



ALL YOU
NEED TO
KNOW!

BUILDING A NEW HOME

Your guide for what to expect
during the building process.

joynerhomes.com

CONGRATS!

So, you've decided to build a new home! Congratulations are certainly in order!

We know you're probably very excited, and you're also likely thinking, "Now what?!" You're not alone! We also know you have a lot of questions right now. This guide is designed to put your mind at ease. It will walk you through what to expect throughout this adventure.

Building a home is a big project, and we may encounter some issues along the way. Our goal is to be there to navigate those things so that you have the home of your dreams on move-in day!

Your home is one of your largest investments and means a lot to you. It means a lot to us, too.

Your satisfaction is our number one priority. In fact, we send a survey once each home is finished, and our goal is to earn a 5-star rating on each and every survey. If at any point you feel that a 5-star rating is in jeopardy, please let us know!

Throughout the process, you can contact us at any time with questions or concerns. Communication is easy through our integrated software system, Buildertrend... we're here for you!

Congratulations again... and let's get building!

Tom + Sara



CHARACTER RICH
SMART DESIGN™

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ABOUT JOYNER HOMES

OUR
CORE VALUES

 **work hard**
play hard

 **learn your**
story

 **do it**
better

 **do it**
right

Our vision is to *strengthen* family, relationships, and *quality* of life by providing opportunities to *live* and *work* in our local community.


CHARACTER RICH
SMART DESIGN™

Years ago, when Tom and Sara were looking to buy a house, there just weren't many choices. They believed a home could be built with character and quality, and be reasonably priced. That was the beginning and has remained the focus of the company.

The company has grown over the years and incorporated Core Values and a Vision Statement that reflect why we do what we do. Joyner Homes is a fun company that knows how to work hard!



At Joyner Homes, we love our local community and are proud to support many organizations through sponsorship and donations. You will likely catch the Joyner Homes logo at kids' sporting events, local fundraisers, and throughout town.

A strong community is the foundation for a strong company.



Founded in 2006 by Tom & Sara Joyner, the company has grown by leaps and bounds, building over 350 homes in Central Indiana.

PLANNING & PRE-CONSTRUCTION

ARCHITECTURE & DESIGN, SITE CONDITIONS, PERMITTING, & FINANCING

A few things must be finished before we can start construction on your new home.

1. ARCHITECTURE & DESIGN - Plans finalized and approved, and all selections must be 100% complete.
2. SITE CONDITIONS - Site costs are determined using our Site Cost Estimator. It is important to remember that additional expenses may arise during construction. We do our best to anticipate issues, but site costs are still an estimate at this point.
3. PLOT PLAN, PERMITTING & APPROVALS - The plot plan and all permits must be obtained. If applicable, plans must be submitted for HOA approval.
4. FINANCING - All financing must be in place through either a construction loan or cash escrow.



ARCHITECTURE & DESIGN

With Joyner Homes, you have access to our exclusive Design Studio which will be your one-stop shop to make all of the architecture and design selections for your home. You will work with our skilled team to guide you along the way.

ARCHITECTURAL MEETING

If you have chosen to add Architectural Changes in your agreement, you will work with one of our Architectural Specialists to make any requested or required changes to your home. All Architectural Changes must be finalized prior to scheduling your design appointment for us to curate selections accordingly. Because of this, our goal is to finalize the floor plan as quickly as possible to keep everything moving. Once everything is finalized, your Architectural Specialist will send you plans to approve electronically.



**DON'T FORGET!
SELECTIONS MUST
BE 100% COMPLETE
AND APPROVED
PRIOR TO BREAKING
GROUND!!**



Check out
joynerhomesonline.com/blog
for tons of photos and inspiration!

We offer two different packages : JH Black Signature Series and JH Blue Select Series.

Our JH Black Signature Series homes are personally curated by the Joyners - configured to include our signature look and quality both inside and out. We like to describe this series at a “whole home upgrade.” In reality, it is a whole experience upgrade. Not only does JH Black include many of our signature Character Rich and Smart Design features, but it also includes a more streamlined design experience, an elevated product offering, a credit toward architectural customization, and other VIP extras along the way!

Our JH Blue Select Series homes include a baseline of quality finishes by our design team for a more affordable starting point. This allows our Select Series customers to select and customize only those features and finishes most important to them. JH Blue customers also have access to the architectural team and full design studio of options.

