



HOMEOWNER'S MANUAL



Welcome to the Green Street Communities Family!

Thank you for choosing our company and the quality it represents.

This Homeowner's Manual is provided to help guide you through the purchase and construction process, help you care for your new home, better understand your Warranty Agreement and your responsibilities, and to serve as your reference guide for future service needs. We hope you will keep this manual handy and refer to it often.

Inside you will find useful information about your New Home Orientation appointment, how to contact our Client Service Department for proper service after you move in, and maintenance tips to protect your new home and preserve the warranties.

We have also provided sections with information about your subcontractors; how to deal with emergency situations and what constitutes an emergency.

Our home-building organization has built a top-quality home that you can be proud to own. We hope you never need service but realize that no home is "perfect". Our Client Service Department is here to take care of your service needs or to answer your questions. We refer to the Warranty Agreement to make sure that we have met our Construction Quality Standards - or to make repairs to return to those standards.

If you have a concern with something after move-in, please refer to the Warranty Agreement and Construction Quality Standards sections, as well as the Suggested Maintenance Schedule. If you still feel it should be addressed by Green Street Communities, please submit your request at <http://www.greenstreetcommunitiesinc.com/homeowners/warranty-service-request/> so we can efficiently address your concerns.

Once again, welcome and congratulations on your new home purchase.

Sincerely,

Derek Jarr

Founder and Chief Executive Officer

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THE PROCESS OF PURCHASING YOUR HOME AND WHAT HAPPENS NEXT

The following chronological list outlines the events that typically follow the purchase of a new home and the professionals who will assist you.

General Questions

For questions about your Purchase Agreement and related documents please contact your salesperson. If uncertain about who to contact, please reach out to our Client Services Department at 602-459-9999

Applying for Your Loan

Now that you have signed the Purchase Agreement, finalizing the details for financing is next. See the section “Applying for Your Loan.”

The Plan Review Meeting

If you have purchased your home at a point in construction where customized plan review options are available, you will have an opportunity to meet with our professionals to discuss your requests. We will work with you to set up a time convenient for your schedule to meet with our Design Team.

Finish Selections

Depending on the stage of construction of your home at the time of your purchase, you may have an opportunity to meet with our designers to make finish choices. See the section “Design Selections.”

Construction Questions

For questions during construction contact our Construction Department who will research the specific item and forward it to the correct person for a timely response.
ClientServices@GreenStreetC.com.

New Home Orientation

Prior to your closing date, you will be contacted to schedule your New Home Orientation. We will walk through your new home with you and discuss its various features, maintenance recommendations, and Limited Warranty program. Equally important, we want to ensure that we have delivered your new home in keeping with our quality standards and with all your selections correctly installed. See the section “Home Orientation Process.”

Caring for Your Home

Many of your responsibilities as an owner are discussed in the section Caring for Your Home. We offer many helpful hints to maintaining your home in top condition.

Warranty Service Requests

We have built you a quality home to last, but we do understand that “things can happen”. Please review your Limited Warranty section before submitting a Service Request at GreenStreetCommunitiesInc.com/Homeowners.

PURCHASE AGREEMENT AND CONSTRUCTION AGREEMENT

Several customized forms are included as part of your Purchase Agreement and Construction Agreement. In addition, there may be other forms required for your specific purchase. All forms, addenda, exhibits and attachments must be 'final signed' where indicated by both the Buyer and the Seller before the Purchase Agreement becomes binding.

The Purchase Agreement, otherwise known as the "Purchase Contract", is the legal document that represents your decision to purchase a home site, and the Construction Agreement to have Green Street Communities build your home. These documents describe your home (both a legal description and the street address), financing information, homeowners' association information, if applicable, and additional legal provisions. Several exhibits are typically attached to the Purchase Agreement and Construction Agreement. It is your responsibility to read and understand all portions of these agreements.

Sales Price

The sales price of the home is established for a given lot and/or house plan only after the Purchase Agreement ("Contract") has been signed by an Authorized Officer of the company. The Sales Specialist can only write the Contract, not accept it for the Seller - therefore, it is very important that all paperwork and information be completed to avoid any delays or return of the Contract to you for revisions or corrections.

Custom Plan Development

If yours is a custom home, blueprints, site plans and engineering all have to be developed prior to applying for a building permit. Once we have ordered blueprints from our drafters any changes that you request from this point on will incur a cost to you. This is also the time when the site plan that places your house on the lot is drawn. In some cases, this includes the design of retaining walls and drainage systems when required by the governing authority. Pay special attention regarding the swimming pool (current or future location), landscaping or any other features as you approve the site plan.

Standard Option Selections

The Sales Specialist has a list of standard options that have been pre-priced in accordance with our pricing schedules. At the time the Contract is written, any standard option may be included in a home not already released to construction for start. If your home is already under construction at time of Purchase, some option selections may not be available to you.

Cut-off times for selections are as follows:

- Changes affecting foundation or framing must be made before permit application
- Changes affecting windows, doors, roof, fireplaces must be made before foundation/slab pour
- Changes affecting mechanical, cabinets, appliances and plumbing fixtures before framing start
- Changes affecting exterior veneer, hardware or lighting before mechanical rough-ins
- Changes affecting interior trim and floor coverings before insulation install
- Changes affecting driveway and walkways and landscape before interior trim & paint

Non-Standard Option Selections

We are often asked "Can you do this?" or "Can I get this?" Changes or ordering non-standard options or features can often lead to mistakes and misunderstandings that create problems in the

construction of your new home. In an effort to provide you with a wider selection of features, the option list is continually updated and expanded. It is, therefore, preferable not to contract for any non-standard options if at all possible.

Allowances

Some specific items cannot be accurately priced at the time the contract is written and they are stated as allowances. Any allowance is just that – an allowance to be applied to the overall retail bid using the subcontractor of our choice. The actual amount spent will depend on your selections or in some cases, site and foundation costs related to a non-flat building lot. You are responsible for any costs that exceed the allowance and must be approved as an overall contract adjustment or paid in cash as required at the time of process.

Model Homes

Our model homes have been built and furnished solely for the purpose and convenience of displaying our product to prospective buyers. Some of the options that are modeled are not standard and should not be considered to be included in your home purchase. If you have any doubt as to what is included as a standard feature, please contact your New Home Sales Specialist for clarification. The designer's furnishings are not available for purchase. These decorator touches are only intended to give you some help with decorating ideas for your new home.

Since we offer a greater choice of plan options and elevation exteriors than can be displayed in our model complex, it is important to note that there are interior differences with some exteriors. These variations could include vaulted ceiling pitches, beam inclusions or placements, materials used in construction, slight deviations in sizes and dimensions, and other non-structural items such as ductwork and electrical placements.

Cancellation Policy

The Contract contains specific terms and provisions which cover the options available for cancellations. In the event that information is withheld or manipulated resulting in a loan rejection, regardless of intent, the entire deposit is forfeited. There are some situations in which the buyer's actions or omission may result in no deposits being refunded. Please review the Contract carefully for a description of these requirements. Earnest money, or good faith deposits, are non-refundable.

Changes to the Agreement

We understand that with the number of decisions a buyer makes when purchasing a new home, there is an "omission" or "change of mind" possibility. For this reason, we allow a period where the buyer may request that the Contract be enhanced by Change Orders providing the change does not interfere with or delay construction of a home that is in progress. The Seller shall not be bound by any purported Change Order to this agreement unless it is in WRITING AND SIGNED by an Authorized Officer. In addition, the Seller is entitled to refuse any changes in or additions to the plans and specifications as called for in the Contract. If you intend to request a Change Order, please contact our Client Services Department. All change orders resulting in an addition to the purchase price must be approved as an overall contract adjustment or paid in cash as required at the time of processing. It is the buyer's sole responsibility to verify the change order has been signed by an Authorized Officer of the Seller. Work will not commence without written approval and collection of necessary payments.

Contingencies

Contingencies are strictly a convenience to a buyer and are offered to our buyers on a controlled basis. The company's objective is to close escrow immediately upon completion of the Home. Once the buyer has deposited the funds required at start of Construction, **ALL CONTINGENCIES ARE DEEMED REMOVED, AND ALL DEPOSITS ARE NON-REFUNDABLE.** If removal of the contingency is not possible at the predetermined evaluation period, then we must place the home or lot back on the market in order to find and qualify the next purchaser. When there is a price increase, we urge our contingent purchasers to make an extra effort to remove their contingency so they can protect their purchase at the lower price.

