

Frequently Asked Questions

Our Team receives many similar questions from prospective homeowners about building a new home with Vista Homes. While each neighborhood and home are unique, we have collected the most common questions and answers to help you embark on your building journey.

1) I saw a home I liked online, or drove by a new Vista community. What is the first step I should take to get more information?

Whether you saw an online ad, a social media post, or drove by one of our communities under construction, get in touch with our Sales Team! Call, text, or email Andi or Chris to ask any questions, and to schedule an appointment to view the property you are interested in. Their expert advice and knowledge of New Construction will ensure that you receive the best care possible.

2) What makes Vista Homes different from other Builders?

We are on your side! Our Sales Team and Construction Team combine professional expertise and personal dedication at every step of the building process, which helps to establish a foundation of trust with our clients. Additionally, we pride ourselves in hand-selecting the best locations to build, and make sure that each place we build is a place YOU will want to live! We top it all off with a home warranty from Quality Builders Warranty for an added layer of confidence as you move into your brand new, gorgeous Vista-Built Home in your favorite neighborhood.

3) Can we customize a floor plan (moving a wall, for example)?

Behind the scenes, our team of industry experts has thoughtfully designed and engineered our homes to be on-trend and structurally sound. Therefore, in general, we are unable to accommodate structural changes after a plan has been designed. Some minor personalizations could be possible on a case-by-case basis, and at the discretion of our Construction Team.

4) Are home prices negotiable?

No. As a core value, we make every effort to price our homes at fair market value upfront, with inclusions and quality we can stand behind. Vista Homes is proud to maintain the value and integrity of all our homes in all of our neighborhoods.



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5) What kind of deposit is required?

There are many variables that impact how much you will be required to put down as a deposit for your new home. The biggest factor in the deposit amount will be the stage of construction of the home when the contract is ratified. Please contact our Sales Team about the specific home you are interested in, and they will be more than happy to help you determine your deposit amount!

6) How do you handle unexpected situations that may arise?

In building a home, there are many moving parts, and unexpected things can happen. Vista Homes has cultivated close working relationships within our teams and with our trade partners. This allows us to personally resolve any issues in a timely manner, before they escalate. We pride ourselves on making regularly scheduled and impromptu visits to your home while it is under construction. At your initial meeting with our Construction Team, you will receive contact information that you can use to reach out when you have questions or concerns.

7) What are your Customer Communication procedures?

We keep lines of communication open with our customers throughout the building process. You will personally meet your home's Project Manager once you have purchased your home to orient you to the process. After this meeting, you will receive bi-weekly update calls, which will keep you informed and feeling at-ease while your home is being built. Our team meets regularly to discuss every home that is under construction, and progress updates and all other relevant information is communicated to our customers in a timely manner.

8) How long does the construction process take?

The length of the building process depends on several factors. Both the type of property (Single-Family or Multi-Family) as well as the construction stage at time of purchase will have a big impact how much time it takes for your home to be completed. Factors such as permitting and inspections may also add time to the construction process. Generally speaking, most of our Single-Family homes are completed about 10 months from foundation. That timeline may be longer for Multi-Family homes because there are more factors at play. You will be kept in the loop throughout the construction process, so you will always know the status of your home's construction. You can rest assured that the Vista Team takes our commitment delivering your home on schedule very seriously.



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9) Are appliances included in the purchase of my home?

Our homes include a range, microwave, and dishwasher. Please ask our Sales Team about the specifics for the home you are interested in buying.

10) Will I have an opportunity to walk through my home with the project manager?

We offer three walk-throughs during the construction process: Pre-Construction, Pre-Drywall, and New Home Orientation. These walkthroughs help to get you on the same page with our Construction Team, and contain valuable information about your home. The stage at which you purchase your home will dictate which of these walk-throughs will be conducted. Your Project Manager will contact you to schedule each walk-through.

11) When and how can I view my home to see the progress?

We know how exciting it is to build a new home in an awesome neighborhood! We will be happy to help you check out your home's progress throughout the construction process. In an attempt to keep everyone safe, and in accordance with insurance, state, and local guidelines, we ask that you only visit your home when accompanied by a member of the Vista Homes Team. You will receive information on how to schedule these visits during your bi-weekly phone call with your home's Project Manager.

12) Does the builder offer any incentives?

Vista Homes believes in value without promotions, and our pricing is selected to be competitive with market rates. However, we may occasionally offer incentives to potential buyers who have an interest in one of our properties. If offered, these incentives are time-sensitive and property-specific. Reach out to our Sales Team for more information on a specific project that you are interested in.

13) When will I know the total cost of my home?

Your home's purchase price is locked in as soon as the contract is signed. This price will include all agreed-upon features, outlined in the specs for your home and any items that have been added to the contract. We want you to have peace of mind while building with us, so we have thoughtfully pre-loaded your home with options and finishes that we are sure will excite and delight you! You will be responsible for any costs associated with additional changes or upgrades after the contract has been ratified.



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14) When will I know my closing date?

45 days from estimated completion, we will send you closing preparation details. This letter is a communication of expectation, and not a finalization. Four weeks after a Certificate of Occupancy is given to your Project Manager, we will deliver your closing date. This time-frame allows us to have your home ready to be delivered in the fashion we are proud of.

15) When can I take possession of my home?

At your closing, provided that all funds and documentation have been delivered to the attorney's office prior to 3:30pm, you will be given possession of your new home that day. After you complete closing procedures and have left the attorney's office, please reach out to Andi or Chris for the lockbox combination code with your new keys inside. Please note that if there are delays in funding your closing, your possession will be moved accordingly. In getting your home ready for delivery, it is very important that you are as ready to close as we are!

Need More Information? Let Us Help!

While we hope this FAQ has answered some of your questions about building a new home, we know you may still need more information, or want to know something more specific. We are here for you every step of the way, and there are no bad or silly questions! We want you to feel comfortable, and will always offer our expertise in any way we can. Please contact Andi or Chris for any questions you may still have.



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