



## Important Questions to Ask and What to Expect from the Builder

[www.mortgagenewsdaily.com/Wiki/Home\\_Builder\\_Questions.asp](http://www.mortgagenewsdaily.com/Wiki/Home_Builder_Questions.asp)

- How long will it take to build my new home?
- What is your price range?
- What types of floor plans do you offer?
- How long has this builder been building? Will my home be the first?
- What kinds of amenities can you provide?
- If you have a home to sell, will the builder let you purchase a home contingent upon the successful sale and closing of my current home?
- Has there been any special assessment financing for this property?
- Is everything I see in your model homes a standard feature?
- Could window coverings be installed during the building process and included in the mortgage?
- How can I find a good mortgage company, and what are the key differences from one company to another?
- How do you compare with other builders? Why are your prices higher/lower?
- What kind of warranty do you offer, and what are the critical factors in evaluating a warranty?
- Is there anything in your contract about material changes? Don't I have to give you approval first?
- How many years have you been in business? Are you financially strong?
- How often will I have access to the home during the building process?
- How much are the taxes, and are there Home Owners Association (HOA) dues for the area I'm interested in?
- Is there a lot premium for the home site? Should I pay for one?
- Are there any other hidden costs?
- What will be built on the adjoining/adjacent properties?
- How is any undeveloped property zoned?
- Has a soil test been done, and has it passed inspection?
- How can I ensure that this home will be built completely code-compliant?
- How do the subcontractors feel about the building quality?
- How can you ensure that my house will reflect my individual style? What types of interior finishes and upgrades could you provide, and do you offer the services of a professional interior designer to implement my visions?
- What kind of drainage system will the home site have? Is it the correct one?



- Does the community have an architectural control committee?
- Ask your builder for a list of referrals. Is there a list of homebuyers in the community that would give the builder a good recommendation?
- Ask for a list of several of the builder's properties in your area that will give you a broad representation of his or her work. Take a close look at the quality of those properties.
- What is the average length of time both the sales and construction personnel remain with you?
- Ask whether the builder has ever been associated with a builder that filed for bankruptcy. Builders often file for bankruptcy, abandon their home buyers, and start up their practices under new names.
- How responsive and accountable are you in terms of customer service? Are your existing homeowners satisfied?
- Explain your processes and systems. Do you provide literature that specifies what I can expect while you are building my home?
- Who can I go to with questions when visiting the new home site? Is there a specific contact person who can answer questions about the process for building my home?
- What is the customer service policy after I move in? When and how often will you check in on my home?

Some home builders have computerized systems that keep track of all customer service follow-ups that can let you know how consistent and responsive they really are. Ask builders whether you can see records from these systems.