FINANCING YOUR HOME

If you are paying cash, you need to provide us with verification of your ability to pay the purchase price.

if financing your purchase, the first item you'll need to take care of is the selection of a lender and completion of a mortgage application. Be sure to take the completed Purchase Agreement and Construction Agreement with you when you visit your lender. See your Contract terms for loan approval requirements.

Your lender's job is to understand your particular financial circumstances completely. You will review all information on the application at your meeting with the loan officer. By providing complete information, you prevent delays, additional interest charges, and/or extra trips to deliver documents.

Loan Lock

The only thing anyone knows for certain about interest rates is that they will change. Do not rely on anyone's predictions regarding rates. Locking your rate prematurely can result in extra expense if your new home is not complete in time to close within the lock period. We are happy to update you throughout the process of construction on the expected delivery date. The decision to lock your loan is at best a gamble.

PLAN REVIEW MEETING

If your home is at a point in construction that will allow you to include some options or select colors, you may have an opportunity to meet with us and discuss your requests. This Plan Review Meeting is where we will discuss your requests that were not a part of your initial contract and typically takes place after the initial building permit application. Please bear in mind that your house plans have been drafted at this time so only non-structural issues will be addressed. In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is approved and paid for, upon request you will receive a copy of the change order for your records. The decision to make further changes may involve an adjustment in the planned delivery date and considerable additional costs to you. By working within the boundaries of the prescribed timelines, we can offer you the most cost effective price. Proposed changes may be declined for any reason by the Seller. If we anticipate a change may have an adverse effect on our ability to sell the home should you not close, we may not allow the change or require that you make a deposit to cover the costs to remodel or replace your selection. This deposit will be credited at your closing.

FINISH SELECTIONS

An exciting part of buying a new home is selecting the colors and finishes. Depending on construction stage and specifications, you will meet with one of our design vendors. The Selection Meetings will generally be scheduled based upon where your home fits in the construction sequence. You may have an opportunity to select the colors of many “finish” materials that are installed after drywall. At the Finish Selection Meetings, you may have an opportunity to select exterior colors, which will be determined by the stage of construction, the colors of adjacent homes, and the community in which you have purchased your home (if a Homeowners Association exists). The earlier you make your selections, the smoother the process.

We offer a large selection of finishes for which the costs may or may not be included in your original purchase price. When you have made your selections, a Change Order will be produced. Occasionally, a finish product selected during the Selection Meeting becomes unavailable at the time of ordering/installation. In this case, it may be necessary to make a new selection. Re-selections often need to be made quickly, so it is important for our Designer to know how to reach you during the construction of your new home. The Purchase and Construction Agreements outline our right to make these decisions on your behalf but we will make every effort to contact you if this circumstance does arise.

In order to provide an aesthetically pleasing streetscape (and in accordance with any HOA requirements) some exterior finish selections may not be available. Driving through your new neighborhood is a good way to get an idea of the exterior colors and materials you like.

Please prepare for the Finish Selection Meetings by having a general idea of the color palette you would like to see in your new home - even if it is as basic as knowing whether you want to keep things neutral in some places and use color in other areas. Looking through magazines and getting out to see as many ‘real’ examples of tile, carpet and other finishes is very helpful in making decisions for your own home. Feel free to bring photos or swatches to the meetings to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed will likely occur. This is due to natural materials, such as stone and slate or the manufacturer's coloring process (varying dye lots) and also to the fact that over time, sunlight and other environmental factors affect the samples.

In addition to interior finish selections, there are other selections that may be available to you based on the community in which you are purchasing. These will be outlined in the plan review meeting, if applicable.

Allowances

Your Specifications list may include “Allowance” amounts. These allowance figures are based on how Green Street has designed and priced your home. These amounts are retail dollars. Our Design vendors will have this information when you visit with them for selections, and can discuss what is already included with your home. If you wish to move forward with our quality selections, just tell us (or our vendors) and we will proceed. This process allows you to personalize your home by making alternate selections, either within these same allowance guidelines, or to “purchase” other items through our Change Order process.

Appliances

The contract specification sheet, as may be amended by the pricing addendum or approved change orders, indicates what the planned appliances for your home are. Appliance changes can affect not only the cabinetry, but also the electrical, plumbing and venting systems in your home. For this reason, changes must be addressed **PRIOR TO PERMIT APPLICATION**.

Cabinetry

If you are purchasing a new custom home, the cabinet selections are based on an allowance. Designing the cabinetry to fit your personal needs is handled directly with the cabinet design vendor. Keep in mind that there is a large selection of both cabinet species and designs to be considered, all of which can affect cost. Make sure the designer is aware of any constraints as you work through the layouts. On some homes, the cabinetry has already been selected.

Low Voltage

In today's environment of high technology in communication and personal electronics, there is a wide array of choice and opportunity to enhance lifestyle in your new home. Meeting with our low voltage vendor early in the construction process can insure the special wiring is in place to handle these needs. Security, sound, home automation, central vacuum and home office systems are just a few of the special features that may be reviewed at this time.

Lighting

Lighting is also an allowance in our homes. Visiting our lighting design vendor will allow you to personally select the surface mounted light fixtures and ceiling fans. Consider the finish of your door and kitchen/bath hardware when choosing the finish on your light fixtures to be installed on the interior of your new home.

Landscape/Pavers

You may have an opportunity to customize the exterior of your home in the design of the landscape and, if desired, introduction of pavers in place of concrete for driveway, walks and patios. This is referred to as hardscape. Changes to hardscape must be made **PRIOR TO PAINTING**. Meeting with our landscape contractor can help you design both front and rear yards.

Swimming Pool

If you wish to have a pool installed during the construction of your home or wish to have the cost of this pool included in your loan, then meeting with our approved swimming pool contractor needs to be complete **PRIOR TO PERMIT ISSUANCE**. Lots with tight rear yard access can in some cases be excavated before the house construction **BEGINS** to allow larger machinery access.

SPECIFICATIONS

Your home will be constructed “in substantial compliance” with the dimensions shown on approved plans. Site conditions and field changes often occur but are minimized wherever possible. The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with critical aspects of the structural plans and specifications approved by the applicable building department. From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are legal requirements with which we must comply. The codes and requirements in effect for each area can vary.

Due to code changes, material and product discontinuances, construction method variances, or improved construction methods, reproduction of a home absolutely identical to that of a model is highly unlikely, if not impossible. During the construction of the house, we maintain the exclusive right to make changes of equal or better quality in the plans, specifications applicable to federal, state or local law. Since we are constantly reviewing and improving our homes, we want our future homeowners to know that we may make changes from the models, at our sole discretion, as we deem appropriate.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes. In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

Natural Variations

Dozens of trade contractors are used to assemble your home. The same individuals rarely work on every home in the same way and, even if they did, each home would still be unique. The room dimensions and placement of switches, outlets, registers, windows and so on may vary slightly.

Quality

Our company will build your new home to meet or exceed industry standards. Each new home is a handcrafted product—combining art, science, and labor. The efforts of many people with varying areas of expertise, experience, and skill come together. We coordinate and supervise these contributions to produce your new home.

From time to time during a process that takes many months, and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each of these inspections before construction continues.

We respect your interest and appreciate your attachment to your new home. Your input into the process is welcome. To avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you contact your Client Service Coordinator. We will evaluate your concern and take corrective action if necessary.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure sun, rain, wind, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a by-product of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these “ugly duckling” stages.

CONSTRUCTION OF YOUR HOME

As you may imagine, building a new home is a very complicated and precise process. Maintaining schedules is a critical step in controlling costs. Depending on the stage of construction of the home at the time of your purchase, we may or may not be able to provide you with an opportunity to make choices about what is included in your new home.

Safety

We understand that you may want to visit your new home during construction. A new home construction site is exciting, but it is hazardous and can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you follow the visitation rules set-up for each community. Please coordinate your visit through our sales staff but keep in mind that we reserve the right to refuse access to the homes at any time. If you do have an opportunity to walk through your home, please keep the following points in mind.

- You visit the site at your own risk of liability.
- Visit your home only when no one is working on it. The site is closed to visitors during normal working hours, and anytime people are working on your home.
- Observe common-sense safety procedures at all times.
- Your review of the home is probably best without the distraction of worrying about the supervision and safety of children; have someone attend to them away from the home site.
- Look in the direction you are moving at all times. Do not walk backward, even one step.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Enter only those levels of a home or building that are equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Adhere to warning signs for “wet floor” or “wet paint.” There will also be times when the home will be inaccessible to everyone.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanical, and insulation, to drywall, trim, and finish work. In order to ensure the highest possible standard of construction only authorized suppliers, trade contractors, and the Seller’s employees are permitted to perform work in your home.

