



ONLINE ACCESS FOR CLIENTS

Building your new home is an exciting and important endeavor, and Harlow Builders wants the process to be as smooth and enjoyable as possible. That is why we provide each of our clients with access to a secure website with all of the details of their new home.

Whether you are at home, at work, on the road, or on vacation, Harlow Builders puts information at your fingertips about your selections, upgrades, financial decisions, questions, documents, photos, and more.

Look at the examples below to see just a few of the ways our online client access keeps you in touch and well-informed during the construction of your new home.



SELECTIONS AND APPROVALS MADE EASY...

Choice	Price
Assigned to Change Order #1. See change log for details.	Automatically assigned 05/17/10 at 10:17 AM on Thursday, 11/18/10
Choice #1: Clopay Commander C12 Sandstone with arched glass	\$4,000.00
Alternative	\$6,300.00
Difference	-\$1,124.33

▲ Selection Sheet

Review what selection choices you have made and see what decisions are coming up next.

Line Items	Selection	Choice	Price	Allowance	Difference
Enlarge powder bath					\$2,345.00
Total					\$2,345.00

Effect on Contract Total

Original contract total	\$675,000.00
Total from this document	\$2,345.00
New contract total*	\$677,345.00

▲ Electronic Approvals

View and approve upgrades online without having to fax or mail signed documents back and forth.

Base Price	\$606,152.00
# Approval Documents (3)	\$13,899.43
Change order #1	\$15,308.33
Change Order #2	\$1,977.00
Change Order #3	\$568.10
# Locked Selection Items (105)	\$0.00
Total Price	\$620,051.43

▲ Up-to-date Financial Total

Check a running total, in real-time, of the financial decisions you have made on your new home.

... AND SIMPLE COMMUNICATION FOR EVERYONE

In addition, all of your other communications are kept organized in one place:

- ▶ Questions & Answers
- ▶ Comments
- ▶ Photos
- ▶ Documents
- ▶ Project Milestones

See the back for more details...



(937)339-9944
harlowbuilders.com



A SIMPLE WAY TO ACCESS YOUR HOME'S INFORMATION IN ONE PLACE...

It starts by entering your personal login information at www.harlowbuilders.com. From there, you have access to the following areas and more.

Selection Sheet... See choices and stay on schedule

The site organizes selection items on a single color-coded list, displayed with all of the pertinent allowance, pricing, and other helpful information. Upcoming selections are automatically flagged to help keep you on schedule. With just a few clicks, you can enter your choices.

Expenses & Change Orders... Eliminate "sticker shock"

Every decision made on the selection sheet is automatically reflected on the expenses page. With a single click, you can see how each of your choices have affected the final price of your home. If you need to approve a change order, you can do it electronically, saving you the time and hassle of faxing or mailing signatures to your builder.

Milestones... Understand the next steps

Building a home is an involved process, so the site will show you a list of major milestones on your project. You can check the progress made so far and see what steps are coming up next.

Questions List... Never lose answers to your questions

Over the course of a project, you will have lots of questions, and this site will help you keep all of those questions, and your builder's answers, organized and in one place. Simply enter your questions here, and your builder's responses will be listed right next to them.

Builder's To-Do List... See items as they happen

Your builder may choose to post some to-do items on the website. While you cannot add items to this list, viewing it can help give you an idea of how things are moving along on your home.

Comments, Photos, and Files... Stop jumbled e-mails

As your home progresses, you will need to have "conversations" about certain items, like asking for clarification on a selection or providing an update on a warranty request. Rather than using e-mail, you can add comments to many of the items in the site. Comments group these conversations together with the items to which they relate, which keeps information organized and available to everyone, cutting down on misunderstandings. You and your builder can also attach photos and files.

Warranty List... Easily track loose ends

Once your home is complete, you can submit warranty requests online. You can come back to the site to check the status, add comments as necessary, and then verify when they are complete.

