

EP 6: BUILDING YOUR HOME PART 1

Jason 00:00:03 Hello, and welcome to the New Home Owner podcast. The podcast for first time, new home homeowners in episode four, two episodes ago, we talked about what could potentially affect your start date for instance permits. And then in the last episode, we officially broke ground on your new home. So now what? What's going to happen now, it's time to start building your home. And today we're going to talk about the steps of the building process leading up to your pre drywall meeting. Plus, we'll go into detail about who is actually building your home. At the end of the episode, our special guests, Dave will share with us the one thing you can begin setting up during your build that is more important than running water. Is there such a thing? We're going to find out? I am very curious. I forget what we said it was going to be. So I'm anxious to know Amy, Kelsea, how are you guys doing? Good. Awesome. So the news this week, the big news has got to be back to school and you knew I was going to talk about Amy because Amy, you have two twin boys who are starting kindergarten, which is like the ultimate first day of school.

Amy 00:01:09 Yes. They had their first day of kindergarten yesterday. We took the bus, we had the whole experience and I didn't get a lot of feedback, but I didn't get any negative feedback. So I'll take that as a good day.

Jason 00:01:20 Kelsea, do you remember your first day of school?

Kelsea 00:01:24 That was a little too long ago. No, I can't say that I do. Um, I think I remember the excitement of it, but that's probably the extent. Oh, absolutely. Yeah. Yeah. Back in the day we all rode the bus.

Jason 00:01:34 Do you have to ride the bus? We had bus 22. I still remember my bus number.

Amy 00:01:38 I remember my kindergarten bus driver, Mr. Robinson.

Jason 00:01:41 Yeah, my bus driver definitely smoked while she drove. That's not really allowed anymore, but things have definitely changed. She loved to curse and smoke and yell at us, but, um, she was our bus driver for years. She was very consistent. Unlike your bus driver, apparently.

Amy 00:01:57 Yeah, the bus driver was an hour late yesterday and didn't show up at all this morning. So we're going to have to fix that by the end of the first week.

Jason 00:02:04 That's a little nerve wracking. No doubt. Well, let's bring in our guest today, Dave. Welcome. How are you doing?

Dave 00:02:11 Doing well, thank you for having me

Jason 00:02:12 Dave, you're a regional production manager. We're going to get into what that means, but I want to know if you have any first day of school stories or a crazy bus story.

Dave 00:02:22 I don't have any crazy bus stories, but we did send all of our kids off yesterday. I had one entering the first year of high school, which it was a little nerve wracking and one entering middle school, which if you survive those three years of your life, everything's downhill from there. Middle school is definitely tough. And then my youngest is in elementary school. So that's all that.

Jason 00:02:45 Yeah. Now our kids, um, don't start until Thursday and they walk to school. So after elementary you can walk in our neighborhood anyway and to high school. But I remember in high school as a freshmen, starting to look around, like, how can I get off this bus and get into a car? Can someone drive me? Are you, uh, is your high schooler or looking at that yet? Or definitely on the bus?

Dave 00:03:04 Yes. Okay. He is chomping at the bit, as soon as he is able, he will, he will be in a vehicle.

Jason 00:03:09 Yeah. So Dave, a, um, regional production manager. Give us, give us a little background about, about that role. The last episode we talked with Emily, who's a production, um, production managers or project manager. So I think it's helpful for everybody who's, who's building with us to understand kind of how the roles work and, and, um, you know, why we have them.

Dave 00:03:30 Absolutely. So tough act to follow. Emily was excellent.

Jason 00:03:34 Emily was. And I hope her trip to Costa Rica went well. We'll to have her back on and get that update.

Dave 00:03:40 She is a project manager and that is a role and responsibility within our organization that is on the front lines. They're on the site every single day. They're making sure everybody is doing what they need to be doing, making sure the quality of the home is where it needs to be. And then there's other layers of support. So they're not alone. And the regional production manager role is a role that is at the regional level that focuses on product and process improvement, supporting Emily and her peers and making sure that we are partnering with trade partners, who are the individuals who are actually building the home and making sure that we are continuing to educate them,

train them and acquire a new trade partners and making sure that we have the best and the brightest on our job sites, building the homes.

