

Your T.W. Lewis Team



At T.W. Lewis, we are committed to making the buying and building process as streamlined as possible, and one of the major elements of that effort is to clearly assign roles and responsibilities for your T.W. Lewis team members. The following individuals are your key contacts throughout the construction of your new home:

- 1) **Your Sales Associate** is your main contact during most of the building process. He or she will work with you on your initial selections and help set up appointments with other team members. Ultimately, their role is to be your primary source for any questions or concerns.
- 2) **Your Design Consultant** will help you personalize your new home in our T.W. Lewis Design Center. Their role is to help you understand and choose between the wide array of products and design options available and to ensure your selections are submitted on time.
- 3) **Your Project Manager** is responsible for coordinating the actual construction of your home, including work done by T.W. Lewis staff and our professional trade partners. The Project Manager will also retain supervision of the completed home for 30 days after closing.
- 4) **Your Customer Care Representative** is responsible for warranty service on your new home after closing. This person also conducts the scheduled 11-month warranty inspection, and facilitates any needed repairs on the home during your first year of ownership.

Key Contacts

Many different people will work together to build your new home, but the following key people will be your main contacts during the construction process:

Sales Associate

Name: _____

Mobile #: _____

Email Address: _____

Sales Office #: _____

Design Consultant

Name: _____

Mobile #: _____

Email Address: _____

Design Center Main #: 480-768-4900

Field Manager

Name: _____

Mobile #: _____

Email Address: _____

Customer Care Representative

Name: _____

Mobile #: _____

Email Address: _____

Customer Care Main #: 480-768-4964

Your Sales Associate

By now, you've spent a fair amount of time with your Sales Associate. They'll continue to be your primary contact in the months ahead, especially in the early and latter stages of construction.



FYI:

If you're not sure which team member to go to with a question or concern, you can always rely on your Sales Associate to either answer your question or work with the team to get the answer for you.

Some of the specific duties your Sales Associate will be responsible for include:

- Getting the process started by submitting your Purchase Contract and supporting documents, including your initial selections, such as floor plan, lot selection, exterior elevation & colors.
- Assisting you with other Release 1 options. These choices are very important, and must be submitted before we can begin the construction process.
- Keeping you informed as construction progresses, and answering any questions you may have about the process.
- Acting as your primary liaison throughout the construction of your new home. If your questions or concerns can't be answered immediately by your Sales Associate, they will find the answer for you.

Your Design Consultant

At T.W. Lewis, we believe in building your home to reflect your tastes and needs. To help in the home personalization process, each T.W. Lewis home buyer is assigned a Design Consultant. Your Design Consultant will be your personal guide through the process of selecting features and options for your home.

Shortly after submitting your Purchase Contract, you will finalize the structural options for the floor plan of your home. Once your structural options are finalized and submitted, you will be contacted by your Design Consultant. At that time, the Design Consultant will give you a brief overview of the Design Center process and invite you to schedule your first appointment.

Each of our Design Consultants has many years of experience in new home design and is familiar with the community and floor plan you have chosen.

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Your Design Consultant will help you personalize your new home at T.W. Lewis' award-winning Design Center. For more information about the Design Center process, please see Chapter 3 – The Design Center Process.

Your Design Consultant will be a key contact for you during the first few months and will be responsible for:

- **Helping you to personalize your new home** through professional advice on your options for flooring, lighting, kitchen and bath fixtures, to name a few.
 - **Coordinating your appointments** with trade partners to select cabinets, pools, landscaping and home electronics.
 - Working with you to ensure you have ample time to study options and make your selections, and **helping you to submit your choices in time** to keep the construction process moving.
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- **Coordinating the necessary paperwork** to process your selections, including collecting any required deposits.
 - After you've finalized your selections, **answering any questions** you may have as construction and installation progress.

Your Field Manager

Your Field Manager's primary role is coordinating the actual construction of your new home.

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At the time of your Pre-Construction Orientation, your Field Manager will provide you with his cell phone number and the best times he will be available.

Because he spends most of his time on the new home building site, your Field Manager may not be as readily accessible as some other members of the team, such as your Sales Associate.

In most cases, we suggest that you contact your Sales Associate first with questions or concerns, but you should feel free to contact your Field Manager as needed.

There are at least four meetings that your Field Manager will schedule with you:

- 1) **Pre-Construction Meeting:** The purpose of this meeting is to introduce you to your Field Manager and to review the overall process of building your new home. See Chapter 5 – Starting Construction for more details on this meeting.
- 2) **Pre-Drywall Orientation:** The purpose of this meeting is to review the home prior to the installation of drywall and allow you the chance to see "behind the walls." This meeting is covered in more detail in Chapter 5 – Construction Process.
- 3) **Homeowner Orientation:** As your new home nears completion, your Field Manager will conduct your Homeowner Orientation. Your Field Manager will be responsible for all construction-related issues that arise prior to your 30-day Follow-up Review. Please see Chapter 7 – Orientation Process for more details.
- 4) **30-Day Review:** After you close on your new home, your Field Manager will retain responsibility for your home for 30 days, concluding with what's called a "30-Day Review," covered in Chapter 9 – Transition to Customer Care.

