

## EP 4: PREPARING TO BUILD YOUR HOME

**Jason 00:00:03** Hello, and welcome to the New Home Owner podcast. On this episode of the podcast, we'll talk about the quiet period. So while things might seem quiet, I can tell you for certain that they are very, very busy. There's a lot going on behind the scenes. Your local team is consolidating your selections, ordering the necessary materials to build your home and gathering all of the required permits and preparing to build the walls, floors, roof, trusses, everything that's going to go into your home. And today we're going to talk about who's behind the scenes doing that specifically what's happening so that you know what's going on during this time period. And later in the episode, our guest speaker will share a fun way. You can start creating memories in your new home, but you have to start before building begins. So we'll get to that in a minute. Amy, Kelsea. Hello. How are things?

**Kelsea 00:00:54** Great. Thanks.

**Jason 00:00:55** I have three letters for you guys. Ready? B L T bacon, lettuce, tomato, best sandwich I've had this summer. I made it last night. My son Christian was home. It was just the two of us and this year I'm growing tomatoes. I plucked one of those suckers off of there. Sliced it up. So good.

**Kelsea 00:01:12** That's the best way to do it.

**Jason 00:01:13** Would it be wrong if I ate that every night until the end of August? Is that bad for me?

**Kelsea 00:01:20** No. I actually tried a BLT with Turkey bacon recently. Not the same. Would not recommend.

**Amy 00:01:26** See, I'm the lifelong vegetarian. So I'm more of an L and T kind of sandwich person.

**Jason 00:01:31** Oh, do you still do that? I was, as I chomped into my five strips of bacon, which may be a little bit excessive for a sandwich, I was thinking of your Aim. I was like, I wonder if she still does this sandwich.

**Amy 00:01:40** I actually had it for lunch on Sunday. I just added some cheese.

**Kelsea 00:01:44** Okay.

**Jason 00:01:49** Are there any other, what's your go-to summer dinner meals? I need some ideas.

**Kelsea 00:01:54** Um, kind of like a summer salad kind of person, but I have a really good sandwich that I liked from great harvest bread, co, you guys familiar? They make they're really Amy. I'm sure you've had it. It's just like fresh veggies, like all raw, but just like really good, really good crunch. There's like a red pepper. I don't know, pesto or something.

**Amy 00:02:11** I haven't, but now you give me something to check out this week. I'll let you know

**Kelsea 00:02:15** You've got to try it, its so good.

**Jason 00:02:16** I just, I won't eat BLTs in the winter time because I can't get a good tomato without the good tomato. I don't think it's worth the effort. I love bacon, but I'm not going to do it without the tomato.

**Amy 00:02:25** Yeah. I don't do tomatoes in the winter either. Not as good.

**Jason 00:02:28** And then I've discovered you have to toast the bread a little bit, but not over toast. And then my go-to mayo is Duke's mayo. Do you guys have a mayo choice?

**Kelsea 00:02:38** I'm a Duke's girl.

**Amy 00:02:39** Same! Oh, this is controversial though. There are a lot of polls online that I've seen about this.

**Kelsea 00:02:44** I have a family member. Who's a Miracle Whip person and I have a major problem with that.

**Jason 00:02:48** Okay. I don't want to, I don't want to make people mad out there, but if you're a miracle person, I don't know if we can be friends. I'm not sure

**Amy 00:02:56** I'll still be your friend.

**Jason 00:02:58** Maybe for certain dishes there. It's called for, but it's not a replacement for mayonnaise. We better get Julie's idea on this. What? Welcome to the show. First of all, I'll let you introduce yourself, but first I need to know what your position on mayonnaise is versus Miracle Whip.

**Julie 00:03:06** I like Hellman's but I went to school in North Carolina. You got to go with the Duke's too. It's a North Carolina thing.

**Jason 00:03:22** I didn't know that. Is that related to Duke? I doubt it. No. All right. Well, welcome to the show. Give us a little bit of background about yourself and what you do.

