



**PLATINUM**  
HOMES  
**PLATINUMFARGO.COM**

# CLIENT GUIDE



## BUILDER TREND LOGIN

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_

### HOME DETAILS

**MODEL:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

## MEET THE TEAM



**Matt Orner**

Cell: 701.541.3828

matt@platinumfargo.com

Matt is the President and Co-owner of Platinum Homes. For the past ten years, Matt has built over 170 homes in the Fargo area. He is not a “briefcase builder” as he has over 18 years of carpentry experience. Matt went to North Dakota State College of Science and earned his degree in Architectural Drafting & Estimating. You will see Matt quite a bit in the front end of the build while he works on your floor plans to get them tailored to your lifestyle.

With his passion for Drafting, Matt will perfect your plans along with professional renderings and 3-D walkthroughs to really help you visualize your new home, leaving you feeling confident and secure with your choice in Platinum Homes.

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**Ben Orner**

Cell: 701.799.3736

ben@platinumfargo.com

Ben is the Vice President and Co-owner of Platinum Homes. Starting in the construction trade in the 1970’s, Ben has many years of construction supervising experience, with a big part of that in running jobs and scheduling. When the initial design of your home is complete, Ben guides all sub-contractors to the homes and makes sure everything is running at a smooth pace.

Ben is dedicated to conducting the planning and building of your new home in a customer-focused manner. The Platinum team will build your home with the finest quality materials and craftsmanship, with careful attention to every detail. With that in mind, his goal, along with Matt and Hollie’s, is to help you design and build a home that fits you and your family’s every need.

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**Hollie Kietzer**

Cell: 701.491.2481

hollie@beyondrealtyfm.com

Hollie has been the exclusive Sales Consultant for Platinum Homes for the last ten years. She specializes in top-notch, tailored service set to exceed your expectations. She is your home building partner, ready to make sure that you get exactly what you expect in your home build. Hollie is there to answer design and planning questions, and will guide you along the process to offer your family just the right location, fit, and function for your custom build.

With integrity driving everything that she does, Hollie is committed to you. She is dedicated to meeting the needs of our Platinum Homes customers by offering personalized one-on-one service, building a trusting and professional relationship with each customer that she helps.

Hollie Kietzer is a licensed real estate agent at Beyond Realty, 4725 Amber Valley Pkwy Ste. A, Fargo, ND. Contact Hollie today to talk about your next move.



## DECIDING TO BUILD

### DEFINE YOUR DESIGN

The joy of building your own home is that it is finally your turn to make all the decisions. Create a floor plan that will fit your lifestyle. Work from current plans or design your own look and layout from your own perspective. Once decided, Hollie will communicate your ideas and floor plan to our in-house architectural drafter.

### INTERIORS & EXTERIORS

Hollie will guide you through the details of your future home. We have a Selection Center where all the customizing takes place. With so many choices, it's nice to bounce around ideas before you make your final choices. Select your siding, stone and shingles as well as flooring, fixtures, countertops, doors and knobs. This is your hands-on experience to make all your decisions in one place.

### FINAL WALK-THROUGH

During the final walk-through we take you on a tour of your new home to view and approve every piece of what has been built. We want to ensure we've lived up to your expectations.

## CLOSING DAY!

### PLANNING & PROOFING

Once your home site and floor plan have been reviewed, you will then sign off on the prints. It is important to remember that your home project will be added to the construction schedule once the print is signed. We will begin to write the purchase agreement. With a signed print and a fully executed purchase agreement, here is where the fun begins!

### BREAKING GROUND

We start by pouring the foundation, then the structure of your house can begin to take shape. At this time you will meet with our Platinum Homes team for a "framing meeting" and to discuss details in the home. Once the frame is enclosed, you will meet with our home electrician, Darren, for an overview of the electricals and a thorough electrical walk-through. This is when you will decide placement for lighting, switches, outlets, televisions, audio/visual components, etc.

Your customized look will be finalized with great attention to detail including walls, plumbing, paint, texture, cabinets, flooring and trim. We take great pride in our work and aim to provide exactly what you expect in your home construction.



# VENDORS

Please be sure to make an appointment with our contacts only to avoid confusion. Our direct contacts with our vendors are extremely knowledgeable on our allowances and products.

