



# STYLECRAFT'S THIRD-PARTY HOME INSPECTIONS:

**Elevating Quality Through Superior Accountability**





# HOME INSPECTIONS THAT LIVE UP

**At StyleCraft Homes we built our reputation on providing superior craftsmanship and quality of materials. While a commitment to these bedrock principles gives us the utmost confidence that all our homes Live Up in every way, we wanted to do more.**

So we developed what we call Best-in-Class Protection, a suite of services that are designed to provide our homeowners peace of mind — and a path forward in the rare event that an issue arises. These key services include our Home Inspections, the thorough examination of a home that's traditionally part of the home sales process.

Beginning in 2015, we stopped conducting home inspections in-house and partnered with trusted vendor A House on a Rock to perform this service in a way that was more reflective of our Live Up pledge. As it turns out, by getting out of our own way, we were able to elevate our homebuilding in many unexpected ways. We have since built and managed what we believe to be the best home inspection experience in the industry, and have hundreds of happy homeowners who vouch for the process. Are you next?





## WHY THIRD-PARTY INSPECTIONS?

**When you look at all the added benefits that contracting home inspections from a third party offers StyleCraft homebuyers, it immediately becomes clear why we made the choice decision. Here are the key benefits homebuyers will experience:**

### **AN OUTSIDE PERSPECTIVE:**

By partnering with a high-quality firm that can leverage their efficiencies, we're creating a superior home inspection experience. We know our homes inside and out. But we're builders, first. And we like the idea of bringing in a team of experts that may think a little bit different than us, providing new techniques and other know-how to ensure we're meeting and exceeding building code requirements.

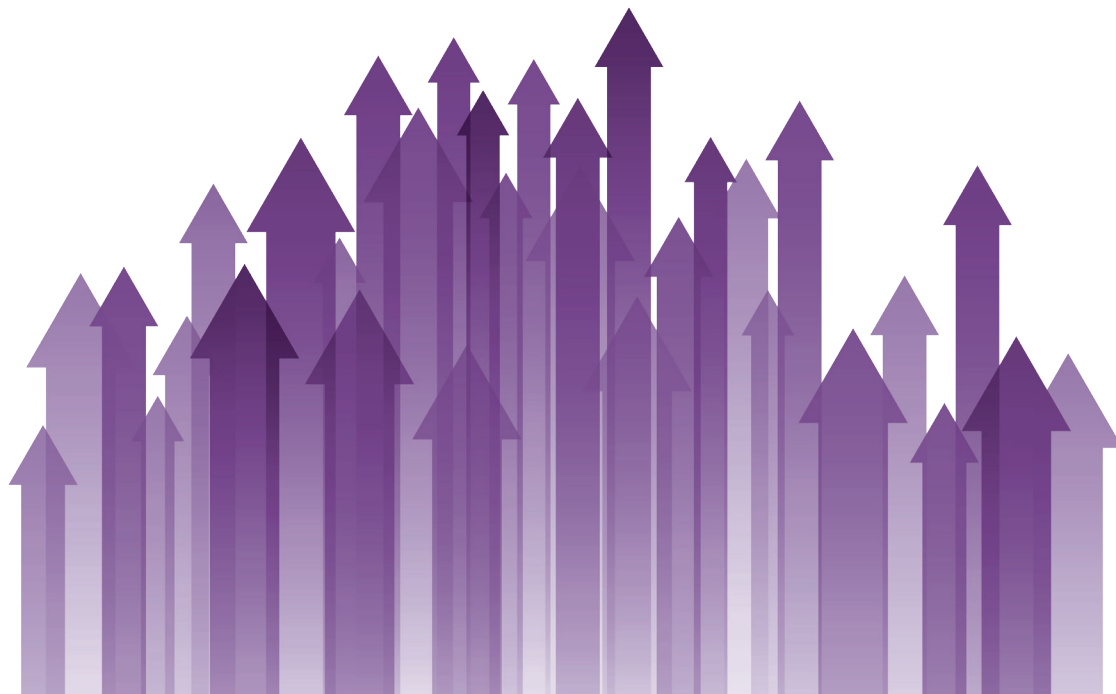
### **GREATER CONFIDENCE:**

We think it's important that our homeowners receive information as critical as home inspection reports from an objective third party. We believe that if you trust us to build your home, then you trust us to inspect it. But we hope that in creating this separation between the homebuilding and inspection processes, we gain even greater credence in homeowners' eyes.

