



CHESAPEAKE  
HOMES

*Welcome Home!*

# Home Building Guide





# WELCOME TO CHESAPEAKE HOMES

## **Dear Future Chesapeake Homes Homeowner, We're thrilled that you've chosen us to build your new home!**

Our goal at Chesapeake Homes is to build you a new home that will bring you happiness for years to come. To accomplish this, we've created a construction process designed to make sure that our quality standards are met each step of the way. It's these construction standards that allow us to create incredible homes with livable floor plans and tons of extras.

To make sure you have a clear understanding of what will occur as we build your new home over the next several months, we've created this manual to give you some insight into how we build great homes. This Home Building Guide will be your key to information for your new home from start to finish, and beyond! When paired with open communication with your New Homes Specialist, Design Gallery Consultant, Chesapeake Homes Community Builder, and Customer Support Team, you will have a clear picture of what's happening and what's coming next. At Chesapeake Homes, we pledge to communicate with you and let you in on what's happening every step of the way!

### **There are very important pieces of information inside these pages.**

We've mapped out our role and yours. Yes, YOU are a key component to ensuring we complete your home on time. Missing crucial deadlines by as little as a day can alter the completion date of your home, by as much as weeks. It is vital that these deadlines are met so that we can ensure an accurate delivery date on your new home. Throughout this process, we promise to keep you updated and address any questions or concerns you have along the way. Please review this guide carefully, ask questions, and speak with your New Homes Specialist. We believe in the strength of a team, and that's what we are initiating today- a team of Chesapeake Homes experts and you, all working together to build you a new home to last a lifetime. Thank you for choosing us, and congratulations on your new home!

*Welcome Home!*  
**The Chesapeake Homes Team**



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# Chesapeake Homes Is Your Hometown Builder





## Our Long-Standing History Is A Testament To The Quality We Build Into Each Home!

Welcome to Chesapeake Homes where welcoming you and your family into our 'home sites' offers a gateway to exceptional living. As an award-winning builder in Coastal Virginia, the Triangle region of Raleigh, North Carolina, and Coastal South Carolina, we offer homebuyers extraordinary living in value-packed, affordably priced homes to suit every lifestyle, from single-family residences, low-maintenance townhome living, and even the ever-growing active adult communities. We are constantly changing and adapting to construct the type of homes which complement busy schedules, active lifestyles, and most importantly, your individual needs. The moment you walk into any one of our decorated models, you'll feel welcomed and just like you are home - a feeling we strive hard to convey in every home we build.

To further make you feel at home, each community we build offers a unique identity that blends the benefits of traditional neighborhood living with modern lifestyles. Depending upon a specific community's amenities, families and friends can gather at playgrounds or pools, enjoy leisurely walks along beautiful trails, or meet neighbors for picnics in a park. In addition, our residents have access to quality infrastructures like, city and state parks, schools, and new roads, as well as nearby shopping, and community services, all nestled within a friendly hometown environment. Whether it's the proximity to surrounding community benefits or the specific details within a neighborhood to complement a resident's life, we make sure that each community provides something in the way of lifestyle enhancements.

Renowned quality, affordability, energy efficiency, and functionality are the highlights of new homes built by Chesapeake Homes. From stylish, energy efficient features to innovative floor plans, our

communities offer a place to call home for families of all shapes and sizes - single-family homes with an abundance of space and plenty of bedrooms and bathrooms, townhomes in two and three level plans with low-maintenance features, and active adult homes with master down plans for the 55 and better generation. We understand that choosing a home can be overwhelming which is why we've created a top of the line design experience with model homes to tour, where you can touch, see, and imagine yourself in the best home buying experience possible.



Since 1991, Chesapeake Homes has honed its craft in creating new homes, built to last generations without overlooking important architectural details. Our flexibility is one that you would expect from a local new home builder, yet our long-term relationships with well known, brands and vendors enable us to offer affordable features and add-ons comparable to what is offered by national builders. With new home communities spread from Coastal South Carolina to Raleigh, NC to Coastal Virginia, the long-standing history and continuing expansion of Chesapeake Homes is a testament to the quality we build.