Jason 00:04:29 Right, right. Because I think there might be a misconception sometimes that, you know, Ryan Homes has, has all these framers on salary or plumbers on salary. But really what we look to do is find the best plumbing companies in that particular market. So if it's in Richmond, okay, what's the best plumbing company in Richmond that we can partner with because it's very difficult. Trades, I mean, man, if you're not sure what to do with your life, become a trade. You can have a really good career at a great job. They're hard to find and really good ones are hard, are hard to find. So that's kind of your role, I guess, is making sure that we have the best ones available.

Dave 00:05:01 Absolutely. And, and another word for these individuals that you may have heard our subcontractors, but we don't like to use that word because we really look at them as partners. They are an extension of Ryan Homes and we really want to come alongside of them and have that relationship that we are taking pride in what we do every single day. And that we're building these homes as if they were going to be our own. And we want to transfer that type of mission with our trade base as well.

Jason 00:05:31 Yes, we work with some of these companies for years, decades, even. So it's certainly subcontractor is such a limiting word. If you, if you think about it, it really is a partnership with us. So

Dave 00:05:41 And one other really important thing to note in regards to my role, especially recently with the supply chain challenges that we've had is that buying with a builder that is a national builder, we have that leverage. We are able to, to with procurement and work with suppliers and make sure that we're getting priority to get the products that we need to build your home and keep it moving forward.

Jason 00:06:05 My, uh, a friend of mine who was who's building with a very small builder, uh, in his area, their house was 90% done. And I said, well, what's the holdup, it's been two months. And he's like, we can't get these stair treads. You know, there's a whole wood problem, a lumber issue. So I was like, really? That's, what's holding it up? He's like, yeah, what do you guys do? And I was like, I don't know, we have about 20 people that are just constantly looking for the best products and how we're going to get them to the right place at the right times. Absolutely. Yeah. Depending on the year, that can be, there's been appliance challenges, roofing shingles, um, all kinds of stuff has to, uh, has to arrive at the same time. So,

Dave 00:06:43 And that's where this role helps our project managers. So they can focus on delivering the best experience possible. Don't have to worry about stuff like that.

Jason 00:06:51 So, you know, when we left off with Emily, we had worked our way right up to the pre-construction meeting. Right. So she was talking about that as well as some of the build and what her role is as a project manager, which was at one point your role as well, right. A couple of years ago. But how many houses do you think you've built over the years?

Dave 00:07:10 When I was a project manager, it was about 273, but who's counting?

Dave 00:07:21 I spent a lot of time in the field.

Jason 00:07:23 So you still remember probably after the pre-construction meeting, getting to the pre dry wall meeting, you know, what's happening in between those two checkpoints, if you will.

Dave 00:07:34 Sure, so you leave the pre-construction meeting, which you learned all about last time with Emily. And this is when your dream becomes a reality. This is where you start to get really excited. You start to see what you've spent the last few months, putting together on paper, come to fruition. And, and you may be a little bit nervous in regards to how are the selections that I have, how are they going to turn out, but we make sure that we have everything that that you've selected and everything is accurate. And that's why that pre-construction meetings is really important. So you leave that meeting and you can expect the home to start within about two weeks of that meeting, give or take. Now, again, we've talked about the various components of construction that could potentially delay that, but don't be concerned because our project managers do a great job with communication. We understand how important communication is and if something is to delay the start of your home, they will definitely get in touch with you and let you know what's going on

Jason 00:08:32 And bring it back on track. I'm sure there's a lot of different things that happen, uh, during those two weeks, uh, give or take a day or two. So I remember when they were starting on our house, we went first couple of days, like the day after the, the first meeting and the pre-construction and nothing had happened. And I was like, man, this is really frustrating. It's still just grass, even though they told us, but it's okay. We still want any. And then we went and it was just one day, there was a giant hole in the ground and a bunch of dirt. Of course, first thing I did was jumped down in

there in that hole. And I was like, I don't think they're done yet. This doesn't look like quite the right size. And my wife's like, absolutely they're not done is there's no way that's the size of the house. So I'm sure you've experienced that or heard that a lot

Dave 00:09:13 Jump down in that hole with authorized personnel. Correct?

