



# A Planning Guide to Building Your New Home

**ALL RIGHTS RESERVED.** This book contains material protected under Copyright and other intellectual property laws. Any unauthorized reprint or use of this material is prohibited. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system without express written consent of the copyright holder.

## CONTENTS

INTRODUCTION .....	4
WHAT IS A CUSTOM-BUILT HOME.....	8
HOW DOES THIS WORK .....	9
DEVELOPING A HOUSE PLAN.....	10
THINGS TO CONSIDER .....	12
STANDARDS & SPECIFICATIONS.....	14
SAMPLE RESIDENTIAL CONSTRUCTION SCHEDULE.....	17
ENERGY EFFICIENT HOMES .....	20
HOME WARRANTY .....	22
QUESTIONS & ANSWERS .....	24
CONCLUSION .....	25

## INTRODUCTION

Dakine Home Builders Inc. is an established custom residential homebuilder serving the City of Regina and surrounding areas since 2006. We specialize in unique, energy efficient and environmentally conscious custom built homes. Our personal guarantee to each of our customers is that we will work with them, using their ideas to create a home that is as unique as they are which means we *never* build the same home twice! From drafting board to building site, we listen to our customers when they talk! Our homes are crafted for real lifestyles because we take the time to thoroughly understand the way our homeowners live.

***At Dakine Home Builders Inc., we believe our customers deserve the very best – quality craftsmanship, elegance and affordability all rolled into one. We build solid, customized homes with uncommon attention to detail by highly skilled and experienced craftsman while incorporating green building practices and promoting sustainable housing; for Quality over Quantity, Dakine Home Builders.***

The focus at Dakine Home Builders is on delivering high quality homes at an affordable price while continuously providing excellent customer service.

### **Our Commitment to Quality**

- ✓ Offer the Customer unlimited options
- ✓ Maintain flexibility and allow Customers to make changes throughout the building process.
- ✓ Pay close attention to detail
- ✓ Employ highly skilled and trained tradespersons
- ✓ Use high quality materials

### **Our Commitment to Customer Satisfaction**

- ✓ Strive to meet or exceed all Customer expectations
- ✓ Deliver on commitments, including price and delivery
- ✓ Help the Customer select amenities and options they will be happy with
- ✓ Work with suppliers to obtain the best prices possible on high quality materials
- ✓ Maintain a strong customer focus
- ✓ Maintain communication so the customer is aware of project status
- ✓ Give prompt attention to any callback's
- ✓ Follow up with customers after job completion



***Winner of the 2013  
Customer Satisfaction  
Award presented by  
Progressive New Home  
Warranty***

Planning for a new home can be an exciting, challenging and sometimes overwhelming experience and the decision to build a new home is different for everyone. You may be looking to upgrade your current home, gain more space for your growing family, or move into a new neighborhood. Whatever the reasons may be, each and every person looking to build a new home is looking for much more than a place to live – they are looking at a long-term investment. Building from scratch is not only your opportunity to create a home specific to your needs, but an opportunity to create an investment that has good value upfront and good value over time.

When you begin looking for a new home, one of your first questions was likely, “what can I afford?” However, it isn’t just about the cost to build, if you think about it, ongoing costs are really important too. For example, you should ask yourself, “will my new home be energy efficient allowing for lower energy bills?” When planning your new home, it is important to make sure your investment will hold its value over time.

Value is an important consideration. Often times, value is equated with cost; however, we have come to realize what an oversimplification and fallacy this can be. Cost is simply one component of value. Value also encompasses the following:

- ✓ Quality, which includes the integrity of the structure coupled with the ingenuity and creativity in the design
- ✓ Timelines
- ✓ Service

Consider this: if lower quality materials are used in order to lower the cost, the integrity of the home is compromised. When comparing builder quotes for your new home, make sure you are comparing apples with apples. Many builders will provide quotes with very little detail attached and it is usually the builder with the lower price that catches the customer’s eye. Once the contract is signed, the customer is usually nickel and dimed to death. At Dakine Home Builders’, we try to provide our customers – perspective or current – with as much detail as possible to minimize stress and misunderstandings later on.