# Home Buying Overview Timeline

Building a home is a delicate balance of coordination and a flexible timeline because of external factors such as weather, inspector schedules, manufacturers, etc. Our company has decades of experience honing this schedule, and we are constantly working to improve its accuracy; however, there is that one constant that is completely outside of our control - weather. Here is a timetable that shows the process from start to finish.





Here is a guide that shows the process from start to finish.





## WHO'S WHO AT CHESAPEAKE HOMES



Whether this is your first time building a home or you have been through this process before, our goal is to provide an experience like no other. While you may find the answers to many of your questions inside this Home Building Guide, your Chesapeake Homes Representatives are also able to assist you throughout this process.

### New Homes Specialist

Your New Homes Specialist, or NHS, is your initial resource for all things related to your new home purchase agreement and any related terms.

### Contract Coordinator

Your Contract Coordinator will be sending your welcome letter, along with your log-in instructions and credentials for access to our homebuyer's portal, ITK. Additionally, they will schedule the walk-through and closing for your new home.

### Design Consultant

Our Design Consultant will guide you through the selections process. Once you have written your purchase agreement with one of our New Homes Specialists, our Design Consultant will reach out to schedule your one-on-one design appointment at our state-of-the-art Design Gallery.



Community Builder

Every one of our Chesapeake Homes communities has a dedicated Builder that will oversee the construction of your new home. You will have scheduled opportunities to meet with your Community Builder to discuss your new home build and ask any questions you may have about the construction process.

Mortgage Loan Officer

Although not an employee of Chesapeake Homes, your Loan Officer will work closely with you when purchasing your home. With your Loan Officer, you should discuss your financing options, current and projected interest rates, and when to lock your rate.

Homeowner's Association

Your Homeowner's Association, or Property Owner's Association, is available to assist you with any questions regarding your community, common areas, amenities, and governing covenants and restrictions that may apply. Please note that your HOA or POA management company is a separate entity and is not affiliated with Chesapeake Homes.

Warranty Department

While we strive to deliver a home that lives up to our integrity and your expectations, we know that with any new home, issues could arise. We protect our future homeowners by providing you with the peace of mind of a Quality Builder's Warranty. Our Warranty Manager is your point of contact once you have closed on your new home. Please submit service requests at [www.cheshomes.info/ITKhomeownerlogin](http://www.cheshomes.info/ITKhomeownerlogin)





# The Purchase Agreement Phase

Purchase Agreement



Financing



Selections



Change Request Policy





# Communicating With Chesapeake Homes

## **PURCHASE AGREEMENT**

The New Homes Specialist, (NHS) is your Point of Contact for the Purchase Agreement and management of any outstanding contingencies. The NHS will provide you with the initial information needed to understand the home buying and building process. The NHS will help you with any questions or concerns about the purchase agreement and terms relating. The NHS or Community Builder will arrange for all site visits and accompany you on all such visits.

## **ONLINE BUYERS PORTAL- ITK**

You will also be provided with access information for our interactive Home Buyer Portal, ITK. Here, you will have the ability to review the selections you've made, your purchase agreement, documents you've signed, and the construction phase that your new home is currently in. The Contract Coordinator will provide each Buyer with access information to the portal after their purchase agreement has been ratified.

## **ALL COMMUNICATION IN WRITING**

Because verbal communication can easily be misunderstood, Chesapeake Homes insists on written communication for all important issues. All requests and concerns must be submitted in writing. All responses from the NHS and all other Chesapeake Homes Representatives will be in writing. Chesapeake Homes will also communicate all important dates in writing.

If you have not received a written response from Chesapeake Homes within forty-eight (48) hours, please ask us to provide one. Your home will be built according to the plans and specifications referenced in your ratified Purchase Agreement, Selections, Change Orders, and other Addenda you have completed. These documents define what is being built and will be referenced, as the resolution, should any questions arise during the building process.

