



built with heart



RISEWELL HOMES CUSTOMER JOURNEY

YOUR JOURNEY HOME!

At Risewell Homes, we are committed to providing industry-leading customer service at every step of your home buying journey. Your journey home is filled with many important steps. From the moment you start your search, to the day you receive your keys, this guide will help you understand what to expect as you prepare to move into your new home.

Your integrated team throughout your home buying journey:

Loan Officer

Sales Counselor

Site Manager

Customer Care
Representative

Design Consultant
(if applicable)



Financing with Universal Lending



Welcome to the Risewell Homes Family!



Insignia Design Selections



Meet The Builder



Frame Walk/Pre-Drywall Walk



Homeowner Orientation Walk



House To Home & Closing



30 Day In-Person Visit



11 Month Follow-Up Call



FINANCING WITH UNIVERSAL LENDING

The journey to owning your new home begins with completing your Pre-Qualification to Purchase application with Risewell Homes' affiliated lender, Universal Lending. Your dedicated Loan Officer will be by your side to help you pre-qualify for a loan amount and guide you through every step of the mortgage process.





Once you receive your pre-qualification approval, you will have a better estimate of how much you can borrow to help you understand your budget, and you'll be ready to take the next steps to purchase an available residence once you find the perfect home.

The next exciting milestone involves signing a purchase agreement and providing an earnest funds deposit for your new home.





WELCOME TO THE RISEWELL HOMES FAMILY!

Congratulations, you have signed a purchase agreement on your new home! We are thrilled to welcome you to the Risewell Homes family and are here to support you every step of the way.





INSIGNIA DESIGN SELECTIONS

Design is at the forefront of everything we do. With Risewell Homes' Insignia Design Program, you can transform your house into a home as original as you are. Work with a design consultant through our onsite Design Studio to personalize your residence with premiere features and upgrades that bring your individual vision to life. Or select from carefully curated Insignia design schemes crafted by a professional designer, offering a flexible range of styles and costs to fit your budget.

A sales team member will walk you through the program and upgrade options available to you.

* Insignia Design Program and Design Studio are only available in select neighborhoods. If your home is not within one of these neighborhoods, or if your home is already under construction, it is possible that our professional team of designers has already made these selections.





MEET THE BUILDER

Purchasing a home is an emotional decision and knowing firsthand who is behind its creation allows homebuyers to feel more connected to the process. During this meeting, our community team will walk you through timelines, set expectations for milestone deliveries, review roles and responsibilities, and allow time for you to ask any questions you may have.





FRAME WALK/ PRE-DRYWALL WALK

An important step in the process for neighborhoods with Insignia Design Program will take place during the frame walk. At this stage, you will have already determined your upgrade options with a design team member. This frame walk will be to review those selected upgrades and confirm all final features have been addressed and are ready to be installed appropriately.

* If your home is not impacted by Insignia Design Program, or is purchased past the frame walk date, you'll skip to the next step.





HOMEOWNER ORIENTATION WALK

You're almost there! Join us for a deep dive into the function and design of your new home. The primary purpose of this step is to orient you to your new home, as a Risewell Homes representative walks you through the operation, maintenance, and warranties associated with your home purchase. At this stage, you may also note any minor discrepancies or repairs needing to be addressed prior to your move-in.





HOUSE TO HOME & CLOSING

Your home construction process is now finished! We aim to ensure that all identified repair items are addressed. Additionally, we will conduct a thorough discussion about your new home's warranty process. You will be provided with login access to a homebuyer portal to document any warranty requests or concerns in real time. This portal may be accessed through our website or by downloading the Homeowner Central by Conasys app on your smartphone. Our team will review this portal with you, along with additional online resources as we hand off the keys to your new home!





30 DAY IN-PERSON VISIT

A 30-day follow-up appointment will be scheduled for a Customer Care Representative to check in with an in-person visit. At this appointment, you will have the chance to identify any items that need to be addressed that are under warranty, go over standard homeowner maintenance, or ask any remaining questions that may have come up in the first month of living in your new home.





11 MONTH FOLLOW-UP CALL

Just checking in! As you approach your one-year mark in your new home, we'll be following up once again to make sure everything is as expected.





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All information subject to change. 2025.