Jason 00:09:19 We should have. We were young and dumb before we had kids and brains.

Kelsea 00:09:24 It's funny because that's something that we hear often is that the hole always looks smaller than what you think it will be. And I was actually driving through one of our communities this past weekend because I might be in the market for a new home. So I've kind of been scoping out some of our Ryan Homes, communities in the area and this particular community has half acre, lots. And as we're driving through, I'm like, okay, all I see is dirt. And these look so small, these don't look like a half acre and they absolutely are. So I can only imagine with the hole dug in there. Gosh, I thought the lot looked small, you know

Dave 00:09:59 Absolutely. That's something we hear quite a bit and don't be concerned because again, we have confirmed all your selections, but, and it's funny because when the hole is dug, it looks small and then the foundation, it looks even smaller. And as it progresses, it's not until you get drywall and trim and that it totally expands. And it looks like the model.

Jason 00:10:18 There's a lot of dirt and stuff that's moved and then put back and then grass and landscaping and trees. And it's like, oh, okay. Now. Yeah, actually it looked pretty big at this point when that stuff's back in.

Dave 00:10:27 And again, in the beginning of the construction process, it's not going to look like a lot of progress is being made. There's things that have to happen before we can dig the home. We have to stake it out. So you'll see stakes in the ground. Spray paint is a good indicator that we're getting close to digging because we have to mark the utilities. So, you know, our goal at, at NVR is that we have somebody working on your home every day and we run a pretty tight ship here at NVR. And we've got a lot of controls in place to making sure we're delivering the highest quality product possible. One thing we haven't figured out quite the way that we'd like to figure it out just yet, is the weather. Yeah. We're still working on that.

Jason 00:11:07 It's a little unpredictable.

Dave 00:11:08 A little unpredictable, but we've, we've learned how to manage through

Jason 00:11:12 But we can build in the winter. We can build, I guess I've always heard the worst as rain just day after day of rain. Not, not just a little storm, but like if conditions are really, really wet

Dave 00:11:21 I would say that that is not ideal, but we can, we can push through that because typically, you know, if it's, if it's an entire day, sometimes it just rains in the afternoon, but I would say, you know, snow, a snow event, you know, the where it's, where it snows and then it takes a while to melt. That that, that could potentially delay. But, but again, there's many factors, but we've been at this for decades. So we learn how to overcome challenges and obstacles and, and that's something else that there will be ups and downs through this process. And just because something changes course, isn't something to be alarmed about. It's just, that's why we have the best and brightest in the fields. That's why we have project managers to problem solve and we want to keep moving forward.

Jason 00:12:02 I think it's important to remember just to be engaged in the process as, as the customer and also to be excited. And when you see something or you think you're going to worry about something, you know, trust your project manager and trust the team behind that person as well that, um, this is not their first rodeo. They're, they're probably marking their 200th home build or something like that. So don't be afraid to reach out.

Dave 00:12:24 Yeah. Yeah. I'd love to touch on that because again, you know, when I was, when I was a project manager, I'll speak about my experience. I would sit down that pre-construction first time meeting these, the home buyers and they'd look at me and see how young I was and they, and they'd be concerned, but I just want to let everybody know that we, we do have a rigorous training program that we put all of our project managers through and there's various tests along the way to make sure that they are in the position that's necessary to succeed before we put them in charge of million dollars of inventory and the most expensive purchase of our customer's lives. So we take that very seriously here at NVR.

Amy 00:13:03 Yeah. When I, when I was having my boys six years back, my mom expressed concern about the age of my doctor. She said, she's so young, are you sure she knows how to manage this? And I said, yeah, there's a lot to be said for experience and, and that's everything, but so is the newest educated person on the teams. So that was how I justified it. And I really find that to be true. I started with Ryan Homes at 22 as

well. So I've dealt with that dynamic, but once you overcome that concern with knowledge, you can feel everybody's stress ease.

