

Ten Steps to Your New Home

1. **Contact our sales office** - The first step in building your home is contacting a sales person to discuss your project. Much of the preliminary work can be done through emails and phone conversations or in person. We also offer guided tours through our factory.
2. **Pick a floor plan/receive a proposal** - Chances are you already have an idea of the size and style of home you want. Your sales person will work with you to choose your floor plan and select the options you would like included. Then we prepare a proposal for you, which is an official TLC budgetary estimate that can be taken to a lender to discuss financing. It is also a way to lock in your price for 30 days.
3. **Arrange financing** - Visit with your lender. Call ahead of time to explain your plans and find out exactly what they require. TLC requires a 20% progress payment to start production, and all but 5% of the current price is due the day we place your home on your foundation. Because of this, it is important to arrange for a "construction loan."
4. **Place an order** - Make an appointment with your sales person so ample time can be dedicated to you and your home. You will need to bring in \$2,000 which will apply as a down payment if using a predesigned plan, or toward a design retainer fee if desiring a custom design. We will also start the necessary paperwork.
5. **Production prints** - If you have selected a predesigned plan, you will be given an opportunity to personalize your home by choosing interior options to suit your style. If you have decided to go the custom route, you will be given a preliminary plan for review. This is the time to review every detail and make changes to the plan. In custom design, we log our design hours and charge accordingly. The cost of your design greatly depends upon the complexity of the design and the number of changes made throughout the process. Once you approve and sign off on your plan, it is considered written approval. Any changes after this point will require a *Change Order*. Any price adjustment with the *Change Order* will be noted and charged or credited to the price. After your floor plan has been signed, we will develop a full set of plans including plumbing, electrical, mechanical, foundation/basement, etc. You will be given stamped plans and calculations to submit to your local building department for your building permit and other necessary site permits. You will also be given a full set to give to your contractors for bids for on-site work such as foundation and utility preparations.
6. **Building your home** - Construction is scheduled when all the necessary paperwork is complete. "Necessary paperwork" includes approval of the building plan, financing verification by your lender, issuance of the foundation and other essential permits, and estimated completion date for your foundation or basement. Any delays in these items will delay the starting schedule of your home. **We build homes in a first ready-first built basis.** The construction time varies for each home due to custom options and delivery of materials. Therefore, we cannot guarantee completion dates.
7. **Payment** - Your initial payment is either a \$2,000 deposit or retainer, depending upon whether you have chosen predesigned or custom. A progress payment of 20% is required

to purchase materials for the construction of the home. This is generally about 2 weeks prior to the start construction date, depending upon the materials you have chosen for your home. A payment of all but 5% of the current balance is due on the day we place your home. The remaining 5% is due after your final walk through with our production manager or other authorized TLC representative.

8. ***Delivery and placement*** - Delivery dates are tentatively scheduled a couple of weeks in advance, but can only be finalized a few days in advance due to weather, road construction, etc. A successful delivery is dependent upon many factors. Some roads are difficult or impossible for a truck to move a home on and will require extra transport equipment. A crane will lift and place your home. In awkward situations, a heavy capacity crane may be needed. Special or extra equipment is not included in our standard delivery and will be an additional cost. While these additional costs are not common, you should be aware that some sites require them. A TLC representative will visit your site to determine potential problems early in the process to avoid any problems or surprises.
9. ***Finishing Up*** - Our placement crew will properly place your home. This includes bolting the modules together, installing siding, trim work, etc. The time frame for finishing your home will vary according to the circumstances. We provide a responsibility matrix, which identifies and clarifies the division of work between TLC and you as the owner. Your utility hook-ups can be done immediately after the finish crew has completed their job. Hook-ups are done by you or your contractor at your expense. When the necessary hook-ups and site work are complete, call your local building official and request a final inspection. A successful inspection will give you legal permission to occupy your new home.
10. ***Living in your new home*** - We hope your new home is everything you expected and more. As with any complex product, there are hundreds of separate components that go into a home. Problems can arise which will call for warranty service. TLC warranties your home for one year and provides you with one warranty trip out to your site included in the cost of your home. There will be a service trip charge for additional trips. Most of the products installed in your home have their own individual warranty period. Every effort will be made to make sure you are happy in your new home. With our quality construction, and proven components, we are confident you will have a great experience with TLC.