**Julie 00:03:31** I have been with NVR. I actually I've worked on the Ryan side for 18 years. I started out as a settlement administrator, but for the last 16 years, I have been kind of running the back office as an administrative office manager. So we're kind of behind the scenes getting your house ready. And I'm married. And I have a six year old daughter and I also have a 21 year old stepdaughter. So we, we always joke in our house that we play. We pay daycare and we pay college tuition. I don't know who else does that.

**Jason 00:04:02** That sounds really pretty expensive

**Julie 00:04:04** It's pretty expensive, but we have a dog and we have a rabbit and they get along beautifully, which is unusual little pair.

**Jason 00:04:12** We used to have rabbits as kids. Big ones.

**Julie 00:04:15** Yeah. We actually had one on our patio this morning. That's been eating my pots and it's like half the size of our rabbit inside.

**Jason 00:04:25** That's crazy. So I think your role needs a different title. We need to work on that because it sounds so generic, but it's not, like what you guys do is incredible and there's a lot going on. So for all the listeners, a period we're talking about for this episode, you've, you've signed your contract. You've made your selections. Your loan app is in it's, it's temporarily approved or maybe all the way approved at this point. And now what a lot of customers call this little time period between all that stuff. And when your house actually starts, in terms of someone digging in the ground or putting, you know, putting things, pieces of wood together is the quiet period. And they say it because up until that point, things have been very, very busy, very fast, a lot going on. And now suddenly we all kind of go and it seems like to you, the buyer that nothing's going on, but there's actually quite a lot going on.

**Jason 00:05:14** And all the stuff that's going on is going to help us build the house faster than what you probably think can happen. And one of the biggest misconceptions is, oh, if they build it fast, it's not going to be built very good, but it's actually not true because what's happening is we're pre-building and prearranging all the things we need. And we're doing that in a perfect environment. And most cases its temperature controlled it's it's in the environments controlled. So all of that arrangement is happening behind the scenes. So Julie, tell us what are some of those things?

**Julie 00:05:46** Once that contract is, is written, then all of the selections are finalized. We really get to business. So my team, we have to get a resite for your house. So once you finalized everything, we're going to get a resite, work with our engineers, make sure the footprint fits on your lot. And we are then once that resite is finished, we're gonna start applying for your permit. So some in a lot of dirt, every jurisdiction is, is different. It can take anywhere from maybe six weeks before start different jurisdictions, take different amount of time. But we start applying for the permit, takes a little bit, a little bit of time, but we're also submitting your final changes in your, basically your package to order all the materials that are going to be submitted to our manufacturing plant and all of our vendors for all the items that are going to go in that home.

**Jason 00:06:36** So everything that was determined from the selections and options, that's gotta be locked in. Cause you're basically going to that jurisdiction and saying, this is what this house is going to look like. Exactly. And they have to then approve the permits based on that.

**Julie 00:06:49** That's right. And if we make any changes, then we have to amend and it takes a little bit extra time.

**Amy 00:06:56** And go through the whole process again, all over again.

**Julie 00:06:57** Yeah. So it's really important to get those changes in and then allow us to go ahead and submit for a permit and submit for all of your materials for your house.

**Amy 00:07:07** And our sales reps will set the expectation at the different communities of what's expected for that timeline. Some people do things a little bit differently, but you'll know as a customer, exactly, what's expected of you. So Jules we've spent the past couple of weeks introducing our customers to different what we're calling team members. We talked about the sales rep. We brought on a loan officer. We talked about how we're going to introduce a project manager soon. But what I don't think our customers realize is the team of people working behind the scenes on their behalf, making sure things go smoothly for them. So when you talked about some of these items and processes that have to happen, who are the people behind those?

**Julie 00:07:48** Well, we have a permit administrator. We have a sales administrator, the sales administrator goes in and processes all of your change orders, your purchase agreement. We have the permit, permitted administrators. She submits all of the permits and resites to the county, making sure that we get them on time to start your house on

time. We also have a settlement administrator. We have, um, an individual who pays invoices and we have a pretty big team that takes you from start to finish.

