Questions to Ask at the Sales Office

Bring this with you when you visit a new-construction community. Tick each question off, and ask for every answer that matters in writing.

Before you visit Many builders require your agent to register you on your first visit, so talk to us before you visit or register anywhere. It takes one short conversation and keeps your options open.

1 Price and what's included

- [ ] Is this price fixed? What could cause it to change?
- [ ] What does the standard-features list include, and what counts as an upgrade?
- [ ] What are the lot premium and every option, listed in writing?
- [ ] What is not included, such as fencing, landscaping or window treatments?

2 Deposit and contract

- [ ] How much is the deposit, and when is each payment due?
- [ ] Where is it held, and when can the builder use it?
- [ ] When is it refundable, and what happens if I cancel after that?
- [ ] Can I take the contract home to read before I pay anything?

3 Timing

- [ ] Is the closing date an estimate, a window or a promise?
- [ ] What is the outside date, and what happens if the home is late?
- [ ] Which delays can the builder claim, such as weather or supply problems?
- [ ] When do selections and design-center decisions need to be made?

4 Incentives

- [ ] What exactly is the incentive, and can I have it in writing?
- [ ] Does it require a particular lender or closing date?
- [ ] What happens to it if the closing date moves?
- [ ] Is there a cash alternative, such as a price reduction or credit?

5 Monthly and ongoing costs

- [ ] What are the HOA fees now, and how often can they change?
- [ ] Is there a CDD assessment? How much, and for how long?
- [ ] What is the estimated property tax on this home?
- [ ] What does the HOA cover, and what are the rules I must follow?

6 The home and the neighborhood

- [ ] Who decides what counts as an equal substitution?
- [ ] Can the plans, the lot or the home's position change?
- [ ] What does the warranty cover, for how long, and where is it written?
- [ ] Which amenities and phases are promised, and by when?
- [ ] Can I visit during construction, and bring an inspector?

Not sure about an answer? Ask for it in writing.

If it matters, it belongs in the contract or an addendum. And if you would like a second voice in the room, we're happy to help.

caserahaus.com/contact

General information, not legal, tax or lending advice. Every builder and community is different. Prepared by the Casera Haus team.