



## ONLINE ACCESS FOR CLIENTS

Building your new home is an exciting and important endeavour, and The Norwood Group wants the process to be as smooth and enjoyable as possible. That is why we provide each of our clients with access to a secure website with all of the details of their new home.

Whether you are at home, at work, on the road, or on vacation, The Norwood Group puts information at your fingertips about your selections, upgrades, financial decisions, questions, documents, photos, and more.

Look at the examples below to see just a few of the ways our online client access keeps you in touch and well-informed during the construction of your new home.

## SELECTIONS AND APPROVALS MADE EASY...

**Kitchen appliances**  
Requested By: Dwyll Complete  
Includes cooktop, dishwasher, dishwasher, refrigerator, warming drawer, compactor, & double oven

Option	Price	Allowance	Pricing	Last Comment
#1 Kenmore	\$3,179.00	\$5,000.00	\$5,000.00	Assigned to Change Order #1. See change log for details. - 6/30/08 9:08 AM
#2 Kenmore Elite	TBD		Difference: +\$3,564.00	
#3 Customer's selection	\$8,564.99		Assigned to: Changes order toc #1 - Awaiting Approval	

**Cabinets & Countertops**  
Requested By: Framing Complete

Option	Price	Allowance	Pricing	Last Comment
#1 Merite-Classic line	\$14,900.00	\$13,000.00	\$13,000.00	On working with the designer at Chatham. We'll have the new design in the next few weeks. Thanks - Jane Brenner - 8/22/08 9:57 PM
#2 "Crown" Cabinetry, by Charleston Woodworkers	TBD			
#3 Custom Cabinetry	TBD			

**Kitchen Granite Counter Color**  
Requested By: 111506  
Choose from samples at Ace Tile

Option	Price	Pricing	Last Comment
Click "Make Choice" to enter a choice.	00.00		

**Change Order #1**  
Status: Awaiting Approval

Document Date: Saturday, January 13, 2007  
Contract Dates: 4/16/2006

Chatham Custom Builders, Inc.  
6252 Freedom Drive  
Weston, TX 75067  
214-945-9745  
License #A6363654

Project: Lot 14 - Element  
3847 Lakeside Ln  
Highland Village, NE 55421

The undersigned parties agree to the following contract changes.

Selection	Choice	Price	Allowance	Difference
Kitchen appliances	Customer's selection	\$8,564.00	\$5,000.00	\$3,564.00
Change Order Fee				\$75.00
<b>Total</b>				<b>\$3,639.00</b>

Effect on Contract Total	
Original contract total	\$876,400.00
Total from this document	\$3,639.00
<b>New contract total*</b>	<b>\$880,039.00</b>

\* May not include other documents that have been approved since this document was created.

Base Price	\$876,400.00			
<b>Change Order 1</b>				
Status: Approved	<a href="#">View Document</a>			
Selection	Choice	Price	Allowance	Difference
Kitchen Appliances	Customer's Selection	\$8,564.00	\$5,000.00	\$3,564.00
Change Order Fee				\$75.00
<b>Change Order 1 Total</b>				<b>\$3,639.00</b>
<b>Change Order 2</b>				
Status: Approved	<a href="#">View Document</a>	<a href="#">Move Up</a>		
Selection	Choice	Price	Allowance	Difference
Kitchen sink	10" deep stainless steel	\$288.00	\$0.00	-\$288.00
Microwave	22-80592 in white	\$118.00	\$0.00	-\$118.00
<b>Change Order 2 Total</b>				<b>\$406.00</b>
<b>Unlocked Selection Items</b>				
Selection	Choice	Price	Allowance	Difference
Central vacuum	Model 2765	\$2,475.00		+\$2,475.00
<b>Unlocked Selection Items Total</b>				<b>\$2,475.00</b>
<b>Total Price</b>				<b>\$882,920.00</b>

▲ **Selection Sheet**  
Review what selection choices you have made and see what decisions are coming up next.

▲ **Electronic Approvals**  
View and approve upgrades online without having to fax or mail signed documents back and forth.

▲ **Up-to-date Financial Total**  
Check a running total, in real-time, of the financial decisions you have made on your new home.

## ... AND SIMPLE COMMUNICATION FOR EVERYONE

February 2008

Mon	Tue	Wed	Thu	Fri
28	29	30	31	1
				#1-Cut drives (100%)
4	5	6	7	8
#1-Cut drives (100%)	#1-Cut drives (100%)	#2-Excavate basement (40%)	#2-Excavate basement (40%)	#2-Excavate basement (40%)
#2-Excavate basement (40%)	#2-Excavate basement (40%)			

**Existing Comments**

Tom Longston 8/8/08 8:06 PM  
Thanks for the update. I'll post it when we get it.

Margaret Cullity 8/8/08 8:05 PM  
We made a few changes on the guest bath fixtures. Jane should get back to you with a revised quote.

Tom Longston 7/30/08 12:22 AM  
I just posted the second quote. It is closer to your allowance, but still over. Let me know what you want to do. Thanks

Margaret Cullity 7/20/08 9:38 PM  
The first price came in higher than we wanted. I will go back in and change some of our selections.