**Amy 00:08:15** So all of these people, are the behind the scenes coordinators.

**Julie 00:08:19** Absolutely, they work really, really hard to make sure it's perfect.

**Jason 00:08:22** So there's a person just for permits, which I think some people think, well, maybe a big builder like Ryan Homes, you know, they have like a special deal with the county. They approve – No, every single house, same permits, same inspection, which is all, you know, third party, uh, county inspected for every house that we have. So

**Amy 00:08:39** Yeah. And there are people behind the scenes that have to manage that happening. It doesn't, it's not just automatic through the computer.

**Jason 00:08:44** Fortunately as the buyer, you don't have to worry about any of that. And you don't even have to know Julie, because she's going to do this for you based on, you know, what yours, what the sales rep has said. So not that they wouldn't want to know you, but that would be another person they'd be like, oh my gosh, this team is growing and growing. Now your team a lot of is, is unseen. Just like the underwriter from episode three.

**Kelsea 00:09:06** I think the only thing that's really critical there for the buyer to understand is exactly why these selections, I mean, we talked all about the design interior selections last episode. So why these need to be made on time and how critical that is to the start and ultimately the delivery of their home. So I know we kind of talked before this about, you know, what could be interfered with, if those aren't made on time. Do you have anything kind of to add?

**Julie 00:09:33** I mean, just for instance, if you decided later that you wanted to add, uh, an extension onto your home, well, that's going to affect the footprint of your home. So we have to submit a resite again, you know, the concrete needs to be poured a certain way. If you're adding that extension, it has to be redone. So that kind of takes you back a few weeks to get it all amended and accepted. And you know, it's going to affect the delivery date, the start of your home, and then the delivery date of your home. And, um, we want, we want it to start on time and we want it to deliver on time for you.

**Jason 00:10:04** Tell us a little bit about start date. Like how does that get determined? Is there a lottery? What what's happening behind the scenes?

**Julie 00:10:11** So once you sign a contract with us, we then slot you on our start schedule. So every week we talk about every single home buyer and, um, depending on what kind of house you're buying, it takes X amount of days. So we slot it on our start schedule and we talk about your loan, your house type, you have a house to sell. And then we, we slot them in different weeks and every week a group of houses are gonna start. So we have a system that automatically says, if you're going to be purchasing a certain type of house, it takes a certain amount of time. So we're able to start, have a start date and give you a very good estimated delivery date. So weekly, we go through that and that's essentially our start date

**Jason 00:10:55** That's amazing how they can figure out all the parts that go into building a house. Okay, we're going to be done on this date or at least within this week, you know, cause there's, there's a lot that's coming together.

**Julie 00:11:04** It's pretty amazing to see how we can really narrow it down. Yeah.

**Jason 00:11:08** And how many houses at once are you guys juggling in it and in particular division, I guess, or region per week,

**Julie 00:11:15** Per week?

**Jason 00:11:16** Yeah, per week. Like how many houses are you talking about? In one of those meetings?

**Julie 00:11:19** Um, well, per week, each week, we're starting anywhere from at least in my division. We can start maybe six houses a week. Wow. So, um, we have, uh, quite a few to review and look at. My team is very busy.

**Jason 00:11:33** Let's talk a little bit about the manufacturing plant, which we're going to have a whole episode on that. That's a really amazing and cool experience. If you ever get to see one, I got to tour one when I first started here, if you have you been to one, I'm sure you have. Yeah, that's really cool. So you talked about, you know, we have to order some lumber and some different things get ordered and what's going on at the manufacturing plant. What do you ship to them? First of all, say, okay, Hey, we need another one of these houses. Bring us this stuff.

**Julie 00:12:00** Yeah. So, you know, I, I spoke of our our start meeting. So each week we have a group of houses and, you know, different weeks. So in a specific week, we submit to basically the order to our manufacturing plant. And so that's prior to start and then they have time to put it together and then deliver the lumber at a specific time that we have dictated to be delivered to your site.

