WHITE BUFFALO CONSTRUCTION

NORTHWEST ARKANSAS

Building Your Custom Home

The Process, Start to Finish

A CLIENT GUIDE TO YOUR BUILD

Prepared for our clients by Hunter Kitchens, Owner

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WELCOME

Thank You for Building With Us

Welcome, and thank you for trusting White Buffalo Construction with your home.

Building a custom home is a big decision, and it comes with a lot of moving parts. This booklet walks you through the whole build in the order it actually happens, so you always know what stage your home is in, what comes next, and which decisions we need from you along the way.

Keep this booklet somewhere handy. Most clients keep it with their plans and paperwork and bring it to our meetings and walkthroughs. When a question comes up, this is the first place to look, and if the answer is not in here, call or text and ask. There are no bad questions during a build.

A note on timing. Every stage in this booklet lists a typical time range. Weather, inspections, and material lead times can stretch or shorten any stage, and some stages overlap. The ranges are honest guides, not promises, and we will always tell you straight where things stand.

HOW WE STAY IN TOUCH

Updates

You will hear from us at every stage change, and any time a decision is needed from you.

Reaching Us

Call or text (479) 564-8266, or email whitebuffaloresidential@gmail.com. If we are on a job site, we will get back to you the same business day in most cases.

Site Visits

You are welcome on your site. For safety, please set visits with us ahead of time, wear closed toe shoes, and keep children close. A build site has open trenches, nails, and heavy equipment.

Changes in Writing

Anything that changes the plan, the price, or the finish date gets put in writing and signed before the work happens. That protects you and it protects us.

THE BUILD

The Stages of Your Build

Your home moves through ten stages. Each stage below tells you what happens, what you will see when you visit, and what we need from you before that stage can start on time.

1 Land, Plans, and Paperwork

Typical time: 4 to 10 weeks, mostly waiting on approvals

WHAT HAPPENS

This stage is all paperwork, and it matters more than any other. We confirm the lot, order the survey and soil testing, and get the septic design approved where one is needed. Your house plans are finalized, engineering is completed if the plan or the city requires it, and the building permit is filed. We also set up utility accounts, finalize your construction loan and draw schedule, and sign the building contract.

WHAT YOU WILL SEE

Not much changes at the lot yet. You may see survey stakes and flags marking the house corners, setbacks, and the septic field.

WHAT WE NEED FROM YOU

- Final house plan, signed off by you
- Septic and permit approvals in motion
- Construction loan closed and draw schedule set
- Exterior direction chosen, meaning the style of siding, stone, or brick you want
- Windows and doors picked out and ordered, so they are ready when framing starts

2 Site Work

Typical time: 1 to 2 weeks

WHAT HAPPENS

The lot becomes a job site. We clear trees and brush, grade the building pad, and put in the construction driveway with a culvert if the lot needs one. Erosion control goes in, temporary power is set, and the house corners are staked so the foundation crew knows exactly where the home sits.

WHAT YOU WILL SEE

Cleared land, a gravel drive, stakes and string lines marking your floor plan on the ground. This is a good moment to walk the lot and stand in the outline of your home.

> **WHAT WE NEED FROM YOU**
>
> • Walk the staked outline with us and approve the placement before digging starts

3 Foundation

Typical time: 2 to 3 weeks

WHAT HAPPENS

Footings are dug and poured, foundation walls go up in block or poured concrete, and the termite treatment is applied. Waterproofing and drain tile go on the outside of the walls, and plumbing groundwork is run if your home is on a slab, and electrical island conduit and floor plugs are set. The site gets backfilled and compacted, and the foundation is inspected before we move on.

WHAT YOU WILL SEE

Concrete footings and walls that trace the full shape of your home. It will look smaller than you expect at this stage. Every home does.

> **WHAT WE NEED FROM YOU**
>
> • Nothing is needed from you in this stage unless a site condition changes the plan, and if that happens we will call before doing anything different

4 Framing

Typical time: 3 to 5 weeks

WHAT HAPPENS

The skeleton of your home goes up. Floor joists and subfloor, wall framing, roof trusses, and sheathing all come together, then house wrap protects it from the weather. Windows and exterior doors are set near the end of this stage, and stairs are framed if your home has a second floor.

WHAT YOU WILL SEE

Your home takes its real shape. You can walk the rooms for the first time and feel the ceiling heights and window views.

