



OUR GOAL  
OUR PASSION  
YOUR HOME



○ Represents an in-person meeting

# The Customer Experience



Operational Excellence | 2nd Mile Service | Emotional Connections

<b>1</b> <b>MORTGAGE PRE-APPROVAL</b> Pre-approval letter from preferred lender	<b>2</b> <b>PURCHASE AGREEMENT</b> Execute contract finalizing home site, plan and structural options	<b>3</b> <b>LOAN APPLICATION</b> Receiving credit decision within 5 days of executed contract	<b>4</b> <b>EXTERIOR SELECTIONS</b> Finalize exterior brick, stone and paint colors within 7 days	<b>5</b> <b>RED LINE APPOINTMENT</b> Review and select remaining available options with electrical, plumbing and low voltage	<b>6</b> <b>1<sup>ST</sup> DESIGN CENTER APPOINTMENT</b> First appointment must occur within 14 days of executed contract	<b>7</b> <b>2<sup>ND</sup> DESIGN CENTER APPOINTMENT</b> All selections must be completed within 21 days of executed contract	<b>8</b> <b>PREPARING TO START</b> The planning stage is now complete. We are working behind the scenes on your plans, permits and purchase orders	<b>9</b> <b>PRE CON PLAN REVIEW</b> Meet your Construction Manager to review your selections and plans with you at the model home
Planning Stage			Date: _____	Date: _____	Date: _____	Date: _____		

<b>10</b> <b>GROUND BREAKING</b> Congratulations! Your new home has entered the building stage	<b>11</b> <b>FOUNDATION</b> The engineering inspection is complete and the concrete is poured	<b>12</b> <b>FRAME</b> The frame is up, mechanical is installed and your new home is taking shape! Framing is complete and inspections are underway	<b>13</b> <b>PRE-DRYWALL ORIENTATION</b> Your Construction Manager will walk you through your home confirming your selections and demonstrating the quality of your home	<b>14</b> <b>FINISH OUT</b> All of the selections you chose during the design process will be installed at this stage	<b>15</b> <b>QUALITY INSPECTION</b> City, energy, and third party inspections will be performed on your home to ensure the highest quality	<b>16</b> <b>PRE-CLOSING WALKTHROUGH</b> A ProHome representative will partner with you in creating a list of items to be corrected prior to closing	<b>17</b> <b>FINAL SIGN OFF</b> Outstanding items identified during your Pre-Closing Walkthrough will be addressed and signed off with your Construction Manager
Building Stage							



Ask us about our **\$500** Pacesetter Homes Referral Program!

<b>18</b> <b>CLOSING</b> Time to celebrate! Your new Pacesetter home is complete and ready for you to make it your own	 <b>FOLLOW UP</b> Welcome to the Pacesetter Homes family! We will be checking in with you post-close to ensure you are settling into your new home	 <b>ORIENTATION &amp; FINAL REVIEW</b> As part of our warranty process, you will need to request both a 30 day orientation and 10 month final review with a ProHome representative	 <b>AVID SURVEY</b> Around 30 days after closing you will receive a survey from our partners at AVID, which you can fill out for a chance to win \$1,000! We would love your feedback!
Welcome Home Stage!			