



Built To Satisfy, Step-By-Step

From pre-construction to final inspection, we've laid out a step-by-step process of satisfaction milestones that guarantee your home is being built with the quality craftsmanship and attention-to-detail you deserve.

Before Construction

Every home starts with a plan, and our pre-construction process begins as your project manager and sales counselor sit down with you to review every detail of your home. We'll verify each aspect of your home's plan – how it's positioned on your lot and any colors and finishes you've selected. We'll also talk about what you can expect to happen every step of the way.

SATISFACTION MILESTONE

Your plans are completely reviewed and verified before a single shovel is turned.

Laying The Foundation

A quality home starts with the strength of its foundation. At Lassale Homes, we analyze everything from soil integrity and wind conditions, to the drainage system and the quality of the concrete pour.

SATISFACTION MILESTONE

Your foundation is double-checked for proper size and tolerances.

Framing and Exterior

Your home's frame is what gives it strength and structure. The process includes an engineered flooring system, the walls of your home and roof trusses. After roof installation, exterior features such as windows, doors and trim are completed.

SATISFACTION MILESTONE

Quality checks for size, framing and craftsmanship are made at multiple points during the framing and exterior finish of your home.

Mechanical Systems Installation

This stage includes all your home's electrical wiring, plumbing, heating and cooling and ventilation.

SATISFACTION MILESTONE

Every system is thoroughly inspected and tested to ensure everything works exactly as it should.

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Drywall

Now your new home really begins to take shape, as drywall is meticulously installed over the underlying structure.

SATISFACTION MILESTONE

Lassale performs multiple quality checks before, during and after drywall installation to ensure a smooth, consistent finish.

Interior Finishing

This is where your new home becomes your own, as flooring and cabinets are installed, plumbing fixtures and lighting are put into place, and finishing details like interior trim and crown molding are completed.

SATISFACTION MILESTONE

Multiple quality checks are completed throughout this process, including trim, ceramic tile and vinyl flooring, and a final inspection of mechanical systems. Every element of your home is thoroughly examined for fit, finish and proper operation.

Final Details and Quality Inspection

Hardwood flooring and carpet are installed last to protect it from dust and debris. Any appliances you've selected are installed, minor touch-ups or adjustments are completed, and your home is cleaned from top to bottom in preparation for final inspections.

SATISFACTION MILESTONE

After all inspections have been completed, Lassale conducts a builder walkthrough of your home in preparation for your orientation.

Homeowner Walkthrough and Orientation

This is the moment you've been waiting for – when your home is complete and ready to move in. Lassale conducts one final walkthrough to acquaint you with the features of your home and make sure everything is exactly as you envisioned.

SATISFACTION MILESTONE

All options and features you've selected are carefully reviewed for accuracy and completion. The major features and mechanicals of your home are demonstrated so you are familiar with their operation. Lastly, a comprehensive Home Warranty assures you of continued satisfaction.

Although the information contained in this PDF represents an accurate approximation of the Lassale Homes' Built-to-Satisfy program, the process of building a custom home is a unique process that may vary based in timeframes, materials, city, county and state requirements, and other factors specific to each home. To facilitate greater service and economy, we reserve the right to modify this process, or substitute materials and products at any time, with or without notice. For complete details on the specifics of your home, please consult your purchase agreement or your sales counselor



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