Notes:

---

---

---

---

---

---

---



## *“Apples to Apples”*

The most commonly asked question when speaking to a perspective customer is “What’s your base price?” When getting quotes from various builders, you have to be extremely careful. Just like each customer is unique, each estimate is unique and sometimes complicated. The number one key is to make sure you provide everyone with the same information and that you know what each builder has included in their price so that you are getting an “apples to apples” comparison.

Many builders will quote you a base price or a price per square foot with little to no description as to what that really means. Sadly, what ends up happening is that you have no idea of what you’re getting or not getting and it’s usually the low bottom line price that catches your eye. Once a contract is signed, the builder takes the liberty to decide what was or wasn’t included or customers have made assumptions and are left upset and frustrated. The customer is then usually bombarded with upgrades throughout the build and having to come up with thousands in extra cash in order to build the home they want.

Once you have received all the quotes from the various builder’s on your list, go line for line and compare each one to see if there are any inconsistencies in allowances or anything that looks different. If pricing is glaringly different, go back and investigate, ask questions, get clarification before you make a decision. If you are leaning toward a certain builder and their quote comes in slightly higher or drastically lower, talk to them and make sure everything is accurate and clear. Remember the old saying, “You get what you pay for?” Well make sure you know what you are paying for and what you may end up paying for later on!

***Don’t get fooled into only comparing price per square foot . . . .  
You likely are not comparing Apples to Apples!***

It's exciting to build a new home but it can also be stressful. This guide is intended to reduce the stress by familiarizing you with the process of building a custom home so that you can better anticipate what the experience will be like and what you need to do along the way. You will see the whole process unfold, from designing your new home all the way to the finishing stages and possession.

If at any time you have questions, please feel free to ask. Our door is always open!



### **Before you begin**

Choose a lawyer to represent you throughout this process and make sure they look over your contract. Although we try our best to ensure everything in our contract is as transparent as possible, if you are not sure about something, this is a good time to ask questions and receive clarification.

Financing your new home is another important first step. Ensure your financing is in place and have a budget worked out before you begin. Building a custom home is very exciting because it provides you with unlimited choices but those choices can add up quickly so having a budget worked out ahead of time will ultimately save you money in the end.

**We will require a letter from your financial institution prior to construction commencing confirming that financing is in place.  
We will also require written confirmation from a lawyer of your**

Now let's start building your new home!

## WHAT IS A CUSTOM-BUILT HOME

There are several types of homebuilders and while they may differ from company to company, it is important to understand the overall product being offered. It is important to know the difference because for each of these categories, the building process and timeline will vary. Understanding the differences will also go a long way in managing expectations as we move forward with your custom built home.

**The Production Builder** builds homes that are all similar in look, feel and size. These homes are usually located within a planned subdivision. The production builder usually has a select number of floor plans to choose from with customers having few choices. Production home builders are able to keep costs lower by utilizing the same style of fixtures, cabinets, heating and plumbing systems, truss systems, windows, carpeting, paint, doors, etc. for all homes. While some production builders will allow customers to upgrade certain features, few will allow you to alter the footprint of the floor plan.

**The Semicustom Builder**, like the production builder, offers a series of standard floor plans but will allow the customer to modify the plans and offers more choices. For each plan they offer, there is a base price with allowances for different categories such as lighting, flooring, cabinets, etc. The more changes you make to the floor plan, however, the more it costs.

**The Custom Home Builder** creates a one-of-a-kind home that meets the demands and lifestyle of the individual customer. Customers will work closely with the builder and a professional design service to create a home that is truly their own. A custom home can range in size and budget and while the builder can offer you a base price, the final price will be determined by your unique design. Allowances are usually set, just like the semicustom builder, in the areas of flooring, cabinets, plumbing fixtures, lighting and so on.

**Dakine Home Builders** only builds custom homes because we believe each of our customers deserve a home built specifically for them. Of course, there are both advantages and disadvantages to building a custom home and you should consider both sides before making your decision.

***Advantage:*** building a custom home gives you an endless number of choices with a one-of-a-kind design.

***Disadvantage:*** some people can become overwhelmed with the number of choices they are given and the cost that goes with it. Know what's important to you and what decisions you'd rather have the builder make









## THINGS TO CONSIDER

Below is a check list of things to consider when planning your new home. While we can't list every possibility, we hope this list will get you thinking about the many ideas that will inevitably shape your home's design.