### **SUPERIOR VALUE:**

StyleCraft covers Third-Party Inspections, which would cost homebuyers between \$400 and \$1,000 on the open market. But that's not the only value homeowners will find. Our comprehensive inspection reports can be very beneficial if a StyleCraft homeowner chooses to sell their home down the road. Additionally, with StyleCraft removed from the home inspection process, we're able to have a greater focus on quality control on the front end of the home construction.





## HOW STYLECRAFT THIRD-PARTY INSPECTIONS MEASURE UP

**Since launching our Third-Party Inspections, they have been a successful program and generated plenty of evidence that we made the right choice for our homebuyers. Here are a few measures of that success:**

### **HIGHER MARKS:**

We've seen our quality inspection scores steadily rise since beginning the Third-Party Inspection program. Higher scores add up to higher home quality, demonstrating that we're living up to and surpassing our homeowners' expectations.

### **THUMBS UP:**

We regularly hear from our homeowners — in reviews, surveys and casual conversation — just how our third-party approach to home inspections drives accountability and quality. With this compelling hard data and anecdotal evidence combined, it's crystal clear we won't be second-guessing our Third-Party Inspections.

### **FOLLOWING OUR LEAD:**

Many of our competitors still manage home inspections in-house. But how much motivation do they have to report any issues when they're the ones ultimately accountable for reconciling the work? It's an antiquated approach. That said, a few competing home builders took notice when we changed our process and have followed suit. But they don't have our top-flight partner, A House on a Rock, which we would rank above any other home inspection company.

# MEET OUR EXCLUSIVE PARTNER: A HOUSE ON A ROCK



We thought that the most difficult challenge to evolving our home inspection process from conducting it in-house to working with a third party would be finding the right partner. We were seeking an outfit with an eye for detail and a passion for accountability. Once we met A House on a Rock, the decision was easy. In addition to being a local, family-owned company — just like StyleCraft Homes — they share many of our core values. A House on a Rock was founded by a U.S. Marine Corps veteran who served two presidents on the helicopter service team, the ultimate test of accountability, as far as we're concerned.

A House on a Rock is a small business, but big enough to employ multiple inspectors, which are randomly deployed to StyleCraft home inspections to avoid even the appearance of favor with a particular area or project manager. All of these inspectors follow the strictest standards of practice in the industry, those set by the International Association for Certified Home Inspectors, which is the largest home inspector certifying organization in the world. Working with A House on a Rock makes us better builders, ensuring that our homes Live Up like never before.

## DID YOU KNOW?

**A House on a Rock only partners with one home builder in the Richmond area. That builder is StyleCraft Homes.**



# NAILING EVERY DETAIL: HOW STYLECRAFT THIRD-PARTY INSPECTIONS WORK

As a StyleCraft homebuyer, you don't have to do any work beyond reviewing your inspection reports and voicing any questions you may have to your Project Manager. We're here to coordinate everything.

## 1. THE VISIT:

Our inspectors will perform a thorough examination of the key areas of the house. We've highlighted each below, including just some of features, appliances, amenities, and more they'll be reviewing:



### ROOFING:

The inspector will actually get on the roof to inspect the roof covering, gutters, skylights, chimneys and more to make sure everything is built to sustain the elements and always to code. If it's on your house, we're on top of it.



