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VIP WAITING LIST CREATE SALES, ANTICIPATION AND EXCITEMENT

By Tammy Chambers



How many times as a Builder have you looked at a piece of land covered in trees visualizing a neighborhood full of homes with streets and amenities? Once the land has been purchased this where you begin preparing and planning for a beautifully developed community.

Now comes the good ole' planning commission where you will present your awesome vision! Once approved you will be ready to move forward with development. What is all this for? Oh yes, it is to sell homes and help people realize the American dream of homeownership!

Due to the growth in Middle Tennessee, more and more builders have expanded into our market, in turn, creating a highly competitive marketplace.

Builders and Developers can get ahead of sales by creating a VIP waiting list of customers which can include Buyers Agents waiting to bring their clients out upon release of homesites. So, how are you going to do this? You can accomplish this through soft releases of information as you develop the community.



As you create your VIP waiting list, you will first want to do a ground-breaking ceremony that will be advertised and marketed on social media and the local newspaper. Sharing your website through social media platforms allows you to promote your community to visitors encouraging them to register for your VIP waiting list. Also,







have your listing Agent attend Real Estate offices doing presentations about the neighborhood at their weekly office meetings. At this time, you will be giving just enough information verbally to these Agents getting them excited to go to the community or builder website to register for the VIP waiting list. Once registered they will begin to receive updates as information is released including things such as progress updates, floor plans, exterior elevations, plats. Customers and Buyers Agents will get an invitation to a VIP pre-launch party that will be exclusive to only those on the VIP waiting list prior to being released to the public. On this night you will share VIP pricing, incentives along with your included feature list and lot availability for the current phase. Have your listing Agent along with project manager of community and other members of your team such preferred lender to introduce themselves. Service a light dinner and get them excited through visual aids. Be sure to allow for a Q&A session while being prepared to answer HOA questions.

In order to receive this special pricing appointments must be made that night and held within two weeks prior to all information is released for sale publicly, this creates urgency! All contracts must be written in the two-week time frame.

VIP waiting list creates anticipation and excitement right out of the gate. \blacksquare

SAVVY SALES

By Paul Evan

How many times have you heard this?: "I am a one-man show here burning the candle at both ends."

I hear that all the time from custom builders and pro-remodelers who don't think they are ready yet to add anyone to help them with their work. But is that the best thing?

The main thing I hear is that the company simply can't afford to add employees. But has the need really been accessed and a pencil put to it to see what the true cost really is? The big picture may be surprising. If you're reading this and relating to what I'm talking about, I want to propose that you take some time to undertake this exercise.

Break down all of the activities of your business. Most businesses can break it down into three categories: Sales, Operations or Administration. Each one of these three categories can then be broken down even further, down to specific job descriptions. Access a dollar value to your company for each one of these jobs. This might be based on last year's total sales, attributing a percentage to each job for how much it contributed to total revenue, then dividing that percentage by the total revenue. Be honest and fair in those evaluations. If you weighted the value of sales too strongly and did not put enough value on follow-through and execution, then your sales would certainly decline and you would never get the final draw on any of your build jobs. Not enough focus on the sales and marketing effort, however, is not going to keep your pipeline full and no amount of great administration or job skill is going to keep your doors open without sales.

Now, ask yourself what part of the business that you really like and most excel at. Consider that this is what you want to continue doing, and that the rest is fair game to delegate out.

So, you have the jobs and an estimate of their value to your business. Ask yourself how many hours a week YOU spend doing each one of the jobs. Compare that to your list of the jobs that you like and don't want to give up. Can one or two, or even three of these jobs be done by someone outside the company? Would delegating these jobs allow you to do what you like best, better or more often? Could your attention to your ideal area of focus bring in enough extra money to offset the money you're doling out to pay your help?