Jason 00:13:35 Absolutely. We've got the hole, the foundation, I guess. And then we start getting vertical and tell us about that part of it.

Dave 00:13:43 Um, so that, that's where it gets really exciting. And, and you know, our project managers, they, they like to send pictures, they do it on different frequencies, but if that's something that, that you, you would find benefit or value in, make sure you communicate that to your project manager at that pre-construction meeting. And I'm sure they'd be happy to oblige. This this part is, is where it really starts to take shape. This is where you really start to see progress. And it goes up very quickly. And I, I know there's been some concern with that in the past, in regards to how quickly it goes up. But we do that with a purpose in mind.

Jason 00:14:19 Yeah, in fact the speed is because of the quality we want. It's not a signal that we're doing it too fast, or there's no way it could be good. And that's part of the reason we want to talk today is just so everybody understands, like, how is it possible? It goes up so quickly. Well, you know, we've already been talking about everything that's been happening behind the scenes, but this is now coming to fruition on your, on your home site for your house. Correct. And, um, you know, there, there's certainly reasons why we want it going up quickly if we can help.

Dave 00:14:46 Absolutely. And, and, and why is that one of the reasons why we want it to get, we don't want to get up so quickly when to get it dried in. So if we can limit the amount of exposure it has to the elements, it's better for everyone involved. And, and we have, we, we try to build as many of the components in a controlled environment. Most of our locations have plants that were vertically integrated that are part of that.

Jason 00:15:13 Most but not all. So if you're in an area and you say, where's the plant for my house and it's not there yet, um, that doesn't mean you're not getting high quality. It just means we haven't built a plant there yet. So, but the amount of time that would, can be out in the elements is actually quite long. I mean, it could be two months, but what, what kind of timeframe are we looking for?

Dave 00:15:32 So we're looking for two weeks at the max, but by delivery two under roof, and obviously that's our timeframe. And we have the ability to, to get those lumber deliveries as close to the day that we start framing as possible. Now that may change given the various circumstances like we talked about including weather, but

again, we try to build as many of the components in that controlled environment. And I'd love to share this story because it just speaks to the pride that everyone in this organization has for what they do. I, I recently visited one of our plants and I was introduced to a gentleman who has been building stairs for four decades. And you think about

Jason 00:16:16 40 years, four decades.

Dave 00:16:18 Think about, you think about the repetition and the, the, his craft and, and how, how skillful he's got at that. And that's the type of individuals that we have in that plant that are doing these different tasks on a regular and repeatable basis. And it creates consistency. And it, it, it really, I think, builds on the quality that, that you ultimately see when you move into your home.

Jason 00:16:43 Yeah, ya know, I know before they painted ours, ours was signed that stair guy, I guess, or, or woman had signed their name and said, this is, this is my work, I stand behind it. So thought that was really cool. They take a lot of pride in that, I'm sure.

Dave 00:16:55 Yeah. And we do have situations, right? We do have situations where we have a weather event where it extends past that two week period, but see, that's where, what we do as, as a regional support is we look at that and look at products that are going to give us more margin for error. And let me just talk about one of the products, the flooring, the OSB flooring is designed to be in the elements that. It has a self draining technology with weep holes, and it's able to withstand a lot more moisture. And it has a 50 year warranty on it,

Jason 00:17:31 Sometimes if I watch like a real sensitive movie, my weep poles activate, and I feel embarrassed because I'm a 40 year old man. But again, that's

Amy 00:17:40 That's part of the plan.

Jason 00:17:43 That's good to hear it because I know there was inches of rainwater on our subflooring, uh, you know, for a half day. And I'm just watching them like push brooms of water off. I'm like, is that, is that bad? Our project managers was no, no, no, no, no, no that's, that's no problem. That's fine. You can have a foot of snow on there for three days. And, uh, it's perfectly within the limits of that product. And man, there are so many specs to understand about a product, like a piece of wood. You just look at it and like, oh, that's a piece of wood. No there's a, there's all kinds of performance metrics related to that. And testing that goes into that.