Suppliers and trade contractors have no authority to enter into agreements with buyers on behalf of the Seller. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from the Seller. Their failure to comply with this procedure can result in termination of their contract and serious delays in completion of your home. Please do not instruct or contract with any of our trade workers.

Schedules and Delivery Date

The delivery date for your new home begins as an estimate. Material and backorders and the general labor market can have an effect, as well as Arizona weather. Please understand that we are all eager, as you are, to get caught up and to see progress on your home.

We suggest that you avoid finalizing arrangements for your financing and move, until you receive a commitment directly from the Seller. Until then, flexibility is the key to comfort, sanity, and

convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided.

"Nothing's Happening"

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completion of each trade's work on your home. Sometimes, one trade completes its work ahead or behind schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice. If the prior trade is late in completing his schedule, it could result in delay of the overall building schedule. There is also time allowed for drying and curing of installed materials.

Progress also pauses while the home awaits building department inspections. This is part of the normal construction schedule and occurs at various points in every home.

Utilities

Please make application and arrangements with the utility companies to have the water, power and gas turned on as soon as they receive a final inspection. This will allow us to start up the air conditioning system and properly check the electrical and gas appliances.

Home Inspections

There is a wide range of professionalism associated with home inspection companies. Often the reports include suggestions exceeding building code requirements and in some cases make recommendations contrary to current code restrictions. As such the Seller or Contractor does not recognize these inspection companies as a binding authority. All independent inspections must be by appointment made directly with the Seller prior to entering the premises. We do not respond directly to these reports but a copy (if made available) will be forwarded to the site superintendent to review in conjunction with their normal inspection process.

Frame Walk

Prior to drywall on your new home, the site superintendent will call you to do a Frame Walk on your home before drywall is installed. This is an opportunity to insure all your special selections, plan features, lighting and electrical locations have been placed as you expected.

Home Orientation Process

Your New Home Orientation is an introduction to your new home and its many features – a meeting that goes beyond the traditional 'walk-through' to include a detailed demonstration of your home and review of information on its maintenance. See the Home Orientation section.

The Orientation Coordinator will be contacting you to schedule your orientation as the home nears completion. Appointments are available Monday through Friday, 8 a.m. to 4 p.m. This meeting takes place typically (5) days before the closing of your new home and can be expected to take approximately two to three hours.

Allow enough time. By arranging your schedule so you can use the full amount of time allotted, you will derive the maximum benefit from the process. If you have questions about home maintenance or the Warranty Service, make note of them to bring up at the orientation. If you have not already done so, please read Caring for Your Home, the final section of this manual, before the appointment.

Past experience has shown that the Orientation process is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends, children and relatives are eager to see your new home, we ask they visit at another time. Similarly, we require home inspectors or any other non-contractual parties not accompany you at this time.

Acceptance

In addition to introducing you to your new home, the Orientation is also an opportunity for you and the Seller to confirm that the home meets the expected quality standards and that all selections and changes have been incorporated. We will note the items that need attention and provide you with a copy.

Cosmetic surface damage caused during construction is readily noticeable during the Orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, after we correct any items noted during the Orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Please review the New Home Warranty section prior to your Orientation. Our Limited Warranty excludes cosmetic damage that occurs during or after move-in to items including, but not limited to:

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and vinyl flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

Completion of Items

We take responsibility for resolving any items noted at the Orientation. Our goal is to complete those items before your move-in. However, if work needs to be performed in your home after you move-in, we will schedule an appointment at your convenience, Monday through Friday. Our goal is to resolve all items within 10 working days, excluding any delays caused by back-ordered materials or weather. When our work is done, please sign the Orientation List noting the date it was complete. This helps us keep track of our progress.

Future Service

We respond to service request concerns after your move-in date through our Client Service Department, according to the terms and conditions of the Limited Warranty Agreement. For more details, review the section, Caring for Your Home.

At your New Home Orientation, you will receive:

1. Phone numbers for important trade contractors such as heating, plumbing and electrical, who might be needed in an emergency after hours or on weekends.
2. Any available manufacturer's literature for the furnace, water heater, and other consumer products.
3. Copies of your Home Orientation forms. We suggest you insert them in the pouch found at the back of this manual.

CLOSING ESCROW ON YOUR HOME

You may not do any work on or make any modifications to the home prior to close of escrow. Any violation of this policy may result in cancellation of Sale and retention of deposits and/or the voiding of your warranty through Green Street Communities, Inc.

Nothing may be moved into the home until a close of escrow takes place. Remember that the day you sign documents at the title company may not be the actual day of recording as it may occur a couple of days later. Once we have confirmation from the title company that the deed has recorded, arrangements to receive your house keys can be made with our Client Services Department by 5 PM. When you receive your keys, we do require that you (or whomever is picking up keys on your behalf) sign our Key Release Form.

In the event you have obtained construction loan financing, prior to receiving your house keys, you will be asked to sign the final construction draw request and any other documentation required by your lender.

Utilities

We advise you to contact the utility companies and have the services activated in your name prior to moving in. Our Client Services Coordinator or Contracts Coordinator will advise you as to when to contact utilities to have service established in your name. Any utilities which are activated by Green Street Communities, Inc. to prepare your home prior to the close of escrow will be discontinued within three days of your Orientation/closing. We recommend that you continue the services for electricity and water in your name even if you do not plan on moving in immediately. For your convenience, utility companies are listed below:

Electric

SRP - 602-236-8888

APS - 602-371-7171

Water

City of Phoenix - 602-262-6251

City of Scottsdale - 480-312-2461

Epcor Water - 623-876-4020 (Paradise Valley residents)

Gas

Southwest Gas - 877-860-6020

YOUR NEW HOME WARRANTY

Green Street Communities is pleased to provide a Ten-Year Limited Warranty on your new home through Professional Warranty Service Corporation. You will contact Green Street Communities during the first two years, per the terms below. The warranty provides that we will correct defects in materials and workmanship that materially and adversely affect the value or use of the home, for up to two years from the close of escrow, subject to the terms and conditions listed below. We will, at our option, repair or replace any defective parts or materials covered by this limited warranty.

An item is considered to be defective if it fails to function as designed within the building industry standards due to defects in design, material and/or workmanship. The building industry has varying standards for the geographic areas in which the home was built for both application and tolerances. For warranty standards and maintenance suggestions please consult the appropriate section in this manual.

Warranties of a Third Party

This warranty does not cover any appliance, piece of equipment, or other item which is a consumer product for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C. Sections 2301-2312), and, as the builder, we expressly disclaim any implied warranties with respect thereto. However, some of these products have written warranties provided by the manufacturer. We assign and pass on to you any manufacturer's warranties on consumer products. These warranties are the responsibility of the manufacturer of the product, not the builder of your home, but we will assist you in getting proper service.

All appliances have a warranty from the appropriate manufacturer who will need to be contacted directly for both warranty service and repairs as needed. (The appropriate appliance service and repair phone numbers are listed in the manuals provided at your Orientation.)

Coverage

"Cosmetic" items must be noted at the time of your Orientation for anything readily visible (flooring, countertops, cabinets, doors/trim, plumbing fixtures, lighting fixtures, walls, etc.). Some items are covered during the First year only for adjustments or touch ups as noted below. Some items are covered during the Second year. Subject to the exclusions herein set forth, and per the Arizona Registrar of Contractors for new home construction, your Two-Year Limited Warranty covers the following:

1. Only at Orientation (for easily seen) or within 10 days of closing for items not easily seen (like only at night with the lights on);
 - a. Surface damages, including but not limited to: flooring, doors, cabinets, countertops, appliances, plumbing fixtures, lighting fixtures, walls, windows, screens, mirrors, stucco, concrete.
 - b. Pool operation, if installed by Green Street Communities verified at Orientation.
 - c. Missing items, such as but not limited to light bulbs, screens, screen doors, doorstops.
 - d. Unless noted at the Orientation, damage or loss of any item shall be deemed to have occurred after occupancy.
2. For a period of ONE YEAR –
 - a. The plumbing, heating, air conditioning and electrical systems for defective materials or workmanship which affect the proper functioning of these systems.