- ✓ What size of home do you want/need? Consider not only your current needs but what your future needs might look like.
- ✓ Do you want a bungalow or two storey?
- ✓ How many bedrooms/bathrooms do you need?
- ✓ What type/size of master bedroom do you need?
- ✓ Do you need a guest room?
- ✓ Do you need a home office?
- ✓ How do you use your kitchen now and do you see this changing?
  - Do you need a big pantry with lots of storage space and a work space?
  - Do you need a built-in desk for kids to do their homework at?
  - Do you need a lot of counter space?
  - Do you want cabinets that encompass space for recycling bins, garbage, drawers for pots and pans, shelving for appliances?
  - What type of lighting do you need?
  - What kind of appliances do you need? Are you purchasing new appliances or bringing your current ones with you (make sure the cabinet maker has your specific measurements)?
- ✓ Do you need a recreation room for entertaining?
- ✓ Do you need a laundry room on the same floor as the bedrooms?
- ✓ Do you need a finished basement?
- ✓ What type of garage do you need?
  - Do you need space for storage?
  - What size of vehicles do you own?
- ✓ What type of outdoor living space do you need?
- ✓ Does your family have any special needs that should be incorporated into your new home's design?
- ✓ Do you need an alarm system (even if it's prewired)?
- ✓ Do you have any special audio visual requirements?
- ✓ Do you have any "building green" questions or considerations you wish to discuss?



## STANDARDS & SPECIFICATIONS

### Excavation and Lot Preparation:

- All necessary excavating
- City only sewer and water hookups
- All permits & fire insurance during the build
- Registration with New Home Warranty & Energy Star Programs
- Backfill and construction grade upon completion
- Surveyor Certificate, Rear Elevation Certificate, and Occupancy Certificate
- \*\* For out of town properties only: maintenance of roadways leading into the property, including snow removal is the responsibility of the Purchaser

### Interior:

- Complete trim package using 3" casings and 4" baseboards
- Hollow core interior doors
- Closet doors fully trimmed out
- Painted wood shelving
- Custom designed oak, maple or painted spindles & railing (where applicable)
- 1 coat of stain & 2 coats of lacquer finish to all woodwork
- Painted wood cold air return grills
- Double rod in Master closet
- Lighting allowance (includes fixtures & bulbs)

### Kitchen:

- Custom-built cabinet & countertop allowance
  - o Please note that the cabinet allowance includes vanities, mirrors and back splash
  - o Cabinet height to a maximum of 7ft
  - o Cabinet allowance only applies to kitchen and bathrooms, if cabinets are required in any other area (e.g. laundry room, bar, etc.), a separate cost will be provided
- Moen faucets
- Kitchen Sink: Blanco Supreme U2 8" deep equal bowls
- Hood range, appliances and/or installation of appliances are not included and can be quoted separately

### Bathrooms:

- Toilets: Kohler/Persuade white dual flush
- Sinks: Kohler, choice of Pennington (oval) or Archer (rectangular)
- One piece – 3 wall fiberglass tub
- \*\* Molded fiberglass shower with glass door in ensuite only; any and all custom tiled shower work will be quoted separately and is not a standard feature
- Moen faucets throughout
- Mirror to be width of vanity, 36" deep
- "Anti-scald" Delta/Moen taps to shower and bath
- Ground fault outlet in 3 & 4 piece baths
- Vanity to match kitchen cabinets (included in cabinet allowance)

### Flooring:

- Flooring allowance (includes material and labour)

**Windows & Doors:**

- Energy Star approved metal clad windows (includes materials and labour)
  - Fusion Series provided by PlyGem
- Basement windows – as per drawing
- Weiser deadbolt and lock sets to all exterior doors
- Exterior doors primed/paint ready

**Exteriors:**

- Acrylic Stucco Exterior
  - 100 sqft of stone or 200 linear feet of stucco finished build-outs
- 7/16 roof sheathing
- 2x6 spruce framing @ 16" O.C.
- 3/4" T&G fir plywood sub floor glued and screwed
- 35 year shingle warranty, Harmony Architect Collection
- Metal clad gas and electrical boards

**Interior Finish:**

- Round drywall corners
- Spantex hard spray ceilings
- 1 coat primer, 2 coats latex interior paint (no color limit but multiple colors increase amount of waste therefore a surcharge may be applied)

