

Frequently Asked Questions For New Homebuyers & Homeowners

POLYGON  NORTHWEST



A Proud Division of
William Lyon Homes

Will Polygon Provide A Warranty On My New Home?

Yes. If your new Polygon home closed on or after January 01, 2009, your home is covered by Polygon's Triple Service and Warranty. Closings that occurred before this date are covered by our First Year Plus Program and Home Builder's Limited Warranty.

How Do I Submit A Warranty Service Request?

If you are a Polygon homeowner and need to submit a warranty service request, please do so here. In case of emergency, call (800) 765-9466 in Washington or (800) 891-4701 in Oregon.

Does Polygon Offer Hazard Insurance For My New Home?

If your home is an attached condominium, your Homeowners Association (HOA) will include hazard insurance on its structure; however, you should obtain separate coverage for the contents of your home. If your home is a detached (single family) home, you will be required to show proof of hazard insurance prior to the close of escrow.

Polygon Mortgage

Polygon Mortgage has partnered with Polygon Northwest Homes to ensure a seamless mortgage transaction for your new home. To learn more about Polygon Mortgage please visit us at: www.polygonmortgage.com

Can I Order Custom Features For My New Home?

Yes. While the Polygon Advantage Program enables us to provide an exceptional list of included standard features for your new home, a wide array of customizing opportunities is available. Ask a Polygon Sales Associate for details when you visit any one of our Sales Centers.

Do I Need An Appointment To Visit A Polygon Sales Center?

No – you are welcome to visit our Sales Centers at any time during their hours of operation, no appointment required. However, if you prefer to call ahead, you are welcome to do so. For Sales Center driving directions, hours, and contact information, select a Polygon community.

Can I Visit A Polygon Sales Center Outside Of Posted Hours?

Yes! Please contact the Sales Center of your choice to schedule an after-hours appointment. For Sales Center driving directions, hours, and contact information, select a Polygon community.

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How Do I Arrange To Tour A Model Home?

Polygon model homes are open for touring at the same times as our Sales Centers. No appointment is necessary to tour a model home. For Sales Center driving directions, hours, and contact information, select a Polygon community.

What Services Will Be Included In My Homeowners Association (HOA) Fee?

Your Homeowners Association is responsible for enforcing the Covenants, Conditions and Restrictions (CC&R's) and rules of your community, and also for the maintenance and upkeep of any common areas such as parks and landscaping. Services included in monthly HOA fees vary between communities. For detailed information, contact your community's Sales Center.

How Do I Find The Community That's Right For Me?

The best way to discover what Polygon can offer your family is to explore our communities on this web site. Once you've identified the community that interests you, you'll want to visit its Sales Center and tour our model homes. The information you'll need to do so is available on each community's web page, included on this site.

What Types Of Homes Does Polygon Offer?

Polygon offers a variety of home styles to suit your family's taste and lifestyle needs, from studio condominiums to five-bedroom single family homes, and everything in between. Architectural styles and floor plans vary between communities.

What Is "Master Planning"?

Unlike standard "developments," master-planned communities take account of their residents' needs from the ground up, delivering a true neighborhood experience. This includes details such as the orientation of our homes on their sites, sidewalk width, landscaping, shared open space, recreational features, and proximity to important amenities such as shops and services. Polygon is proud of our commitment to master planning in each and every community we build.

What Is The Polygon Advantage Program?

The Polygon Advantage Program encompasses the building practices, community planning methods and customer service that make Polygon the Northwest's premier builder of new homes.

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What Is The Road To Wow?

The Road to Wow is a customer service experience that's second to none, encompassing every aspect of your home buying experience with Polygon – from your first visit to a Sales Center, to well beyond your moving day. Learn more about our Road to Wow program today.

May I Have My Home Inspected While It's Under Construction?

Yes. Your Sales Representative will assist you in coordinating your inspector's visit with our construction team.

Can I Make Changes To My Home While Under It's Construction?

Polygon takes pride in building quality, well-appointed homes with pleasing design features at affordable prices. We are enabled to do so by working with select tradesmen and suppliers who are prepared to construct each home consistently in accordance with our predetermined contracting and direction. Modifications to these plans are unavailable. This efficient and streamlined process lowers building costs, which in turn results in a lower home price and better value for you.

When Will I Have A "Walk Thru" Of My New Home?

Approximately one week before your closing date, your Customer Care Manager will conduct your New Home Orientation Tour. This tour will be coordinated by your Sales Representative. The New Home Orientation tour is a key milestone in our customer service program, the Road to Wow.

Are There Any Special Incentives For A Polygon Repeat Buyer?

Yes! Whether it's time for a new location, a bit more space, or even less space and lower maintenance, Polygon has a home to fit your changing lifestyle. And as an existing Polygon homeowner you qualify for Polygon's Repeat Buyer Program.