

# NAHB Custom Home Builders Committee

## Choosing the Right Custom Home Builder

**Question:** We have decided to investigate custom building our own home? What criteria should we use when choosing a custom builder?

**Answer:** Buying a new home is one of the most important investments you will make, and choosing the right builder is as important as the new home you select. The primary goal is to find a reputable builder that will deliver a high quality home that meet your own personal interests and needs. The following criteria can help you through the process of selecting the right custom homebuilder.

### ***Reputation***

The best way to learn about builder is to visit home they have build and talk with the owners. Questions you should ask include: Are you happy with your home? Did the builder do what was promised in a timely manner? Did the builder listen to your requests? Was the builder responsive to your needs? Would you by another home from this builder?

### ***Quality of Work***

When examining a home, inspect the quality of the finishes such as cabinetry, trim work, and paint. Ask the builder to review the list of custom features that are standard in each house as well as the safety features and product lines that are used. Always keep in mind that just because a home is less expensive that another does not mean it is a better value. Building a home requires incredible attention to detail and you should be confident that your builder values this philosophy.

### ***Service***

Review the warranty and find out what type of service you can expect after you move into your home. Some builders provide homeowners with comprehensive closing books. These helpful books provide valuable information including how to care for the new home, as well as warranty and maintenance information on each product or appliance within the home.

Doing your homework and understanding how custom builders work will give you the confidence you need to correctly select a custom builder that's right for your own specific needs.

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