

Can I customize home plans to meet my needs?

Definitely! Our home plans are merely starting points for you. The home plans you end up with will be exactly what you want to reflect your taste and lifestyle.

Do I have choices available for interior and exterior finishes

Yes, you have many choices available to select from. The design process of your home will allow you time to be very deliberate in the selection process.

Will I have to drive all over town to choose cabinets, flooring, fixtures, etc?

No, we will coordinate the selection and design process to occur mostly at our design center. The entire design and selection process is coordinated to fit your schedule and to be enjoyable for you!

If I “Hold” a lot, how long will my “Hold” stand for?

Typically the lot “hold” will be for 30 days. This time frame allows us to conceptually design and price your home. At the end of this process, you would either sign a Purchase Agreement for us to build your home or release the lot “hold”. If your conceptual design process requires more than 30 days, we will extend the lot “hold” to accommodate this.

What if I choose not to build, does my lot “Hold” money return to me?

If at the end of the conceptual design process you decide to not sign a Purchase Agreement, your lot “hold” money will be returned. All conceptual designs and pricing would remain with Homes by John McKenzie if you choose to not proceed.

Will I work with one person or several in the conceptual design process?

Your sales consultant will “quarterback” the conceptual design process. Design changes and pricing will be presented and managed by the sales consultant. Internally, several people will be working on your conceptual design – draftsman, estimator, and suppliers and subcontractors as needed.

Will I be part of a neighborhood association?

Yes. Almost every neighborhood has a Homeowner’s Association. All formal documents regarding the Association will be available for you to review at any time during the process.

Does the association coordinate and manage the home site maintenance programs?

If you are building your home in a community that requires maintenance of the home site, then yes, the Association will manage those activities. Many times this is done by a Management company which the Association hires to perform this function.

When I customize my plan, will I be told the impact on home price?

Yes. Every time the conceptual design of the home is changed, you will be presented with an itemized breakdown of how those changes impacted the price of your home.

How long does the design/price process take?

Typically the conceptual design process takes 30 days. This can change based on specific needs and/or schedules.

What is required financially at time of purchase agreement?

Twenty percent of the total purchase price is required as a deposit at time of Purchase Agreement. If your total purchase price is \$500,000, then your initial deposit required would be \$ 100,000.

Is there an actual purchase agreement that I sign for my home?

A formal Purchase Agreement will be used. This agreement is available for you to review and is very user friendly. The intent of the agreement is to protect both parties involved fairly and completely.

How long after my purchase agreement is written until actual construction starts?

Construction will start approximately 2- 3 weeks after your Print Review, which happens 2-3 weeks after purchase agreement. Therefore, a range of 4 -6 weeks from purchase agreement to construction start.

What happens at the print review date and how long does that last?

The print review date is when you will review the construction drawings of your home in detail. Your superintendent and designer will conduct the print review. Generally, the print review lasts 2-3 hours. How your home will be placed on your home site, all of the construction drawings and construction specifications are reviewed in detail.

Other than myself, who else approves my house plans?

The local municipality approves your house plans as does the neighborhood architectural review board. The municipality makes sure the home is in compliance with local requirements and any zoning particulars. The architectural review board makes sure the home complies with specific neighborhood requirements and design guidelines.

Does an architect draw my plans and is there a fee for that?

Your plan will be drawn on Auto Cad – computerized drafting software – by Homes by John McKenzie’s staff. This service is included in your pricing. All plans produced are sent to our construction partners and “engineered” to meet or exceed industry and state standards.

Will I be able to see how my home fits on the home site I have selected?

We will present a conceptual site plan prior to purchase agreement for your review. At time of print review, the actual plot plan that is used to obtain permits is reviewed with you in detail. This plot plan shows all building setbacks, your home placed on the home site, and any easements on the home site.

What else do I have to do prior to construction starting?

At print review, we will ask you to choose the color of your window cladding and also ask you to begin thinking of exterior colors.

Who pays for building permit fees and other approval process fees?

All permit fees are paid for by Homes by John McKenzie. If you are building in an exclusive Homes by John McKenzie neighborhood, all approval process fees are paid for by Homes by John McKenzie.

If I want to change items for my home at the print review, can I do that? If so, how is that handled?

Any change you wish to make at print review can be handled. We “redline” the prints with any requested changes and re-draw them. If there is a charge associated with the change, we will have you sign an amendment to the purchase agreement reflecting the price change. Throughout construction, changes can be requested and will be approved if they can be executed. Again, any charge associated with the change will be handled with an amendment to the purchase agreement.

When do I start making color/design selections for my home?

After your purchase agreement is signed, the first thing you should focus on is exterior colors. Brick, stone, siding, trim, front door, and shutter colors will need to be selected first. The selection process and timing will be explained in exact detail in your project manual which you receive from us the day you sign your purchase agreement.

Once I have finished the print review, what will happen next?

Once the print review is complete, we will make any changes to the print required and then “ go” for building permit and architectural review approval.

When do I meet my superintendent and designer?

Formally, you will meet your superintendent and designer at the print review date.