Be sure to ask about JH Green, an energy-efficient improvement that can be combined with either JH Black or JH Blue. This upgrade is perfect for your home and/or garage.

DESIGN MEETING

In order to schedule your first design appointment, you will need to return your online Pre-Appointment Questionnaire. This just helps get the wheels churning, so don't worry if you don't know exactly what you want yet - that's why we're here!

At your first appointment, you will review all items for your home and select specific colors and product types. These appointments are scheduled on Mondays at either 9AM or 1PM. Plan for about 2-4 hours for this first meeting. (Arranging child care is recommended!)

Typically, 80% of your selections are made at this appointment. The remaining items will be homework items or items needing custom pricing.

FOLLOW UP & APPROVAL

Your Design Specialist will be in contact with you via email on miscellaneous pricing or follow up questions and answers. There may be items you'll need to review or confirm in person at our Design Studio. Once everything is finalized, your Design Specialist will send you all of the documents to sign electronically for approval.

NOTE: You will receive an invitation to Buildertrend, our Project Management software, once selections are complete!

Review your Final Selections carefully! Changes after this point are considered a Change Order subject to a Change Order fee and will cause delays in construction. Your lender may also require you to pay for Change Orders with cash out of pocket instead of adding them to your loan.



SITE CONDITIONS

For most homesites, a few things need to come together to determine final costs for Site Conditions. We are here to guide you through this process and keep you informed along the way.

At this point, you likely have received our Site Cost Estimator. This tool was used to give you a good idea (an estimate) of where your site costs may land. It's now time to firm up those areas and give you a closer estimate based on the information we now know. During this phase, the construction and permitting team is working in the background to fill in key variables that determine the final Site Conditions figures.

Final Site Costs are based on many factors, including but not limited to:

- Plot Plan - The plot plan will lay out where the house can go depending on factors like septic placement (if applicable), future planned improvements like a pool or barn, and drainage requirements. While we try to estimate these costs in advance, there are occasionally surprises during permitting.
- House Location - Once the preliminary plot plan is available, you might decide to move the house. Moving the house is likely to change your site expenses. For instance, moving a house back farther from the road will mean extra driveway length, and therefore, cost. Moving a house may also require additional dirt hauling or brick coverage if the elevations are significantly changed.
- Septic Requirements - This is another area where we do our best to estimate the type of septic system needed. Occasionally, we do have a few surprises after the soil borings (soil tests to determine soil properties) are done and analyzed.

» Future plans for your land? «



Speak up!

Things like a pool, a barn, or patio will make a difference when finalizing the plot plan! Future plans should be considered when locating the septic system and determining house placement.



PERMITTING

This is the easy one - for you, anyway! One of the benefits of building with Joyner Homes is that we handle all standard permitting and utility coordination for your new home. Once your floor plan is finalized, we work in the background to prepare the plot plan and obtain the necessary approvals. Depending on where you are building, you may need soil borings, septic or driveway permits, and of course, the actual building permit. Our permitting team works with many municipalities to make this happen as quickly as possible. Our permitting team also handles the HOA approvals needed.

NOTE: While we do our best to estimate all site costs, any additional expenses arising from unforeseen or changing site conditions will be your responsibility.

FINANCING

It's important to have your financing (or escrow account, if paying cash) in place prior to starting construction. Each lender is a little different in what they require, but most want to have a copy of the plans and specifications (an industry term for "selections"), and the final purchase price (including selections and site expenses) so they can request an appraisal. This information will determine your final loan amount. They will also ask you for financial documents, such as tax returns and bank statements. Your lender will provide a list of what is required.

This process usually takes 30-45 days, and as you remember, we cannot start construction until your loan is closed. Time is of the essence!

We recommend our preferred lenders as we know they give our customers the best service and competitive pricing. We are here to help and will provide anything the lender needs in terms of construction information.



NOT ALL LOANS ARE THE SAME!

Most lenders require Change Orders to be covered out of pocket. This includes anything that is added after the plans and selections have been submitted to your lender. One more reason to finish up selections prior to financing!

Be sure to ask your lender questions to ensure you understand how it will all work!

**Design, Site Conditions,
Permitting, and Financing
Complete?**

It's time to build!