WHAT WE NEED FROM YOU

- Windows and exterior doors selected and ordered before framing begins
- Roofing material and color selected
- Siding, stone, or brick selected, since lead times start now

5 Roofing

Typical time: 1 to 2 weeks

WHAT HAPPENS

The roof goes on first, before any of the mechanical work inside. Underlayment, shingles or metal roofing, drip edge, flashing, and vents are installed, and the home is dried in so weather can no longer reach the work inside.

WHAT YOU WILL SEE

A finished roof over a framed home. From the street the house already looks close to its final shape.

WHAT WE NEED FROM YOU

- Nothing is needed from you in this stage. Your roofing material and color were already picked out during framing

6 Plumbing, Electrical, and Heating and Air

Typical time: 2 to 3 weeks

WHAT HAPPENS

This is the rough in stage, and it happens inside the walls. Water and drain lines are run, tubs and showers are set, and the water heater is placed. The electrical panel goes in and wiring is roughed to every box, switch, and outlet. The heating and air unit, ductwork, and returns are installed, along with gas lines if your home uses gas.

WHAT YOU WILL SEE

A busy maze of pipes, wire, and ductwork. Before anything is covered up, we walk the home with you to confirm outlet, switch, and fixture locations.

> **WHAT WE NEED FROM YOU**
>
> - Tubs, showers, toilets, sinks, and faucets selected before this stage starts
> - Appliance models chosen, since hookups and openings are built around them
> - Walk the home with us and approve outlet, switch, and lighting locations before drywall

7 Exterior

Typical time: 2 to 3 weeks

WHAT HAPPENS

With the roof on and the rough in complete, the outside of the home gets finished. Siding, brick, or stone goes up, along with soffit, fascia, exterior trim, and paint or stain. Porches and decks are built in this stage, and gutters and downspouts go on near the end.

WHAT YOU WILL SEE

A house that looks finished from the street, even though the inside is still wide open.

> **WHAT WE NEED FROM YOU**
>
> - Exterior paint and stain colors finalized
> - Garage door style selected

8 Insulation and Drywall

Typical time: 2 to 3 weeks

WHAT HAPPENS

Insulation goes into the walls, ceilings, and floors, and the home is inspected. Then drywall is hung, taped, mudded, and textured. This is the stage where the build turns from a structure into rooms.

WHAT YOU WILL SEE

Real rooms with real walls. The home will feel smaller again once the walls close in, and then feel right again when paint goes on.

> **WHAT WE NEED FROM YOU**
>
> - Locations for internet, television, and security wiring confirmed before the walls close
> - Interior paint colors can be finalized during this stage

9 Interior Finishes and Appliances

Typical time: 4 to 6 weeks

WHAT HAPPENS

This is the longest stage and the one that makes the home yours. Flooring goes down, cabinets and vanities are installed, and countertops are measured, cut, and set. Interior doors, trim, and hardware go in, paint is completed, and light fixtures, fans, mirrors, and shower doors are installed. Appliances are delivered and hooked up near the end.

WHAT YOU WILL SEE

A home that looks nearly finished and changes every single day. This is the most exciting stage to visit.

> **WHAT WE NEED FROM YOU**
>
> - Cabinets, countertops, flooring, and tile selected well before this stage, since several carry long lead times
> - Paint colors, door hardware, and cabinet hardware finalized
> - Light fixtures and ceiling fans delivered or confirmed on order

10 Final Work and Landscaping

Typical time: 1 to 2 weeks

WHAT HAPPENS

The finishing touches. Final grading smooths the lot, topsoil goes down, and sod or seed and landscaping complete the outside. Inside, we do final cleaning, touch up paint, test every system, and prepare the home for your walkthrough.

WHAT YOU WILL SEE

A finished home, inside and out, ready for the walkthrough described in the next section.

> **WHAT WE NEED FROM YOU**
>
> - Final walkthrough scheduled with us
> - Utility accounts transferred into your name for move in day

YOUR DECISIONS

Your Selections Schedule

Selections are the decisions that keep a build on schedule. When a selection is late, the stage behind it waits, and the finish date moves. This schedule shows the last responsible moment for each decision. Earlier is always better, and we will remind you as each one comes due.