### EXTERIOR:

Your home's exterior shouldn't just please the eye; it should be a highly reliable shield to keep everyone and everything inside safe, sound, and comfortable. We'll inspect the siding, flashing and trim, plus all exterior doors, decks, stoops, steps, stairs, porches, railings, rails, railways, and more. We'll also check the windows and double check that vegetation, surface draining and other factors aren't posing any threats to the structure.



### FOUNDATION AND STRUCTURE:

The foundation lays the groundwork for your home to Live Up. We'll inspect this critical area, in addition to the basement, crawl space, and other areas — always keeping our eyes open for water penetration, cracking, and any other issues presenting potential structural and safety concerns today or tomorrow.



## HEATING & COOLING:

StyleCraft goes well above and beyond the average homebuilder when it comes to optimizing homes' heating and cooling equipment from the get-go, doing so in a way that uniquely drives lifetime cost savings. Because of this, our inspections intensely vet the heating system and central cooling equipment, as well as visible distribution and venting methods, to make sure everything is dialed in to the right degree.

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## PLUMBING:

All homeowners know it's not bumps in the night that keep you up. It's the distant drip, drip, drip from a faucet... somewhere. Our inspectors will test all toilets, sinks, showers, etc. We'll also examine the interior water supply, as well as the drainage sump (if applicable). Finally, we'll review and accurately note the water supply, drain, waste, and main fuel shut-off valves, as well as the location of the water main and main fuel shut-off valves. And a whole lot more.

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## ELECTRICAL:

This is one of those critical inspection areas where the need for safety and efficiency converge. Our inspection includes the service line, the meter box, main disconnect, inspect panels, breakers and fuses, the service grounding and bonding, in addition to a representative sampling of switches, receptacles, light fixtures, and AFCI receptacles. We test and report on all GFCI receptacles and GFCI circuit breakers. Finally, our inspectors examine the service entrance conductors and smoke detectors, and report the presence of solid conductor aluminum branch circuit wiring.

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## INSULATION AND VENTILATION:

Our inspectors spend a lot of time in the areas you'll hardly ever visit. We inspect the insulation in unfinished spaces, the ventilation of attic spaces, mechanical ventilation systems, and report on the condition of insulation and ventilation in unfinished spaces.

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## INTERIOR:

It's easy to take for granted that all of a home's features well within your grasp are working just fine. But we won't let it happen. We inspect the walls, garages, ceilings, and floors, steps and stairways, balconies and railings, counters, and a representative number of installed cabinets, doors, and windows. Our also inspectors report on any signs of water penetration.

# NAILING EVERY DETAIL: HOW STYLECRAFT THIRD-PARTY INSPECTIONS WORK

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## THE INITIAL REPORT:

Homebuyers receive the actual initial inspection report, a detailed and transparent deep dive into the all of the findings complete with photos.

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## THE WORK:

Any issues identified during the initial inspection will be resolved by the Project Manager. We're committed to delivering quality homes, so if we don't get it right the first time, we will invest our time and money to make it right for you.

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4.

## THE FINAL REPORT:

That's right, we offer two distinct reports. After any needed work is completed, an inspector will return to ensure that any issues identified during the initial inspection have been reconciled and documented appropriately. (A copy of both reports is uploaded to CustomerLink, StyleCraft's online portal for all you need know about your home. This report may come in handy should homeowners choose to sell in the future.)

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5.

## THE REVIEW:

Have questions about these reports? Your Project Manager would be happy to speak with you in detail. Meanwhile, rest assured that our management team will closely look at each inspection report for quality control purposes and to see if there are any takeaways for evolving our homebuilding process moving forward.





When you take a closer look at StyleCraft's Third-Party inspections, we're confident you'll see what we see: All upside. This process hasn't just improved our home inspections process, but the way in which we build our homes.

**To learn more about StyleCraft's Third-Party inspections, contact Brooke Green at 804.523.HOME**





804.523.HOME

[WWW.STYLECRAFTHOMES.COM](http://WWW.STYLECRAFTHOMES.COM)