Could there be NO MONEY OUT solutions that would still allow you to spend more of your time on your ideal job? Perhaps there are suppliers and trade contractors out there that could be partners in making your company great. Let's say that "Supplier A" is on your job at least two times a week, and he or she can now be your eyes on the job site those two days. "Supplier "B" is on the job two days a week also, so there are more eyes on the job. "Trade "C is there on and off five days out of each month. And so on. If you are able to find suppliers and trade contractors that you can trust, and you're able to get more jobs because of your focused attention on sales during those hours when you have delegated site supervision duties to them, then you win and so do they.

I have counseled builders that are not in the position to afford a full-time superintendent on the job every day. But when they entrust their material and trade partners to help be their eyes and ears on the job site and personally spend more of their own time on administration, sales and operations, they begin to see how much time they were spending in areas that were not making them money, or more importantly--not allowing them to go make more money.

Companies often do this type of exercise when they see they are spending too much money on overtime with the employees. Would adding additional employees bring down the overtime costs and help the business make more money and/or just give the employees a better quality of life? When you are a "one-man show," you're just like that employee working too much overtime and sacrificing quality of life and job satisfaction in the process.

Paul Evans is the National VP of Millwork for BMC. He is also a licensed general contractor in seven different states around the country and a board member of the Building and Energy Codes Committee for the State of Texas. Paul travels around the country for BMC teaching classes on customer service, negotiating and sales. For over 10 years he has been an instructor for the NAHB, University of Housing and for the Home Builders Institute. He is a graduate of Lamar University, School of Engineering.



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(05/17)

[savvy focus]

By Beverly Smirnis

Window Shopping...

WITH PERFORMANCE TOP OF MIND

Oftentimes, when we think of choosing windows and doors, we envision the stunning architectural images that the major manufacturers use in their sales presentations. Yes, windows should be beautiful and beautiful choices do add to a home's value. But without proper performance, beauty is quickly diminished. So, let's focus on the first things first, looking at windows and doors from the perspective of energy performance.

ENERGY EFFICIENCY STARTS IN THE DESIGN PROCESS

When designing the house, window location and sizing as well as properly sized overhangs are essential considerations. Maximizing beneficial solar heat gain and minimizing unwanted solar heat gain are the goals. Locating deciduous shade trees to the south and west will also minimize summer solar gain and maximize winter solar gain. Keep in mind that different window models for different sides of the house may be your best strategy. If



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ENERGY PERFORMANCE RATINGS

U-Factor (U.S. / I-P)

Solar Heat Gain Coefficient

0.35

0.32

ADDITIONAL PERFORMANCE RATINGS

Visible Transmittance

Air Leakage (U.S. / I-P)

0.51

≤0.3

Condensation Resistance

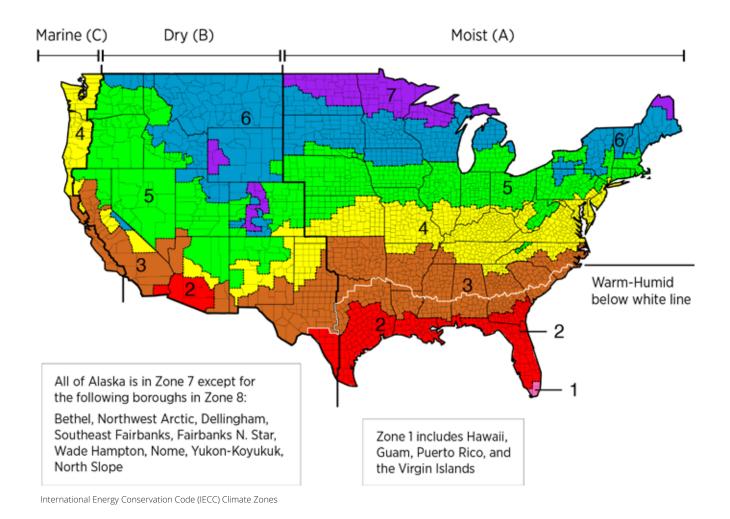
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Manufacturer stipulates that these ratings conform to applicable NFRC procedures for determining whole product performance. NFRC ratings are determined for a fixed set of environmental conditions and a specific product size. NFRC does not recommend any product and does not warrant the suitability of any product for any specific use. Consult manufacturer's literature for other product performance information.