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SMART DESIGN™

GENERAL INFORMATION

TIMELINE

Once selections, site conditions, permitting, and financing are finalized, our homes are typically completed in 6 - 9 months. That may seem like a big range, but it really depends on the home size, location, features, changes made during construction, and of course, weather! Your Project Manager will



ACTIVITY	1	2	3	4	5	6	7	8
Clearing Lot/Survey	█							
Footings and Foundations	█	█						
Framing		█	█	█				
Windows and Exterior Doors				█	█			
MEP Rough-ins					█	█		
Customer Electrical Walk-Thru						█	█	
Roofing, Exterior Finishes						█	█	
Insulation and Drywall						█	█	
Interior Doors & Trim, Cabinets							█	█
Flooring							█	█
MEP Finishes, Carpet								█
Punch Out								█
Final Clean								█
Customer Orientation								█
Exterior Concrete, Deck								█
Final Grade and Landscape								█

likely give you a date range at the beginning of construction and will finalize that date near the time countertops are installed. Don't worry - we will give you at least 30 days notice once we are sure your home will be complete to allow coordination of movers, etc.

This schedule outlines a sample schedule of construction activities over an 8-month building period. Our actual schedule that our Project Managers use to manage your home is over 150 line items with 105 additional tasks! Luckily, we have Buildertrend to help us keep all of that straight!

COMMUNICATION

By now, you've met a few Joyner Homes' team members, so you might be confused about who to contact. Once selections, site conditions, permitting, and financing are complete, you should always contact your Project Manager first with any questions you may have.

IT IS EXTREMELY IMPORTANT THAT ALL COMMUNICATION GO THROUGH YOUR PROJECT MANAGER.

We observe this rule internally as well. This ensures that the Project Manager is aware of everything happening with your new home build. The best way to reach your Project Manager is through Buildertrend. A typical Project Manager has 100's of emails and phone calls a day! So, don't be surprised if they don't answer right away. However, they do strive to return all customer contacts within 24-48 hours (not typically over the weekend). If you send a detailed message, they may be able to send you a quick response with an answer!



Download Buildertrend, our mobile app, where we keep all information related to your new home build. Selections, change orders, and even warranty requests are all kept here. Plus, we load photos frequently so you can easily follow along with the progress.

WHY BUILDTREND?

At Joyner Homes, we use Buildertrend for everything from scheduling to change orders to warranty requests and more. As you may have noticed by now, it takes a full team of Joyner Homes' employees and vendors to build your home. Buildertrend is our project management tool to keep everything running smooth during the construction process.

By sending all messages to your PM through Buildertrend, we can be assured that your communication with our team is kept in one place and seen by all the right people. That way, if your Project Manager is on vacation or out of the office, your home can proceed as scheduled.



Leave detailed information in your message so your Project Manager can respond with an answer. They may be able to send you a quick answer via Buildertrend sooner than they are able to return a call.

JOB SITE VISITS

You may visit the job site during construction, but you MUST be accompanied by your Project Manager. Please abide by this important rule that is addressed in your Agreement. Please observe the following rules when on-site:

- Safety First - Kids and adults! More on this later!
- Communication - Don't forget... all communication must go through your Project Manager. **DO NOT REQUEST CHANGES OR PROVIDE GUIDANCE TO THE WORKERS ON YOUR JOB SITE!** Always refer them back to the Project Manager. You will be responsible for any costs associated with breaking this protocol!
- Punch Lists - You'll learn more about our punch lists as we go, but please know you are welcome to communicate with your Project Manager about items you find during your visit. Since you will be there with your Project Manager, they can let you know if it's already on their list. If it's not, they'll make sure to add it!
- Site Visits - Please schedule these with your Project Manager during standard business hours. For safety reasons, some workers will stop working when a homeowner is present. If you plan to spend a significant amount of time at the home, please make sure to alert your Project Manager so that the schedule can be adjusted accordingly.
- Wet Paint! (and More...) - Be advised there are times when items are vulnerable to damage - wet paint and drywall, wet concrete, and grout. When in doubt, don't touch (or walk on anything!) Also, observe all signs, coverings, and barricades set up to protect your home.



Don't forget to schedule your visit with your Project Manager!



