



The Building Phase

(Phase II)

CONGRATULATIONS in choosing Patterson Homes to build your new home. You have made a wise choice and in time you will come to fully realize the value of choosing a good and reputable builder. Patterson Homes has now been building homes for over 70 years and we are constantly making changes to improve our homes and service to you. At Patterson Homes we have the highest personal standards in the way your home is to be built. We guarantee it. As well, we expect to provide you with the highest quality of service by keeping you informed along the building process and to provide you with one of the strongest warranties and customer satisfaction after you are in your new home.

2ND PHASE of CONSTRUCTION: You are now entering the 2nd Phase of your construction process, which includes the actual building of your home. This phase includes the building time from the issuing of your building permit to the issuing of your occupancy permit as outlined on your Critical Path. This is a fun and exciting time and we will do all we can to keep you informed and updated. In this phase you will continue to work closely with your Sales Representative and now with our Superintendent. But mostly, during this phase, you will simply watch and be updated and informed by our Patterson Portal!

VERIFY YOUR PORTAL INFORMATION: With the Patterson Portal you now have an easy solution for processing necessary information and being informed of your building process, all from the remote and convenient location of your home or office. It's **IMPORTANT** that you now take a moment and review (on line) your specific Critical Path Schedule, Plans, Plot Plan, Color Specification Sheet, Change Order(s), Work Equity Addendum, Fireplace Addendum, and all other Docs and Photos - as these are what we will be building from and which orders are already happening. Simply click the View Web Documents and you will see this information. **SHOULD YOU SEE ANY PROBLEMS**, please call us/your sales representative immediately. If you are providing any Work Equity-material(s), you will especially want to note the Critical Path and the date of completion to keep your home on line and to avoid any penalties on your part that you agreed to as part of your Addendum C (also online).

ADDITIONAL PORTAL FEATURES: Additional key features included are: printing of all documents; bar graphs of your home status with the next work item and projected completion date; instant notification to you of any Critical Path scheduling changes during the building process; instant emails to you of your Change Orders; and instant email notification of Warranty Items (Hit Lists) after you are in your home. As well, you can: view construction pictures we may take of your new home, receive Newsletters, receive Notices and Memos of things you need to do to make sure your building process is smooth and that your home is completed in a timely manner. And it's all at you fingertips!

YOUR CRITICAL PATH: Please Note that your new home's Critical Path Schedule is given to you for a better understanding of the building process and to keep you informed, of what comes next and who will do what when. Each sub-contractor has already been notified of your upcoming job, their allowable time lines and specifications. They are currently gearing up, ordering and scheduling things to see that your home is completed within the time line. **HOWEVER**, it is important that you realize this time line is **APPROXIMATE** to help avoid

buyer-scheduling frustration. We expect delays. So should you. Rescheduling is inevitable and you must understand that this is all part of the building process. Your Critical Path is reviewed weekly and if adjustments are made you will be immediately notified by email as will all others on your critical path. Be assured that your home will be completed in a timely manner and though your Critical Path will regularly change, the ending date rarely changes more than a couple of weeks one way or the other. That's what you need to look at, instead of every day! But, more important than timing is for your new home to be built right! And if it takes a little longer to do it right, you'll be glad you waited.

A GOOD HOME BUYER: If you have any questions or concerns about your new home feel free to contact your Sales Representative, any of our Office Staff, your Superintendents or me personally. We are all committed in assisting and helping your building experience to be enjoyable. Now would be a good time to visit our web site www.phutah.com and read the article entitled "Top Ten Signs of a Good Buyer" under our Articles Library. Remember it's not enough to have a good builder (in order to have a good building experience) you too must be a good buyer and this article will give you some helpful tips. And, since building a home is a highly customized project your feedback is important to us to help meet your needs in providing the high quality of product, service and workmanship you expect.

CHANGE ORDERS: Your home is a custom home and we are willing to make any changes you may want. However, your home is now in progress and every sub-contractor and supplier affecting your home has already been notified of your home's critical path, plans, specifications and colors. You must understand that any changes now may cause significant delays, costs, ripple effects, and buyer frustration. We have found that generally when we make mistakes (as perceived by the buyer) it is usually when a buyer is making changes. Always evaluate the change, if it is something you really want and are unsatisfied with. More than not, we have buyers doing change orders on change orders and end up with their original color/design. You should have been given a blank copy of a Change Order Form in the Pre-Construction Phase that explains the change order process. As well you can get additional forms and information off our web site under Home Tips – Articles – Change Orders. Should you choose to do a Change Order, contact your Sales Representative as soon as possible so that he/she can verify (with the superintendent, sub-contractor and sub/supplier) if the change can still be done, the costs involved, any additional costs/ripple effects cause by the change, and any delays it may cause in the construction of your home's timeline. (Early notification is the key to avoiding many of the frustrations and costly mistakes that come with Change Orders). With the costs in hand you can then make a clear decision about doing a Change Order and getting the home exactly the way you want. That's our goal too!

YOUR SATISFACTION: Know that your satisfaction is important to us. We hope to earn your trust and hope that should the opportunity arise to build for you again, you will choose us. Again, since a large percent 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 - i.e. friends, family and acquaintances - 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 and additional options - all because of you! If you know anyone that may be interested in purchasing a new home now (or distant future) please fill out the REFERRAL REWARD FORM on our web site or contact one of our Sales Representatives about our Referral Reward program.

OUR WEB SITE: While at our web site you may also want to familiarize yourself with other important items for future reference, such as: Warranty Request Forms (note: once in your completed home all warranty requests can/should be made on line so that you are emailed a confirmation in writing), our Article Library, Buyer Surveys (note: we provide a dinner certificate for our buyers completing the Home Building Survey), Educational Involvement, Charitable Donations, and our Community Involvement in the communities in which we do business. As well, you will most definitely want to subscribe to our Newsletter where you will receive informative, timely and educational reminders on home maintenance, homes savings tips, improvements, etc.

LASTLY, we hope you'll sit back, relax and enjoy the building process of your new home with Patterson Homes. And thank you again for choosing us. Whether it's your first home, your last home or any home in

between we value you, our customer.

James Patterson,

President, Patterson Construction