**Jason 00:12:25** Yeah. I've seen them on the road.

**Amy 00:12:28** Yeah. So have I. And the coolest part to me is they literally have an address and a last name. So it's really custom built for what each of our customers ordered. And I think that's such a cool thing that people don't realize.

**Julie 00:12:39** It's neat to see your lot number on the side of a big lumber truck, drive, driving down the road and your name

**Amy 00:12:45** Yeah. And your name.

**Jason 00:12:46** And so the difference between let's say a much smaller builder, someone who said, okay, I'm going to go to Home Depot or 84 Lumber or Tart Lumber in our area. Some, some lumber place they're going to get each individual piece of wood. And they're going to look at their plan. They're going to start putting them together. One piece by piece, which is fine. You can build a great house that way, what we do to reduce the cost and to increase the quality and to ensure we finish on time as we pre-build some of those walls in a manufacturing facility, in a plant, right? And so there's men and women sort of pulling the boards together. They get nailed through nailing machines and glue and there's board inspectors. The plant I saw, they had just installed a million dollar saw from Germany that cuts precisely the size of the boards of the two by fours.

**Jason 00:13:33** And then there was a laser that was etching exactly where it needed to be and how it needed to be installed. And so whatever we can do before we get to the home site and put it on a truck, it has to fit on a truck. We try to do that, including the trusses and a lot of the flooring subsystems. So that to me is, is amazing. First of all, that it's come to that point where we can, we can build it that way, but the quality can really be enhanced because we can control exactly how those things get put together. Really cool.

**Amy 00:14:01** And what you just said, Jason is a reminder that it's really not a quiet time, quote, unquote, there's so much going on behind the scenes. Its quite loud, in fact.

**Jason 00:14:12** Yeah. So they're there, they're collecting stuff. And I think it's also a lot of times we ship cabinets there and to sort of save money on shipping it and reduce waste and stuff like that. Anything else we can get shipped there, we'll do that and put it on the truck to get to your job site. I know it's a fun day for, you know, I built with NVR through NVHomes and the day the lumber was dropped, I was like, oh my gosh, there's our house right there. Getting ready to go up.

**Amy 00:14:37** And I think that's when it comes together, what's been going on this whole time. It's such a cool moment.

**Jason 00:14:42** Because you don't see permits. I mean, it's not like they go stick them on the ground. There's nothing, eventually there'll be there in the house. You can go see them, but, and then everything ordering, you don't see that we're not really going to email you and say, okay, we ordered your lumber started nothing, that's probably not happening. But you can know during this period that all that stuff is being collected and getting ready to get started.

**Amy 00:15:02** And through those updates, you were talking about Julie, that's how we communicate to our project manager and sales rep to pass along the updates to our customers.

**Julie 00:15:09** That's right. That's Right

**Jason 00:15:10** What else, Julie?

**Julie 00:15:11** We talked about permits Um, you know, we're, we're getting the building permit, but you know, our, our vendors are also getting mechanical, electrical, plumbing, permits, you know? So this is another reason why it's so important to have everything set so that we can coordinate with so many different people to get that house started and, and make sure we have all the proper materials for that.

**Jason 00:15:34** Yeah, and when we talk, uh, probably it's next episode, right? Kelsea, with the project manager, we'll talk more about, okay, who works for Ryan Homes and who is, who actually works as a Ryan Homes employee, or who's a vendor of Ryan Homes. And usually most of the time electrical plumbing, those are vendors. We use specialists in the local area to do those aspects of the houses. And we have a project manager as sort of managing that. So each vendor is getting their own permits and making sure that they're passing all the inspections as well. And so you're making sure that they're on point or, well, they are, you know, they do so many homes, but we have to make sure they have all that as well.

**Kelsea 00:16:09** I feel like that's one thing that we hear sometimes is, you know, oh, Ryan Homes, you know, pulls the permit and then they do the inspection. But no, you know, there are these third parties who are doing these inspections and holding us accountable.