SAFETY ON A CONSTRUCTION SITE

Your family's safety is extremely important to us. Active construction sites have many hazards - both obvious and hidden. There may be partially completed items (such as floor systems and railings) that are NOT YET SAFE.

EVEN ITEMS THAT MAY APPEAR TO BE "SAFE" MAY NOT BE!

- Be careful when work is in progress. During framing and at other stages, things may not be as secure as they appear.
- Many dangerous tools may be in use.
- Wear shoes when walking on any active project site. Sharp objects and uneven terrain may be present.
- Do not go near any excavated ground. Often, the edges are not stable and can collapse.
- Stay away from all exposed wiring and rebar sticking out of foundations.



A Note about Kids

Kids love walking through the home during construction. That's where memories are made! But, sometimes they view the home as a play area instead of a hazardous area.

Children must be supervised at all times. When visiting the home with a child, we recommend holding their hand the whole time. Set good ground rules and educate children on the dangers of construction sites.

PRE-CONSTRUCTION MEETING

Once all of the items in the Pre-Construction stage are complete, a Project Manager (PM) will be assigned to your home. Our PMs are responsible for overseeing every little detail of the construction of your home and will be your main contact during construction. You will be contacted to schedule a Pre-Construction Meeting with your PM to discuss the following items:

INTRODUCTIONS

Project Manager

Production Coordinator

BUILDERTREND OVERVIEW

Messages

Photos

Change Orders

Possession/Closing Notices

Selections

Warranty

Other Documents

CONSTRUCTION OVERVIEW

General Overview

Electrical Walk & Orientation

How We Schedule

Punch Out Process

Issues You Find

Visits to Your Home

Timeframe

SAFETY PRECAUTIONS

General Safety Info

Excavation Dangers

Insecure Framing

Children Visits

QUESTIONS AND COMMENTS

GROUNDBREAKING PHOTO

CONSTRUCTION STAGES

GROUNDBREAKING - THE PHOTO OP!

If you follow us on Facebook, you've probably seen photos of our ceremonial groundbreaking moment! Now it's your turn! During the Pre-Construction process, we will contact you to schedule your ground breaking photo. We will make sure a sign is up, and we'll even bring a ceremonial shovel! Feel free to bring the kids and pets - the more the merrier!

This is also when you will meet your Project Manager to discuss some basic construction information. They'll fill you in on what to expect along the way and give you a few safety pointers. This is a great time to ask questions about what to expect during the construction process!



SITE PREPARATION - THE REAL GROUNDBREAKING

While we can schedule your groundbreaking photo anytime, the real digging might take a bit longer. Once selections, site conditions, permitting, and financing are complete, the construction team gets started on scheduling all of the activities including erosion control, digging, and concrete for foundations.

During this time, our surveyor will place stakes on your homesite, a gravel construction drive will be installed, temporary power may be set up, and a silt fence will be installed as required.



Silt Fence

Construction Drive

Temporary Power



PUNCH OUT & CHECKLIST PROCESS

We admit - there are times when your home might look like it has all kinds of issues! Never fear... our punch out process is here!

After building hundreds of homes, our Project Managers know how to do it efficiently. Often, that means not always fixing a problem right when it is found. We use our Punch Out Process to inspect the work at different stages to verify both its completeness and correctness. This allows for maximum efficiency, allowing subcontractors to come back in one trip to correct all of their punch list items for that stage.

We know it can be frustrating to watch items left in need of correction during construction, but our Construction Team is taking notes and making lists along the way to make the process as efficient as possible. Ultimately, this saves our customers time and money! Smart Design? You bet!

Keep an eye out for our Checklist Graphic throughout this guide to catch a glimpse of some of the things the Project Managers review during this time.

If you're ever in doubt, feel free to contact your Project Manager with any concerns. Just know... it's likely already on the list!

FOUNDATION

Once the site is prepared, excavation for the home will occur and all parts of the foundation, including footings, walls, and floor slab will be installed.

Expect the unexpected! This is the stage of construction most susceptible to weather delays and where the potential for unknown subsurface conditions may cause additional expense to make the lot buildable. Groundwater may require additional drainage or elevation and foundation changes. Unsuitable soil may lead to extra costs with the septic system or foundation. Extra gravel may be needed for backfill when unstable/sandy soil is encountered.

