

10 IMPORTANT QUESTIONS TO ASK YOUR BUILDER



HOW WILL YOUR BUILDER DEMONSTRATE THEIR HONESTY AND INTEGRITY?

Quality Homes demonstrates its honesty and integrity through a commitment to dialogue with our customers and by building to a CSA-certified process to all applicable local and provincial building codes. Furthermore, Quality Homes has predetermined pricing on all items and will not deviate from its pricing policies at any stage in the construction process. Quality's HUG program guarantees the price, timing and quality of each home we build.



HOW WILL YOUR BUILDER ENSURE THAT YOUR CUSTOM HOME BUILDING EXPERIENCE AND PRODUCT ARE BOTH HIGH QUALITY?

Quality Homes is committed to providing you with a first rate homebuilding experience and a high quality product. One of our qualified building consultants will guide you through the entire process of building your custom home. We will also provide you with a complete set of engineered drawings and specifications suitable for a building permit in your local jurisdiction. Quality Homes has over 400 quality control checks throughout a CSA-certified indoor, climate-controlled building process. A Quality home is also ENERGY STAR certified to provide you with lower ownership costs, better performance and environmental peace of mind. We use only pre-approved subcontractors or expertly trained employees on your building site and conduct after sale surveys of all customers in order to use important feedback to better your homebuying experience.



HOW DOES YOUR BUILDER PLAN ON BEING ACCESSIBLE AND RESPONSIVE TO YOU?

Your Quality Homes building consultant, construction manager and service co-ordinator are just a phone call away throughout your homebuilding experience. Each will take full responsibility for a specific part of your homebuilding process and ensure all of your questions and concerns are answered in a timely and accurate manner.



HOW WILL YOUR BUILDER TAKE RESPONSIBILITY FOR YOUR JOB SITE?

Quality Homes takes responsibility for your job site by supplying a refuse bin, making sure that all employees and sub-contractors are notified about any special parking or access requirements. Litter is not tolerated on a Quality Homes job site.



HOW WILL YOUR BUILDER MONITOR AND CONTROL SUB-CONTRACTORS AND SUPPLIERS?

Most of the interior components and products in your home are delivered to and installed in our production facilities. This minimizes the number of trades and suppliers required to visit your job site and reduces possible scheduling and access concerns you may have. All visitors to your site are pre-scheduled and follow the prescribed agenda and check-in routines.



WHAT PROCEDURES WILL YOUR BUILDER HAVE IN PLACE TO CONTROL GOODS AND SERVICES SUPPLIED BY SUB-CONTRACTORS AND SUPPLIERS?

At Quality Homes, all incoming materials are pre-checked at our facilities. Similarly, all work performed on your home by sub-contractors is completed to a pre-determined scope-of-work document and inspected by your Quality Homes construction manager before the sub-contractor or supplier leaves the site.



DOES YOUR BUILDER HAVE A FORMAL CHANGE ORDER POLICY?

Quality Homes' change orders are always generated with consultation with the customer or due to a customer request. You will be asked to accept and authorize the change order prior to any work commencing. All change orders are attached to the contract for accuracy and future reference by both parties.



HOW WILL YOUR BUILDER DOCUMENT HIS COMMITMENTS TO YOU?

Quality Homes carefully documents all commitments between the customer and us by having a formal written contract in place. Along with the necessary appendices to this contract including detailed architectural drawings, colour choices and change orders, both parties know what the required scope of work, corresponding pricing and payment status is at all times.



WILL YOUR BUILDER HAVE THE RESOURCES AND EXPERIENCE TO GET THE JOB DONE TO YOUR SATISFACTION?

We have qualified and skilled personnel. Designers certified to Bill C-132 requirements will check and stamp your drawings, certified architectural consultants and master framers, roofers, electricians and plumbers are all on staff. With an average staff tenure of over 11 years and over 100 employees, Quality Homes has over 1,000 years of experience committed to producing the custom home of your dreams.



WILL YOUR BUILDER HAVE A DEDICATED SERVICE DEPARTMENT WITH A FORMAL SERVICE POLICY?

With Quality Homes, all service requests are responded to within two business days of being received. Applicable service work is logged on the service schedule with necessary parts or services being ordered and scheduled. Once the service crew is equipped to handle the call, the service call is scheduled with the customer. A follow up call after the service appointment will be made to ensure that the work has been completed to the customer's satisfaction.

QUALITY HOMES IS READY TO BUILD YOUR CUSTOM HOME. HERE'S HOW TO GET STARTED:

- Visit one of our three full service decorated model home and décor centres in Cookstown, Kenilworth or Grimsby
- Meet with an experienced building consultant who will guide you through the entire design and purchase process
- Receive a detailed quotation outlining all specifications of your home with firm pricing valid for at least 30 days
- Complete contract documents that clearly determine the scope-of-work to be completed by Quality Homes

ONCE THE CONTRACT HAS BEEN SIGNED:

- Receive a full set of architectural drawings for your review that accurately depict the home to be built
- Choose from a wide variety of popular products and colours for all interior and exterior components
- Receive a site visit from a foundation manager who will assist in siting your home and give guidance to dealing with any other lot issues you may have
- Once drawings and colour choices have been signed off and deposits paid, your home will be placed on the production schedule and our purchasing department will order all items required to complete your home
- Your foundation will be excavated and made ready for your home
- Your home will be built, inspected, certified and weatherproofed in our indoor, climate-controlled production facilities
- Your home will be transported and installed by a specialized installation crew and you will be issued your guaranteed completion date
- Under the supervision of your construction manager, finishing crews including finishing carpenters, electricians and plumbers will begin completing your home
- Your construction manager will take you through an orientation of your new home and your keys will be handed over
- Your home will be enrolled with the Tarion Warranty Corporation and your file handed over to the service and warranty department should any needs arise