Lack of proper maintenance, such as but not limited to, changing filters or lubricating as needed, will void this limited warranty.

- b. Leaks at faucets, hose bibbs or other plumbing fixtures.
 - c. Adjustment of doors, windows and weather-stripping. One-time correction
 - d. Interior and Exterior caulking. One-time correction.
 - e. Cabinets and vanities – adjustment if warping exceeds 1/8” in 30” or doors out of adjustment. One-time correction.
 - f. Concrete cracks exceeding 1/4”. One-time correction.
 - g. Window adjustments. One-time correction.
 - h. Drywall nail pops, cracks, seam lines. One-time only correction.
 - i. Landscaping plants and sprinklers – replacement if necessary within 90 days of closing escrow.
 - j. Paint – excessive deterioration from original application. One-time correction.
3. For a period of TWO YEARS –
 - a. The roof will be free from leaks caused by defects in materials or workmanship. This warranty becomes void if you or your agents walk on or attach anything to the roof.
 - b. Unspecified as One-Year – items will be inspected for proper workmanship and material functions to determine action needed.
 4. For a period of THREE to TEN YEARS – Per the International Residential Code (IRC) for new home construction, the structural components of the home are covered for a period of 10 years against structural defects. The structural components consist of the slab foundation, wall framing members and the roof structure (trusses and sheeting).

Note: The decision to repair or replace a covered item will be at the sole discretion of Green Street Communities.

Any damage after the Orientation, unless a direct result of a warranty repair, is the sole responsibility of the Homeowner. This damage can include, but is not limited to: Move-in damage; stains on surfaces; broken or scratched glass and mirrors; golf ball damage; smudges or dirt on drywall, cabinets or stucco surfaces; nicks, dents or scrapes to drywall, cabinets or exterior surfaces, etc.; any damage due to natural disaster or extreme weather.

Exclusions from Coverage:

Green Street Communities, Inc. does not assume the responsibility for any of the following, all of which we exclude from coverage of this Limited Warranty:

1. Damage caused or occurring after occupancy, including but not limited to: (a) surface damage to flooring, doors, cabinets, counter tops, stucco, concrete, appliances, windows, screens, mirrors or doors, and (b) missing items, such as but not limited to, light bulbs, windows, screens and screen doors, and mirrors. Unless noted during the Orientation, damage to or loss of any item shall be deemed to have occurred after occupancy.
2. Defects in appliances or other manufactured items that are covered by a manufacturer warranty. We have assigned these warranties to you and provided you with the manufacturer’s warranty cards to fill out and return to the manufacturer.
3. Damage due to ordinary wear and tear, unreasonable or unauthorized use, lack of proper or timely maintenance or failure to take corrective actions to minimize damage.
4. Defects which are the result of characteristics common to the materials used and are normal maintenance items; such as, but not limited to: cracking, fading, warping, and

checking; cracks due to common drying or curing of wood, concrete, stucco, plaster, masonry, grout, caulking and similar materials; and expansion or contraction of materials supporting walls, ceilings, floors, walks, sidewalks, driveways, doors and windows.

5. Damage from environmental conditions such as earthquakes, rain, floods, wind storms, lightning or any other natural occurrence such as wind in excess of 54 miles an hour.

In addition, see the Professional Warranty Service Corporation warranty booklet for more information on the Construction Warranty Standards and Guidelines. Also refer to the Maintenance Standards and Guidelines.

This Limited Warranty is offered to the original home purchaser from Green Street Communities, Inc. and is transferable to any subsequent buyer during the warranty period, upon written notification to Green Street Communities.

This limited warranty gives you specific legal rights, and you may also have other rights under State or Federal Law. The foregoing shall constitute the sole and exclusive remedy of any first owner of a Green Street Home in connection therewith.

Note: This limited warranty does not cover any personal injury or economic loss including loss of time or pay, inconvenience, loss of home use, lodging bills, food bills, storage charges or other inadvertent or consequential loss or damage caused to other parts of the home.

COMMONLY REPORTED ISSUES AND POSSIBLE RESOLUTIONS

Emergency situations - Refer to your list of Utility installation contractors for contact information in case of emergency.

- Total loss of cooling when the outside temperature is above 100 degrees F.
- Total loss of heat when the outside temperature is below 45 degrees F.
 - **Call the installing HVAC contractor directly for emergency service needs.**
- Total loss of electricity.
 - **Check with the utility company before reporting this circumstance to Client Service or electrician.**
- Total loss of water.
 - **Check with the water department to be certain the problem is not a general outage in the area.**
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak.
 - **Contact your utility company or plumber if the leak is at the fireplace, furnace or water heater supply lines)**

Electric, Gas & Water Meter Shut Offs or Mains:

During your Orientation your Client Services Specialist will point out all appropriate shut off locations. It is important to familiarize yourself with these locations. In the event of an emergency, you may be required to turn one or all of these utilities off to prevent or stop damage.

- **ELECTRICAL** -Should the need arise to disconnect the electricity, turn off the main breaker outside the service panel. Individual breakers can be shut off inside the panel.
- **GAS** - Should the need arise to shut off the gas, you will need pliers or a crescent wrench to turn the gas main to the horizontal position (line up the 2 holes).
- **WATER** - In the event of a water leak inside the house, the water main will need to be turned off – this is located in the garage. Turn the faucet off as instructed at your Home Demonstration. No special tools are needed. There are individual valves under sinks and behind the toilets for localized shut-off.

If you have any questions regarding the above instructions, please contact Client Services or discuss your concerns at time of your Orientation.

Electrical

- No power to individual lights – check the bulb with another you know is working.
- No power to individual outlets - check electrical panel and/or GFCI.

Gas Smell

- Shut off gas at furnace, hot water tank, and meter.
- Do not turn on lights, phone, or use electric garage door opener.
- Ventilate the garage
- LEAVE THE PROPERTY, use a cell phone or neighbor's phone to make calls.
- Call the plumber first, if they are not available, call the utility company.

No HVAC

- Check thermostat to be sure it is to "auto" or "on".
- Check the electrical panel to insure the breaker has not tripped. Reset as needed.
- Check the main disconnect at the AC condenser unit to insure it has not been turned off.

Plumbing Leak

- Underneath all sinks there is a water supply valve that can be easily turned off.
- Toilets have a supply valve located on wall down by base that can be turned off.
- Put a bucket or towel under leak to contain it.
- If necessary, turn off the main water supply.
- If the leak is between street and house shut off at meter outside by street.
- If a wet spot is on the ceiling located below a tub or shower, first check all tiles, grout, and caulk in tub and shower areas to make sure none are cracked. If any holes are found, DO NOT use the shower or tub. Notify Client Service. We will need to check it.

No Hot Water

- Make sure the pilot light is on (for gas units).
- If not, light pilot using lighting instructions label on front of tank.
- Make sure "on/pilot/off" dial on the hot water tank is in "on" position.
- Check temperature dial.

Appliances

Call the appliance company directly. Refer to the owner's manual and warranty registration cards for contact information of that appliance. Be sure to discuss the problem thoroughly with them. If they come out and it is not their responsibility, they will bill you. Disposals have a reset button located under/or side of disposal tank. Always check and, if needed, reset the appropriate breaker switch in electric panel to be sure it's on.

Roof Leak

- Check for storm damage that may have caused the leak.
- Check for debris on the roof that may have caused a scupper to be plugged or a valley to hold water.
- Put a bucket or towel under leak to contain it.

CONSTRUCTION STANDARDS AND GUIDELINES

Air Conditioning and Heating Systems:

The air conditioning/heating system in your home is a split system consisting of a FAU (forced air unit), a condenser and a thermostat, as well as ducts, vents and air return grills. The manufacturer requires regular servicing to preserve the warranty.

Call the installing HVAC contractor directly for emergency service needs.

Compressor: The compressor should not fail within the first year warranty. Please contact Client Services for your first year warranty needs. Regular Homeowner maintenance servicing is required to protect warranty coverage.

Condensation lines: Each FAU in your home will have 2 condensation drain lines run to the exterior of your home (these will be pointed out at the Orientation). There is a primary and secondary condensation line to discharge condensation from the FAU. The primary line should drip, but if the secondary line drips you need to have the system checked for blockage. Condensation line blockage not caused by construction debris is the Homeowner's responsibility to correct. If your home has 2 units, the primary lines may be connected to terminate in 1 location. Secondary lines are typically placed over windows for visibility.