When It Is Due	Selections
Before the build starts	• House plan and any plan changes • Exterior style direction
Before framing	• Windows and exterior doors • Roofing material and color • Siding, stone, or brick
Before rough in, Stage 6	• Tubs and showers • Toilets, sinks, and faucets • Appliance models • Water heater size if you want something other than standard
Before drywall, Stage 8	• Internet, television, and security wiring locations • Any special lighting or outlet locations
Before interior finishes, Stage 9	• Cabinets and bathroom vanities, style and color • Countertop material and color • Flooring for every room • Tile and backsplash • Interior doors and trim style • Paint colors, interior and exterior
During Stage 9	• Light fixtures and ceiling fans • Cabinet knobs and pulls • Door hardware • Mirrors and shower door style

A WORD ABOUT YOUR STAGE BUDGETS

White Buffalo Construction builds on a flat fee structure, and there is a budget for each stage of your build. Staying within each stage budget is critical to staying within your overall budget. We will show you where each stage stands as the build goes, not at the end, and if a selection or a change pushes a stage over its budget, we will tell you before the work happens.

CHANGE ORDERS

Almost every custom home changes somewhere along the way. You will see something framed and want it moved, or fall for a different tile halfway through. That is normal, and changes are welcome. They just have to run through a simple process so there are no surprises.

1. **Ask.** Tell us the change you want, in a call, text, or email.
2. **We price it.** We price the change, including any effect on the schedule, and send it to you in writing.
3. **You approve it in writing.** You sign the change order before any work on the change begins. No signed change order means no change, and that rule protects you from ever being billed for work you did not approve.
4. **It joins the contract.** The change order amount is added to the contract and paid under the draw schedule.

One honest warning. Changes get more expensive the later they happen. Moving a wall on paper costs nothing. Moving it after drywall means paying to undo finished work and then paying to redo it. When you are torn on a decision, ask us what it costs now versus later.

THE FINISH

Walkthrough and Handoff

FINAL WALKTHROUGH

When the home is complete, we walk it together, room by room, inside and out. Bring this booklet and a roll of painter tape if you like. We test lights, faucets, appliances, doors, and windows as we go, and we write down anything that needs attention on a punch list.

PUNCH LIST

The punch list is the written list of small items left to correct, such as a paint touch up, a cabinet door adjustment, or a piece of trim. We complete the punch list as soon as possible after the walkthrough, and we go through it with you again once it is done so you can confirm every item.

HANDOFF

At handoff you receive your keys and a closing packet with your contract and change orders, appliance manuals and warranty information, paint colors and product information for future touch ups, and the contact list for the trades who worked on your home. We also show you the things every new owner should know, including the water shutoff, the electrical panel, the heating and air filter location and size, and the septic layout if your home has one.

Your Warranty

White Buffalo Construction stands behind its work. If something we built or installed is not right, we want to hear about it and make it right.

WHAT IS COVERED

- **Workmanship.** Typically, our workmanship is warranted for 1 year from your move in date, and structural work is warranted for 10 years. If a defect in our work shows up in that time, we repair it at no cost to you.
- **Products and appliances.** Appliances, fixtures, and materials carry their own manufacturer warranties, and we pass every one of them through to you in your closing packet.
- **Systems.** Heating and air, plumbing, and electrical systems are covered by the warranties of the licensed trades who installed them, and your closing packet lists who to call.

The warranty does not cover normal wear, settling cracks in drywall and concrete that are common in a new home, damage from weather or accidents, or work done by others after move in. If you are ever unsure whether something is covered, call and ask. The answer costs nothing.

HOW TO REACH US WITH A WARRANTY ITEM

- Call or text (479) 564-8266, or email whitebuffaloresidential@gmail.com, and describe the issue. A photo helps if you can send one.
- We will schedule a visit, look at it with you, and tell you plainly whether it is covered and when it will be fixed.
- For a true emergency such as a burst pipe or no heat in freezing weather, call right away, any time.

A Last Word

A custom home is one of the biggest things most families ever build, and it should be a good experience, not a stressful one. Our job is to build it right and keep you informed. Your job is to make decisions on time and tell us straight when something concerns you. If we both do that, this process runs the way it should.

Thank you again for choosing White Buffalo Construction.

Every herd needs a home ground. We build yours.



WHITE BUFFALO CONSTRUCTION

Hunter Kitchens

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