We make every effort to creatively solve site problems without extra expense and will be sure to inform you prior to making any decisions that will add expense. The risk of this is reduced greatly on smaller homesites in a developed subdivision, but it is important to be aware that some risk of additional expense to you is present at this stage of the construction process.

Foundation Checklist Examples

- Sewer Pipe Outlet Location
- Rough-In Locations
- Beam Locations
- Spans for Deck Footings



FRAMING

What's better than a hole in the ground or a slab of concrete?! Lumber!


During this time, the shell of the home really takes shape with floors, walls, roof, windows, exterior doors, and siding. This is another area that can be very dependent on weather-related conditions. There is potential for a gap of several weeks between the completion of the foundation and the start of framing.



Frame Checklist Examples

- Bent/Bowed/Bad Studs
- Walls/Openings Plumb
- Attic Access Framed
- Door Swing/Size/Latch

CONSTRUCTION UPDATES



By now, you will have started to receive our regular construction update emails. About once every other week, you will receive an email with information about your new home. We even upload photos to your Buildertrend account. This creates a "virtual scrapbook" and is fun to watch along the way!

Please be aware that the home is not safe to walk through until framing is complete. Please take extra caution around temporary stairs and railings, incomplete floor systems and permanent doors and windows! **DON'T FORGET:** Do not visit your home without your Project Manager!

During framing, you may see broken or warped boards being installed. Have no fear - remember that our Punch Out and Checklist Process is here! At the completion of framing, your Project Manager will do a rigorous inspection of all the framing at once to check for correct dimensions, door opening sizes, bowed or damaged studs, proper fastening and bracing of the structure, exterior flashing details, and the proper installation of exterior doors and windows. We do this all at once and then order all the replacement materials in one delivery. Then, our framer has a separate crew specifically for the frame punch that will take care of all the repairs/replacements - typically in less than a day!



A Few Weeks Later!



MEP (MECHANICAL, ELECTRICAL, PLUMBING)

This is also referred to as "Rough-In" for all of the mechanical systems.



Electrical Walk Through



Once the electrical boxes are placed but prior to wiring, it will be time to do your Electrical Walk Through with your Project Manager. You will be contacted a week or two prior to when it will be ready. When you arrive, you'll notice that all of the outlets and switches have been placed. You will have the opportunity to add outlets, switches, and lights, but you cannot usually remove them due to code requirements.

All electrical items added at the electrical walk will be added as a Change Order, but you will not be charged a Change Order fee. However, you may still be required to pay for these out of pocket depending on your financing situation. Some people prefer to add an allowance for their electrical walk during selections so it can be included in their finances.

Again, TIME IS OF THE ESSENCE, with both scheduling the Electrical Walk Through and making decisions. We cannot hold up construction at this point, as many other subcontractors are already on call to get started on the next steps.

Switch Box



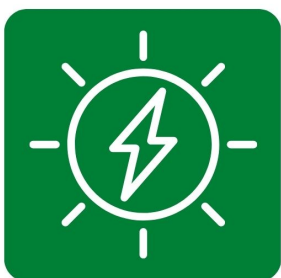
Electrical Outlet



Plumbing Roughs



INSULATION AND AIR FILTRATION INSPECTION



After the mechanical systems are installed, the insulation will be installed. Then, an insulation inspection will be done by a third party to ensure insulation is installed correctly and that any areas where outside air could enter the home are properly sealed. This is part of our Air Infiltration Package, which also includes analyzing the home prior to construction for energy efficiency. Having a third party run this test enables the most cost-efficient way to achieve Energy Star ratings.

INTERIOR FINISHES

Ahhhh... the pretty stuff! First up will be drywall. Does one room look too big and one look too small? Don't worry! That's normal at this stage! People often notice that the rooms seem to change sizes throughout the various stages of construction.

After drywall, next comes flooring, cabinets, trim, interior doors, countertops, plumbing fixtures, light fixtures, etc (not necessarily in that order!) The same applies here in terms of punch out. It is likely that you'll see something installed that won't be quite right at some point. It may stay that way for a while! Sometimes, that is because a part had to be ordered, or maybe the vendor is already scheduled to return for another item. Don't fear! Our goal is to have the home in tip-top shape after the Construction Clean, which is the last step in the interior finishes stage. It is, however, NOT the last step in completing the home. There are still a few more steps after the Construction Clean (including a few more cleans - so we're not done yet!).