Dave 00:18:18 Absolutely, and if you do have a situation, you know, that's why you have a project manager in place to make sure that we're, we're taking the action necessary.

Jason 00:18:16 Very cool.

Kelsea 00:18:28 Hey, homeowners, it's Kelsea with the New Home Owner podcast. If you asked me the best neighbors you could have are your friends and family send them to [ryanhomes.com](https://www.ryanhomes.com) to get in touch with your community sales team or just to browse local communities in their area. That's [ryanhomes.com](https://www.ryanhomes.com). Now back to the podcast.

Jason 00:18:50 So the next phase we've got the walls, we've got panels, we've got roof trusses, right. And we're dried in at this point. So we have a roof. We have shingles?

Dave 00:19:00 We have shingles, we have windows, we have doors, we have house wrap

Jason 00:19:03 Siding, or whatever we're using on the side of the house?

Dave 00:19:06 Siding hasn't happened just yet. Okay. So what's next is what's what goes in behind the walls. So your mechanical, which is your duct work, your heating and air conditioning duct work, your plumbing and your electrical work. That's kind of the lifeblood of your home. That's, what's, what's happening next once it's dried in. And we don't want to start that process before it's dried in because we don't want those components to be compromised in any way. So that's, that's again, who we partner with our trade partners. Those are the individuals that are doing that. And each of our trade partners, like we just have, we have support for our project managers. They're not alone. We have support within our organization to make sure that there's many eyes on the process. Uh, trade partners have that same level of support when they have supervisors that are coming out and making sure everyone's doing what they need to do.

Amy 00:19:55 And I have to ask you just to make sure I understand dried in, is that the new cool term for the drywall's up?

Dave 00:20:02 Well, it's not the drywall just yet, but it's, it's, it's a construction term. It's, it's a relief for the project manager because everything becomes a lot more, ya know the variables become eliminated.

Amy 00:20:15 So you're under roof?

Jason 00:20:17 Under roof. So if it's pouring rain, you're, you're a little bit relieved. Like, okay, everything that we've put in is going to be dry when we go to work on it the next day.

Dave 00:20:24 Absolutely. And, and to your point, you know, this, this period of time is really impacted by weather once you're dried in, um, you, you, all those, a lot of those variables are removed. So the critical path to getting you into your new home, uh, becomes a lot more fixed.

Amy 00:20:42 I always found that this period of time that you're talking about Dave was a great to encourage my homeowners, to do a drive by. Drive through the community at an evenings or on the weekend when it's less busy with all of the trade partners working there. But it's just an awesome time to document what's going on. And it really is exciting to see so much progress in a small amount of time.

Dave 00:21:05 Absolutely.

Jason 00:21:06 We're also seeing a, I guess, a framing inspection or inspectors coming in at various points for this, even for the foundation, I suppose.

Dave 00:21:13 Yeah. Yes, absolutely. So internally we have controls in place, but we do go through inspections externally as well. We have a county inspections, local jurisdictional inspections that inspect various aspects of the home. This is the most important time to inspect the home before it goes into drywall to make sure everything behind the walls is where it needs to be. We also have a third party in this area. It's PEG, it's an energy rater who comes out and, and make sure that, uh, that your duct work system is fully sealed and that, uh, all the heating and air conditioning is not being wasted in getting to where it needs to get to. And they also make sure that all the, uh, air, any air infiltration locations or voids are taken care of with a pre-inspection. And it's not just a pre-inspection, but at the end. And I'm sure you'll get to this in that episode, they come back and make sure that the air exchanges are below a certain level so that your house is as tight as it possibly can be to save you as much money as you possibly can on your new home.

Jason 00:22:15 Yeah. We get to that when we get to that episode, the numbers are pretty astounding. Even a 10 or 15 year old home versus a new home built today. It's, it's pretty amazing what they do today. So

Dave 00:22:25 Absolutely. And we build them so tight that we actually have to have a fan inside the home to get fresh air into the home, so to circulate it. So

Kelsea 00:22:33 I'm making a mental note because I was just trying to educate my husband on the benefits of new construction and one of them being just the efficiency of everything behind the walls. So note to self, he needs to tune into this episode.

