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## Our Building Process



At Norris Homes, we know that making the decision to build a new home can be one of the most exciting decisions of your life. Therefore, we have carefully crafted our business model to make the building journey for every one of our clients an easy and enjoyable one.

Even if this is your first build, we aim to be completely transparent and are committed to the concept that there can never be enough communication. Building a home is an incredibly personal experience and we want to share in that journey by helping to provide the most open communication possible. Whether it is through our partnership with BuildXact, a cloud-based construction management platform, or our weekly site meetings with our homeowners, we strive to make sure every concern is addressed before it has the chance to tarnish your overall experience.

We realize that trust is the foundation of any strong relationship. At Norris Homes, we work daily to cultivate that trust through our actions, not just words on a page. We are continually improving our process to make everything as client focused as possible. We are always pursuing knowledge, making sure our homes are built to the highest standard, ensuring your new home will last for generations. When you build a home with Norris Homes you can rest assured that your wants and desires will be put at the front of all our decisions.

When first thinking of building a new home, you may have no idea where to start. Our process is explained and can hopefully help to set you at ease and let you know what to expect.

## DISCOVERY

- The first step in any relationship is to find out more about each other. If you are reading this, then like many of our other clients you have found our website, discovered our Facebook page or have been recommended to us by one of our past clients.
- After learning more about us, give us a call or email us with your ideas and we can quickly establish if we are the right builder for you.
- We will then schedule a face to face meeting where you can get to know us personally, expand on your new home ideas and ask any questions.
- Bring as much or as little information as you have available to this meeting. If you have already decided on a plan or have a sketch, please bring that along as it will be a great starting point for our draftsman to work with.
- We will discuss basic fixings and finishes for your new home, where you want to build and timeframe expectations.
- If you haven't already, now would be the time to get in touch with a bank or financial planner to decide on a budget for your new home. We will need a copy of a pre-approval letter or statement that you have other funding for your home before we sign a building contract.

## DESIGN / DRAFTING

- Now that we have a solid idea of what you want out of a new home and a preliminary budget, we will begin the design process.
- Our draftsman will take your ideas and begin to craft your new home. This can take many forms, from a few simple modifications to one of our models, or a completely custom home from a blank sheet of paper.
- Like any process, there may be some more questions that arise throughout the design process. We may contact you several times to make sure that we are working towards your vision. This process generally takes a few weeks, and we encourage a 'no rush' approach to this important stage.
- After we finish a preliminary design you will be provided with a concept floorplan and general fixings and finishes details. We may schedule a second meeting at this stage to get together and go over the drawings and budget.
- Everything to this point may not be picture perfect, but hopefully we have started to capture the vision you have in your mind. Take some time to look over the information and compare our offerings if you are shopping around.
- After reviewing this information, if we have all agreed on a concept floor plan, a schedule/design deposit of \$2,500.00 will be due. This deposit (which forms part of the total build amount) will allow our draftsman and engineer to provide a complete set of construction drawings. These drawings will be a requirement for most banks to approve your home loan and to start releasing payments.

## CONTRACT SIGNING

- Once we have a final plan and set of specifications, we will set up a meeting to sign the construction documents and make everything official! We use a standard Master Builders NT residential building contract.
- Your project will become active on BuildXact and you will be able to start following the job online and learning more about the schedule and progress of your build.

## CONSTRUCTION

- The most exciting phase of building a new home! On a typical custom project, it takes approximately 4-5 months from the time we first start digging the foundation until your new home is move in ready to move in.
- You will have access to the entire construction schedule on BuildXact throughout the process. You will see that the schedule is more like a living organism, constantly evolving and changing as we build. A handy feature for planning the transition into your new home during the latter stages of the build.
- Once the foundation is complete and we begin building your new home, we will set up weekly site meetings to go over the progress and any concerns you may have. These meetings help to make sure we are all on the same page and that any issues that may come up are addressed immediately.
- You will see updates and pictures posted to BuildXact throughout the building process to keep you in the loop if you are not able to make regular site visits.

## COMPLETION / HAND OVER

- After construction is complete but before hand over, we will schedule a walk-through with you to make sure everything is as you imagined. At this walk-through, we will create a list of any items that need to be finished or corrected before you take ownership. This is more commonly referred to as the 'defects list' walkthrough.
- In addition to the defects list, we will use that meeting as a time for a homeowner orientation. We will walk you through the features of your home and answer you may have about the home, from how the bore works to what you can expect for routine maintenance.
- Only after all the steps above will the day finally arrive that you have been waiting for, move-in day! The defects list will have been completed and the home will be officially yours, congratulations!

## FOLLOW UP

- Our relationship doesn't end after you move in, your new home comes with a two year maintenance warranty along with a ten year structural warranty.
- We will provide you with a copy of our warranty and a HIA Complete Homeowner's Manual and Checklist that outlines maintenance and responsibility in your new home.
- 30 days after move-in, we will get in touch to make sure there are no outstanding issues that have arisen since you moved in and get them taken care of.
- Around 23 months from your handover date, we will reach out to see if there is anything we need to address before the warranty expires. We want to make sure you are happy in your home and can rest assured that you will continue to enjoy your home for years to come!

We hope that you were able to learn some new things about home building and ownership you may have not known before. We love what we do and enjoy sharing that with you throughout the entire process.

Our reputation is on the line with every home we build, and we will not let that be compromised. We hope that by the end of the process you will want to share your experience and recommend us to anyone you may know looking to build a new home. We welcome you to put our design/build expertise to work for you and make your new home dreams a reality.

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