## **PURCHASE AGREEMENT**

The NHS will review the Purchase Agreement with you to ensure accuracy and completeness. At this time the NHS will provide access to the neighborhood Covenants and Restrictions and provide a copy of the Quality Builders Warranty, and the (QBW) Limited Warranty Agreement.

## **FINANCING**

A pre-qualification letter from your Lender is required at the time an offer is made. You are required to provide a copy of a loan commitment letter to the NHS within thirty (30) business days of signing the Purchase Agreement. Chesapeake Homes offers a preferred lender, Tidewater Mortgage Services. If you choose the preferred lender, Chesapeake Homes will contribute towards closing costs. The amount of Chesapeake Homes' contribution toward closing costs will be determined when the Purchase Agreement is signed.





There are several advantages to using Chesapeake Homes' preferred lender:

- Reduced Closing Costs
- Proven Customer Service and On-Time Closings
- Established Relationships to Solve Unforeseen Problems

### **CONTINGENCIES**

Chesapeake Homes reserves the right to market a home when a Purchase Agreement includes a contingency. You will be offered a forty-eight (48) hour first right of refusal to remove the contingency in your Purchase Agreement if another buyer makes an offer on that same home and the new offer is accepted. Chesapeake Homes' reserves the right to delay the building process for a home until the contingency status is released, unless agreed upon otherwise. Please see Contingency Agreement Form for a reference of terms.

### **PRELIMINARY CLOSING TIME FRAME**

A preliminary closing timeframe will be estimated when the Purchase Agreement is negotiated. This date is not an official closing date; it is just an estimated closing date. Written notification of the closing date will be provided to you by the Contract Coordinator approximately forty-five (45) days before closing which coincides with the final stages of construction (Cabinets, Countertops, etc.). Included in this official notification will be all the details required to prepare you for closing. If the closing date and time need to be adjusted, you have forty-eight (48) hours to respond to the email and request an alternate date.

### **AVAILABLE SELECTIONS**

If a home is purchased after construction has started, some personal selection choices may still be available. The NHS and the Selections Availability Timetable will help you determine what selections and options are available based on the stage of construction.





## **PRESALES**

If you have purchased a new home that has not yet been built, you must complete your structural and mechanical selections within three (3) days of contract, and your personalized finish selections must be finalized and authorized within thirty (30) days of contract. Because of all the details that happen behind the scenes, we cannot begin construction on your home until this is complete.

## **LATE CHANGE REQUEST POLICY**

Once your personalized selections are finalized, changes are highly discouraged; however, should changes be requested, Chesapeake Homes provides the opportunity for you to request a change to options originally selected for your home, as long as it's within the available time frame. Please see Selections Availability Timetable (page 14) for availability. There is a mandatory non-refundable Change Request Fee of \$500

for each change requested after selections are finalized. You are typically informed within two (2) business days as to the acceptance of the request.

## **LATE CHANGE FEES**

Our goal is to build you the home of your dreams. Whether you sign a contract for a home that hasn't been started or one that is nearly complete - we want you to love it from the day you move in. With that being said, when a selection order is changed after a deadline, the entire chain of construction is affected. There are many people and processes involved in making sure that each option for your new home arrives on time and is made to fit your house. To allow for this interruption, we charge a change fee for any alterations made after a selection deadline. Please refer to the NHS and the Selections Availability Timetable for deadlines.

**Please note that Change Requests may affect the closing date of your home.**





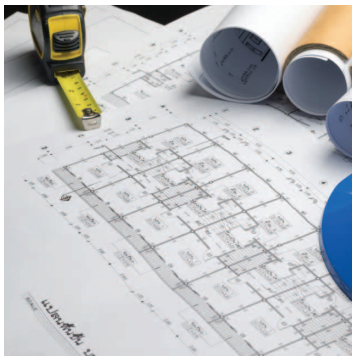


## Selection Availability Timetable

Choosing each detail of your home is an important decision, and - one that we always want you to feel good about; however changes to what you have chosen, can delay and cause problems with your home. If you find yourself in need of a change after the stage, a late change request fee of \$500 plus the cost of the new selection will apply, if option change is available. The table below outlines when selections must be made and serves as a guide for what options can still be changed after deadlines have passed, with late change penalties accordingly.

