Buyer walkthrough to **check finishes & quality**.



Phase 3: Move-In & Post-Sale Satisfaction

10. Final Walkthrough & Home Orientation

- Buyer **inspects the finished home** with builder representative.
- Homeowner **education session** (HVAC, water heater, maintenance tips).
- Upload final walkthrough checklist to Buildertrend.

11. Closing & Key Delivery

- **Final mortgage closing with lender.**
- Receive keys
- Share your **Move-in Celebration Photos** with your friends and family. Tag us!

12. 30-Day Check-In (1 Month Post-Move-In)

- **Buildertrend messaging or in-person visit** to confirm satisfaction.
- Address **minor warranty repairs** via Buildertrend Work Orders.
- **Survey for feedback** in Buildertrend Buyer Portal.

13. 6-Month Warranty Check-In

- Inspection of **HVAC, plumbing, and electrical performance.**
- Provide **seasonal home maintenance checklist** via Buildertrend.
- Remind homeowners of **available support services.**

14. 1-Year Home Anniversary Review

- Conduct a **final warranty check.**
- Provide **long-term maintenance tips** via Buildertrend.

15. 2-Year Follow-Up (Optional)

- Check-in via **Buildertrend messaging system.**
- Offer **homeowner support resources** (local home improvement grants, refinancing options, etc.).



Key Enhancements for Customer Satisfaction & Buildertrend Integration

- ✓ **Financial Literacy Requirement** → Ensures you are prepared for homeownership.
- ✓ **Pre-Construction & Multiple Walkthroughs** → Engages your family in the process.
- ✓ **Frequent Digital Communication** → Buildertrend keeps you informed in real-time.
- ✓ **Warranty & Maintenance Support** → Ensures long-term satisfaction and home durability



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