

Orientation Process



Every T.W. Lewis home is subjected to our rigorous quality control procedures to ensure that your finished home meets our standards and yours.

An important part of that process is the Homeowner Orientation, which is conducted with your Field Manager one week prior to your anticipated closing date. Your Field Manager will contact you to schedule your Homeowner Orientation. The purpose of your Orientation is to present you with your completed home, explain operation and maintenance issues to you, identify any issues needing attention, answer any questions you may have, and let you know what to expect in terms of warranty service.

The information on the following pages will provide you with information to help you prepare for the Homeowner Orientation.

At your Homeowner Orientation, your Field Manager will explain the operation and maintenance of all aspects of your new home, using our Orientation Checklist.

Milestone

HOMEOWNER ORIENTATION

- Your Field Manager will contact you to schedule.
- Occurs about one week prior to closing.
- Orientations are usually scheduled Monday through Friday at 1 PM.
- At your new home with your Field Manager.
- Usually takes 2-3 hours.
- Bring your Road Map.
- No children please.

Purpose of Orientation

The purpose of your Homeowner Orientation is to:

- 1) Familiarize you with the operation of your home.
- 2) Review areas that require ongoing maintenance.
- 3) Explain the T.W. Lewis warranty service process.

F. Y. I .

During the week prior to your scheduled Homeowner Orientation, our Quality Control Director will conduct a “pre-walk” inspection of your home, accompanied by your Field Manager. Although you will not be present at the pre-walk inspection, the purpose of the pre-walk is to ensure that your home meets T.W. Lewis quality standards.

Your Field Manager will conduct your Homeowner Orientation, using a pre-set form and checklist to make sure all items are covered.

Please allow 2-3 hours for the Homeowner Orientation, and remember to wear comfortable clothing. As with all other appointments, we also encourage you to bring along this Road Map for reference.

Orientation Topics

Your new T.W. Lewis home contains many different systems and products, including some that may be different from those found in other homes you have owned. During the Homeowner Orientation, your Field Manager will tour your home with you, review the operation of the different features, and offer maintenance requirements to help you keep all the systems and products working smoothly.

The following are the primary topics that will be covered at your Homeowner Orientation. Many different topics will be covered, so it would probably help you to review this list prior to the Orientation.

- **Bathrooms:** Plumbing fixtures, marble tops, tub, light fixtures, cabinets, mirrors, ceramic tile, exhaust fan
- **Kitchen:** Appliances, cabinets, countertops, sinks
- **Fireplace**
- **Floor coverings**
- **Doors:** Bi-pass, interior, exterior, garage
- **Windows:** Operation and screens
- **Painting:** Interior and exterior
- **Smoke Detectors**
- **Heating/Air Conditioning:** Location, operation of equipment, thermostats, filters, water heater and filter
- **Lot:** Grading, maintenance
- **Concrete:** Patio, garage floor and flatwork
- **Exterior Block:** Appearance and weep holes
- **Exterior:** Roofing, stucco
- **Electrical Fixtures:** Location, operation, inspection
- **Electrical Panel Box:** Location, operation, security
- **Water Supply:** Location, operation of meter, shutoff and sewer clean-outs.
- **Miscellaneous:** Operation and maintenance of optional or additional items, such as home security systems, location of A/V jacks, etc.
- **Homeowner Maintenance Requirements**

continued ...

Orientation Topics (cont.)

During your Orientation, we'll make note of any follow-up work that needs to be performed, and this information will be entered on the appropriate form, which your Field Manager will provide.

Your Homeowner Orientation will cover many different operational and maintenance topics. Although your Field Manager will make every effort to give you a comprehensive overview of your new home, please be prepared to ask any questions you may have about the operation or maintenance of any part of your home.

Orientation Survey

You will receive another survey at your Homeowner Orientation, asking you to evaluate your home's construction. We ask you to take a few moments and fill out the survey and return it to us; it's an important way for us to keep track of how we're doing.

