

Ten Important Steps to Building Your ICI Home

Congratulations, You did It! You've decided on your community, picked out the perfect home site, completed all structural and elevation changes, and you've signed your purchase agreement.

Now What? Now you have a few important responsibilities regarding your new home to make it all go according to "plan". In fact, these steps are so important they are part of the agreement we signed. Following through on these steps will ensure that your home is built on time and to your complete satisfaction. **So, let's get started...**



STEP 1

Receive Your Signed Contract and First Milestone Letter (within 3 days)

Once your agreement is signed by ICI Homes, you will receive a copy via e-mail along with the first of five “milestone” letters which outline key milestones in the process. If you requested structural customization, the architectural team is busy at work finalizing your plan, which typically takes several weeks depending on the level of customization. All structural customization should be complete at time of contract.



An ICI design team member will call you to schedule your design studio appointment to make your interior selections and receive an overview of the construction process.

STEP 2

Complete Your Interior Selections (within 15 days of contract)



It's time to personalize your ICI home! Making your color selections and choosing upgrades can be overwhelming, but it can also be a lot of fun. Be sure to communicate your personal preferences. Bring in an inspiration piece (i.e. pillow, fabrics) so, we can help to create an environment that both suits and pleases you. Additional upgrades will be added to your purchase price. You will need to remit additional deposits as specified in the agreement.

IMPORTANT: Please note that the timeframe for completing selections is a contractual requirement. If you delay this process beyond the contractual time allowed, it could increase your total sales price by an amount equal to any price increases published by ICI since your agreement was executed. In addition, construction of your home cannot begin until all selections are made, your plan is finalized, all materials are ordered and a building permit is obtained.



It's a good idea to be prepared and do your homework BEFORE your design studio appointment. Changes you wish to make after your design studio appointment may not be possible, and even if changes are possible, it is very costly and will delay construction.

STEP 3

Secure Financing (within 21 days of contract)

If you're financing your new home, you may choose any lender, however, we'll be happy to introduce you to ICI's preferred lenders, who have proven their ability to perform. We urge you to complete a loan application immediately.



Cooperate fully to satisfy your lender's requirements in order to obtain your loan approval within the contractual loan contingency period.

STEP 4

Meet Your Builder (usually within 75 days of contract)

Pre-construction time may seem like the longest part of the process because you see nothing happening on your home site for weeks, and of course it seems like months; but there IS a lot happening behind the scenes like roof truss design, energy calculations, processing work orders, scheduling tradesmen, and working with the city and county officials to obtain your building permit.

Shortly after your permit has been received, your “START” package is released to your personal builder. This package includes the permit, survey showing your home on your home site, color selections, plans and the entire set of purchase orders that inform the builder which suppliers and subcontractors will provide labor and materials for your home.

Once the start package is released, your sales associate will contact you to set up the pre-construction meeting with your builder to confirm your plan & options, provide an overview of the schedule, verify the orientation of your home on the proposed survey and answer specific questions you may have about the actual construction process.



It's a good idea to think about questions ahead of time and come prepared with a list so you're comfortable exchanging information with your builder and the exciting process that's about to begin.

STEP 5

Do the Pre-Drywall Orientation (60-90 days to go)

Build time will vary depending on the location, size and complexity of the home you have selected. From the time the slab is placed until the day we issue your CO (certificate of occupancy) will depend on many factors but typically takes between four to six months.

Your personal builder is frequently on-site and will be in regular contact with you throughout the construction process. Your sales associate will schedule the pre-drywall orientation meeting with your builder which will occur after the installation of mechanical & electrical systems, but prior to insulation and drywall. This orientation is designed to familiarize you with the construction features “behind the walls.”



During this meeting, you will go through your home to ensure that all features and options you selected are included. This is an excellent opportunity for you to discuss any construction-related questions.





STEP 6

Prepare to Close (about 30 days to go)

After months of watching your new home become a reality, the time has come to prepare to close on your new home. ICI Homes' closing coordinators utilize the experts at Southern Title to prepare the documentation. Good communication by all is essential for a smooth closing process. Approximately 30 days prior to your closing, you will receive a letter from your ICI Homes closing coordinator with your closing date and location. Also included will be a community information sheet that will aid in your coordination of utility transfers and other items that will require attention prior to closing.



If you're financing your new home, check with your lender to be sure you have met all of the conditions of your loan approval and that all is on track to meet the closing date.