Thermostat: The thermostat controls the functions of the air conditioning and heating systems. Temperatures may vary ± 4 degrees from actual room temperature. Variances of more than 4 degrees might require a re-calibration of the thermostat or replacement during the warranty period. Have your HVAC maintenance service technician check this seasonally.

Temperature: The cooling system should maintain a comfortable temperature in the home, but in extreme weather conditions can only maintain a constant differential from outside temperature which may be a higher optimum temperature than that desired by the homeowner. When a temperature of 78 degrees (with a possible 4-degree variance) measured 5 feet from the floor in the center of the room cannot be maintained in other than extreme weather conditions, builder shall correct the system to meet the standard. Your system has been designed to maintain a 30-degree temperature variance from the exterior temperature. Example: If the exterior temperature is 110 degrees the inside temperature could be approximately 80 degrees. The heating system should also maintain a comfortable temperature in the home. A heating system that cannot maintain a temperature of 70 degrees (with a possible variance of 4 degrees) as measured at 5 feet from the floor at the center of the room shall be corrected during the warranty period by the builder to meet the standard.

Leak in refrigeration system: One of the key elements in the air conditioning system is the cooling refrigerant. Refrigerant should be contained within the system and not leak. On occasion the system may require additional refrigeration when servicing even though no leak has occurred. When a system does not cool because of loss of refrigerant, and the cause of the leak is not due to misuse or neglect, the builder shall repair the leak, restore refrigerant and insure the cooling system is restarted properly. This is for the one-year warranty period only.

Noises from duct work: Slight noises such as a crackling or ticking sound are common and normal due to air flow and heating or cooling changes in the duct work. Loud popping or banging noises are not normal and builder shall correct to standards.

Ducts shall be secured and seamed properly and not come apart during the warranty period. Any duct separations noted during the warranty period, unless due to damage from homeowner or homeowner's representative s in the attic, shall be repaired as deemed necessary.

NOTE: In the event of a complete loss of air conditioning or heating during the warranty period, please contact the HVAC contractor or Client Services Department, and they will try to troubleshoot and/or make repair arrangements as necessary.

Alarm System

If your home selections included an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use.

Appliances

To arrange for repairs as needed for the appliances, you must contact the appropriate repair department. The repair must be completed by the manufacturer or its representative, or the warranty becomes void.

When arranging for appliance repairs you will need to have the name, model number of the appliance, a brief statement of the problem, as well as your name and address, and schedule of a time when you will be available.

The service representative will not enter your home if you are not present, so please be sure to keep your appliance repair appointments or they will require that you reschedule.

Note: Please consult your appliance manuals for additional manufacturer's warranty information, as well as maintenance and troubleshooting guides.

Attic Access

The attic space is typically neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space, also for firefighting and inspection access. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below, which is not covered by your limited warranty.

Brick and Cultured Stone

Brick and cultured stone are two of the most durable and lowest maintenance finishes for a home's exterior. A record of the color of the applicable product is included in your selection sheets.

- Efflorescence: The white, powdery substance that sometimes accumulates on masonry surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.
- Tuck-Pointing: After several years, face brick or cultured stone may require tuck pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.
- Weep Holes: You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Cabinets

- Cabinet exteriors are constructed of wood with a stain finish. Note: Any cabinet damage needs to be noted at time of the Home Demonstration for repairs. Any chips, scratches, gouges, etc. reported after the Orientation are considered after move-in damage and not a warranty issue. Exceptions apply if damage is obviously due to improper installation or defective materials.
- Cabinet color and grain variations: Your cabinets have been constructed with natural wood products. Wood colors can and do vary, even those from the same tree. Grain variations or small knots are also natural occurrences. Also, each piece of natural wood will accept stains differently. Such variations are natural, and add to the character of the cabinets. No action will be taken on color or grain variations. Painted surfaces should be consistent.
- Cabinet drawers and doors: Doors and drawers should be adjusted to open and close properly at the time of the Orientation. Should these come out of adjustment during the First Year warranty period they shall be readjusted as needed, as long as adjustments needed are not due to damage caused by misuse or neglect.
- Cabinet Finish: Cabinet finishes are not considered waterproof. Excessive exposure to moisture or solvents can and will damage the finish and damage the wood underneath. It is the Homeowner's responsibility to cover the windows so as not to allow natural sunlight to damage the cabinet finish. The cabinet manufacturer is not responsible for damages due to neglect or lack of Homeowner maintenance.

Flooring

Carpet

When installed, your carpet will be somewhat flattened, caused by the weight and pressure from being compactly rolled. Vacuuming the carpet will help the yarn expand and bulk back to its normal appearance. Some carpets tend to “fluff” or “shed.” Vacuuming easily picks up this fluff. Shedding will continue to occur for several months. Occasionally, a tuft will rise above the carpet surface. Just snip this off even with surface. Shading and highlighting – areas that seem to vary in tone from the rest of the cut pile carpet – result when light strikes tufts which have been pressed in varying directions. This is expected and enhances the beauty of the carpet's appearance.

- Color fading: All carpets will slowly lose some color due to natural and artificial light forces within our environment. Exposure to sunlight can increase this fading. Unless due to a manufacturer's defect, no action will be taken.
- Color variations: Due to dye lot variations in the carpet milling process, the actual carpet installed may vary slightly from the sample. This is normal and unless the carpet installed is the wrong product or has manufacturing defects, no action will be taken.
- Tack strips or nails: All tack strips and nails should be set properly and not be felt through the finished surface under normal use conditions. Nails that protrude shall be corrected by the installer.
- Roll crush marks: It is normal due to carpet being shipped and stored in the rolled form to occasionally have what appears to be crushed or compressed fiber's once installed. Normal vacuuming should correct this. If not, the builder shall have the affected areas steamed to reduce the visibility.
- Visible seams: All properly installed carpet seams are visible to an extent depending on location, light, color of carpet, and types of fibers, especially with large fiber Berber

carpets. Seams that have excessive gaps and/or separations do not meet this standard and shall be corrected.

- Cleaning: You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently. Heavy traffic areas may require more frequent cleaning. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

For additional information on product warranty and maintenance or care suggestions and procedures, please consult your Designer.

Ceramic Tile Surfaces

- Chips on edges: The use of a proper blade while cutting tiles minimizes the chips on tile edges. Small chips and/or roughness on edges of cut tiles are normal. Chips extending toward the field surface of greater than 1/16" do not meet this standard and shall be replaced.
- Grout: Grout is a cementitious or expandable material between the tile joints. It is normal for cracks to develop in grout lines between dissimilar surfaces, i.e., floor tile grout next to baseboards or thresholds. This is considered a Homeowner maintenance item and excluded from this warranty.

Note: Grout color variations should be reported at time of the Orientation and the affected area will be repaired. Grout will darken when damp from mopping.

- Loose or cracked tiles resulting from improper installation will be repaired as needed during the warranty period. Chipped or damaged tiles reported after the Orientation are considered Homeowner maintenance and will not be repaired under warranty.
- Tile pattern layout: Exact tile layouts and grout joint widths are determined by the installer and directly affected by the tile shape, size and surface dimensions. The layout, therefore, can vary slightly from the model or same-floor plans, and no warranty action will be taken.
- Surface imperfections: Small imperfections such as dimples or carbon spots do occur in the manufacturing process of tile. Imperfections visible from 3 feet or more do not meet this standard and shall be replaced.
- Shade changes or discoloration in grout may occur due to exposure to soaps, every day dirt and grime and many other commonly occurring substances. Additional shading will vary depending on changing moisture content, and on the frequency of water usage in the area and drying conditions.

Chrome & Brass Faucets, Drains, Plumbing Trim and Hardware

Chrome and Brass trim, fixtures and hardware are susceptible to scratches. Scratched, dented or damaged trim and fixtures must be reported at time of the Orientation. Scratched or damaged items reported after the Orientation are the Homeowner's responsibility.

