



Seal Harbor Development
1 Nagog Park
Acton, MA 01720

Customer Care Process

With expert, personalized service throughout the home building process, you can count on us to take care of you every step of the way.

Pre-Construction / Design Center Meeting – We will be setting appointments with each buyer to meet at our new Design Center located at 1 Nagog Park, Acton prior to the start of construction. At this meeting you will be guided through the entire building process, starting with an introduction to the construction team and to answer any questions regarding the construction timetable. At this meeting you will explore changes you wish to make to your floor plan and choose the initial “structural” options you want to be put into your new home.

After the meeting, your first change order will be created outlining the changes you have requested and options you have chosen. Your payment on the choices is due and payable within 5 business days of the change order being created and signed. This will allow the construction team the opportunity to include all of the structural changes in your plans and proceed with ordering the materials necessary to support the construction of your home.

The Design Center houses the entire sample materials for which you will choose your kitchen, lighting, flooring, custom moldings and other enhancements for your new home. You may come back for multiple appointments as needed by appointment made with your broker for future decisions.

Frame Walk through – Prior to drywall installation you will have a guided tour at your home, allowing you to inspect the inner workings of your home, view its quality components, verify optional features you have selected have been installed, and ask questions.

Quality Assurance Inspection – Before your final walk-through, Seal Harbor Sales Team conduct a quality control check to ensure everything is in proper working order and up to quality standards. Any repairs or touch-ups that are identified are performed and the home is thoroughly cleaned in preparation for your pre-closing orientation.

Pre-Closing Orientation – When your home is finished, a Seal Harbor Sales Team Member will take you on a room by room tour to demonstrate the quality features and operating procedures for all aspects of your home, as well as explain our service procedures.

Site visits – Please note that this is a very active construction site where hard hats are expected to be worn. No one is permitted to enter the site under any circumstances unaccompanied. All site visits are accompanied by the brokers for insurance purposes. Site visits are limited to the above set schedule to keep the construction schedule running on time.

Limited Warranty – We are very confident in our building methodologies, so confident in fact that we back our homes with an unprecedented warranty. Information can be found on our website at: www.oceanmistvillage.com.

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