We have broken our options down to three phases.

### 3 Days Post Contract



Phase A options - must be chosen with New Homes Specialist and cannot be changed after three days

Elevation of Plan  
Pre-Planned Structural Options  
Plumbing Rough-In in Foundation  
Electrical Outlets in Foundation  
Gas Rough-Ins  
Additional Flatwork  
Front Door Unit  
Garage Service Door  
Patio Size  
Exterior Materials  
Bathroom Layouts

### Pre-Construction Start



Phase B options - may be chosen through day 30, but cannot change after your Pre-Construction meeting

Electrical Options in Walls  
Plumbing Rough-In Options  
Low Voltage Options  
Cabinets  
Tile and Vinyl Floors  
Trim Options  
Hardwood Treads  
Plumbing Fixtures  
Paint Color  
Wired Smart Home Features  
Gourmet Kitchen Layouts  
Carpet and Hardwood  
Light Fixture Styles

### Pre-Drywall Start



Phase C options are available to change until pre drywall. Buyers must finalize and authorize all other selections with no ability to change (except Phase C options available to change with fee, prior to pre drywall), prior to preconstruction meeting.

Appliances - So long as it does not change configuration  
Ceiling Fans  
Blinds  
Sod/Landscaping  
Wireless Smart Home Features





## Design Gallery Selections Phase

Chesapeake Homes is proud to offer a state-of-the-art Design Gallery. You will be provided with the opportunity to tour our Design Gallery with our Design Gallery Consultant during one of our Preview Times. This will allow you to have time to ask questions about products and do your research prior to your private Design Gallery appointment in order to finalize your selections.



## Design Gallery Policies And Procedures

Our Design Studio is open for private design appointments weekdays from 8am to 5pm. However, in-order for us to give each of our valued homebuyers the attention they deserve, we are unable to accommodate walk-in visitors. We look forward to meeting directly with you during your one-on-one appointment(s), and also communicating with you via email and/or phone.

We know that you are excited about the many personal selections you will be making at our Design Gallery and we are excited too! If you are looking to get advice or share the excitement with friends, family members, or other advisors such as interior design professionals, we welcome their presence at any of our Preview opportunities prior to your Design Appointment. The Design Appointments are for Registered Buyers only, with no exceptions. At your Design Appointment, it is necessary for your Design Consultant to review many details with you, and for you to concentrate on the final selections you will be making and that YOU will be living with every day. For this reason, we have found it best for our buyers to invite their guests to the Design Gallery PRIOR to the Design Appointment(s).

Due to the nature of our Design Gallery and the time sensitivity of your appointment, we encourage you to find childcare arrangements. You will be making important decisions which

will affect you and your family for years to come, and we know that you want to give these important decisions your full attention. This will also enable you to fully enjoy this rare experience to create the home of your dreams. Our Design Gallery provides a Price Protection Policy that will protect prices and investments of our selections for thirty (30) days from the day your purchase agreement is signed.

Our Design Gallery will provide weekly preview events. Please see your NHS for our Design Gallery Schedule. We want to provide you the opportunity to preview all the various selections before your Design Appointment. Your NHS can pre-register you for a preview appointment to ensure there is availability on your requested date.

All Chesapeake Homes homebuyers must attend a preview appointment prior to their design appointment. We want our homebuyers to get a feel for the design gallery space, as well as an opportunity to review selections prior to making a final commitment to those options. Once your contract is ratified with one of our New Homes Specialists, our Design Gallery Consultant will reach out within forty-eight (48) hours to get you set up for an appointment. Please know that design appointments are typically two (2) or more hours, so plan your schedule accordingly.





# Construction Phase

Communicating with  
Chesapeake Homes



Construction Schedule



Safety On Site



Pre-Construction



Pre-Drywall



## COMMUNICATION AND FEEDBACK

If you have any questions throughout the building process, communication is to be directed to your Community Builder. The Community Builder will provide you with answers and/or explanations within forty-eight (48) hours.

