



Cross Creek

BUILDERS



THE 10 COMMANDMENTS

I. Your time is valuable. Count on us for easy scheduling, convenient meeting venues and proven systems for keeping everything moving smoothly. Similarly, low-maintenance materials throughout your home reduces upkeep, giving you back a little more time.

II. You will get answers to your questions without the 'industry lingo'. We'll provide timely and thorough responses to your questions using everyday language.

III. You do not have to be a professional organizer. Our Home Owner's Manual details everything you need to know, reducing potential ambiguity. Together with our Home Selections Guide, you'll know what to expect and have this information conveniently organized at your fingertips.

IV. You deserve a low-stress new home experience designed for your convenience—not ours. We've worked hard to simplify the process for you. Our experience and proven systems ensure we will deliver your new home on-time and on-budget.

V. You can count on us. Our homes, the products used, and our craftsmanship are all backed by our comprehensive home owners' warranty.

VI. Your trust is held in highest regard. We care about you, your concerns, and your future. Your new home is a reflection of you, therefore, we want to help you make the right decisions based on how you want your home to "live."

VII. You will receive unmatched value. Quality products... competitive prices...craftsmanship...design savvy... and an unrivaled customer experience are what you can expect from us. *Always.*

VIII. You will appreciate our role as your New Home Investment Counselor. Just as you hire a professional to help manage your other investments, consider us as your new home investment counselors, helping you make wise, informed decisions—while being sensitive to your budget.

IX. Your satisfaction is paramount. You can expect to be treated with friendliness, honesty, thoughtfulness, and respect. If you ever have a concern or complaint regarding our service, we will attempt to resolve it fairly and in a timely manner.

X. You talk. We listen. Communication is key to a successful home building experience. We maintain regular communication with our home buyers throughout construction. We wish to be accessible, and welcome your thoughts and suggestions as it affects our relationship.