**Add New Comment**

Check Spelling

Add Comment

Schang 4.24.07 Filename: Schang_4.24.07_003.jpg Uploaded by: Colin Maples Uploaded on: 4/25/07 4:47 PM <a href="#">View photo</a>	Schang 4.24.07 Filename: Schang_4.24.07_003.jpg Uploaded by: Colin Maples Uploaded on: 4/25/07 4:51 PM <a href="#">View photo</a>	Schang 4.24.07 Filename: Schang_4.24.07_005.jpg Uploaded by: Colin Maples Uploaded on: 4/25/07 4:53 PM <a href="#">View photo</a>
Schang 4.24.07 Filename: Schang_4.24.07_005.jpg Uploaded by: Colin Maples Uploaded on: 4/25/07 4:54 PM <a href="#">View photo</a>	Schang 4.24.07 Filename: Schang_4.24.07_006.jpg Uploaded by: Colin Maples Uploaded on: 4/25/07 4:57 PM <a href="#">View photo</a>	Schang 4.24.07 Filename: Schang_4.24.07_009.jpg Uploaded by: Colin Maples Uploaded on: 4/25/07 4:59 PM <a href="#">View photo</a>

In addition, all of your other communications are kept organized in one place:

- ▶ Schedule & Milestones
- ▶ Questions & Answers
- ▶ Comments
- ▶ Photos
- ▶ Documents

See the back for more details...



# A SIMPLE WAY TO ACCESS YOUR INFORMATION IN ONE PLACE...

It starts by entering your personal login information at [www.norwoodg.com](http://www.norwoodg.com). From there, you have access to the following areas and more.

## Selection Sheet... See choices and stay on schedule

The site organizes selection items on a single color-coded list, displayed with all of the pertinent allowance, pricing, and other helpful information. Upcoming selections are automatically flagged to help keep you on schedule. With just a few clicks, you can enter your choices.

## Expenses & Change Orders... Eliminate "sticker shock"

Every decision made on the selection sheet is automatically reflected on the expenses page. With a single click, you can see how each of your choices have affected the final price of your home. If you need to approve a change order, you can do it electronically, saving you the time and hassle of faxing or mailing signatures to your builder.

## Schedule & Milestones... Understand the next steps

Building a home is an involved process, so the site will show you a schedule calendar and a list of the major milestones. You can check the progress made so far and see what steps are coming up next.

## Questions List... Never lose answers to your questions

Over the course of a project, you will have lots of questions, and this site will help you keep all of those questions, and your builder's answers, organized and in one place. Simply enter your questions here, and your builder's responses will be listed right next to them.

## Builder's To-Do List... See items as they happen

Your builder may choose to post some to-do items on the website. While you cannot add items to this list, viewing it can help give you an idea of how things are moving along on your home.

## Comments, Photos, and Files... Stop jumbled e-mails

As your home progresses, you will need to have "conversations" about certain items, like asking for clarification on a selection or providing an update on a warranty request. Rather than using e-mail, you can add comments to many of the items in the site. Comments group these conversations together with the items to which they relate, which keeps information organized and available to everyone, cutting down on misunderstandings. You and your builder can also attach photos and files.

## Warranty List... Easily track loose ends

Once your home is complete, you can submit warranty requests online. You can come back to the site to check the status, add comments as necessary, and then verify when they are complete.

## E-mail Updates... Let new information come to you

You can access the website at any time, but if there is something updated that you need to see on the site, you will also receive an e-mail each morning letting you know.

Question	Asked By	Answer	Last Comment
1. When they put in the driveway, they took off the spout from the gutter. The driveway is now too close to the gutter for the spout to fit. Does it need to be put back on in a different position?	Jane Brement on 6/23/08	Yes, we put the gutter elbow back on in a different position. We positioned it so that the water would flow down your driveway. Hopefully this will help with eliminating the possibility of future erosion on the side yard/hill. - Michael Smith on 9/2/08	9/2/08 2:10 PM - Question answered. <a href="#">View/add comments</a>
2. I know I need to have my back deck treated, but does the front porch need that, too?	Jane Brement on 7/2/08		<a href="#">View/add comments</a>
3. Do I have to pick my exterior color from the "Historic colors" packet for the ARB to approve it?	Jane Brement on 8/15/08	No, but everyone else has picked from that guide and they have gotten approval on their primary choice without problems. - Michael Smith on 9/2/08	9/2/08 2:10 PM - Question answered. <a href="#">View/add comments</a>

▲ The questions list saves all of your questions, and your builder's answers, in one, easy-to-find place.

Option	Price	Allowance:	Pricing	Last Comment
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#3 Customer's selection	\$8,564.00		+ \$3,564.00 Change Order #1 - Awaiting Approval	

▲ The selection sheet shows real-time info and prominently marks upcoming selections to keep everyone on schedule.

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#2 "Crown" Cabinetry, by Charleston Woodworkers	TBD			
#3 Custom Cabinetry	TBD			

▲ The expenses page automatically shows how selection choices and change orders affect the final project price.

Selection	Choice	Price	Allowance	Difference
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Status: Approved				
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Central vacuum	Model 2765	\$2,475.00		+\$2,475.00
<b>Unlocked Selection Items Total</b>				\$2,475.00

▲ The warranty list lets you request new items and verify items once they are complete.

Priority	Date Entered	Item	Last Comment	
1	8/12/08	Finish painting siding and trim on side of house.	9/2/08 3:18 PM - Jane Brement - It looks like this is all done! <a href="#">View/add comments</a>	Completed
2	7/2/08	We have some water seeping into the basement on the front wall. I'm going to attach some pictures of it in the "photos" section.	9/2/08 3:04 PM - Michael Smith - Item accepted <a href="#">View/add comments</a>	Completed
None	7/2/08	"Short" in fireplace, causing fireplace to turn off on its own and sometimes never lights.	9/2/08 3:05 PM - Michael Smith - As previously discussed, we'll get John and the fireplace vendor there soon to resolve. I will let you know as soon as I can tie it down. <a href="#">View/add comments</a>	Completed

▲ The warranty list lets you request new items and verify items once they are complete.