**Insulation:**

- Walls R26
- Ceiling R60
- Superior caulking two beads (exterior bottom plates & top plates)
- Basement framed (exterior walls only)
- Basement walls – (specify)

**Plumbing / Heating:**

- Two (2), 3/4" lawn services
- 50 U.S. gal. water heater with a 6yr warranty
- 3 piece rough-in to basement
- "Wirsbo" waterlines
- Auto sewer back-up valve
- Shut-off valve to sinks
- Hot & cold taps to basement
- Van-E air exchanger
- Timed lighted HRV switches to bathrooms
- Energy Star approved multi-speed, electronic ignition, high-efficient furnace
- Energy Star approved Central Air

**Electrical:**

- 200 Amp service, minimum 48 circuit breaker panel
- Two (2) exterior ground fault outlets
- Decora switches and plugs
- Pre-wired for cable / telephone per drawings
- \*\* CFL energy star light bulbs included in lighting allowance

**Attached Garage:**

- Metal cladding around garage door
- Insulated steel overhead door R8

- Garage door opener (s)
- Lights as per drawings
- Broom finished or Exposed aggregate driveway to the width of the garage
- 4' void form under slab at door
- \*\* maximum 600sq ft. driveway and front walk-way

**Foundation:**

- To be specified by Engineer
- 8' 3 1/4" x 8" basement walls with 5 rows of rebar
- 6 mil poly with slip joint to perimeter
- Basement floor 4" thick concrete - 10mm rebar 24" o.c.

**Other Inclusions:**

- Address plated mounted above garage door
- Two (2) roughed-in central vacuum outlets
- Fireguard drywall to ceilings (where required)
- Twenty-five (25) hours of custom designed blueprinting
- Customer pre-occupancy inspection
- Fireplace allowance (includes materials and labour)

***TIP:*** If an item or expectation is not listed under the specifications section of your personalized contract, be sure to ask for clarification to avoid misunderstandings later.



## SAMPLE RESIDENTIAL CONSTRUCTION SCHEDULE

Below, you will find a sample residential construction schedule to give you an overview of the building process. Most projects will take less time than what is outlined, however some will take even more. A large house, with more options, custom features and finishes and more owner involvement have a lengthier process than a smaller home with less detail. The actual schedule of completion for your specific project will vary based upon, but not limited to, size and degree of difficulty, site and weather conditions, material and sub trade availability, and perhaps most significantly, the number, timelines, and complexity of the changes you will inevitably make to the original contract after construction has begun.

*Note:* some steps may not happen in the exact sequence listed; some steps may happen earlier, later or may happen simultaneously. Each custom build is unique.

<b>Contracts</b>	
- Land and construction agreements - Specifications - Secure financing(customer) - Secure legal counsel (customer)	1 week
<b>Document Review &amp; Revisions</b>	
- Design and develop house plans - Review and finalize plans - Review and finalize site plans - Review and finalize specifications - Print plans & approve	6-10 weeks
<b>Engineered Plans &amp; Building Permits</b>	
2-3 weeks	
<b>Site Work</b>	
- Clear lot (if required) - Survey lot - Excavate	2-4 weeks
<b>Foundation</b>	
- Drill and pour piles - Form and pour footings - Set up and pour foundation - Set and place steel beams & teleposts - Install main floor trusses & sheet floor - Backfill & excavate for garage foundation - Drill and pour garage piles - Set up and pour garage grade beam - Backfill garage - Construction grade lot	3-4 weeks
<b>Frame to Lock-up</b>	
- Frame 1st floor - Set 2nd floor trusses (if required) - Frame 2nd floor (if required) - Set roof trusses & sheet - Install exterior windows & doors	3-6 weeks
- Install shingles	
<b>Rough-ins</b>	