Concrete Surfaces

- Color variations can and do exist in all concrete products in different degrees depending on soil conditions, moisture content, curing compounds (if used) and the weather. This is normal and unavoidable, as concrete products will continue to change colors while curing, which can take several years.
- Cracks: Due again to the constant curing conditions associated with concrete products, cracks can and do develop. This is normal and unavoidable. Control joints are used in trying to minimize the cracking but do not eliminate the cracks. Cracks in patios, walkways, stoops or steps exceeding 1/8" in average width or displacement will be repaired during the warranty period. Slab cracks exceeding 1/8" in average width or displacement will be repaired during the One-Year warranty period.
- Chipped or broken edges and corners must be reported at the Orientation and will be properly repaired. Damage reported after the Orientation will not be repaired under this warranty.
- Efflorescence is a white powder, crystal-like substance that occasionally appears on concrete surfaces. Efflorescence is caused by chemicals within the concrete and salts in the soils being carried through the porous concrete. This is considered Homeowner maintenance and is not a warranty issue.
- The slab, except where a floor or a portion of the floor is designed for specific drainage purposes, shall not have excessive pits, depressions or areas of unevenness. Unevenness shall not exceed 1/4" in 5 feet using a straight edge centered on the high or low spot. Ridges or depressions exceeding this standard shall be repaired using the approved methods of the industry.

Counter Tops – Cultured Marble, Granite or Natural Stone

- All counter tops: Small chips, cracks and nicks can and do occur, both during construction and from move in or Homeowner use. Any damage from construction prior to Orientation shall be repaired or replaced as needed. Damage noted after the Orientation is considered move-in damage and shall not be covered by this warranty.
- Seam separation: Seams will be visible but should not separate or displace. Seams should remain tight, even and flush. Seams with displacement or separation greater than 1/32" shall be repaired or replaced as deemed necessary by the installer.
- Granite, marble and natural stone surfaces: Graining, veins, coloration, pitted surfaces and uneven patterns are expected in all stone surfaces and therefore uncontrollable. They enhance the beauty of the natural stone selections. Accordingly, no action can or will be taken on such variations.

Note: Additional disclaimers can pertain to the granite, marble and natural stone products. Please consult your Designer for additional information.

Drywall

The interior walls of your home are covered with drywall (or gypsum board). This product is the final finished surface of your home once the texture is applied and painted.

- Cracks: Cracks in drywall are a common characteristic and are typically caused by shrinkage of the lumber that it is attached to, natural settlement of your home, seasonal temperature variations and/or from the home's air conditioning and heating systems. Cracks will typically occur at framing or drywall joints, cornerbead locations, corners of window sills or other areas prone to movement. Minor cracking is expected and

considered to be normal Homeowner maintenance. Cracks that exceed 1/8" are considered excessive and will be repaired during the First Year warranty period.

- Nail pops: Nail pops occur when, due to the expansion and contraction of the wood that the drywall is attached to, movement causes the drywall joint filler to pop off of the nail and/or screw heads. This is not uncommon and is a normal characteristic; however, they will be repaired for you as needed during the First Year warranty period.
- Blisters, tape joints and trowel marks should not be visible in natural light. Minor imperfections are normal. Defects visible in natural light as viewed from the center of the room shall be corrected during the First Year warranty period.
- Ceiling joints may cause a "shadowing" affect under certain lighting. Crowned joints exceeding 1/8" under a 12" rule centered on the high point may be repaired to bring within standard. Ceiling sags of more than 3/8" in 8' will be corrected during the First Year.

Electrical

The electrical system in your home was designed by professionals to comply with stringent local, state and national codes. This system is designed for residential use only. Any changes or additions to this electrical system could cause an overload or possible fire. You must consult a licensed electrician to make any changes to this system. Note: Changes to the system will usually require a permit and will require inspections.

- GFI circuits: These mini circuit breakers are installed in all 'wet areas' to prevent electrical shock. These should be tested every 30 days and replaced if necessary.
- Circuit breakers: Circuit breakers are designed to control the power distribution to different areas of your home and should not fail under normal operation and load. Breakers that fail during the warranty period shall be repaired as long as failure is not due to Homeowner abuse or overload. Breakers that fail under overload conditions are not deemed defective and therefore not covered under this Limited Warranty.
- Light bulbs: Green Street Communities cannot guarantee the life of light bulbs in your home. All light bulbs in the home shall be working properly at the time of the Orientation. Bulbs that burn out are the Homeowner's responsibility to replace. The light bulbs that were installed in your home are per the manufacturer's specifications, in relation to maximum wattage. Do not exceed these specifications in lighting fixtures.
- Switches and outlets shall function as designed. Damage to switches, outlets and cover plates must be noted at the Orientation or it will be considered after move-in damage and not covered by this warranty.
- Fixtures, both interior and exterior, shall operate as designed and have working bulbs at time of the Orientation. Damage to fixture finish, glass or bulbs reported after the Orientation is not covered by this warranty.
- Moisture sensitive bath light fixtures: The sealed light fixtures over bathtubs and showers are heat and moisture sensitive. These fixtures will accept a 40-watt max bulb. Replacement bulbs over 40-watt will cause this fixture to overheat and shut off.

Finish Carpentry, Doors /Trim

- Doors and gates: During construction, damage can occur and should be repaired or replaced as needed prior to the Orientation. All doors and gates, interior and exterior, wood, metal and fiberglass should be inspected at the Orientation for damage, nicks, scratches, etc., and noted. Damage reported after the Orientation shall be the Homeowner's responsibility.

- Doorstops: Doorstops are normally installed for doors that are frequently used and/or that will come in contact with a wall or cabinet. Doorstops are not installed on the fixed door in double-door situations unless requested. Please advise Client Services and one will be installed at your request.
- Door adjustments: Doors should swing and close properly and not rattle when latched. All doors should be adjusted properly at time of the Orientation. These can be adjusted ONE time during the First Year warranty period.
- Baseboard and jambs shall have all nails set properly, filled and painted. Exposed nail heads or nail holes shall be set, filled and painted as needed. Baseboards should be installed where intended and designed with the proper materials. Seams and corners of baseboard and door casings are filled with a flexible caulking compound and painted or finished. These seams can and do separate with time due to settling, moisture and temperature variations. This is a normal occurrence and is not covered under this warranty.
- Hinges shall allow the door to swing freely. Hinges are composed of at least three metal parts that, when rubbing together, can create metal shavings or residue along with dirt build up. Cleaning and/or lubrication of hinges and/or the damage caused from a lack of proper maintenance are the responsibility of the Homeowner and are not covered under this warranty.
- Hammer marks should be noted at the time of the Orientation on baseboards, door casings and/or jambs. These should not be excessive and shall be filled, sanded and painted properly.
- Splitting wood is normal due to the drying and temperature variances. Minor cracking in surfaces is normal and no action will be taken. Cracking or splitting resulting in or allowing light to be visible, or exceeding 1/8" shall be repaired or replaced as deemed necessary during the First Year warranty period.
- Swelling can occur in doors and casings exposed to weather and is normal. The doors have been installed to allow for moderate swelling. The installer shall correct doors that continually bind due to swelling during the First Year warranty period.
- Closet shelving and poles should be mounted and installed securely and properly by mounting as needed to studs. Rods or poles shall be cut to 1/8" of the end mount. Note: Excessive loading of heavy clothes, and/or overloading of shelves, can cause shelves or poles to fail. This is not covered by this warranty and shall be the responsibility of the Homeowner to correct.

Fireplaces

A fireplace within a dwelling unit. A gas fireplace installed within a dwelling unit shall comply with the following requirements:

1. The fireplace opening shall be provided with solid doors such as glass, solid steel or cast iron.
2. If the fireplace is located in a sleeping room or adjacent bathroom, then a permanent, unobstructed fresh air supply shall be provided directly from the exterior of the structure to the firebox.
3. When gas is piped into the fireplace, a caution sign shall be installed that states "Caution: Damper must be permanently blocked open if gas is supplied to this fireplace."

Consult the manufacturer's manual for warranty and maintenance guidelines.

- Decorative gas appliances: When using your fireplace as a decorative gas appliance, such as with permanently installed gas logs, the fireplace damper must be permanently fixed in the fully open position for safety.
 - The manufacturer sets gas log position on a sealed unit. On unsealed units the logs are to be positioned in a manner to allow the flame to flow through the logs. The positioning should be checked at time of the Orientation, as repositioning after move-in is not the builder's responsibility.

Note: Gas leaks should not occur. In the event you smell gas, turn off the appliance, open the windows and contact SOUTHWEST GAS CORPORATION from a remote phone.

- Natural wood-burning fireplaces. Homeowner should have the chimney professionally cleaned to remove soot buildup on a seasonal basis.

Garage Doors and Openers

The garage door(s) and opener(s) will be demonstrated and explained at your Orientation. Any damage to your door or doors must be noted at this time. Damage reported after the Orientation is considered after move-in damage and not covered.