Www.nfrc.org

The NFRC is an independent non-profit organization that establishes objective window, door, and skylight energy performance ratings



you're building a plan that's been built before, some design adjustments may need to be made in consideration of where you're building and which way the home will face.

Window flashing should be integrated shingle-fashion with the weather-resident barrier, window/door frame and decorative trim, with details and installation sequences specified on the building plan. When specifying patio doors, keep in mind that swinging doors offer a much tighter seal than sliding doors.

READ THE LABEL

In choosing what type of window or door frame you use, the strength, durability, low maintenance and insulation values must be considered as well as which choice makes the most sense for your climate.

ENERGY STAR estimates that installing ENERGY STAR-rated windows and doors can save homeown-

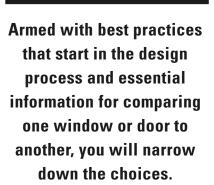
ers up to 15 percent on their utility bills. Qualifying windows are available in wood, fiberglass, vinyl and aluminum or a combination of these materials. Fiberglass, wood clad and steel doors with polyurethane foam cores are among the most energy-efficient door materials available. A well-built door will also have a magnetic strip to create a tighter seal that reduces air leakage around the edges.

The performance of the glass is paramount. Modern windows are built with two or more panes of glass filled with an odorless, colorless, nontoxic inert gas such as argon or krypton to fill the space between the panes to provide better insulation than just air. Special low-emissivity (low-e) coatings applied to one or more of the glass

surfaces are designed to reduce the infrared radiation from a warm pane of glass to a cooler pane, thereby making the window more energy efficient (lowering the U-factor). These coatings also reflect ultraviolet (UV) rays to minimize fading of furniture and drapes. Spacers keep the panes of glass the right distance apart. Spacers made of non-metal insulating materials may also insulate the edges of the glass panes to help reduce heat transfer through the window.

Performance scores by the National Fenestration Rating Council (NFRC) rate window performance in five categories. Performance criteria for doors are based on the amount of glass they have (called glazing level) with ratings also certified by the NFRC. Products

1



meeting ENERGY STAR criteria for the highest U-factor and Solar Heat Gain Coefficient permissible in each climate zone will also display the ENERGY STAR label along with a map indicating the U.S. regions where the labeled window meets ENERGY STAR specifications.

What to Look For on the NFRC Label:

Low U-Factor U-Factor measures the rate of heat transfer and tells you how well the window insulates. U-factor values generally range from 0.25 to 1.25. The lower the U-factor, the better the window insulates.

Low Solar Heat Gain Coefficient SHGC is measured on a scale of 0 to 1. The lower the SHGC, the less solar heat the window transmits.



Wood Double Hung Windows by Marvin Windows

High Visible Transmittance VT refers to the amount of light the window lets through. On a scale of 0 to 1, values generally range from 0.20 to 0.80. The higher the VT, the more light you see.

Low Air Leakage (AL) Value AL measures the rate at which air passes through joints in the window. AL is measured in cubic feet of air passing through one square foot of window area per minute. The lower the AL value, the less air leaks through the window. Most industry standards and building codes require an AL of 0.3 cfm per square foot.

High Condensation Resistance

This measure of how well the window resists water build-up is scored on a scale from 0 to 100. The higher the condensation resistance factor, the less build-up the window allows.

INSTALL PROPERLY

Follow the manufacturer's installation instructions when installing the windows to avoid voiding the warranty. The Department of Energy advises not to rely on fibrous insulation alone to block airflow around rough openings, as it will not air seal. DOE recommends filling the rough opening around windows and exterior doors with caulk or low-expansion spray foam designated for doors and windows, using only closed-cell products when using backer rod products, as open-cell foams can absorb and hold moisture. Properly lapped flashing around window and door openings integrated with the drainage plane layer directs water out and away from the wall cavity.

