

Building Satisfaction

ONE STEP AT A TIME.



TOTAL ENVIRONMENTS BY AUGUSTINE HOMES.

Our Ownership Path leads the way to yours.

At Augustine Homes, our *Ownership Path* delivers far more than you would expect from a homebuilding company.

With your complete satisfaction as our goal and clear expectations of the process as our foundation, we invite you to receive the most out of your Total Environment by Augustine Homes.

Throughout the process you will see that Augustine Homes combines the best attributes of a production and custom homebuilder. We offer a wide variety of personal design choices while still maintaining the ability to streamline the homebuilding process. At Augustine Homes, Extraordinary Touches assure quality through fine materials, timeless design and rigorous construction management to get everything right the first time. We invite you to make the most of the Augustine Homes "Personal Touch" as we guide you through this process.



Ownership Path:

- ◆ **Purchase Agreement and Follow Up:** Your Community Sales Manager (CSM) guides you through selecting your homesite, hometype and structural options. We follow up within 3 days to confirm your Purchase Agreement and to schedule your Post Contract Review date.
- ◆ **Post Contract Review:** About 5-10 days after signing your Purchase Agreement, your CSM will review with you the chapter summary pages of your Homeowner Guidelines, as well as your role in the homebuilding and warranty process. ☺*Time: 45-60 minutes.*
- ◆ **Design Center Browse Day:** Our Design Center will contact you to schedule a Browse Day appointment. At your Browse Day, you will take a tour of our Design Center and receive a Browse Packet to assist you in making personal design choices. ☺*Time: 1-3 hours.*
- ◆ **Design Center Meeting:** Your Design Center Consultant will assist you in making option, color, texture and finish selections. All Design Center selections must be completed within 30 days of your ratified Purchase Agreement date.
- ◆ **Pre-Construction Orientation:** When your home is released to our Homebuilding Team, your CSM will contact you to schedule a Pre-Construction Orientation. This gives you the opportunity to meet the Superintendent and confirm your architectural plan, options and color choices, and to understand our safety requirements and homebuilding process. ☺*Time: 1-3 hours.*
- ◆ **Personal Bi-Weekly Meetings:** At the conclusion of your Pre-Construction Orientation, you are introduced to your Personal Home Coordinator (PHC), who is your primary contact throughout the homebuilding process. Your PHC will schedule bi-weekly meetings with you, which are set specifically to enable you to ask questions, visit the site and receive updates throughout your home's construction.
- ◆ **Courtesy Pre-Drywall Viewing:** Your PHC will offer you the option to attend a Pre-Drywall Viewing of your home - a chance to see what's inside the walls before they are covered. Due to the number of inspections at this stage of construction, the advance notice for this viewing is often short - generally 2-3 days. ☺*Time: 1-2 hours.*
- ◆ **Pre-Settlement Demonstration:** Before your settlement date, you will meet with your Superintendent at your home for an interior and exterior review to confirm your personal design choices and to learn how to operate your mechanical systems, home automation and kitchen appliances. Any items requiring attention are noted on a Pre-Settlement Demonstration Form. We schedule a date to re-walk your home prior to settlement. ☺*Time: 2-4 hours.*
- ◆ **Pre-Settlement Re-Walk:** You will meet with your Superintendent at your home to review items noted on your Pre-Settlement Demonstration Form. Our goal is to complete unfinished items within 15 working days of your Settlement. ☺*Time: 45-60 minutes.*
- ◆ **Settlement:** This is scheduled to closely follow your Pre-Settlement Demonstration and Pre-Settlement Re-Walk.
- ◆ **Delivery of Gift Certificate & Survey:** After Settlement, your PHC will meet with you to present a Welcome Gift Certificate expressing our appreciation. You will also be contacted by Guild Quality, an independent survey company, and are encouraged to complete the survey to see if we met your expectations, which is our best opportunity to improve the Augustine Homes Customer Experience.
- ◆ **Customer Care:** Your PHC will contact you approximately 30 days after Settlement to review your home's performance and the 3 and 11-Month Check-Ups guidelines. Your Customer Care Manager will contact you about 3 and 11 months after Settlement to review and inspect any warranty questions. Our goal is to schedule the repair of any warrantable items within 15 working days after your 3 and 11-Month Check-Ups. Our commitment doesn't stop here! We also offer a 24-hour customer care line, in the event of an after hours emergency.
- ◆ **Warranty:** Enjoy an exceptional 1-2-5-10 year warranty program. All workmanship is covered for the 1st year; mechanical items (plumbing, electrical, & HVAC) are covered through the 2nd year; water infiltration is covered for 5 years; and structural items are covered for 10 years!