Amy 00:22:46 Yeah. And also all of the involvement in the meetings. So Dave, you mentioned the pre drywall meeting. Can you tell us a little bit more about that?

Dave 00:22:53 Yeah, absolutely. So that's going to your project manager is going to reach out to you about two weeks prior to that meeting. That tends to happen between 45 to 60 days after your pre-construction meeting. And we'd like to do it once everything is complete. And at the last possible moment before it goes into drywall. So insulation is in, so insulation is the last task before we get inspected for insulation and go into drywall. So that's the time that we'd like for you to come into the home. It takes about an hour to an hour and a half. Although we'll take as much time as we need. This is an important part in meeting and you will walk through your home. And the project manager will point out certain products in the home that we believe are an added benefit of buying new construction. And look at that and answer any questions that you, that you have. Again, this is a time to verify, not to change at this point.

Jason 00:23:52 So Kelsea, you just need to take your husband along, get it like a ride along on one of these it's like a pre drywall.

Kelsea 00:23:58 I'm just sitting here thinking, gosh, if I walked into a house and just saw a ton of wires, my anxiety would be through the roof. So I would assume that that's the role of the project manager to kind of educate you on everything that we're seeing before we go into drywall.

Dave 00:24:10 Absolutely. And an example would be like our open, our piping that we use. You know, it, it has more than 40 years of, of use and history. It's reliable. It won't pit, it won't free. It it's, it's freeze resistant, uh, it's leak resistant. This is something that, that we switched to this product and it looks like a tube. It looks like a tube. It's not your traditional copper piping. Uh, it's not as noisy and it's less likely to leak and it's guaranteed by a 25 year warranty. So those are the type of products that you get to see inside your home. And it almost looks like wiring, and you're like, well, that's not plumbing pipe. And then you get to understand the benefits and why we use that type of piping.

Jason 00:24:53 I think that and gives you a peace of mind. And you know, when, when your parents come by and they're like, well, why aren't you using the good old

copper? It's like, uh, that was great 30 years ago, but here are the issues and this is, uh, a much better product.

Kelsea 00:25:07 So you're basically learning how your home functions

Dave 00:25:10 Absolutely. What's behind the, behind the walls. And really it's, that's really, what's going to save you money and give you peace of mind once you move in. The mastic that's on the duct work that make sure that there's no leakage in the duct work. So there's many things to cover at that time.

Amy 00:25:25 How long does the meeting take?

Dave 00:25:26 About an hour to an hour and a half.

Amy 00:25:29 And what could our customers do to best prepare?

Dave 00:25:31 It is a construction site. So dress dress accordingly. You couldn't bring your paperwork, but most of the paperwork is already in the window on site. So most project managers will review that with you. Just one last verification, before we go into drywall, that everything is where it needs to be. Tape measures are a good idea. If you want to make sure that that couch you just purchased was going to fit, like you thought it was going to fit

Amy 00:25:59 But the measurements change just a tad generally, right? From when the drywall, before it's up and once it's installed. So it's just giving you a gauge at this point, right?

Dave 00:26:08 Exactly. I mean, you don't want to, you don't want to measure for window treatments at this point, because those are going to be impacted and your margin for error is a lot less, but furniture, you should be fine because it's only about, you know, drywall is a half inch. So it's not going to make that much of an impact for, for furniture, but for window treatments, definitely. You want to wait.

Jason 00:26:26 And is it okay if they take pictures? I know I took a, a ton of them, but I didn't really ask him. I'm assuming.

Dave 00:26:33 Yeah, that, that, that's perfectly fine. Um, take pictures of what's behind your wall. If there's a certain area, it's a good idea. That video is not a bad idea either. You're going to probably want that when you move in and you're hanging your first couple of pictures and making sure what's behind the wall or

Jason 00:26:46 It can be very helpful. Absolutely. And then I know we've had a few questions about people asking, can I, can I bring my uncle? He's a, he's a home

inspector, or can I bring my dad? He used to build homes. You know what, what's our policy on that? Is that okay?