E-mail Updates... Let new information come to you

You can access the website at any time, but if there is something updated that you need to see on the site, you will also receive an e-mail each morning letting you know.

Question	Answer	Last Comment
1. Are the basement job overhead or joined together?	It will be using poured walls. Donny Wyatt 3/13/10 at 3:42 PM	Question answered - 3/13/10 at 3:42 PM View all comments
2. How many recessed lights are included in the base price?	This question has not been answered yet.	There are no comments on this item. View all comments
3. Is it possible to set up a meeting at the grade yard before we get on location?	This question has not been answered yet.	There are no comments on this item. View all comments

▲ The questions list saves all of your questions, and your builder's answers, in one, easy-to-find place.

Choice	Price	Last Comment
#1 Clopay Coachman CP23 Sandstone pane driveway	\$4,000.00	Assigned to Change Order #1. See change log for details. Automatically entered 10:17 AM on Thursday, 3/14/10 View all comments View choice log
#2 Clopay Coachman CP23 Sandstone with arched glass	\$6,124.32	
Allowance	\$4,000.00	
Difference	+\$1,124.32	
Assigned to Change Order #1 - Awaiting Approval		

12 - Plumbing Fixtures

Choice	Price	Last Comment
#1 Quote #7726 from Ferguson	\$15,754.78	Thanks. It's post it when I get it. Donny Wyatt 8:49 AM on Saturday, 3/23/10 View all comments View choice log
#2 Quote #7201 from Ferguson	\$12,851.00	
Allowance	\$9,500.00	

▲ The selection sheet shows real-time info and prominently marks upcoming selections to keep everyone on schedule.

Base Price	\$606,152.00																														
Approval Documents (3)	\$13,899.43																														
Change order #1 Status: Approved View Document Other Actions	\$15,308.33																														
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<table border="1"> <thead> <tr> <th>Category</th> <th>Selection</th> <th>Choice</th> <th>Price</th> <th>Allowance</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>33 - Design Center</td> <td>hardwood floor</td> <td>Changed from 3,4,5 wide plank to 2-1/4" (note: includes builder's fees)</td> <td>-\$1,977.00</td> <td>\$0.00</td> <td>-\$1,977.00</td> </tr> <tr> <td>Subtotal</td> <td></td> <td></td> <td></td> <td></td> <td>-\$1,977.00</td> </tr> <tr> <td colspan="6">Note: includes Builder's fees</td> </tr> <tr> <td>Change Order #2 Total</td> <td></td> <td></td> <td></td> <td></td> <td>-\$1,977.00</td> </tr> </tbody> </table>	Category	Selection	Choice	Price	Allowance	Difference	33 - Design Center	hardwood floor	Changed from 3,4,5 wide plank to 2-1/4" (note: includes builder's fees)	-\$1,977.00	\$0.00	-\$1,977.00	Subtotal					-\$1,977.00	Note: includes Builder's fees						Change Order #2 Total					-\$1,977.00	
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▲ The expenses page automatically shows how selection choices and change orders affect the final project price.

Sublist	Priority	Entered	Item	Last Comment	Verify
30 Day	None	12/18/09	The tree and one of the address in the front yard have died.	Item accepted - Donny Wyatt - 12/18/09 11:03 AM View all comments	Completed
Items Awaiting Approval					
General	1/22/10	Fath Cully	Dripping sound in the wall in the front right bedroom. It happens whenever the AC turns on and off.	View all comments	
Completed Items					
30 Day	12/25/09	1/1/10	The deadbolt on the door to the garage will not latch anymore -- it seems like it is no longer lined up properly.	Item completion verified - Fath Cully - 1/13/10 11:28 AM View all comments	Verified
30 Day	1/15/10	1/14/10	I have some water leaking out from under the HVAC unit in the basement. I attached a photo in the photo section.	Item completed - Donny Wyatt - 1/14/10 4:06 PM View all comments	Click to verify

▲ The warranty list lets you request new items and verify items once they are complete.