VENDOR	CONTACT	DETAILS
<b>Wendt Cabinets</b> 2720 22nd Ave S Moorhead	Dale or Kaeili Wendt 218-227-0440	This is the most important meeting as they will need time to build cabinets for your new Platinum Home. In addition, this will likely be the longest appointment. Please allow at least an hour for this consultation. You can expect to make decisions on cabinetry, built-ins, stains, countertops, etc.
<b>Carpet World</b> 4601 17th Ave S Fargo	Brien 235-7525	Brien will guide our Platinum customers through all of their flooring selections. Please keep in mind, if you are including a tiled backsplash in your kitchen, or tiled walk-in shower, those selections will be made with Carpet World as well.
<b>Valley Lights</b> 1230 38th St N Fargo	Todd 277-0344	Please see your Realtor or Hollie for the lighting allowance on your style of home as each style of home varies.
<b>Rigels</b> 609 Main Ave Moorhead	Tom 218-233-6104	Please see your Realtor or Hollie for the appliance allowance on your home. Appliance allowances also vary per style on home.
<b>Northern Plumbing Supply</b> 1817 Great Northern Dr Fargo	Jenna 297-7801	All of the plumbing fixtures. Jenna will offer what the standard fixtures that are included and any upgraded options available.
<b>Simonson Lumber</b> 2400 Main Ave Fargo	Dave 232-3281	Dave provides all mill work, interior and exterior doors, windows and hardware.
<b>Hebron Brick</b> 2300 Main Ave Fargo	Moe 491-7693	If you choose to visit their showroom, please see Moe for exterior selections. Also, if your home includes a fireplace, please make a selection for your stone surround. We also offer stone selections within our Platinum Homes Selection Center.
<b>Twin City Garage Door</b> 324 Main Ave E West Fargo	Matt 566-0976	
<b>Sherwin Williams</b> 1242 14th Ave E, West Fargo 4441 45th St S, Fargo 920 Main Ave, Fargo		Select one color you choose for your walls and ceilings to be sprayed throughout. Provide Hollie with the color and paint # selected.

Once your home is fully enclosed, you will be contacted by our electrician for an electrical walk through. This will allow you an opportunity to walk through your new home and add any additional outlets and/or lighting.

Platinum Homes will provide all framed mirrors for the baths. If you would like to provide your own mirrors, please be sure to notify Hollie.

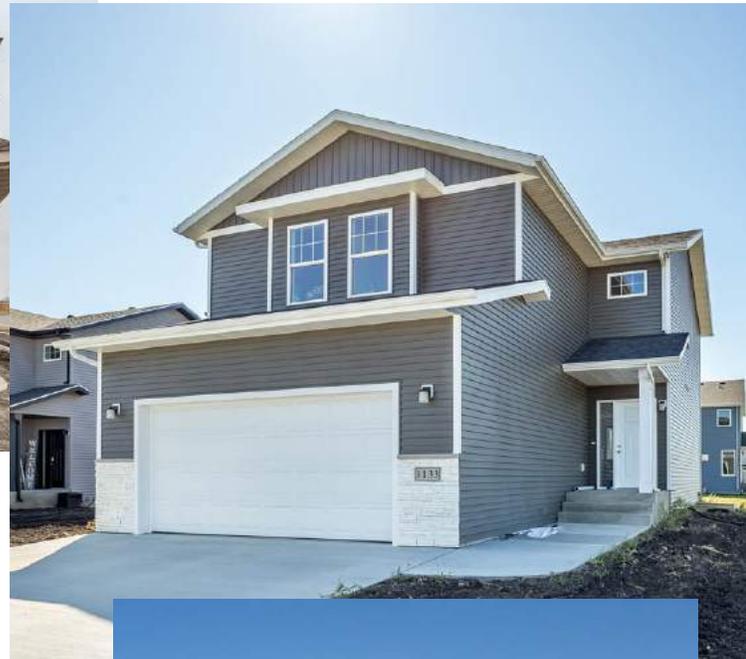
Feel free to contact Hollie anytime with any questions, 491-2481. We thank you for choosing Platinum Homes!



