

EGC Residential Service Chart

| Stage | Design Development | Contract Administration | Document Preparation | Work in Progress | Job Completion | Warranty |
|-------------------|--|---|---|---|--|--|
| Functions | <ul style="list-style-type: none"> • Customer Needs <ul style="list-style-type: none"> • Site Plan Evaluation • Investment Expectation • Design Floor Plan • Revise Floor Plan • Price Packages <ul style="list-style-type: none"> • Set Schedule • Define Elevations <ul style="list-style-type: none"> • Document Customer Notes | <ul style="list-style-type: none"> • Review Agreement <ul style="list-style-type: none"> • Sign Design/Build contract • Attach: <ul style="list-style-type: none"> • Floor plan • Site Plan • Schedule <ul style="list-style-type: none"> • Manual <ul style="list-style-type: none"> • HOA | <ul style="list-style-type: none"> • Customer Notes <ul style="list-style-type: none"> • Construction Documents <ul style="list-style-type: none"> • P.O.s • JFM/Budget • Dist. Binders • Notify vendors • Building Permit • Purchase Materials | <ul style="list-style-type: none"> • Quality Control <ul style="list-style-type: none"> • Job Control <ul style="list-style-type: none"> • Site Representation • Coordinate vendors <ul style="list-style-type: none"> • Verify job completion (C.A.) | <ul style="list-style-type: none"> • Walk-through with clients <ul style="list-style-type: none"> • Review Documentation • Continuous contact • Review cost reports <ul style="list-style-type: none"> • Homeowner Training | <ul style="list-style-type: none"> • Schedule walk-through • Approve work to be completed • Schedule work |
| Timeframes | 14 to 30 days | 0 to 7 days | 30 to 45 days | Unknown | End of W.I.P. | 4 & 12 months |
| Goals | Develop Package that meets Customers Needs & desires | Complete agreement with drawings and specifications | Review plans and verify specifications | Continuous Quality Review; Provide personalization opportunities | Communicate job progress and define expectations | Confirm product performance |

In an effort to meet the needs and expectations of our customers, EGC asks that this information remain the property of EGC and its customers and not be used for any other purpose or by any other individual or organization without the written consent of EGC.