

The Closing Phase (Phase III)

Thank you again for choosing Patterson Homes to build your new home. We trust you now realize the wise choice you made in choosing a good and reputable builder. Patterson Construction has been building homes for over 70 years and we have the highest personal standards in the way your home was built. We guarantee it. As well, we hope we have provided you with the highest quality of service by keeping you informed during the first two phases of construction.

We are now preparing for the **3rd and final phase of construction – The Closing Phase**. This phase is the most exciting time because it means you will soon be moving into your new home! But before that takes place you must complete the closing phase, which includes: final walk through, loan closing and warranty and customer follow up after you are in your new home. It's now we hope to meet your expectations in providing you with one of the strongest warranties in the industry and superb customer follow-up after you are in your new home.

Per your Critical Path your final inspection/occupancy permit is already scheduled and we have already contacted your Lender and Title Company to make the final preparations. In order to complete the building phase and closing phase you should contact your Sales Representative to:

1. **Communicate with your Lender & Title Company.** It is critical that you as the buyer communicate with your lender and provide them with all necessary information to process your loan in a timely manner. Per the Earnest Money Agreement, the buyer agrees to complete the purchase within 5 calendar days of occupancy inspection,” or be “accessed a fee per day until closing.” **Therefore, please read through the Title Company letter** to familiarize yourself with closing. You should contact the lender and forward all necessary information to them and to the Title Company to ensure everything is ready for the closing as scheduled per the Critical Path. Also, remember, you must bring a cashier's check made to the designated Title Company when you close.
2. **Fill out your Buyer Survey** (www.phutah.com – contact us) giving us valuable feedback. We are constantly trying to improve our performance as we realize our reputation and sales depends on your satisfaction. This also helps us in evaluating ourselves, our staff, sub-contractors and suppliers of any needed changes or adjustments. If something was particularly troublesome or frustrating, please share that with us. As well, if someone(s) was especially helpful or did an exceptional job please let us know so we too can thank them. We provide a dinner certificate to you for filling out this important evaluation.
3. **Call for utilities to be placed in your name.** After Closing we call for a turnoff of all utilities. To ensure you don't have uninterrupted utilities, please contact your utility companies:

American Fork City.....	763-3000
Alpine City.....	756-6347
Highland City.....	756-5751
Highland Water (for culinary water).	756-7048
Lehi City Utilities.....	768-7100
Pleasant Grove City Utilities.....	785-5045
Payson City Utilities.....	465-5200
Saratoga Springs Utilities.....	766-9793
Utah Power & Light.....	1-800-221-7070
Questar Gas.....	1 (800) 323-5517
Qwest.....	1-800-244-1111
Eagle Mountain Utilities & Phone Service.....	789-6628
BFI.....	785-5935

4. **Contact the U.S. Postal Service** at 1-800-275-8777 before purchasing and installing your mailbox. This will help prevent delays or holding your mail. As well they determine the location of your mail box.

American Fork/Alpine/Highland Post Office.....	55 Merchant, American Fork
Lehi/Eagle Mt/Saratoga Springs Post Office	33 E. Main Street, Lehi
Payson Post Office.....	55 East 100 North, Payson
Pleasant Grove Post Office.....	180 South 100 West, P.G.

5. **Arrange for homeowners insurance** prior to closing. Being a homeowner provides you the benefits of lower rates in your auto and other insurance needs-so you'll want to make **sure** to re-bid all your current insurance needs. A reputable insurance company Patterson Homes uses and highly recommends is State Farm – Kris Hansen at (801) 942-1133 (kris.hansen.r114@statefarm.com). Simply let them know we referred you and they will provide you with additional discounts and services.
6. **New Home Orientation and our final walk thru.** Your Sales Representative will set up a final walk-thru after the City Inspection (see your Critical Path). It's there you will be orientated on important items such as: property corners, shut off valves, electrical GFI's, warranty information, furnace filters, staying green and much more. As well, we will note any uncompleted items and/or corrections that need to be completed before closing – unless weather escrowed. These items will be emailed to you and the responsible party for immediate attention via our Patterson Portal Hit List.
7. **Review your Home Warranty Addendum, Home Warranty Orientation, Construction Standards, Blueprint for Homebuyer Maintenance** all which acknowledges the buyer's and seller's responsibilities. You should have already reviewed these as well you can review them on our web site. These addendums will answer a lot of your questions, warranty calls, and to avoid potential problems in the years to come through basic homeowner maintenance/responsibility. As well, now is an opportunity for you to extend your warranty pass the 12-month warranty for seven years. If you are interested, contact your Sales Representative for more information.

NOTE: Once you are in your new home, all warranty requests should be made on line at www.phutah.com, warranty form so that your items are placed on our warranty "Hit List." (Obviously if there is an emergency, contact us immediately). It's important that you understand any items not on our warranty list are not recorded. Therefore, it's critical that you use our email warranty form and receive email confirmation notifying you of dates, numbers and sub/supplier responsible in taking care of your request. We feel a reasonable time for warranty work is 1-2 weeks. However, if you EVER have anything over 21 days old, please contact your Sales Representative or any of our staff so that we can take prompt and corrective action.
8. **Familiarize yourself with our web site** for other important items such as: Warranty Request Forms, our Referral Reward Program, Buyer Surveys, our Patterson Construction Scholarship & Internships, Charitable Donations, Home Tips, Financing, and our Community Involvement in the communities in which you live. As well, you will most definitely want to *subscribe to our Newsletter* where you will receive informative and timely reminders/information on home maintenance, homes saving tips, improvements, etc.
9. **Review document receipt** to make sure all documents have been properly disclosed, signed and initialed.
10. **Fill out the Debit/Credit form and Final Addendum** with your Sales Representative. **THIS IS CRITICAL** and must be done before closing. This confirms that you receive full credit for allowances (flooring, appliances, lighting, etc.) built in closing costs, sweat equity, change orders, etc. Any amounts owed to you the buyer, is paid after funding. Any extras must be paid before closing or incorporated into your sales price with an Addendum to the Earnest Money Contract.
11. **Lastly, know that your satisfaction is important to us.** We hope to have earned your trust and hope that should the opportunity arise to build for you again, you will choose us. As well, since a large percentage of our business comes by word of mouth (especially from referrals of previous satisfied buyers) we have created a **REFERRAL REWARD PROGRAM** to reward you for your referrals that in turn buy from us. It's a win-win three ways. You will not only receive a financial reward while we receive a sale, but your referred person(s) receives significant discounts - all because of you! If you know anyone that may be interested in purchasing a new home in distant future please fill out the Referral Reward Form on our web site.

And thank you again for choosing Patterson Homes. Whether it's your first home, your last home or any home in between we value you, our customer.

James Patterson
President, Patterson Construction Inc.