

TRADITIONS OF AMERICA 12-Step Customer Satisfaction Schedule

#	WHAT	WHO	WHY	WHEN
1	Lot Walk	Customer Construction Mgr. Sales Consultant	Learn about your lot's unique features. Evaluate plan additions, locations for patio/decks, options such as basements.	After deposit, prior to contract.
2	Initial Design Meeting	Customer Designer	Meet your Design Consultant. Learn what choices you can make to custom-design your home. Obtain all option orders necessary to start construction.	From within 48 hours of contract to 6 months before delivery. As your Design Consultant for a copy of the design order policy.
3	Pre-Construction Meeting	Customer Construction Manager Design Manager (on call)	Confirm selections, schedule and future communications. Meet the construction team.	After design selections. Prior to start of construction unless spec home.
4	Final Design	Customer Designer	Review the personal selections and upgrades you've made. Complete all option orders necessary to finish home.	4 to 5.5 months prior to delivery. See design order policy.
5	Rough Inspection	Customer Rough Supervisor Design Rep.	Assure quality. Learn about energy details. Verify options you've selected. Last chance additions, ie. outlets. Confirm construction schedule.	Upon completion of all rough plumbing, electric, HVAC, energy sealing and bat insulation.
6	Finish Supervisor 45 Day Review	Finish Supervisor Construction Manager Conveyance Manager	Ensure accurate delivery date is committed in 45 day letter.	50 days prior to scheduled delivery date.

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7	Quality Assurance Inspection	Finish Supervisor Design Assistant Construction Manager	Conduct a rigorous inspection of your home. Ensure quality. Confirm options.	14 days prior to closing.
8	Energy Inspection & Testing	Keystone Technician Finish Supervisor	Inspection by an independent energy auditor to ensure conformity with energy design specifications and performance.	10 days prior to closing, certificate by 7 days.
9	Orientation	Customer Finish Supervisor Sales Consultant	Learn about your home's features. Assure quality. Resolve cosmetic problems.	7 days prior to closing.
10	Pre-settlement Inspection	Customer Finish Supervisor Sales Consultant Service Manager	Assure cosmetic items resolved. Learn about warranty procedures.	1.5 hours prior to closing.
11	60 Day Inspection	Customer Service Manager, or Service Rep.	Identify and correct defects. Review warranty coverage.	60 days after closing.
12	One Year Inspection	Customer Service Manager, or Service Rep.	Identify and correct defects. Close out one year workmanship warranty. Review warranty coverage.	11 months after closing.

Our Customer Service Representatives are available 24 hours a day for questions or concerns, at 610-250-7757.