During the building process, issues can arise such as broken windows, siding or sheetrock damage, etc. These items may not be repaired immediately depending on the trades scheduled to work on the home at any given time. Chesapeake Homes' quality assurance checks, along with your communications, are kept on record and reviewed to assure all issues are addressed.

## UPDATES

The Community Builder will contact you each week with updates on your building progress. Please log into your ITK Homeowner Portal, which provides the construction milestones and progress photos of your home.

## CONSTRUCTION SCHEDULE

Building a home is a delicate balance of coordination and a flexible timeline due to external factors such as weather and inspection schedules. (Our team has decades of experience finessing this balance. We've nearly perfected it - except when it comes to predicting the weather!)

Our homes are so much more than a series of walls under a roof. We craft them specifically to deliver the cornerstone of your future memories. That requires a number of steps. We've boiled the list down to 17. Let the countdown begin!

1. Your purchase agreement has been written, and all selections have been made - permits are next. The time frame for attaining the appropriate permits can vary depending on the particular jurisdiction and the permits required. Chesapeake Homes follows stringent protocol for the processing of permits; however, there may be delays beyond the control of all builders. The permit process, weather and material availability from suppliers are all major variables out of a builder's control that can affect the overall home building schedule.
2. A Pre-Construction Meeting with your Community Builder will occur after your design appointment but before construction begins. This meeting will be your opportunity to discuss any questions about your home site and your new home. At this point, all A and B phase options cannot be changed.
3. Excavation and Home Site Preparation Completed.
4. Foundation Preparation/Plumbing Installation (Inspection Must Be Passed).



5. Foundation Installed. The foundation construction period timeline varies depending on site conditions and weather. Several inspections take place both before and after the foundation is installed.
6. Framing (Under Roof). After the foundation is complete, your new home quickly starts taking shape as the framing progresses. Job site safety is very important at this stage. Site visits at this stage are strongly discouraged until the framing is complete.
7. Mechanical Trades "Rough-Ins" (Electrical, Plumbing, HVAC) (City Inspection Must be Passed). At this stage of construction, the rough plumbing, heating, electrical, telephone, cable, and any additional pre-wiring are installed. They will all need to pass an inspection before construction can continue.
8. Your Pre-Drywall Meeting will be scheduled during this time. This will be your opportunity to see everything that is behind the walls of your new home. We encourage you to take photos of gas and water lines, so you do not damage them later when hanging items on the walls.
9. Insulation Install and Completion (Inspection Must be Passed). After successful inspections, your home gets insulated and inspected once again.
10. Drywall is installed. At this time our Contract Coordinator will send you all the information you need for closing, as well as your scheduled closing date, and your Loan Officer should order the appraisal.
11. Finishes start to be installed at this stage of construction, which are the beautiful choices you picked at your Design Gallery Appointment, including countertops, cabinets, paint, trim, vinyl, tile, carpet, and wood flooring. You will also see lighting, plumbing fixtures, mirrors, shelving, and any additional accessories being installed as well.
12. Driveways and sidewalks are formed and poured according to your site plan.



13. Appliances begin to arrive in two separate shipments to be available for certain inspections.
14. Construction Completion and Final Inspection. The home is now undergoing the final construction phase for both the interior and exterior. Fixtures, flooring, cabinetry, painting, trim, landscaping, and all other finishing elements are completed, and double checked in preparation for your New Home Orientation.
15. New Home Orientation - This is an opportunity to get to-know-your home and be introduced to use, care, and function of your new home.
16. Pre-Settlement Review - One final visit before closing to review any questions you may have about your home.
17. **HOMEOWNER CLOSING!**





## **SCHEDULE**

We adhere to a strict timeline in order to deliver your home in a timely manner. As you may have come to realize, homebuilding involves a huge collaboration with multiple skilled tradesmen assembling a variety of products provided by a host of individual manufacturers. Many components of your new home require as much as a sixteen (16) week lead-time on them. To stay on track, each step has been carefully pre-scheduled by our team of production experts.