Dave 00:26:59 Absolutely. They can, for us, we're open book, more eyes the better. We want, our ultimate goal is to build you the best house possible. And if they have a perspective or they see something that we don't then by all means, bring them and we'll have that, that discussion. And if it's something we need to address we'll address, but the more the merrier, we just ask that if you come to the home that you are accompanied by Ryan Homes personnel, but you can bring a home inspector. If you want, you can bring your uncle if you want. And they're more than welcome to be a part of that meeting.

Kelsea 00:27:35 I know sometimes at this stage we'll see spray paint on the floors. What does that mean?

Dave 00:27:39 So that's, that's the frame check. So that's what we're doing with square and plumb, making sure everything is where it needs to be making sure all the bolts are where they need to be in the steel beams are where they need to be. And that all the two by fours are, are in good shape. And that, especially in your kitchens and baths, that all those areas are square, especially with tile or hardwood. You'll definitely notice that. And it's a lot easier to fix it this time. So again, there's very, there's a lot of oversight on that particular inspection. It's a very important inspection. Again, the project manager, the senior project manager and something we've incorporated recently, our warranty managers, our warranty managers who actually, uh, will be part, will be an added team member. Once you settle on your home and they'll service you from that point forward, they have a good insight into what, what, what are the obstacles and challenges and opportunities that we're running into post-settlement that we can fix for that next customer. So they have a unique perspective.

Jason 00:28:39 Right. Right. It's really interesting because obviously, um, the warranty manager, if the, if there is anything wrong, that's the person that's going to come in. And so that's their job, but really we'd like them to sort of be like the Maytag repairman where they absolutely don't have to come out. And so we've said, Hey, why don't you come out before we put the drywall? And then you check it out. Absolutely. And, and those, um, men and women, our previous project managers for the most part and have a lot of experience as to, what's going to cause a problem down the road, let's get in front of it right now, so that we don't even have to have that call.

Dave 00:29:10 A ton of experience and fun fact, the area that I'm a regional production manager in one of the divisions have a combined tenure of over 70 years with the company. So you're in great hands.

Jason 00:29:22 That's good. That's good. Anything else that we should know about the pre drywall meeting?

Dave 00:29:26 So, you know, I, I just, one thing to note is that we do take the trade partners that we work with very seriously, the selection process. And we make sure that, uh, that they are licensed and that they have a good structure in place to be able to deliver on the brand promise on, on, on the quality that we expect. We want to make sure that, that those are the only individuals that are doing work on your home.

Jason 00:29:53 Uh, okay. I'm sensing, you're trying to say something to everyone out there. Be more explicit, because that was a route of, I know, I certainly wanted to add a little bit of this and add a little bit of that and let me just sneak in there. So what you're saying is let's, let's leave it to those guys to the professionals.

Dave 00:30:10 Yeah. The professionals. Absolutely. We just don't want any, any, anybody to get hurt first and foremost, and, and we don't want any warranties to be voided or any issues to happen down the road.

Jason 00:30:22 Right. I can imagine if you're at a Ford motor company about to, you know, you're going to go check out your cars being built, if you could do that. And you said, hang on one second. Let me just have a little turbo booster here. I want to have a little nitro gage on the back. Um, they wouldn't really appreciate it.

Dave 00:30:35 And that's the thing about construction is, is that you move this lever and it moves 17 different others. And if, unless you have the full picture.

Jason 00:30:42 Once you move in, then you can do whatever you want to your house, a hundred percent. That's what people do for years. I know we've been doing renovations and changes and this and that. It's really fun.

Dave 00:30:53 So that's where those pictures that you take, so you know what's behind the walls. Will, will, will come in handy.

Jason 00:30:56 We added a dog watch dog washing bin um, when we got a dog that's nice down in the basement now. So

Kelsea 00:31:03 We added a little dog room underneath our stairwell and our dogs whine the entire time they're in there so we are now transforming it into, we have a cat as well I think we addressed that on a previous episode, but, um, we're now

transforming it into her little space where we'll have her litter box and everything's all secure in there. So we don't have to worry about odors, but yeah, it's just funny the things that you can come up post settlement

Jason 00:31:27 So post-settlement go for it. Pre-settlement, leave your hammer at home.