**Jason 00:16:23** Yeah. It's quite interesting. I, I did my own work for my basement. And so I had to get my own permits and do my own inspections or have them have the

guy come out. So I went to the county office and I walked in and they're like, oh, you need a plan for your basement. You know, a sketch or, and I was like, ah, she's like, no, look, you can just draw it on the back of his page for a basement. It's easy. We just need to know where the bathroom is going to be. And if you have any doors or bedrooms. And so I did that and she goes, that's good. And the guy came out and checked the framing. And then the electrical guy came out and the plumbing guy came out. It was really fun to like, just see it. Um, and th there were a few things I messed up on, but

**Kelsea 00:17:03** That does not sound fun to me

**Jason 00:17:05** In our area, anyway, the person was very helpful. He's like, Hey, you did a great job here. This needs to be, you need to do this a little bit differently.

**Kelsea 00:17:12** Right. I'd rather have someone do it for me

**Jason 00:17:12** And he'd say, if you do it today, I'll be back tomorrow, and then I'm in the area and I'll come and check it again. That's cool. So tell us about this tip. What can they do before the building even begins? Because it is a little bit of a quiet period you're waiting. So I actually did this myself, but describe it.

**Julie 00:17:31** So I think it's a great idea to kind of document the life of your house. You know, when it's being born, you know, the, the time before we start breaking ground, go out to your home site, take your camera, take your family, take your dog, whoever you want it to be a part of it and start taking pictures. That can be the start off kind of the history of your home from start to finish.

**Jason 00:17:52** Now, what we did was we stood in the exact same spot. There was like, um, a storm drain. So we were like, okay, five steps back from the storm drain, where we knew the front porch, just the front of the front porch was going to be. And then we tried to do the same pose with the same so that you could see it progress the progression. It was pretty cool. It was difficult to find someone every time to take our picture, because we didn't have selfies back then and got to have a pretty long arm or a selfie stick.

**Amy 00:18:18** I have no doubt that you found a good solution.

**Jason 00:18:22** Usually it was someone working on the home or like, do you mind taking this picture for a second?

**Julie 00:18:26** Yeah. There is always someone on site that could help you. I'm sure.

**Amy 00:18:28** I was thinking more along the lines of a contraption, but maybe it we'll uncover that in another episode.

**Jason 00:18:31** Yeah. Well, my wife was pregnant when we started and our daughter was born like a month before we moved in. So it was a very busy time. And I think she did it on purpose because she didn't have to help pack anything. She was like, well, pregnant, I can't pack anything. You're gonna have to do it yourself.

**Kelsea 00:18:48** I love that tip though, because often times, I mean, gosh, we're only four episodes in, but typically our tips are kind of more about, you know, making the process smoother for you or ways you can get ahead of things. And this one is just fun and light and like a way to start building memories before you're even in your home. So it's really thoughtful. I like that.

**Jason 00:19:05** All right, Julie, thank you for joining us today. That was very insightful. A lot going on during the quote unquote quiet period for the next episode, we're going to talk to a project manager and that person is helps guide you through your new home build. We'll talk about how to best prepare for your pre-construction meeting and what to expect so that you can make the most out of your first interaction with your project manager. Be sure to subscribe to our podcasts, to stay in the loop with future episodes and visit [www.newhomeowner.com](http://www.newhomeowner.com) to submit any questions or topics for future episodes. And if you have a friend who's interested in getting a new home and not a used home, which is fine, nothing wrong with it, right Aim, you have a used home?

**Amy 00:19:50** I do. Thanks for sharing.

**Jason 00:19:51** But if, um, if they haven't even considered it, cause you know what, the stats are 40% of people that buy a house, don't even think about buying new because they're not sure how it's done. And there's a whole team of people that will make sure that happens for you. So go check out [Ryanhomes.com](http://Ryanhomes.com) and we have communities all up and down the east coast and the eastern side of the United States. There's probably something for you. Thanks. See you next time.