

# OUR PROMISE TO YOU



We have been building homes since 2006. You can **Build with Confidence** with James Monroe Homes. This is our promise to our customers. We are so confident that we can meet and exceed your expectations that we are willing to put this in writing.

## QUALITY MATERIALS

James Monroe Homes are built with quality materials. All materials used in James Monroe Homes must provide quality, durability, and value to our homeowners.

## QUALITY CRAFTSMANSHIP

James Monroe Homes only seeks and hires quality trade partners. These are professionals who are able to install specified quality products per the manufacturer recommendations, keep your home on schedule, be courteous to our customers, and service their work during the warranty period. James Monroe Homes requires excellence, trustworthiness, and good character from anyone who is going to be working on your home.

## HIGH PERFORMANCE HOME

James Monroe Homes uses proven building techniques such as the 6-sided air barriers, framing techniques, engineered designs, and professional consulting to build a tight building envelop around your home. James Monroe Homes uses Energy Star products and water saving products in every home. James Monroe Homes works closely with an HERS Rater and the most up to date software modeling to design, build, and test your home. James Monroe Homes allows our clients to spend less money on utility bills and keep that money for more important things like your family. James Monroe Homes will test and receive an HERS score to show energy savings on every home.

## PERSONAL HOME COMFORT

James Monroe Homes are built to maximize your comfortability in every room of your home during every season. James Monroe Homes room temperature consistency requirements will surpass building code requirements.

## SERVICE AFTER CLOSING

James Monroe Homes provides a One Year Limited Homeowners Warranty. The James Monroe Homes Customer Service Department will reach out to you shortly after closing and at the end of the warranty period to follow up with our homeowners and determine if any warranty items need to be addressed. Any warranty claims in between these follow ups can be submitted via the Build with Confidence app and addressed accordingly.

## FEEDBACK

James Monroe Homes wants your feedback. We have third party surveys available from our previous customers for your review. We hope that you will take the time to fill out your survey after closing. This holds our team accountable to ensure everything is going smoothly for you. James Monroe Home's management is always looking for ways to improve. Our client surveys are constantly teaching us how to improve from your point of view.

## CONNECTIVITY

The James Monroe Homes BWC App is available to all of our home owners. With your individual login you will be able to access all selections, schedules, change orders, warranty, and communicate with the James Monroe Homes team. Home owners who purchase a James Monroe Homes showcase home will only need access to use the warranty and communication functions of the BWC app.

BUILDER \_\_\_\_\_ BUYER \_\_\_\_\_ BUYER \_\_\_\_\_