Dave 00:31:32 Leave it to us, we've got you covered. And just one other, one other, a question that we typically get at that time is you're getting close to, to the end. At that point, we talked about all the variables being removed and we're, we're able to dial in, um, the next meeting, uh, which would be your new home orientation when the house is a hundred percent complete. And we'll be able to give you that date or a very close estimate of when that date is going to be at this meeting. The next question usually is about locking your interest rate. And I know you're going to get to that in a later episode, but that's something that, that is, asked at that time.

Jason 00:32:06 Yeah, we'll definitely get into more of details on the mortgage process and how that's going interest rate locks, which will start to give you an idea of your payment. And then, you know, we'll start talking settlement details, how to, how to get ready for that and what what's involved there, but knowing, um, you know, within a day or a week or so, uh, when your, um, new home orientation is going to be, when you're going to be moving in, that's, that's pretty exciting.

Dave 00:32:29 And the project manager will be able to give you that what he won't be able to give you definitively is your settlement date. Again, there's other variables at play there that are outside that project managers control, but it typically happens. We like to see that happen two to three days after your new home orientation.

Jason 00:32:45 Right. I remember we were especially, uh, cognizant of that date because we were about to have our first baby. So my daughter was born about a month after we moved in, but it was tight at one point, I was like, please don't tell me we're moving and having a baby on the same week. That would be really stressful, but it worked out okay. Okay. We mentioned at the beginning of the show that there was a tip and now that I'm looking at the notes, I know what it is. It is pretty, it's a good idea in this day and age. So tell us, tell us what, what they might want to be looking for, uh, and scheduling.

Dave 00:33:15 It's more important than running water. I think that's debatable, but it kept everybody engaged until the end.

Dave 00:33:23 Well, it's really important. The telecommunication. So your TV and internet provider, that's somebody you'll want to engage with at this time. Typically, you know, it's a new community, your address isn't in the GPS system just yet, maybe the infrastructure isn't run and you want to start that process and uncover that with some time to spare. So you really want to, you want to reach out to whoever you want your TV or internet provider to be at that time and start that process

Jason 00:33:51 Get on their schedule and get any questions answered that they might have.

Dave 00:33:55 And we'll take care of the water for you. Yeah.

Kelsea 00:33:57 Can you imagine moving into a brand new home and not being able to watch Netflix for a month?

Jason 00:34:02 Uh, how about one night I'd be like Netflix, order pizza and watch a show. That'd be like what I'd really be looking forward. And I'm maybe on that very night, it might be a little tricky, but you mentioned the water, electricity. It's funny. Cause you know, we handle all that. Right. And then this internet thing is always something that it's a whole different set of companies, a whole different set of things. So yeah, that's a great tip

Dave 00:34:27 Just to clarify the water and the electric is something that we have more control over and we control that infrastructure. So you called those companies. It's just a simple changing the account, but internet is something that's totally different in most areas.

Jason 00:34:44 Dave, thank you for joining us. I'm sure we might have you back on later and get some more stories and maybe some, uh, in-depth, uh, episodes on different products that we're using. Um, you know, Ryan Homes has been building home since the late forties, mid forties. So we've had years and years and years to get better and better and better. And it's, it's great to see that there's such a smart people choosing the right products and looking out for the process and helping all the project managers out there across all of our communities. So appreciate it. Thank you for your time. All right. Be sure to subscribe to our podcast, to stay in the loop on future episodes and visit newhomeowner.com to submit any questions or future topics or future episodes. If you have a friend in the market for a new home, Kelsea, I consider you a friend. So you might want to go to ryanhomes.com to check out the communities. I'm sure you're familiar with that website, send them to the website. There's, there's a lot of great communities and a lot of great homes. You can look at, uh,

photos, videos, and Google reviews and all that kind of stuff to, uh, to get you started, but also, um, recommend this podcast to your friend. It's a great way to understand how the build process works and everything that goes into it. Thanks. We'll see you next time.