

# Building quality homes and customer confidence.

When you build a new KB home, rest assured that our team is 100% committed to your satisfaction. It's also good to know that our homes undergo a comprehensive process of reviews and evaluations, so we can deliver quality-built homes in great locations. And we'll be your partner every step of the way.



## 10 quality checkpoints

We use a comprehensive checklist to oversee every step from foundation and framing to drywall – and we don't move to the next step until the current one has been completed to our satisfaction.



## Third party evaluation

KB also partners with IBACOS®, a nationally recognized expert in home construction quality to conduct a rigorous annual evaluation of our construction operations and performance. IBACOS extensively assesses our construction processes, with numerous checkpoints related to safety and durability.



## Communications

To keep you well-informed during the build process, your construction superintendent will call with weekly updates and to answer any questions you may have. You'll also meet with them on-site.



### Pre-construction meeting

You and your construction superintendent will meet to verify your choices. They'll provide an anticipated start date, as well as an overview of foundation, framing and drywall stages.



### Pre-drywall meeting

Your construction superintendent will meet with you to confirm your home's exterior style and roofing. They'll go over the placement of water and gas lines, review your included water-saving features, and identify your electrical panel.



### Homeowner Orientation

A team member will demonstrate your home's features from air conditioning to appliances, and you'll get handy maintenance tips, learn what's covered under your warranty, and more.

We'll be there with help and support even after you're moved in. Our customer service team will schedule follow-ups to make sure your home's features and systems are working properly – and that everything is looking good.



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