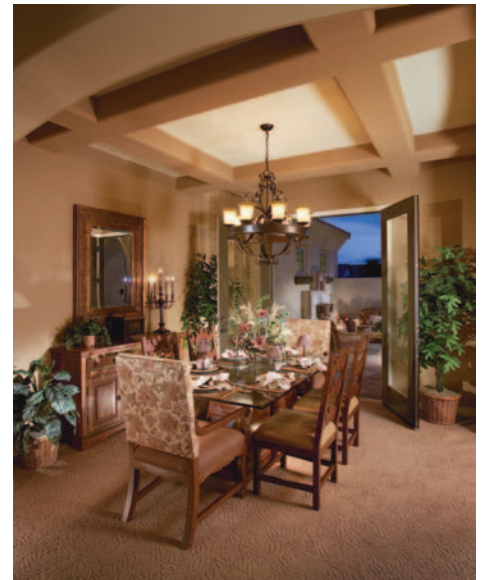
Your Customer Care Representative

The next key member of your T.W. Lewis team is your Customer Care Representative, who takes over at 30 days after move-in to make sure your warranty and service issues are promptly and properly resolved.

As with everyone else on the team, your Customer Care Representative has many years of experience in the construction and maintenance of new homes and is well aware of the standards demanded by T.W. Lewis. From floor to ceiling, this person is well-versed in the construction, operation and maintenance of your new home.

Your Customer Care Representative is responsible for:

- Warranty service on your home, following the 30-day Follow-up Review.
- Conducting your 11-month Warranty Review, as detailed in Chapter 9 – Transition to Customer Care.
- Answering any construction or service questions you may have following 30 days of occupancy.



FYI:

With our proactive Customer Care program, appointments are made during normal working hours. As much as possible, we will try to schedule appointments around your schedule. It's one of the ways we try to ensure a Better Buying Experience.

- Scheduling trade contractors as necessary to perform repairs or service work, and ensuring that the work is properly completed.
- In the event emergency service work is needed, your Customer Care Representative will follow-up with the appropriate trade partner to ensure that the work is properly completed and that steps are taken to prevent any future problems.

Got A Problem?

We believe that open lines of communication are a critical part of the overall process of building your new home. We want you to understand what's happening at every stage of the process, and to have all your questions or concerns addressed to your satisfaction.

As you read this manual, you'll learn more about the specific responsibilities of each team member, and in specific instances, who to turn to with questions about different topics. But if you are ever unsure of who to turn to, your Sales Associate should be your first contact.

For Questions About:

The Homebuying Process; Paperwork;
Release 1 Selections; General Questions



Contact Your Sales Associate

The T.W. Lewis Design Center; Release
2 & 3 Selections; Features and Options



Contact Your Sales Associate
or Your Design Consultant

Construction Questions; Pre-construction
Meeting; Pre-drywall Meeting;
Homeowner Orientation



Contact Your Sales Associate
or Your Project Manager

Warranty Service following 30 days after
closing; Care and Maintenance of your
new home after closing



Contact Your Sales Associate
or Your Customer Care
Representative

What We Mean By "Particular"

You've probably heard us referred to as "The Particular Homebuilder" or heard the phrase "Homes for Particular People" ... in either case, the key word is "particular." Because we hope to meet or exceed your expectations, we want those expectations to be accurate and realistic. To help you know what to expect here's what we mean when we say "particular," and what we don't mean:

- 1) Particular means our focus is on the **quality** of each home, not on how many we build. This makes us unique in the Phoenix market.

It doesn't mean our homes are perfect, or that there won't be a few problems during the construction process. Our objective is to be responsive and service-oriented when issues arise.

- 2) Particular means we have **high standards**, and are meticulous in making sure those standards are met.

It doesn't mean those standards will match every expectation of every customer. Our homes are built to high standards, but may not match your expectations in all areas.

- 3) Particular means we are committed to **standing behind our product**: If it's wrong we'll fix it. If it's right we'll explain it. If it's not clear, we're willing to talk about it and resolve it.

It doesn't mean the customer is always right. We earned our reputation by treating customers fairly, and we'll do everything we can to resolve any issues in a reasonable manner.

- 4) Particular means we **try to be flexible** with our customers and serve their needs.

It doesn't mean we're a custom builder. We carefully design and offer a wide range of the latest floor plans, options, and available products. This allows us to provide high quality and value in our homes without having to design and build each one separately.