Armed with best practices that start in the design process and essential information for comparing one window or door to another, you will narrow down the choices. Now, you can now go back to looking at those gorgeous product shots. Your choices will have a significant influence on the overall look of the home and your thorough inspection on the job site will assure that those thoughtfully chosen windows and doors are installed correctly so that so that they will meet all of their performance claims.



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[on the drawing board]

Land Planning: IT'S TIME TO "BREAK THE CHAINS"

Have you ever wondered why there are so many odd dimensions in the business of Land Development? There are 43,560 square feet per acre, a mile is 5,280 feet long, and many streets are 66 feet wide.

Well, you can thank Edmund Gunter who in 1620 developed a "chain" made up of 100 "links" that would measure 66 feet end to end, a measuring device that has not been used for well over a century. Thus, all of our modern lengths and areas are based upon being divisible by 66 (22 yards). Until recently most public street right-of-ways were 66 feet wide because a surveyor simply stretched the chain and set property corners. There was no other logic to the width. While most cities and counties have adopted more logical street widths, reducing the right-of-way width to either 50 feet or 60 feet, many government entities still hold onto the obsolete 66-foot wide standard.

Until recent history, all mathematics concerning the layout of development required tedious (and time-consuming) calculations by the land surveyor and civil engineer. A 100-lot subdivision with curved streets and varied size lots could have easily added months to the design process before the final plat submittal. Then, after submittal, a complex layout with curved patterns had to be manually rechecked for errors by the governing authority (or their consultants), also adding delays. The field stakeout process for a curved street or walk would have required calculations based upon deflecting angles and straight distances--also extremely time-consuming. All of these extra man-hours required were not free – the costs were ultimately passed on to the consumer with higher lot pricing. Because they were a rarity in their time, neighborhoods with beautiful, curved lanes with varied setbacks and elegant meandering wide walks such as Lake of the Isles in Minneapolis, or the mansions along the curved lanes of River Oaks in Houston remain to this day - 'the' places to live.

If you use Google Earth to look at developments that were designed from the 1960s to the early 1980s you see street patterns beginning to be much less rigid than the grid patterns that were

the status quo before that time, given all of the hurdles discussed above. These neighborhoods were designed by a planner working on a table drawing manually by hand, then given to the engineer. There was no AutoCAD add-on's to automate the design of lots and streets. But the old school civil engineers of this era would take the time and effort to try to create nicer developments while also balancing the earthwork.

In 1968, I began my planning career in Southfield, MI, a suburb just beyond the north edges of Detroit. Our small firm produced hundreds of new subdivisions a year, most of them large, and some very large. Planning at that time consisted of a few requisite curves, making sure home fronts did not face rears, and making lot sizes slightly smaller in exchange for usable open spaces. That's pretty much planning 101 circa 1968. Vehicular 'flow' and pedestrian connectivity were not concerns. Because our artistic and free-hand marker-pen planning process would have been a nightmare for the engineer and surveyor, they would mathematically simplify most of our designs.

While technological progress was explosive in the 1970's and 80's, land planning was all about speed – how much faster could the consultant deliver the plan to their client? Using cookie-cutter patterns, rarely was anyone taking the time and effort to balance the earthwork or cut costs; this impacted home values and raised homes prices, but no one slowed down enough to consider that.

So in today's world, we have technology that makes it easy to plan neighborhoods with curved (organic) design. It would take no extra time to design and little extra cost to stake out than a grid. But, in the words of the famous architect, Ephraim Goldberg (you know him as Frank Gehry), "Ninety percent of the buildings we live in and around aren't architecture. No, that's not right--98 percent." And I'd

say the same about subdividing land – 98 percent of the time, the method is to simply jam in as much density as allowed by the regulatory minimums. There is little regard for value, livability, character or function.

The blame is squarely on technological "advancements" that have dumbed down design to a button press, resulting in mindless replication of easy-to-generate configurations. College professors are given this system to teach, creating CAD operators and not designers. It's incredibly quick to design a characterless development and whip out bland buildings with today's off-the-shelf CAD systems.