- Door adjustments: The garage doors will be properly adjusted to open fully and close properly at the Orientation. Any adjustments needed during the First Year warranty period should be reported to Client Services.
- Rollers, tracks belt drives should all function as intended throughout the First Year warranty period. Failures or adjustments shall be repaired as deemed necessary by the installer provided that damage or failure is not due to neglect or misuse. Cleaning and lubricating as needed are the Homeowner's responsibility.
- Sensors: All new garage doors have safety sensors installed to prevent the garage doors from being closed on people or objects in the path of travel. The alignment must be maintained as instructed at your Orientation. If the sensors come out of adjustment, the door will not close. Please realign and then the door will close as designed.
- Springs should not lose tension or fail prematurely under normal use. Failure during the First Year warranty period, unless deemed due to misuse, shall be repaired or replaced as deemed necessary by the installer.
- Garage door seals: A garage door that is properly installed per the manufacturer's specifications will provide some weather protection but is not designed to be weather-tight. Minor penetration of rain, dust or wind is common.

Consult your manufacturer's warranty for additional information regarding the warranty coverage and maintenance guidelines.

Garbage Disposals

Your garbage disposal is permanently lubricated and self-cleaning. The disposal shall operate properly off of a switch at time of the Orientation and throughout the warranty period. Defects in workmanship are covered under warranty by the manufacturer. Misuse and/or abuse are not.

Hardwood Floors

In daily care of hardwood floor, preventive maintenance is the primary goal.

- Cleaning: Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When finishes become

soiled, damp mop with a mixture of one-cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop.

- Dimples: Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.
- Furniture Legs: Install proper floor protectors on furniture placed on hardwood floors. Protectors may allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.
- Mats and Area Rugs: Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that area rugs or mats can create differences in color as a result of the sun's UV rays. Also sun exposure can cause discoloration where mats and rugs are placed.
- Shoes: For best results, remove shoes w/ high heels to avoid damage to hardwood flooring surfaces. Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor.
- Spills: Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.
- Sun Exposure: Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.
- Wax: Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

Landscape and Yard Drainage

Note: Structural or cosmetic damage to your home, walls or flat work caused by sprinkler over-spray or over-watering is the sole responsibility of the Homeowner and is not covered by this Limited Warranty.

The drainage design of your yard is approved by the local jurisdictional agency. It is the builder's responsibility to grade your yard so that it meets the criteria at the time of your Orientation and escrow closing. The purpose of drainage and maintaining drainage is to protect your home from normal surface ground water. After the Orientation or close of escrow, whichever comes first, it is the sole responsibility of the Homeowner to maintain drainage as designed. Consideration must be taken if remodeling, installing pools or spas, etc., to maintain or reinstall the drainage as needed. Any damage due to neglect or alterations by you or your trade contractors to the adjoining properties shall be your responsibility to correct. A system of underground drains may be installed on your property. This is the Homeowner's responsibility to maintain and clear as needed to drain as designed.

Mirrors and Shower Enclosures

- Mirrors and shower enclosures should be cleaned only with cleaners and/or polishes specifically intended for glass products. Acids and harsh chemicals or solvents should never be used as they can damage and/or etch the surfaces. Damage due to improper maintenance is Homeowner responsibility.
- Mirrors are securely attached to the wall and should not become loose. The mirrors are often set in a decorative J-channel (brass or chrome) to prevent cleaners used on counter surfaces

from contacting and damaging the back of the mirror. Damage due to improper cleaning products or solvents in the J-channel is not covered by warranty.

- Shower doors or enclosures should be installed so as not to leak. Note: frameless enclosures do not have the same properties as framed models and extra caution should be taken and used in these cases to prevent damage. Damage due to neglect or lack of maintenance is Homeowner responsibility.
- Scratches, chips and damage must be noted at the Orientation or will be considered Homeowner responsibility.
- Silicone and/or caulking compounds are commonly used as fillers or sealants around enclosures. The caulking shall be properly installed as required. Even properly installed caulking will deteriorate, shrink and crack with normal use, wear and aging due to moisture and movement of the materials its attached to. This is considered a Homeowner maintenance item and not covered by this warranty.

Paint

The paint products throughout your home are a latex- or water-based product with exception of the exterior gates and doors, which may be painted with an oil-based enamel. The paint applied is intended to cover the surface fully and have no holidays or thin spots. Paint products are normally capable of being touched up with a brush or roller. In some instances, the area may require to be sprayed.

- Exterior surfaces: Due to environmental factors, the exterior paints are subjected to heat, cold, rain and wind. This can cause the surfaces to fade and/or crack. This is a normal occurrence and requires periodic Homeowner maintenance. No action will be taken unless it is determined that failure is due to improper materials, preparation or installation. Samples should be taken when trying to match existing paint.
- Overspray: Paint overspray should not be on any unintended surfaces such as glass, adjacent walls, cabinets or flat work (concrete surfaces). Paint overspray from production should be reported at Orientation for proper cleanup or removal.
- Caulking: Caulking is commonly used as filler and/or a sealant throughout your home both interior and exterior. The caulking should be installed per the manufacturer's specifications. Even properly installed caulking will deteriorate, shrink and crack with normal exposure, wear, and aging, and due to the movement of the materials it is attached to. This is considered a Homeowner maintenance item.
- Flaking, scaling and peeling should not happen to paint within the First Year warranty period. Flaking, scaling and peeling surfaces found during the First Year warranty period shall be scraped, sanded, primed and properly reapplied.
- Color shading or variations in sheen (luster) are normal while paint is curing. Touch- up paint (especially enamel finishes) must dry completely or cure to the final finished product. The curing time varies and can take as much as several days to completely dry. Caution must be used when touching up to apply the correct paint and not over apply, as too much paint on a spot will never blend in. Always feather out touch-up spots (lightly paint areas around affected touch up location).
- Color variations on stains are normal and due to the wood itself as different areas take and/or accept stains differently. Wood from the same tree can and will stain differently. Colors will also change and/or vary depending on exposure to cleaning, natural light and/or normal wear. Color variations are normal and natural and no action will be taken.

- Varnish and lacquer are used to protect some stained wood surfaces, both interior and exterior. These products do require Homeowner maintenance and inspections. These finishes can and will break down from exposure to excessive moisture (water at sinks etc.). Normal wear, cleaning and exposure to natural light and weather will also dull the finishes. Deterioration of finishes due to improper cleaning products or a lack of maintenance are not covered by this warranty.
- Mildew, mold and fungus are growths that can stain and discolor surfaces. Mildew, mold and fungus can occur due to environmental conditions, and are the responsibility of the Homeowner to correct as noticed.
- All exterior surfaces must be protected from over-exposure due to moisture from landscaping and sprinkler systems. It is the Homeowner's responsibility to correct as noticed and is not covered by this warranty.

Pest Control

Pigeons or birds: In certain areas, pigeons and other birds often seek refuge under eaves and overhangs. Homeowners should be aware of this and occasionally inspect the perimeter so as to take the appropriate corrective measures. Soil from these birds can deteriorate surfaces. Cleanup is the Homeowner responsibility.

Plumbing and Fixtures

Note: Plumbing fixtures (toilets, sinks, faucets) must be inspected for scratches and/or damage at time of the Orientation. Damage noted after the Orientation is considered move-in damage and not covered by this warranty.

- Clogged toilets: Clogged toilets are usually a result of too much paper, solids or the wrong materials being flushed, i.e., Q-tips, napkins, paper towels, toys, etc. Homeowner should use a plunger and/or contact a professional plumber when stoppage occurs. Your Limited Warranty covers the first 30 days only.
- Main line stoppage: If there is a stoppage occurring within 30 days from close of escrow, Client Services will make repair arrangements. Stoppages occurring after 30 days are the Homeowner's responsibility. Contact a licensed plumber for inspection. If your contractor determines the stoppage is construction-related, call Client Services while your contractor is there. We will have someone come over to verify. If we agree, we will either have our contractor do the repair, or reimburse you for having your contractor complete the work.
- Continuously running toilets: Toilets should be adjusted properly and not run continuously. As a courtesy, toilets will be readjusted as needed throughout the First Year warranty period.
- Dripping faucets: Dripping faucets are usually caused by debris in the line that prevents the seals or washers from making the proper seal and if ignored can damage the seal and stain or discolor the fixtures. Damaged and worn seals and washers are only covered for 90 days. Occasionally the manufacturer's warranty may exceed this warranty. Please check product information for exceptions.
- Flow restrictors: Flow restrictors are installed in all faucets, hose bibs, shower heads and toilets as required by state and local codes for water conservation.
- Aerators: Aerators are the screens or strainers on or inside the faucets and showerheads. Occasionally these screens should be checked and cleaned as they will build up fine debris from the water lines and can eventually plug if ignored. This maintenance is the Homeowner's responsibility.