# EXTERIOR DESIGN

Decision time is here. It is time to start selecting your design finishes. You will come to the Platinum Selection Center to choose the following selections:

- Siding/Vertical and/or Horizontal
- Shingles
- Fascia/Soffit
- Downspouts
- Corner Pieces
- Exterior Doors
- Windows & Grids
- Drip Edge
- Brick/Stone
- Garage Doors



## PLEASE READ THESE IMPORTANT SUGGESTIONS

Congratulations on the purchase of your new Platinum Home. We really appreciate you choosing our company to build your new home and we hope you enjoy it for years to come. Now that your house is officially yours, things become your responsibility. We want to help you out by giving you a few important reminders on how to keep your house running smoothly.

### Rain Gutters

Rain gutters are an important to divert rain and water from your home. However, if the downspouts remain up during rainstorms or snow melts, this can be your worst enemy. Rather than diverting water away from foundation, downspouts that remain up take all rain and shoots it right along the foundation and into the drain tile of your home causing your sump to work overtime and ultimately wear out at a faster rate.

### Sump Pump

In addition to having downspouts down, it is also very important to get your sump pump running correctly. There is only about a 12" PVC pipe coming out of the house where the sump pump discharges from the house. We recommend that you get a collar and a sump pump extension hose and run it to the back of the property to get all water as far away from the house as possible. If you choose not to do this, your sump will discharge the water out about a foot from the house. This water will go immediately back down to the drain tile and back into the sump and will wash out the dirt where your A/C typically sits, causing the unit to tip and damage it. With heavy rains, this can mean a backup in the sump pump and possible flooding. Another thing that the hose will do is save on your sump pump. It will not run as often and will ultimately last longer. Extension hoses are inexpensive compared to replacing water-filled basement floors. One last thing is to make sure the pump is always working, even if the sump pit is dry. Pour water down the hole until it makes the pump kicks in. If this does not happen, replace the pump immediately.

### Furnace Filter

With new construction comes plenty of dust. Even with cleaning there will still be dust cycling through the home for a while. We suggest that you check your furnace filter every other day for the first couple weeks after move in. As soon as there are signs of dust, replace right away. After the first couple weeks still check it often, replacing as necessary about every other week or until the dust has finally filtered through. It is always good practice to set a monthly reminder to check your filter.

### Window Moisture

During construction, there is a lot of moisture that is pumped into the home. Once taping/texturing begins, the moisture usually starts due to the water and taping mud. Paint and primer is another major factor to this. With that said, during the winter months, you may notice ice/water on the window sills. If this is the case, please try and wipe away any water that may sit on the sills. If able, open all window treatments during the day to allow the window to breathe. If left closed, the problems will worsen over time. Another major factor is showering. Always run your bath fans as much as possible during the use of the bathrooms as this will take care of the majority of the moisture created from showering. After the first year, moisture in the house should be down to a normal amount.

### Flooring-Hard Surfaces

Hard flooring surfaces such as laminate, hardwood, and tile are beautiful if treated properly. We recommend that if moisture is on any part of it, wipe off immediately or there will be bubbling. Pet urine is also very dangerous and will ruin the floor almost immediately. Use the recommended cleaning agents and if you are unsure what to use, call the flooring company and they will tell you what to use to maintain the beauty of the product. This is a sure way that you will not void the warranty of the floor.

### Flooring-Carpet

Like hard surfaces, pet urine is very hard on carpet. If pet urine hits a seam, chances are that the seam will fray and pull apart. This will most definitely be a warranty void if urine is the cause. Again, call the flooring company about how to treat this if it is a concern.



## NEW HOME REMINDERS

### **Salting Driveway**

We recommend that NO driveway or walk way ever gets salt on it. Salt will eat the cement and will cause it to erode. If a driveways top layer is flaking off, chances are salt is the cause. If needed for traction, please think of using sand rather than salt.

### **Subcontractors list**

If any other questions should arise with your home, please feel free to contact the desired subcontractor. The list is on the following page.

### **Water Spigots**

In late fall, make sure that no hoses are connected to the water spigots of the house. If they are not removed the pipe on the spigot will crack. You may not see this because it is in the joist cavity so it may look okay but come spring when you turn on it will leak into the basement and flood your home.