The industry has come full circle, at first developing the grid because it was quick, then transitioning into more interesting patterns but ignoring connectivity and function, and now using technology as a crutch instead of a design tool. So here we are back to using more of the grid pattern again. Few of today's young engineers take the time and effort to balance earthwork, instead using automated street grading to quickly reshape the land. The results can be mil-

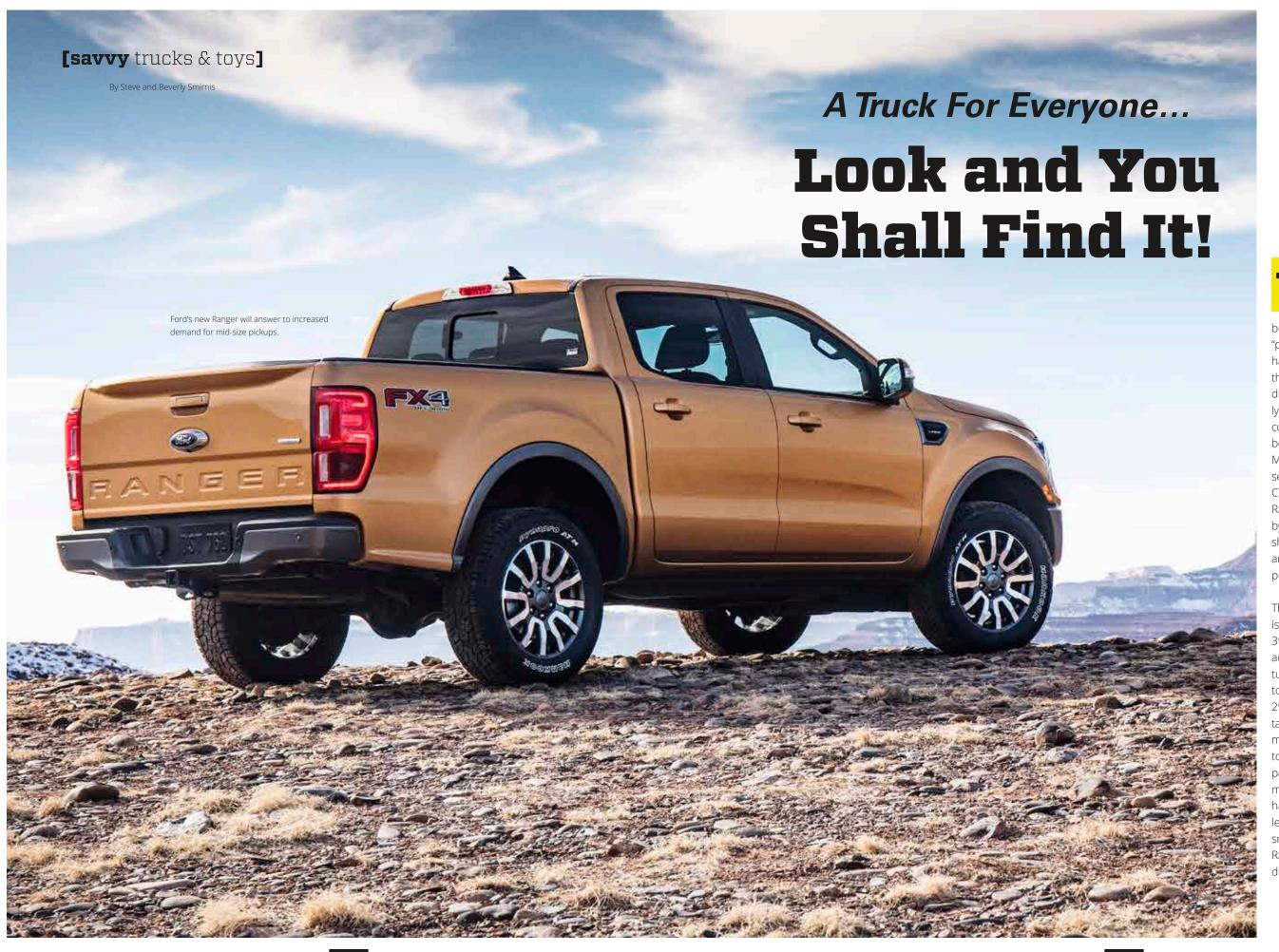
lions in added construction dollars. Given that both engineers and architects typically charge a percentage of construction costs, they profit by delivering the most terrible designs! This business model has no business being used in today's consulting environment.

