

# RECEIVE AND SETUP THE HOME

Receiving and taking delivery of a new home is a process that can be challenging if the community site and the manager are not amply prepared. Either prior to ordering a home or upon ordering the home, you should work on preparing to get the site ready for the home delivery.

01

## Step 01

You should coordinate with the manufactured home building facility on the expected offline date of your home. The plant can provide an estimated delivery date to you.

Prior to the home going into production, you should work with a licensed set crew to prepare the home site.

Ensure all permits have been pulled with the appropriate local municipalities.

Communicate delivery instructions with the manufacturing facility

02

## Step 02

You will need to have someone on site in order to sign and take delivery of the home when it arrives.

Ask the facility sales representative for the name and phone number of the driver so you are able to coordinate on the day of delivery. Ensure they have the contact info for the person who will be on site at the community to receive the home.

Plan for the home to enter the community. Make sure the roads are clear for the delivery route the truck will take to deliver the home upon entering the community.

Notify residents prior to the day of the delivery if they need to ensure the road is clear of vehicles – consider posting notices to residents during the week prior.



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 2932  2933

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## Step 03

Please do an initial walk-through of the home as soon as it arrives to note any delivery damage to the home.

03

Documentation is key – please note any and all damage in writing and with pictures. This is necessary when contacting the facility regarding parts and service.

Creating a home delivery checklist (especially if ordering multiple homes) can help keep a consistent process to document each home accordingly.

Store the home information (such as year, model info, serial number, invoice amount, etc.) somewhere it can be easily retrieved later.

## Step 04

You should coordinate with a licensed, insured crew to get the home setup within 30 days of arrival. You will need to monitor setup work completion throughout the process. Once the home is setup, you will need to perform a final walk-through of the home.

04

Document any damage or poor workmanship issues in writing with pictures.

Submit requests for parts and materials to the facility that produced the home. Some facilities may allow you to submit these requests online or they may have a specific form for this process.

Coordinate with the facility to have any service issues completed or complete the bill back process to get reimbursed for any work you have completed on the home.

## Step 05

Finalize the setup of the home.

05

Notify 21<sup>st</sup> Mortgage of the home's permanent street address and the progress of setting the home up.

You may need to coordinate with local agencies to coordinate for required inspections along the way.

Clean the home and make it presentable to show for sale or rent.

## Have Questions?

Have questions about the information listed above? Please reach out to one of our Community Account Managers (CAMs) or you can call 800-955-0021 Ext 2932 or Ext 2933.