During the construction of your home, some workers may finish before the next group of workers is scheduled to arrive, making it appear as if nothing is happening. Rest assured that your Community Builder is aware, as running a tight schedule is a high priority.

## **SAFETY ON SITE**

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Please observe common sense safety procedures at all times when visiting, and never enter your home site without a representative of Chesapeake Homes.

- Please make arrangements to leave all children under the age of eighteen (18) elsewhere during your visit.
- Always walk forward. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or any other construction materials that could cause tripping, puncture wounds, or other injury.
- Stay a minimum of six (6) feet from all excavations.

- Refrain from visiting the home while work is taking place. Walking through your home while tools and equipment are in use can be especially dangerous. **You must schedule an appointment with your Community Builder at least forty-eight (48) hours in advance to ensure that your new home is at a point in construction that our Community Builder can tour you through.**

### PRE-CONSTRUCTION MEETING

Throughout your construction journey, you will have a couple of meetings with your Community Builder. Once all of your selections have been made, and we have received the site plan (a layout of how your home will sit on your home site), your Community Builder will schedule your Pre-Construction Meeting. Your Pre-Construction Meeting is your opportunity to verify that we have everything right. Your Community Builder will review all aspects of your new home build with you and discuss the site plan, blueprints, diagrams, etc. This is your final meeting with us before you start to visibly see the progress of your new home. Phase B options must be finalized prior to this point.

### PRE-DRYWALL MEETING

Just before we hang your drywall, you will have an additional meeting with your Community Builder. This is your final chance to verify the locations of your electrical and low voltage options in your new home. The Community Builder will take you through your home room by room to check just that. After this point, absolutely no changes can be made to your home, including phase C options. A helpful tip, while you're at this meeting, take pictures of 'what's in your walls' as this could be beneficial to you for future use. It could be very resourceful when hanging things on your walls to know where plumbing pipes are!







## The Closing Phase

- Appraisal
- Quality Assurance
- Homeowner Orientation
- Loan Approval
- Final Acceptance
- Closing
- Utilities
- Warranty

# Key Closing Milestones

## LOAN APPROVAL

Congratulations! This means all loan documents including final home appraisal are complete and have received final approval from the lender's under-writing team. It is very important that you provide the lender with all loan conditions and documents as quickly as possible after completing the loan application.

## APPRAISAL

The loan officer will order the appraisal when the home is 90-95% complete. The appraisal can take up to fifteen (15) business days to complete and could delay the closing if not ordered in a timely manner. You should maintain communication with your lender throughout the entire build process to ensure essential tasks associated with the loan are accomplished. Chesapeake Homes' preferred lender, Tidewater Mortgage Services, is very familiar with the new construction process and is able to simplify and streamline communication between all necessary parties.

## QUALITY ASSURANCE

Chesapeake Homes performs comprehensive quality inspections on all of our homes. A Chesapeake Homes expert will evaluate each home and property to ensure compliance to our stringent standards for quality. If you have opted for a Private Home Inspection, you or your agent will need to schedule the home inspection through the Community Builder and adhere to all policies outlined in our Home Inspector Policies form. Please take note that the inspector must be licensed and insured, and must provide us a copy of those documents prior to inspection.

## PLEASE NOTE

There is important information exchanged during your New Home Orientation between you and your Community Builder. This meeting is intended to be for the Buyer and Community Builder; having others attend can be a distraction during this important communication exchange. Only parties to the transaction should attend this meeting.

## NEW HOME ORIENTATION

This is an exciting time for both YOU and the Community Builder. At this point the home is complete, and Chesapeake Homes gets the opportunity to show you the finished product. It's at this time that you will be introduced to the fundamentals of your new home including general maintenance, the functionality of systems and appliances, the warranty process, and more. Chesapeake Homes requires all buyers to attend a New Home Orientation approximately one (1) week prior to closing. The New Home Orientation will roughly last two (2) hours and is scheduled Monday through Friday between the hours of 8:00 AM and 1:00 PM.

