

— HOW WE WORK

How New Home Dispatch Evaluates a Community.

We visit new-home communities in person, walk the parts most buyers never see, and write down what we actually observe — clearly labeled by where each piece of information came from. This page explains how we do that work, and how to read what we publish.

INDEPENDENT — EDITORIAL COVERAGE IS NOT FOR SALE ·
NEWHOMEDISPATCH.COM

WHY WE GO IN PERSON

A website shows you the best version. We go see the rest.

Most of what a buyer can learn about a new community online comes from the people selling it. Renderings, price sheets, and model homes are all built to present the community at its best. That information is useful, but it is one side of the story.

New Home Dispatch exists to add the other side: what a place is actually like to arrive at, walk through, and ask hard questions about — on an ordinary day, at a specific time, at a specific stage of construction. We report what we can see and confirm, we say plainly what we could not confirm, and we always tell you where each piece of information came from. We are not paid by builders, and we do not accept payment to publish, change, or remove coverage.

WHAT WE EXAMINE ON THE GROUND

The things you can only learn by being there.

Every community field report starts with an in-person visit. These are the areas we look at directly, on foot and in person — not from the marketing.

01 The drive and access

How you actually get there — the real route from the nearest highway or job center, how long it takes, and what the drive feels like at a normal time of day, not just the version a map shows.

02 The community's edges

What sits directly around the community and along its perimeter — what's across the street, what backs up to it, and anything nearby a buyer would want to know about but can't tell from a listing.

03 Ordinary streets, not just the marketed path

We walk past the model homes and onto the streets a buyer would actually live on, so the report reflects the everyday parts of the community, not only the route designed to be shown.

04

Lot privacy and what's next door

How close homes sit to one another, how much privacy a typical lot has, and what a given lot backs to — a greenbelt, a fence line, a road, or the back of another house.

05

Noise, traffic, shade, drainage, and parking

What you can hear standing on a lot, how traffic moves through, how much shade there is at the time we visit, where water appears to drain, and where people park. These are the day-to-day details that shape how a home feels to live in.

06

Construction activity

Whether building is actively underway or appears slowed, and how much of the community is still to come. This tells you what living there is likely to be like while the community fills in.

07

Future phases

Where the community is planned to grow next — empty pads, graded land, and adjacent parcels — and how that future construction and traffic could affect the homes selling today.

08

Amenities: built versus promised

Which amenities actually exist and are open, which are under construction, and which are still only a sign or a rendering. We note the difference plainly, and we track whether promised amenities arrive.

09

Model-home assumptions

Model homes are built to sell, and they often include upgrades. We look at what a buyer could reasonably mistake as standard but would actually pay extra for, so you can tell the base home apart from the showcase.

10

Sales-office answers

We ask the questions buyers should ask and record the answers as given — including when an answer was incomplete, unclear, or changed on

follow-up. We report these as statements made to us, not as confirmed facts.

11 Taxes, districts, incentives, and total cost

The full tax picture, including special districts such as a MUD or PID, the actual terms behind an advertised incentive, and the costs that add up beyond the sticker price. We confirm these against records where we can and flag what still needs verification.

12 Repeat visits and documented change

Communities change — prices, incentives, pace, and promises all move. We return over time and compare against what we recorded before, so a report reflects not just a single day but how the community has changed.

HOW TO READ THE SOURCING

Every claim is labeled by where it came from.

Not all information is equally certain. A figure confirmed in a public record is different from something a salesperson mentioned, which is different again from something we noticed ourselves. So we label each piece of information in a report with one of five tags. When you read a report, these tell you exactly how much weight to give a statement.

VERIFIED

Confirmed against a public record, an official document, or something we measured or counted ourselves. This is the highest level of certainty we assign. It does not rely on anyone's word.

BUILDER-REPORTED

A figure or claim as stated by the builder — in marketing materials, on signage, in a price sheet, or in a brochure. It's useful and worth knowing, but it is the seller's account, so we treat it as a starting point rather than a confirmed fact.

REPRESENTATIVE STATEMENT

Something a sales representative told us during the visit. We record it as what was said, by whom and when — not as established fact. If an answer changed on follow-up, we note that too.

ORIGINAL FIELD OBSERVATION

Something our reporter saw, heard, or documented in person during the visit. This is first-hand evidence — the drive, the noise on a lot, the state of an amenity — scoped to the day and conditions we observed it.

NEEDS VERIFICATION

Something we noted but have not yet been able to confirm. We flag it openly rather than leave it out or present it as settled, so you know it is still an open question we intend to check.

WHAT A REPORT IS — AND ISN'T

We describe what we saw on a specific day, not a permanent verdict.

This is the principle that shapes how every report is written, and it matters for how you read one.

REPORT THE CONDITION OBSERVED, NOT A UNIVERSAL CONCLUSION.

A field report describes what we observed during a specific, dated visit — at a particular time, in particular weather, at a particular stage of construction. It does

not claim those conditions are how the community always is. Conditions on a Tuesday afternoon are not the same as a Saturday morning, and a community half-built today will look different next year.

"During a Tuesday afternoon visit, highway noise was audible along the eastern edge."

— not "this community is noisy." One is what we observed; the other is a claim we can't honestly make from a single visit.

When we return, we compare against what we recorded before and tell you what changed. That's how a report becomes more useful over time — it builds a record, rather than freezing one day into a permanent judgment.

WHERE WE STAND

Independent, and not for sale.

New Home Dispatch works for the buyer. Our coverage is independent of the builders and communities we write about, and it stays that way by rule, not by promise.

Editorial coverage is not for sale.

Builders and developers cannot buy their way into what we publish or how we say it. Specifically:

- No one can pay to appear in a report, or to be covered more favorably.
- No one can pay to change a description, remove an observation, or soften a finding.
- What a builder or sales representative tells us is recorded as their statement — clearly labeled — never adopted as our own conclusion.

— When we can't confirm something, we say so, rather than fill the gap with the seller's version.

WHERE TO GO NEXT

Read a report, or get help with your own search.

There's no pitch here. If this is useful to you, these are the two most helpful places to start.

SEE IT IN PRACTICE

Read a Community Field Report

See exactly how this works applied to a real community — what we observed on the ground, how each detail is sourced, and what has changed since our last visit.

[BROWSE COMMUNITY REPORTS →](#)

WORKING THROUGH A DECISION

Get buyer help

If you're weighing a specific community or builder and want a clearer read on the questions to ask, start with our buyer resources and tools — written for exactly that.

[EXPLORE BUYER RESOURCES →](#)

Look Closer.

A community's website can be read in a minute. The drive, the edges, the sound of a lot on a weekday afternoon, an answer that changed when we asked again — none of it can. That is the entire reason we go and look for ourselves, and the reason we tell you exactly where every fact came from.