- Electrical rough-ins - Plumbing Rough-ins - Mechanical rough-ins	3-4 weeks
<b>Set up and pour basement floor</b>	<b>1 week</b>
<b>Specialty Rough-ins</b>	
- Central vacuum - Alarm system - Audio visual (if required)	1.5 weeks
<b>Exterior Finishes</b>	
- Paper & wire - Scratch coat - Final stucco - Set up and pour exterior concrete work	4-6 weeks
<b>Insulation</b>	
- Caulk & air seal - Spray foam - Batt and poly (if required)	1-2 weeks
<b>Drywall</b>	
- Hang drywall - Tape & finish drywall - Sand drywall - Spray ceilings - Prime walls for paint	3-4 weeks
<b>Interior Trim</b>	
- Hang interior doors - Trim windows & doors - Install shelving & built-ins (if required) - Install interior railing	2-4 weeks
<b>Paint</b>	
- Paint drywall - Paint trim & doors - Stain railings (if required)	2 weeks
<b>Install Cabinetry &amp; Countertops</b>	<b>1 week</b>
<b>Floor Finishes</b>	<b>4-6 weeks</b>
<b>Plumbing Final Trim</b>	<b>1.5 weeks</b>
<b>Electrical Final Trim</b>	<b>1.5 weeks</b>
<b>Hardware (door knobs, door stops, etc.)</b>	<b>1 weeks</b>
<b>Final building inspection</b>	<b>1 day</b>
<b>Walk-through</b>	<b>1 week</b>
<b>Cleaning</b>	<b>1day</b>
<b>Move in</b>	

# B.U.I.L.D.

**B**e patient. Building a custom home can take a little longer for many reasons. Your home's design might require the framers to take a bit longer or the special finishes you have chosen might have to be ordered in. In the end, you'll thank us for taking a little more time to make sure everything is done right!

**U**nderstand your responsibilities. We provide each customer with a list of suppliers and a schedule so you know when to make contact. Making product choices in a timely manner will help avoid construction delays!

**I**nvolve yourself in the project from the beginning and take an active interest. Make sure you understand what you are building and ask questions up front. It's imperative that we see eye to eye from the beginning; many aspects of your home, such as structure and foundation, will be unchangeable after a certain point.

**L**earn about the products you are choosing and make informed decisions. Custom homes have plenty of opportunity for personalization; however, you will also have to make some tough choices, deciding what's important to you now while determining what will make the home more desirable and increase the home's value in the future.

**D**evelop and manage a budget. By now, you have likely visited your financial institution to discuss the budget for your new home. It is important to manage that budget throughout the build to ensure you don't end up paying more than you can afford.

## ENERGY EFFICIENT HOMES



*Dakine Home Builders is the proud recipient of multiple Environmental Leadership in Housing Awards, as well as being named a Green House finalist in the 2013 National SAM Awards*

Building an energy efficient home isn't just about reducing our carbon footprint; it's about building sustainable homes – financially manageable homes. While consumers may attempt to lower their ever rising energy costs by reducing the services they use (turning down the heat as an example), they do not necessarily result in overall energy efficiency and any savings made are deemed easily reversible. For a home to be truly energy efficient, it must reduce the influence of individual human behavior by automating certain functions such as room temperature and lighting. It must also be within reach of the average consumer.

Technological advancements are at the forefront and consumers today have numerous choices from solar panels to ultra-efficient insulation and glazing. The informed home owner can take full advantage of the technology innovations in energy efficiency and enjoy the benefits along with them.

Energy efficient homes feature thermal regulators to maintain temperature. The air quality in a thermally regulated home will be dry, healthy and safer for vulnerable individuals and children. Homes are free of irritating condensation and protected from extreme weather conditions.

We also know that energy efficient homes lead to decreased energy bills with any money being spent on energy efficient measures being recouped within time, making savings in the long term. Energy efficient homes are

also more desirable and increase the overall resale value down the road. At Dakine, we take pride in producing energy efficient homes!

***Ask us about the many Energy Efficient choices you have. Here are just a few:***

Spray foam insulation  
Heat recovery systems  
Insulate under basement slab  
Insulated concrete forms

Tankless water heater  
In-floor heating  
Ventilation mapping  
Zone control thermostats

LED lighting  
Passive solar heat  
Exterior finishes  
Geothermal heating



## Why Built Green®

**Dakine Home Builders** is proud to be the only builder in Saskatchewan certified under the Built Green Canada program. We are committed to building sustainable homes using smart designs and eco-friendly building practices that support environmental preservation!

### **SMALLER ENERGY BILLS**

Want to save money? Who doesn't? A BUILT GREEN® home or home renovation can save you roughly 30 per cent – all the way up to 50 per cent – in annual utility bills compared to a code-built home. Next to a mortgage, energy costs are the most significant household expense. Why not cut your bills? If your home reaches a high energy rating, you even have an opportunity to receive a break on your mortgage insurance premium. Thinking savings? Think BUILT GREEN®.