STEP 7

Line Up Your Homeowner's Insurance

If you have not yet contacted an insurance agent to acquire homeowner's insurance, you should do so at this time. Your lender will normally require a twelve month prepaid policy in order to process your package for closing.



Please be sure to provide your insurance agent's name and address to your lender as soon as possible and follow up by sending the insurance binder when it becomes available.

STEP 8

Do Final Walk-Through & Home Orientation

Approximately one week prior to closing, your builder will contact you to arrange the final orientation and inspection that will occur approximately three to five days prior to closing. Your builder will review the many features of your

new home, familiarize you with the proper operation of the home's equipment and review the maintenance requirements. This is your chance to go through your new home including all cosmetic corrections and concerns. Your builder's highest priority is to make sure that your new home is complete, clean and ready for your move-in day.



Feel free to ask questions and make sure all items of concern are noted in writing on the walk-through Inspection form so they can be addressed as quickly as possible. This is important, so take your time and be thorough!

STEP 9

Set up Your Utilities and Other Services

When ICI Homes confirmed your closing date you also received a "Community Information" sheet that will help you coordinate your utility transfers and other items that will require your attention.



Now is the time to contact electric and water utility companies to set up new accounts in your name that will transfer over to you on the day of closing.

STEP 10

Close on Your New Home

Today you'll meet with a representative from Southern Title to execute the closing. It is Southern Title's responsibility to disburse all funds to the appropriate parties and record the necessary documents to protect your interests and that of your lender. Once signing is complete, you will receive a copy of the paperwork along with your keys, garage door remotes, and a number of other pertinent 'builder' materials. Your recorded warranty deed and title commitment will be mailed to you within 4-6 weeks from Southern Title. The whole closing process usually takes about an hour. Once concluded, it's official!

Congratulations!

You are now the proud owner of your new ICI home, and it's finally time to move in and enjoy all the benefits of home ownership, ICI Homes style!





Four Important Steps to Owning Your ICI Home

So how does all this work?

A great building experience does not end at closing, but continues after you settle into your new home. The ICI Homes warranty team is there for you every step of the way, working to make sure your home is in perfect working order.

STEP 1 Complete Your Forms

Complete your manufacturers' warranty registration cards because it triggers product specific warranties that may extend your coverage beyond the first year. Store those manuals in a safe place. Also, you received a 2-10 HBW booklet at the time of closing. If you haven't already done so, take the time to review it now so you know what is and isn't covered under your warranty.



STEP 3 Tell Us What You Think

Your complete satisfaction is our number one goal at ICI Homes. One of the best ways for you to communicate your opinions about our performance is to take ten minutes to complete the satisfaction survey when the independent research firm calls you 30-45 days after closing or if more convenient, opt for the online survey. You will be contacted again about five months later and a final time just before the one year mark.



This gives you three opportunities to let us know what you think. Whether it's to acknowledge someone who did a great job, relate a process you think needs improvement, or tell us about the quality of the sub-contractors, products, design or workmanship, your honest opinion is worth its weight in gold to us.



Your HBW application form was completed at closing and submitted to HBW. Within approximately 30 days, you will receive your enrollment certificate. Whether you take occupancy or not, your HBW warranty begins on the day of closing.

STEP 2 Start Your Warranty Process

The ICI Homes warranty team is your primary contact for any questions about your home and warranty or to request additional service that may be required after you move in. There may be a few things you will find only after you have lived in your new home for several days or weeks.



Use the warranty form you received with your closing documents. Fill it out and mail it in or, for quicker service, visit ICIHomes.com/warranty and complete an on-line warranty form. Group your requests together so they can be processed in a more timely manner and scheduled with minimum disruption to your daily life.

STEP 4 Plan Your Maintenance Schedule

In order to preserve your limited new home warranty coverage, it is important to perform routine maintenance on your new home as outlined in the warranty guidelines. Failure to do so may void components of the warranty. Many times, a minor adjustment or repair performed immediately can save a more serious, time-consuming, and sometimes costly repair later. The ICI Homes warranty team gives you a systems maintenance guide that answers the most commonly asked questions about the proper care and suggested maintenance in detail for every major system in your new home, including heat/air conditioning, plumbing, electrical, flooring, insulation, windows, doors, landscaping, ventilation, cabinetry, appliances and more.



Performing the necessary maintenance on your new home will protect your investment and enable you to enjoy your new ICI home for years to come.