



www.PacesetterHomesTexas.com



The Customer Experience

Operational Excellence | 2nd Mile Service | Emotional Connections

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

10	11	12	13	14	15	16	17
GROUND BREAKING	FOUNDATION	FRAME	PRE-DRYWALL ORIENTATION	FINISH OUT	QUALITY INSPECTION	NEW HOME ORIENTATION	FINAL SIGN OFF
Congratulations! Your new home has entered the building stage	The engineering inspection is complete and the concrete is poured	The frame is up, mechanical is installed and your new home is taking shape! Framing is complete and inspections are underway	Your Construction Manager will walk you through your home confirming your selections and demonstrating the quality of your home	All of the selections you chose during the design process will be installed at this stage	City, energy, and third party inspections will be performed on your home to ensure the highest quality	A ProHome representative will introduce you to and educate you on your new home	Outstanding items identified during your New Home Orientation will be addressed and signed off with your Construction Manager
Building Stage							



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

18			
CLOSING	FOLLOW UP	PROHOME WALKS	AVID SURVEY
Time to celebrate! Your new Pacesetter home is complete and ready for you to make it your own	Welcome to the Pacesetter Homes family! We will be checking in with you post-close to ensure you are settling into your new home	As part of our warranty process, you are entitled to a 30 day and 11 month walk through with a ProHome representative	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!			