

## Nugget of the Month: Improving Your Business Using Schedules as a Competitive Advantage

Scheduling is an important aspect of customer service to consider for many reasons beyond staying in control of the project. From the client's perspective, which is what we are focusing on in this series of high quality customer service issues, they may have a fear that the project is taking too long, and want to know when they can have their life back to normal. Home is where they have the most control in their lives, and remodeling can bring about chaos and loss of control in this significant part of their lives.

By creating an understanding of the schedule before you start during the preconstruction conference, you can instill the following points to your clients. Sharing the schedule brings reality to the timeline and shows you are in control. A clear schedule shows your professionalism, that you know what you're doing and you know the project and all of its intricacies. The schedule shows them deadlines, and they are active participants of this project. As work is done on their home, the schedule gives them hope, and they can see how things are progressing.

*This article is the conclusion of the four-part series about Quality Customer Service based on a web seminar by Tim Faller, author of "The Lead Carpenter Handbook: The Complete Hands-On Guide to Successful Jobsite Management," and founder of Field Training Services, a firm that trains production staff in good job-site management and helps companies develop training programs for their field staff.*

Here are some suggestions to help you stay on schedule:

- Look at the schedule everyday and use it as a tool to keep you on target
- Plan a week ahead using the schedule
- Update the schedule as needed
- Use the overall schedule as a goal
- Break it down into manageable goals - daily and weekly so that you know you are meeting each goal on time
- Keep everyone on the job informed about the goals - allow others to help you meet these goals
- Motivate those in the field to meet the goals everyday - use positive reinforcement to keep people going (donuts, lunch, etc).

Schedules, therefore, are an excellent way to edge your business above the competition. Stay on top of your scheduling, keep your client involved, and you will be known for top of the line customer service.

## Movin' & Shakin': Introducing Sutherlands Lumber & Design Gallery Networking Events for Professionals.

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Dec 09/Jan 2010

## Senators agree to extend homebuyer tax credit: Set to expire at end of November, plan will remain until end of April

AP Associated Press

Oct . 28, 2009

WASHINGTON - Senators agreed Wednesday to extend a popular tax credit for first-time homebuyers and to offer a reduced credit to some repeat

Senators agreed to extend the existing tax credit for first-time homebuyers while offering a reduced credit of up to \$6,500 to repeat buyers who have owned their current homes for at least five years, said Regan Lachapelle, a spokeswoman for Senate Majority Leader Harry Reid, D-Nev.

The tax credits would be available to homebuyers who sign sales agreements by the end of April. They would have until the end of June to close on their new homes, said a congressional aide, who spoke on condition of anonymity because he was not authorized to publicly discuss the deal.

The Top Five Builders in Larimer and Weld Counties ranked by 10 months YTD of new home sales in 2009:

RANKING	BUILDER	10 MOS YTD 09 SALES
1	JJ CONSTR JOURNEY HOMES	215
2	DR HORTON	78
3	TAYLOR MORRISON HOMES	36
4	KB HOME	35
5	ENGLHOMES TOUSA JAMESTOWN BLDRS	30 30

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[www.SutherlandsDesignGallery.com](http://www.SutherlandsDesignGallery.com)

Here are the top Builder Subdivisions in Larimer County ranked by 10 months YTD of sales and home price categories as of Oct 2009:

BUILDER	TYPE	SUBDIVISION	CITY	AVG PRICE (000)
UNDER \$150K				
ENGLHOMES TOUSA	CON	SIDEHILL CONDOS	FT COLLINS	\$144.6
\$150-175K				
TALONS REACH BLDRS	TH	PICABO HILLS 1	LOVELAND	\$159.8
\$175-200K				
OAKWOOD HOMES	SF	THOMPSON RIVER RANCH 1	LOVELAND	\$199.9
\$200-225K				
JJ CONSTR JOURNEY HOMES	SF	MAPLE HILL	FT COLLINS	\$221.1
\$225-250K				
ASPEN HOMES	SF	GIULIANO FIRST	LOVELAND	\$244.1
\$250-275K				
PENNY FLATS	CON	PENNY FLATS CONDOS	FT COLLINS	\$260.0
\$275-300K				
JAMESTOWN BUILDERS	SF	BELLWETHER FARM	FT COLLINS	\$280.0
\$300-325K				
SHADOW CREEK HOMES	SF	PROVINCETOWN 3	FT COLLINS	\$319.8
\$325-350K				
DENNIS ROBBINS CARPENTRY	SF	MATTHEWS FARM, VILLAGE @	BERTHOUD	\$329.0
\$350-400K				
HARTFORD HOMES	SF	THOMPSON CROSSING	LOVELAND	\$354.0
\$400-450K				
SAVANT HOMES	SF	HIGHPOINTE	WINDSOR	\$440.2
\$450-500K				
RICHARD H WILLIE TRUST	CON	PARK RIVER WEST CONDOS PH 1	ESTES PARK	\$500.0
OVER \$500K				
JAMESTOWN BUILDERS	SF	PLANK PLD & PD 6 OF FOSSIL LAKE RANCH	FT COLLINS	\$515.0

Here are the top Builder Subdivisions in Weld County ranked by 10 months YTD of sales and home price categories as of Oct 2009:

BUILDER	TYPE	SUBDIVISION	CITY	AVG PRICE (000)
UNDER \$150K				
HABITAT FOR HUMANITY GREELEY	SF	HABITAT NORTH	GREELEY	\$113.7
\$150-175K				
KB HOME	SF	HIGHPLAINS 3	LOCHBUIE	\$153.1
\$175-200K				
JJ CONSTR NORTHERN COLO	SF	SILVER PEAKS 2	LOCHBUIE	\$194.6
\$200-225K				
JJ CONSTR JOURNEY HOMES	SF	MEAD WESTERN MEADOWS 1,2	MEAD	\$202.1
\$225-250K				
PARKVIEW CONSTR MGMT	SF	CENTER PARK MINOR	GREELEY	\$235.0
\$250-275K				
RYLAND GROUP	SF	STROH FARM 1,2,3,4,5	JOHNSTOWN	\$273.0
\$275-300K				
DR HORTON	SF	SAGEBRUSH	FIRESTONE	\$277.2
\$300-325K				
STANDARD PACIFIC COLO	SF	ERIE COMMONS 1,2	ERIE	\$305.6
\$325-350K				
TAYLOR MORRISON HOMES	SF	ERIE COMMONS 1,2	ERIE	\$345.8
\$350-400K				
TWIN SILOS	SF	MOORE FARM	FREDERICK	\$394.8
\$400-450K				
DR HORTON	SF	VISTA POINTE	ERIE	\$424.5
\$450-500K				
WOODCREST HOMES	SF	VISTA RIDGE 1C,3	ERIE	\$464.0
OVER \$500K				
LEFLER CUSTOM DESIGNS	SF	GOVERNORS RANCH 3	EATON	\$775.0

All data and rankings above are compiled and made available from David Laffoon, Home Builders Research, PO Box 630588, Littleton, CO 80163-0588, 303-470-5220, FAX 303-470-5210.