

## PURCHASE

Congratulations & thank you from our team!

Survey 1: At Contract

## HOMEOWNER ORIENTATION

One week before closing

## CELEBRATION WALK & CLOSING DAY

Survey 2: After Close

## PRIMARY CUSTOMER CARE VISIT

60-90 Days After Closing

## CORRECTION VISIT (IF NEEDED)

Within 2 Weeks of Primary

## ANNIVERSARY CUSTOMER CARE VISIT

10-11 Months After Closing

## CORRECTION VISIT (IF NEEDED)

Within 2 Weeks of Anniversary

## 1-YEAR ANNIVERSARY

End of Limited Warranty Period

Survey 3: 1-Yr Anniversary

THANK YOU AGAIN FOR JOINING OUR FAMILY!