After countertops are installed, your Project Manager will give you a completion date.

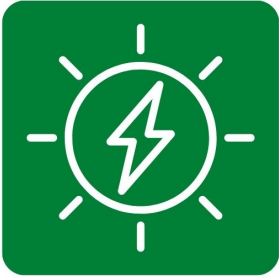
PLEASE WAIT UNTIL YOU RECEIVE THAT DATE BEFORE SCHEDULING MOVERS AND DELIVERIES!



EXTERIOR FINISHES

While the inside is in the finishing stages, we'll be hard at work outside, too! This is a little harder to predict in terms of timing because many items can be delayed due to weather. The good news is that many of those items do not become "critical path" items until the very end. That just means that we have more flexibility with the timing of their completion, and they will not delay the overall completion of the home.

Some of the items to complete outside are painting, masonry, gutters, concrete, and landscaping. We try really hard not to leave anything unfinished when we turn over the home to you, but sometimes exterior items are completed after you receive possession.



THERMAL SCAN

As your home nears completion, our energy consultant inspects the home and performs a Thermal Scan to ensure insulation is installed correctly and that any areas where outside air could enter the home are properly sealed.



FINAL PUNCH OUT & CHECKLISTS

THE LAST 1% IS WHERE THE MAGIC HAPPENS!



You might not believe it, but we need almost a month after everything is installed to do our final punches, checklists, and cleaning! During this time, we check and re-check, clean and re-clean, fix and repair everything that was not done to specifications or not done to our quality standards.

If you visit during this time, don't be surprised to see tape everywhere! We have multiple "Punch Out" phases during this month - green tape, blue tape, paint punch, drywall punch, and then paint again. The necessary vendors come back and fix items as needed to prepare for the Final Cleaning and Customer Orientation.

Final Checklist Examples

- Verify All Selections
- Trim Checks
- Cabinet Adjustments
- Door Adjustments
- Drywall/Paint Touchup
- Flooring Transitions
- Imperfections in Materials
- Grout Checks

Final Punch Out & Final Clean Complete?

Time for Orientation & Move-In!



NO MORE CHANGES PLEASE!

Once your home is about 30 days from completion, we will kindly ask that there are no more Change Orders. These late changes can delay your home's completion and interfere with your lender's final payment, which must be received prior to possession.



CHARACTER RICH
SMART DESIGN™

HOME COMPLETION, CLOSING, & POSSESSION

NEW HOME ORIENTATION

By now, your home is likely 99% complete. If you've visited in the last few days, it might not seem like it will all come together, but it always does!

Your Project Manager will schedule an Orientation with you. During this time, you'll tour the home and learn about the home's features, care and maintenance, and review the home for any additional items that our thorough Punch Out Process did not address.

Depending on your financing, you may or may not have an actual closing space. Our team will be in touch with you to work out details of closing and possession. We will also be in touch to explain utility changeover.



Worried about "catching" everything? Don't be! Our warranty process ensures that you have plenty of time to find and document things that may need some tweaking except for Smooth Surfaces (see below).

Do be sure to check Smooth Surfaces (like countertops, etc.), drywall, paint, and any other item that will not be covered as part of your warranty after we turn over the home!



FINAL FINAL PUNCH

Believe it or not... there's one more Punch!

As you complete your Orientation, your Project Manager will keep a list of outstanding items to be completed prior to Closing. In most cases, we are able to complete those items in the final days (and hours) prior to possession. But, for items we can't complete prior to possession, don't worry... we'll get them done ASAP! (Some things do have a longer lead time.)

CLOSING & POSSESSION

When you get your closing date from your Project Manager, be sure to check with your lender to coordinate any last minute requirements. We do require final payment prior to turning over the keys!

Be sure to let delivery and moving truck drivers know that they should NOT PARK ON THE DRIVEWAY to avoid damaging the new concrete!

Now, order some pizza and pat yourself on the back!

You did it!