We need to get back to an era where design matters, where professors teach design instead of CAD automation, and where cities, builders, and developers push their consultants to do better, refusing to accept an automated project. We are no longer chained down to the past, so why not use technology to create better development and homes, not just quicker plans?

Rick Harrison is President of Rick Harrison Site Design Studio and Neighborhood Innovations, LLC. His career spans more than 49 years in land planning, civil engineering, land surveying and land development and over 40 years in computer software development. He is the author of Prefurbia: Reinventing The Suburbs From Disdainable To Sustainable and creator of LandMentor. His websites are rhsdplanning.com and Land-Mentor.com.



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We heard a Ram Trucks executive refer to the new engineers behind the scenes designing and

building the newest half ton pick-ups as "paradigm pioneers." Ram engineers have done a superb job at anticipating the wants and needs of half-ton pickup drivers. That has paid off handsomely for RAM, establishing it as a true contender in an arena that has long been dominated by Ford and General Motors. Industry experts say that after separating the truck division from the Chrysler Dodge nameplate in 2009, Ram has carved out its role as a leader by breaking the mold of what a truck should offer and proven that people are willing to pay more for their truck purchases, too.

The Ram's base engine for the 1500 is a 305-horsepower V6. Ram's 395-horsepower V8 will deliver better acceleration, but it's the 240-hp turbodiesel with 420 pound-feet of torque that gets 21 mpg city and 29 mpg highway that has people talking. Ram says that its 2019 1500 model with the V8 engine will tow up to 12,750 pounds and have a max payload of 2,300 pounds. But beyond measuring up capability-wise. Ram has firmly established its brand as the leader of the pack when it comes to smooth ride and luxury trim levels. Ram reports that they have pulled in drivers who previously owned SUVs

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Above: Ram's Laramie Longhorn continues to set the bar in luxury truck interiors.

Left: 2018 Centennial Edition Chevy Silverado alongside a 1972 Chevy C10.

and sedans and attained one of the highest marks in brand loyalty. Yes, a Ram pickup is cool, comfortable, and luxurious enough to drive as both your workhorse and your weekender. Who ever heard of reclining rear seats in a pickup?

The good news is that everyone is forced to keep up, and nowhere is the competition more obvious than in the full size pickup segment. We could talk about technology and entertainment features, but let's just say that all of the new trucks have just as many bells and whistles as any vehicle segment plus features that take into account all the new if somewhat less experienced pickup drivers. Things like hill descent control can make a novice look good offroad, while parking assist features allow confident maneuverability for city slickers.

Across its Silverado 1500 lineup, Chevrolet strives to deliver something for everyone—from bare bones to luxury cruiser. There are three cab layouts, three bed sizes and three engine choices across six trim levels. The Silverado engine lineup ranges from its base V6 up to a 6.2-liter V8 capable of towing 12,000 pounds. We drove the Centennial Edition Silverado Z71 4WD LTZ with 5.3-liter V8 engine matched to an eight-speed automatic, good for 355 hp, 383 lb-ft torque and rated to tow up to 11,000 pounds. Features included a chrome exterior trim, 18-inch alloy wheels, LED headlights and LED foglights and taillights. With Z71 signifying an off-road package, it also featured a heavy-duty locking rear differential, front tow hooks, a seven-pin wiring harness connector, special shock absorbers, a heavy-duty air cleaner, hill descent control, underbody shield and recovery hooks.