## PRE-SETTLEMENT REVIEW

This usually takes place the same day as closing. It will take approximately 30 minutes to complete a final review and sign the homeowner orientation and acceptance form.





### ONE-WALK HOMEOWNER ACCEPTANCE

Many times with our move-in ready homes buyers will opt for doing one walk-through prior to closing and homeowner acceptance. With everything having already undergone a quality assurance review, some buyers are more comfortable proceeding with only one walk-through. At that appointment, the Community Builder will still demonstrate all the fundamentals of your new home, just in an abbreviated format, and explain the warranty contact protocols that will follow after closing. If any issues are to arise, they will be documented and warranted for after closing.

### CLOSING

A preliminary timeframe for the Closing Date will be estimated at the time of Purchase Agreement signing. Approximately 45-60 days prior to Closing, our Contract Coordinator will email you a letter with all walk-through and closing information including dates and times.

### UTILITIES

Utility services are set up in Chesapeake Homes' name during the construction process. To avoid disruption in service, you should transfer these utilities into your name as soon as possible, along with setting up other utilities such as phone, cable, trash collection, etc.

**You should contact the utility companies at least two (2) weeks prior to your scheduled and confirmed closing date. Our Contract Coordinator will provide you with the necessary contact information. Builder is not responsible for any disruption of service after closing due to buyers failure to transfer service.**

## WARRANTY

Chesapeake Homes provides a limited warranty through the Quality Builders Warranty Corporation. You will be provided with a booklet at the time of Purchase Agreement, and the official copy of the Quality Builders Limited Warranty Agreement at Closing. We recommend that you review this booklet- which is also available online, for a better understanding of the warranty coverage. Shortly after you close on your new home, you will receive a welcome email from the Warranty Manager, outlining the important warranty dates for your submission. As with the building process, you are the key component to ensure the timely submission of these forms.

## 12-WEEK AND 10-MONTH CUSTOMER CARE

After closing, you have two opportunities to submit a request through either the Homeowners Portal or the Chesapeake Homes Website. After your submission, our Warranty Manager will be in contact with you to schedule an inspection. Once the inspection is complete, if it's necessary for a vendor to come back to perform maintenance, your Warranty Manager will schedule those dates and times for you. Please be aware of your 12-Week and 10-Month timeframes, so this opportunity doesn't pass you by!

## EMERGENCY

In case of a home emergency, please refer to the list of provided emergency numbers in the back of the book or located on the interior of your kitchen cabinet door, as noted at the walk-through, or contact our Warranty Manager for assistance.

**If an emergency occurs, immediately contact the Vendor that is responsible for the repair and be sure to make the Warranty Department aware so they can note any situations in your file. Emergencies may include:**

- **Loss of Water**
- **Loss of Power**
- **Complete Loss of HVAC during Extreme Temperatures**
- **Sewage Block**
- **Water Leak that Cannot be Contained**
- **Gas Leak or Smell of Gas**

In the event of a home emergency, please protect yourself and your family members first. If the emergency does not threaten your safety, make immediate attempts to protect your property. This may include shutting off power at the electrical box or accessing your home's main water supply to prevent further damage from a plumbing leak.

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The homebuilding guide is non-binding document and builder reserves the right to make changes at any time without notice. Buyer should always refer to their contract for any terms and conditions to the purchase of their new home.





## THANK YOU!

Buying a new construction home is one of the most rewarding experiences you will ever encounter. We at Chesapeake Homes want to THANK YOU for allowing us to be a part of this very personal journey. We take extra pride in being able to provide you with a newly built home using quality building materials and the expert skills of our highly trained craftsmen. Everyone at Chesapeake Homes - from our New Homes Specialists on site with whom you first met, to your experience with the team at our Design Gallery, and onto your walk-throughs with your Community Builder as your home took shape - is committed to your complete satisfaction! It's very important for you to understand that your experience with us does not end once you unlock the front door to your new home for the first time. Our warranty program ensures you future peace of mind. We're proud to have built your new home, and we hope that it will provide you with years of happiness!



*Welcome Home!*  
**cheshomes.com**