

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features—a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance.

Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, usually starting at 1 p.m. We meet at your new home. The orientation usually occurs on the day of your escrow closing, provided that you have previously signed all escrow and loan documents, delivered all required monies to the title company and satisfied all closing conditions. With few exceptions, the home will have already passed a final building inspection and received final occupancy approval from the governing city or county. Expect your orientation to take approximately one to one-and-a-half hours.

Orientation Forms

We have included copies of the forms we use at the orientation in the back of this binder. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation.

Preparation

Allow enough time. We expect the orientation to take approximately one to one-and-a-half hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If possible, please read the Caring for Your Home section of this manual before the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. As a result, it is our policy that only those buyers whose names are stated on the purchase agreement will be invited to attend the orientation. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we ask that those buyers with children and/or pets make arrangements for their care prior to and during the orientation.

Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and The Hofmann Company to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, *after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:*

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

Completion of Orientation Items

The Hofmann Company takes responsibility for resolving any items noted at the orientation. We will strive to complete such items within 30 days of the orientation date. We will inform you of any delays caused by back-ordered materials. Our normal customer service hours are 8 a.m. to 5 p.m. Monday through Friday, excluding holidays. All appointments for service will be scheduled during those hours. Please note that we will correct only those items listed on the orientation forms. No verbal commitments of any kind will be honored by The Hofmann Company.

Future Service

The Hofmann Company responds to warranty items according to our Warranty Service Guidelines, the terms and conditions of the Limited Warranty and the Warranty Performance Standards. For more details, please review the following sections of this Homeowner's Manual.

Note to Home Buyer:

At your homeowner orientation, you will receive:

- A list of emergency phone numbers for critical trade contractors, such as heating and plumbing, who might be needed after hours or on weekends.
- The manufacturer's literature for the furnace, water heater, and other consumer products. Copies of this material for standard items are available for your review in our sales office.
- Copies of completed orientation forms. We suggest you insert them here.