Ford is the leader to beat in the 1500 category, and it offers hundreds of available configurations across its top-selling F-150 lineup. Aluminum body panels and an aluminum bed gave Ford bragging rights in claiming the F-150 to be the lightest truck in its class. The latest news is the 3.0-liter Power Stroke diesel engine with 250 horsepower and 440 lb.-ft. of torque as a sixth engine choice for F-150 customers. The diesel is EPA-estimated at 30 mpg highway and boasts 11,400 pounds of towing capacity and 2,020 pounds of payload capacity. While maintaining a watchful eye to hold its firm positions of leadership in the 1500 segment, Ford is putting equal emphasis this year on answering the call from truck customers looking for an affordable, rugged, and maneuverable midsize pickup. Torture-tested alongside Ford F-150 trucks, Ford promises that its 2019 Ranger will be also be "Built Ford Tough," featuring a 2.3-liter EcoBoost® engine and class-exclusive 10-speed automatic transmission.

If you're already a pickup driver, you'll find the newest model year offerings compelling as each automaker attempts to prevent its buyers from straying elsewhere. And if you're not yet driving a truck, that's probably just because you haven't yet discovered the one perfect for you—because it's out there for sure! We really can't think of any reason that a truck would NOT be a good choice for just about any type of driver!



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[industry news]

Don't Forget

Energy Tax Credits This April

On February 9, Congress retroactively reinstated the following tax credits on a retroactive basis for 2017 only:



- \$2,000 tax credit for the construction of homes exceeding heating and cooling energy standards by 50%. The base energy code is the 2006 International Energy Conservation Code plus supplements. (Note: For builders to claim this credit, the builder must first own and then sell/lease the residence).
- up to \$1.80 per square foot tax deduction for commercial and multifamily buildings that exceed specific energy efficiency requirements under ASHRAE 2007
- up to \$500 credit for consumers installing qualified energy-efficient upgrades.

Also, Section 25D Tax Credit for Power Production Property can be claimed for 2017 and beyond. The news here is that the 30% tax credit for the installation of numerous types of qualifying alternative energy equipment — not just solar equipment. A new bill restores the ability to claim the 25D tax credit for geothermal heat pumps, small wind turbines, and fuel cell property. Under a phase-out regime, the applicable credit rates are: 30% in the case of property placed in service before Jan. 1, 2020; 26% in the case of property placed in service after Dec. 31 2019 and before Jan. 1, 2021; 22% in the case of property placed in service after Dec. 31 2020 and before Jan. 1, 2022.

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At Movement Mortgage, we know the loan process effects industry professionals such as builders and real estate agents as much as it does the borrower. That's why our trademark 7 Day Processing and 6 Hour Upfront Underwriting* goal work so well for all parties involved in a purchase. Our approach helps create a clear path to closing, faster than the industry standard.

Movement Mortgage is committed to being a Movement of Change in the mortgage industry, in corporate cultures and in communities. We are one of the fastest growing mortgage companies in the nation. Our innovative approach brings families home faster and helps our industry partners shine.

"While it is Movement Mortgage's goal to provide underwriting results within six hours of receiving an application and process loans in seven days and close in one day, extenuating circumstances may cause delays outside of this window.

THE MOVEMENT WAY

STEP 1: ACCURATE PRE-APPROVAL - Our process starts with upfront underwriting based on your mortgage application and credit analysis, providing pre-approval upfront to those that qualify.

STEP 2: UPFRONT UNDERWRITING - Files move quickly to underwriting, and we are proactive in confronting potential problems so they don't become an issue later in the loan process.

STEP 3: 7 DAY PROCESSING - We strive to bring homebuyers to close in uncommonly rapid fashion with our 7 day processing goal.

STEP 4: 1 DAY CLOSING - Our process - and your clear to build - isn't slowed by a lagging or inefficient closing department. Our closers are highly motivated to work with a settlement agent and they strive to close the loan within 24 hours.



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Borrowers must qualify at closing for all benefits. "Movement Mortgage" is a registered trademark of the Movement Mortgage, LLC, a Delaware limited liability company. 8024 Calvin Hall Rd, Indian Lend, SC 29707. CPID 5475 | Exp. 8/2018