### **Switch Utilities**

On the day of closing, the utilities such as gas, electrical, and the city services need to be called in and put in your name. Platinum Homes will also call in to let them know the home is closing and under new ownership. Failure to do so will result in your services being suspended.

Xcel contact number: 1-800-895-4999

Cass Country Electric: 701-356-4400

City of Fargo : 701-241-1324

City of West Fargo: 701-433-5200

City of Moorhead: 218-477-8000

## SUBCONTRACTOR CONTACTS

Should any issues occur don't hesitate to call any of these subs to address your issues. If your request happens to be overlooked by anyone or taking too long, please call Matt or Ben and they will take care of it. Note that scheduling can be an issue in our business so things may be out a couple weeks.

Thank you again for choosing our company to build your home. This list is also on our website at [www.platinumfargo.com](http://www.platinumfargo.com) if you should lose this.

<b>VENDOR</b>	<b>COMPONENT</b>	<b>CONTACT</b>
<b>A &amp; R Drywall</b>	Cracks, screw pops, etc. This is a one time fix so we recommend waiting one full year before fixing.	Joe - 701.866.7419 Brian - 701.793.5138
<b>Quality Heating &amp; Air</b>	Furnace, air conditioner, air exchange, fireplace	Tyler - 701.219.7299
<b>Wendt Cabinets</b>	Cabinets, countertops	Dale - 218.790.2064
<b>Carpet World</b>	Flooring	Brien - 701.235.7525
<b>ABC Supply</b>	Siding Supplier	Loren - 701.388.5852
<b>Sidingworks of ND</b>	Siding Installer	Joe - 701.793.4522
<b>Rigels</b>	Appliances	Tom - 218.233.6104
<b>Red River Plumbing</b>		Jason - 701.367.3699
<b>Nice Electric</b>	Electrical	Darren - 701.200.4646
<b>Simonson Lumber</b>	Exterior and interior doors, knobs, shingles, windows	Dave - 701.371.6181
<b>Hebron Brick</b>	Brick/stone supplier	Moe - 701.232.0781
<b>Dennis Jones Masonry</b>	Brick/stone installer	Dennis - 701.367.0884
<b>Twin City Garage Door</b>	Overhead garage doors, openers, keypads	Matt 701.281.4759
<b>Thompson Painting</b>	Top coat, white trim/staining, putty	Karl - 701.371.3105
<b>All Finish Concrete</b>	Footings, foundation, flat work	Eric Myren - 218.287.1151
<b>Cullen Insulation</b>		Dan - 701.232.2020
<b>Traun Finishing</b>	Trim work (doors, base, case, railing)	Mick - 701.219.9652



# SELECTIONS

## Overage

Siding \_\_\_\_\_

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Shingles \_\_\_\_\_

\_\_\_\_\_

Fascia \_\_\_\_\_

\_\_\_\_\_

Soffit \_\_\_\_\_

\_\_\_\_\_

Garage Doors \_\_\_\_\_

\_\_\_\_\_

Exterior Doors \_\_\_\_\_

\_\_\_\_\_

Windows & Grids \_\_\_\_\_

\_\_\_\_\_

Columns \_\_\_\_\_

\_\_\_\_\_

Vericals \_\_\_\_\_

\_\_\_\_\_

Brick/Stone \_\_\_\_\_

\_\_\_\_\_

Shakes \_\_\_\_\_

\_\_\_\_\_

Corner Pieces \_\_\_\_\_

\_\_\_\_\_

Drip Edge \_\_\_\_\_

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Cabinets \_\_\_\_\_

\_\_\_\_\_

Cabinet Hdwre \_\_\_\_\_

\_\_\_\_\_

Flooring \_\_\_\_\_

\_\_\_\_\_

Plumbing Fixtures \_\_\_\_\_

\_\_\_\_\_

Lighting \_\_\_\_\_

\_\_\_\_\_

Trim & Doors \_\_\_\_\_

\_\_\_\_\_

Countertops \_\_\_\_\_

\_\_\_\_\_

Appliances \_\_\_\_\_

\_\_\_\_\_

Fireplace \_\_\_\_\_

\_\_\_\_\_

Door Handles \_\_\_\_\_

\_\_\_\_\_