How long does it take to start my home once I have reviewed the construction plans?

The average construction time is 180 days from start to finish. This timing can vary based on weather, size of home, and time of year. A detailed construction schedule for every home is published weekly and always available.

Why does it seem like I have to make selections on items so far in advance?

The timing of selections is coordinated to allow for necessary lead times of materials and services. Our goal is to have you make selections in a structured and comfortable process and to allow construction activity to occur in a scheduled manner.

When do I get to meet with the construction superintendent of my home? What do we do?

You first meet your superintendent at your print review. There are 4 additional "field" meetings scheduled with your superintendent prior to closing. At those scheduled meetings, you will review progress to date on your home, what the next steps in construction are and make sure that we all understand the particulars of your home. These meetings are a step toward eliminating confusion and/or problems. You are free at any time in construction to contact your superintendent and request a meeting at your house or just ask questions.

Can I make changes to my home during construction? How are these changes communicated to the field?

Any changes to your home construction plans will be handled through a change order. Change orders are managed by your designer. If a change request is approved, then necessary change order forms will be executed and released to the field. Any price changes required as a result of changes will be approved and signed off on by you prior to those changes being initiated.

What are typical construction schedule disruptions?

Weather, delays in material shipment, selections not made on time, or subcontractor delays can all disrupt the construction schedule. We try our best to manage the construction of your home to minimize or eliminate all of these possible disruptions.

When will I receive a projected closing date?

Your actual closing date will be communicated to you at the completion of drywall work in your home. At this point, we can accurately project your actual closing date with great certainty.

Can I have a copy of the weekly construction schedule of my home?

Yes. The construction schedule for each home we are building is produced weekly.

If something is damaged in my home during construction when and how will it be repaired?

Any damages to your home during construction are Homes by John McKenzie's to fix. We will order any required materials and schedule the necessary subcontractor as quickly as we can. If you notice something at your home that has been damaged, stolen or incorrect, please let your superintendent know as soon as possible.

How should I communicate concerns/questions during the construction process?

You will have your superintendent's mobile phone # from the start of construction. You can also call the main office and communicate any concerns and/or questions. All Homes by John McKenzie employees have e-mail addresses, as well.

Am I allowed to visit my home while it's under construction?

Your home is our liability during construction and up to closing. Visits without Homes by John McKenzie representation is at your risk. We encourage our homeowners to visit their home as much as they wish. Please contact us to make sure your visit will be safe!

When is my closing date actually scheduled?

Your closing date will be scheduled at the point your home has reached completion of drywall. At this point in construction, we can accurately forecast your closing date with great certainty.

When do I need to determine the financing of my home closing?

You need to give your financial institution at least 75 days to prepare your arrangements before closing. You should let us know as soon as possible of how you choose to finance your home. We often work directly with the financing institute of your choosing to make sure they receive all of the required information in order to prepare for the scheduled closing date.

Can I schedule a professional inspector to inspect my home prior to closing?

Definitely. If you choose to do this it will be at your expense. Homes by John McKenzie inspects the construction of your home on a daily basis and complies with all municipality inspections. An independent, third party inspector is not required, but can be retained by you if you feel more comfortable with that arrangement. We will address all concerns by a third party inspector in timely and professional manner.

What will I need to have for closing?

All closings will happen at a Title Company and be insured. You will need to bring the necessary funds, or have made financing arrangements to provide those funds, to closing. A new homeowners insurance policy will be required and a driver's license. We will work with you to make sure that utility connections are turned over in your name, and provide you with any other necessary contacts – Homeowner Association contacts, trash pick-up company, cable company, etc...

Can I schedule my utilities turnover before closing?

Yes, and we will assist you in doing that. As the closing date gets closer, we will be in touch with you on getting all of these final details arranged.

Should there be any “punch” items outstanding at closing?

The only things that will not be completed at the closing date would be weather related items or back-ordered items. Our intent is for you to move into your 100% completed home. If items do remain from the punch-list, we will document them with you prior to closing. We will work diligently to complete any outstanding items as quickly as we can.

After closing, what do I do in case of an emergency?

We will give you an “Emergency Contact” sheet for all of our subcontractors. In the case of an emergency, please contact the appropriate subcontractor first.

What guide should I use when coming up with items to be warranted?

Warranted items are measured against 2 standards – Builder Association of Greater Indianapolis (BAGI) and 2-10 Warranty. These standards are minimal benchmarks that we refer to in questionable situations. Typically, we know immediately if we can improve a situation.

What inspections are performed on my home after closing?

There are 2 scheduled inspections for service after closing – the 90 day walk-thru and the 11 month walk-thru. Before these actual inspections, we ask you to keep a list of the items you would like us to address. If the concern is an emergency please don't wait – contact the appropriate subcontractor immediately.

Can I contact suppliers or subcontractors on my own for service work?

We want you to contact suppliers or subcontractors for emergencies. For routine warranty and service requests, we would ask you to keep it until the next scheduled inspection for our review. This process allows us to manage your satisfaction and the completion of your service items in a professional manner.