60-DAY LIST & WARRANTY

60-DAY LIST

Remember how we said you didn't have to worry about "catching it all" at the New Home Orientation? The 60-Day List is the first tool we use in our Warranty Process to help document some of the areas that pop up as you live in the home. We know there will be a variety of non-emergency items and questions - we've yet to build a perfect house! Since no one has lived in your home, things will come up that just aren't obvious until someone is living there and using it.

We have found that collecting a list of those items over the first 60 days in your home and submitting those all at once will minimize disruptions to you when it's time to get them repaired. This list is solely for your convenience, though, so if something comes up that you would rather have addressed before the 60-day mark, by all means submit a warranty request! (Don't forget that blemishes on Smooth Surfaces must be noted on the Pre-Closing Worksheet to be eligible for repair.)

WARRANTY

Your satisfaction with your new home is important to us! So much so that we provide a third party back-up warranty to give you a little extra reassurance. We will work with our vendors to perform all of the warranty work on your home in the first two years, but the warranty company is there to establish warranty standards and guidelines. They also take over the warranty in years 3 through 10 for roof and major structural defects. And, if there is ever a dispute, they provide arbitration as well. You will receive a copy of the warranty book at orientation.

After your 60-day list is complete, you simply put in a request through Buildertrend. This list is reviewed daily and is the ONLY place to make sure our Warranty Department and management see it. After it is submitted, someone from our Warranty Department will contact you to schedule a time to take a look or to schedule the repair.

We take warranty items seriously and have a dedicated warranty team on hand to take care of any warranty items you have. Unsure if something is covered? Go ahead and submit it and we'll review! Even if it's not covered by warranty, we may have suggestions for the best way to fix the problem!



EMERGENCY ITEMS

**Plumbing or Gas Leak?
No Heat or A/C?**



**Please use the 24-hour Emergency Contacts
provided to you for immediate correction!**

DRYWALL TOUCHUP

All new construction will have some nail pops or cracks that arise from settlement and shrinkage throughout the first year. Right around one year after your home is complete, we will come back to your home for a Drywall Touchup if needed. At that time, we will make repairs and touch up the paint in those areas. You will receive more information about this during your New Home Orientation.



WHAT'S COVERED?

Years 1 & 2

Joyner Homes warrants that your home will be free from Defects caused by faulty workmanship or defective materials; faulty installation of Plumbing, Electrical, Heating, Cooling, and Ventilating Systems, exclusive of fixtures, appliances and items of equipment; or poor workmanship and materials in its roof and roof systems. Regarding fixtures, appliances and items of equipment, the Warranty is for one year or the manufacturer's warranty, whichever is less.

Years 3 & 4

The Insurer (RWC) warrants that your home will be free from Defects caused by poor workmanship and materials in its roof and roof systems.

Years 1 Through 10

Major Structural Defects are warranted for 10 years from the Effective Date of the Warranty. The Insurer (RWC) is the Warrantor for Major Structural Defects.



NOTE: This information is subject to change. Be sure to check your Agreement for the most current warranty coverage! Our third party warranty provider, Residential Warranty Company (RWC), provides a Warranty Book detailing exactly what is and what is not covered. You will receive a copy of this at orientation.

CRITICAL DATES

Signed Firm Agreement

Architectural Appointment

(if applicable)

Selections Appointment

Finalize Selections

To avoid delays and additional costs, please refer to your Agreement for applicable dates.

Pre-Construction Requirements Completion Date

To avoid delays and additional costs, please refer to your Agreement for applicable dates and the "Pre-Construction Requirements."

Finalize Financing

Base Price Hold Date

Project Manager On-Site Meeting & Groundbreaking Photo

Electrical Walk Through

Final Orientation

Possession and/or Closing

Project Manager Name

Buildertrend User Name

Project Manager Email

Buildertrend Password

NOTE: You will receive an invitation to Buildertrend, our Project Management software, once selections are complete!



Our Goal

It's really pretty simple:

To build homes we would be proud to call our own.

If at any time during your new home build you feel like that goal is not being met, please let us know. We know there will be small, or perhaps even large, issues along the way - there's just no way to prevent that. But, our promise is that we will be there to help solve those problems and get them resolved quickly and to your satisfaction.

We will send you a survey after your home is complete; we really do value your feedback. Again, if there is anything along the way that you feel we should know, we ask that you share it with us! We'll do what we can to keep your experience a positive one.



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CHARACTER RICH SMART DESIGN