### **HEALTHY, COMFORTABLE HOMES**

One huge benefit of an energy efficient home is the level of comfort the home offers. There is less temperature variation from room to room, the home is more airtight, which reduces drafts, and the home is better ventilated. BUILT GREEN® homes incorporate products that reduce the sources of indoor pollution, which is helpful to people with allergies and asthma. Breathe easier in a BUILT GREEN® home.

### **QUALITY & PEACE OF MIND**

Your quality is assured with a BUILT GREEN® home, as they are randomly audited to ensure the home meets the program's rigorous criteria. BUILT GREEN® builders and renovators use more durable materials throughout the home as well as materials that will reduce maintenance and replacement costs. Education is an integral part of BUILT GREEN®'s success – our Certified Energy Advisors (CEAs) are experienced and knowledgeable in the modelling and testing of a home. You also have flexibility with BUILT GREEN® – homebuyers are able to work with their builder or renovator to create an environmentally friendly home based on their budget, with Bronze, Silver, Gold and Platinum levels offered.

### **BETTER BANG FOR RESALE BUCK**

Does your home offer more? Can you tell potential buyers your home is better than the rest? A renovated home that saves the homeowner money, increases quality of life and that has reduced the impact on the environment has selling features its neighbour may not. So, when it comes time to sell, your BUILT GREEN® home or BUILT GREEN® renovation can stand apart from the rest with energy cost savings alone.

### **WHICH GREEN IS BEST?**

Tired of trying to sift through all the green washing out there? Attempting to figure out what the best program is for your new home or home renovations? You're starting in the right place. First, green equivalencies or sustainable systems that claim to be "like" other certified programs do not count. There is no such thing as BUILT GREEN® equivalent. BUILT GREEN® Canada is a not-for-profit national organization. It is a voluntary program founded on a set of principles that includes rigorous training and education and the highest levels of quality and quality assurance. All BUILT GREEN® members are subject to third-party evaluations as well as random testing.

For more information about BUILT GREEN®, visit [www.builtgreencanada.ca](http://www.builtgreencanada.ca)





Buying a new home is one of the most important decisions in any person's life. As the Buyer, you can and should demand the BEST Builder and the BEST new home warranty coverage. HomePro offers Canada's Best New Home Warranty, with higher limits, longer terms and coverage not available from other warranty programs. You owe it to yourself to choose a HomePro Builder.

### **HomePro Warranty Coverage**

- ✓ 1 Year Materials & Labour Warranty
- ✓ 2 Year Mechanical Systems Warranty
- ✓ 5 Year Foundation Water Penetration Warranty
- ✓ 10 Year, \$60,000 Structural Defects Warranty
- ✓ \$25,000 Deposit Security Warranty
- ✓ \$6,000 Additional Living Expenses Coverage

For more information, go to:  
<http://www.progwar.com/progressivewarranty>

### **Year Materials & Labour Warranty**

Your home will be worry free in the first year as your HomePro Builder warrants against defects (items that do not conform to warranty standards) in workmanship and materials that may occur during the first year after completion.

### **Year Mechanical Systems Warranty**

In the second year your HomePro Warranty extends to the crucial mechanical systems that keep your home comfortable. HomePro provides coverage for any defect in materials and labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning delivery systems, so insist on Canada's Best New Home Warranty!

### **5 Year Foundation Water Penetration Warranty**

Your HomePro Warranty provides coverage against water penetration through foundation walls that threaten the comfort and beauty of your new home. The 5 year coverage term is also exclusive to HomePro, which is just one more reason why HomePro is Canada's Best New Home Warranty!

### **10 Year Structural Defect Warranty**

Your HomePro Warranty protects the very heart of your home's structure for 10 full years to a maximum of \$60,000.

HomePro covers any defect in materials and labour that result in a failure of the load bearing portion of the home or the structural damage that might result from such a failure. No other warranty offers 10 years of coverage as a minimum standard, another reason why HomePro is Canada's Best New Home Warranty

### **\$25,000 Deposit Security Warranty**

Your HomePro Deposit Security Warranty provides peace of mind and protection against HomePro Builders who do not live up to their commitments to you. HomePro provides coverage if the HomePro Builder, due to bankruptcy or other causes, cannot refund your deposit, up to a maximum of \$25,000. Applications for this optional coverage are available from HomePro Builder.

### **\$6,000 Additional Living Expense Coverage**

Your HomePro Warranty will ensure you and your family have a place to live if you have to move out of your home because of a structural defect. You will be reimbursed for up to \$6,000 for additional expenses you incur for hotel rooms and food costs while you are unable to live in your home.

## QUESTIONS & ANSWERS

If you are new to the building process, you probably have some questions about what to expect. Below are some common questions we receive from customers throughout their build.

### **Is building a custom home expensive?**

A custom home is just that – its custom to your needs and your budget. We have worked on projects of varying sizes, from starter homes to forever homes and every budget in between. If you are looking for an exceptional result at a fair price, then you've come to the right place.

### **My friend's house started at the same time ours did, yet it's further ahead in the process.**

A lot of customer's ask this question during the course of their build and the answer is pretty simple – you are building a custom home, one that has never been built by anyone else. Custom homes tend to have more detail, perhaps complex roof pitches or personal touches that require more time. We also choose our trades very carefully to ensure your end results are unlike any other. If our tile layer isn't available the minute we are, we don't start phoning around for the next person who's free. There is a reason some trades have full schedules and some don't – to quote Mike Holmes, *if they're available tomorrow you don't want them*. While we do our very best to deliver your home within a set time frame, it's not a race and we won't cut corners along the way.

### **But it shows it on the drawings . . .**

Before you begin the building process, make sure you understand what is included in your contract and what isn't. Your drawings present a plan for what your house will look like but the finishing touches such as stone work and type of siding on the exterior elevation or cabinet size/layout and appliances depicted on the interior are an artist's rendition to help you imagine the finished product. When building a custom home, you are in control of those finishing touches (and your budget of course) so if it isn't listed in the specifications section of your contract, don't assume it's included in your contract price.

### **Can I have a key to my house during construction?**

The answer is no. We have an obligation to our customers and trades to ensure their safety at all times. We know this is an exciting time for you and you want to view the changes and progress first hand. We can schedule a walk through with you at any time during the construction process – in fact we encourage it.

### **Can I communicate directly with the trades?**

Yes and no. There will be times when you will need to speak directly to a trade – like the electrician for example. While we try to ensure the electrical design is as accurate as possible during the design stage, sometimes things change once the house is framed. Our electrician will do an electrical walk through with customer's to make sure you get exactly what you want. However, if you contact a trade personally to discuss changes or questions, mistakes can happen and we can list a number of past examples where not only mistakes have happened, but very costly mistakes for the customer.

### **How long does it take to construct a new home?**

The typical building process for a custom built home is 8 months – 1 year from the time excavation begins. Variables that can affect construction include weather or unforeseen conditions once excavation has taken place, delays in receiving product orders or trade schedules. Our promise to you is that we will try our very best to manage your project from start to finish and to communicate with you along the way so that you know what to expect.



**Can I do some of the work myself?**

Dakine is committed to finding ways that help you save money and be involved in the building process. There are certain things that you as a homeowner can do, and there are certain things that need to be done by a licensed professional. Each scenario is different so we suggest you bring this up during the initial planning stage and we will be happy to discuss your questions with you.

**Who pays for the insurance during the build?**

Dakine Home Builders Inc. is fully insured by Federated Insurance which protects your investment during construction. We are also fully compliant with Workers' Compensation and have a perfect workplace safety record.

**CONCLUSION**

Thank you for taking the time to review our building process. At Dakine, we believe the customer comes first and we build your home with your best interests in mind – not just the blueprint in hand. We are always open to creative solutions and new ideas and as we get to know you, we can work to enhance your project through customized recommendations and innovative ideas tailored to you.

Quality is our legacy and the key to our success. We've chosen to work with the same highly skilled tradespeople for years and their skill and commitment to quality is unparalleled. With Dakine, you know your home will be of the highest quality, built to last and enjoyed for years to come. We may not be the biggest builder but we don't want to be! By limiting the number of homes we build each year, we are better able to focus on you, our customer.

For more information and valuable resources, visit the Customer section of our website at [www.dakinehomebuilders.ca](http://www.dakinehomebuilders.ca)