- Freezing pipes: All reasonable efforts have been taken to protect your water system from freezing; however, this is the Homeowner's responsibility to take precautions as needed to avoid freezing of water lines during extended periods of below freezing temperatures.
- Leaks: The components of the system should contain and/or transport water, waste and gases as designed without leaking. Should you experience a leak during the First Year warranty period please contact Client Services so that appropriate repair arrangements can be made. Note: In the event of leaks causing damage, contact your Plumber for emergency repairs and instructions to stop damage.
- Water pressure: The water pressure on your home will be set as per the local water company guidelines and cannot be increased by the Client Services or Superintendent.
- Noisy water and/or waste lines: Due to the velocity of the flow of water, its weight, varying lengths of the pipes, waste debris it may be carrying, and its varying temperatures that cause the plastic to expand and contract, the waste and water lines can and will emit audible noises. This is normal. A ticking sound is also common due to expansion and contraction caused when hot or cold water flows through them.
- Water hammer sounds: A water hammer is a loud bang or clanking of water lines when the water is turned off. Report these to Client Services for proper repair arrangements during the First Year warranty period.

Roofing

The roof system of your home can consist of many components, such as clay or concrete tiles, metal, shingles, vents, flashing, underlayment membranes, roof drains and overflow drains, to mention a few. Access to the roof of your home is not necessary under normal conditions as no self-serviceable equipment is installed on your roof. The weight of people walking on the roof can damage the roofing membrane resulting in a potential roof leak. Damage due to people walking on your roof after the Orientation is not covered under your Limited Warranty.

- Color variations and patterns in roofing materials are normal and no corrective action is required unless it is extreme.
- Cracked and/or chipped roof tiles from construction should be repaired and replaced prior to the Orientation or will not be corrected.
- Attic vents, gable vents, caps, ridge vents, louvers etc. should not leak under normal conditions. Leaks from these vents in wind-driven conditions are possible and do not constitute a defect or improper installation. No action will be taken.
- Roof tiles shall be installed properly and securely and should not become loose in normal conditions. Roof tiles that become loose or fall off, unless due to adverse weather conditions or Homeowner actions, shall be repaired or replaced during the First Year warranty period as deemed necessary by the installer.
- Tile shall be laid relatively straight both vertically and horizontally unless deliberately varied for effect. Crooked lines, unless deliberate, shall be corrected during the First Year warranty period by the installer.
- Leaks should not occur under normal weather conditions in the roofing system or flashing. Leaks that develop due to buildup of snow, ice, debris, leaves, bird nests, etc., are the responsibility of the Homeowner and not covered by this warranty.

Skylights and Acrylic or Glass Blocks

Popping sounds: Acrylic or glass blocks and dual-glazed skylights do make a popping noise when the air space within starts heating up in the summer sun. This is normal and due to

expansion and contraction as well as the varying temperatures between inside and outside the home and are no cause for concern.

Note: Skylights and acrylic or glass block should be cleaned with a soft cloth and window cleaner to avoid scratches.

Smoke Detectors

Smoke detectors have been installed throughout your home per local and state code requirements. Your smoke detector locations will be pointed out to you at the Orientation. In most cases, a ladder will be needed to change the batteries.

Note: Never disconnect the smoke detector or detectors from their second power source, i.e., battery backup, as this can cause a disruption to or a complete loss of your smoke detection system.

Stucco/Plaster

Stucco/plaster is subject to minor cracking due to framing movement of the structure to which it's attached and normal expansion/contraction of the stucco. Hairline cracking is considered normal and no warranty action will be taken. However, cracks that develop and exceed 1/8" in width or are directly attributed to defective materials or incorrect installation shall be repaired during the First Year warranty period. Excessive cracks around the structure will be inspected and repaired during the First Year warranty period as deemed necessary by the builder.

- Deterioration: Excessive contact with water will cause stucco/plaster to rapidly deteriorate. For this reason, care must be taken to prevent your sprinklers from spraying on stucco/plaster surfaces. This is a Homeowner maintenance issue and should be checked periodically when setting or readjusting sprinklers and/or time clocks. Any damage due to neglect or improper adjustments is Homeowner responsibility and not covered by warranty
- Dirt, stains and debris: Your stucco/plaster should be free of stains and dirt and inspected at time of the Orientation. Client Services does not maintain and/or clean stucco surfaces.
- Lath wire that the stucco/plaster is applied to should not be exposed. Exposed lath wire shall be corrected during the First Year warranty period provided that exposure is not due to damage or a lack of maintenance.
- Mildew, mold and fungus are growths that can stain and discolor surfaces. Mildew, mold and fungus can occur due to environmental conditions and from over exposure to moisture from landscaping and sprinkler systems. It is the Homeowner's responsibility to correct as it is beyond builder's control.
- Stucco/plaster finishes are hand applied and/or sprayed depending on the desired finish. Edges and surfaces can and will have variations such as nicks, tool marks, etc., depending on applications and desired effects, especially in the rustic finishes.
- Stucco "scrub" or texture coat should not peel from the foundation during the warranty period. Peeling stucco that is directly attributed to improper design, defective materials or installation shall be repaired during the First Year warranty period. Peeling stucco due to excessive moisture from sprinklers or standing water next to slab or walls from sprinklers or inadequately maintained drainage is the responsibility of the Homeowner to correct.
- Stucco screed (the metal strip that terminates the stucco surface bottom) clearance should be maintained to allow moisture to escape from the stucco. Screeds should be kept a minimum of 4" from landscaping surfaces and at a minimum of 1" above patio or walkway surfaces. Changes to this clearance by Homeowner can cause significant damage.

Utility Vaults and/or Hook Up Locations

Transformers, gas and water meters, cable TV and telephone junctions, sewer lines, mailboxes, street lights, etc., are located per local utility company designs and requirements, code requirements, approved building plans and/or site improvement plans. These sites and locations are inspected and approved by the local utilities and agencies. These sites and locations cannot and will not be moved unless required by the local utility or agency

Water Heaters

- The water heater for your home is typically located inside the garage. At the time of your Orientation you will be instructed on several items, e.g., emergency shut off, the thermostat, re-lighting instructions or procedures and the re-circulating pump if the system is so equipped. Water heaters are covered by the manufacturer's warranty for five (5) years from date of close of escrow. Please contact Client Services for your First Year warranty needs and for local suppliers and/or recommendations after the first year. Please check your tank for additional warranty information.
- Minor dents to the shell of the water heater tank are common during shipping, installation and the general construction process. Minor dents to the shell only are not a cause for concern and will have no effect on the operation of the heater. No action is warranted for dents.
- Re-circulating pumps: Systems with re-circulating pumps installed must be plugged in for proper operation. The valve between pump and heater must be open to allow for re-circulation. When leaving for extended vacations, you may unplug the pump. Recirculating pumps are covered by warranty for the First Year from close of escrow.

Note: In the event of an emergency or leak in the hot water system, shut off the main water valve over the water heater immediately. If unable to reach, shut off the water main valve in the garage of your home.

Windows and Sliding Glass Doors

- Windows and sliding glass doors throughout your home are dual glazed products (two panes of glass each).
- Tinting: Note: Please be advised that window tinting with a Mylar-type product may cause problems with dual glazed windows and doors. Most failures of dual glazed windows are due to moisture condensation between the panes that can be caused by the presence of a tinted film on the face of the glass. The deflection caused by the tinted film creates heat buildup and expansion within the air space of the dual glaze windows and destroys the butyl seals. Moisture is thus admitted and condenses between the panes. Windows that have been tinted by the Homeowner and produce condensation are not covered by this warranty.
- Rollers, hinges and other moving parts: Windows and sliding doors and their moving parts should function and move freely and smoothly as intended with no excessive binding, rubbing or catching. All locks should function as designed. Cleaning and lubrication of window and sliding door locks, roller tracks, etc., is considered Homeowner maintenance and not a warranty issue.
- Scratched glass: Scratched and/or broken glass must be noted at the time of the Orientation and will be repaired or replaced as needed. The scratch must be visible from 10-feet away in natural lighting from any direction. Scratched or broken glass reported after the Orientation is considered after move-in damage and not warrantable, unless directly associated with construction installation.

- Window screens and screen doors: All window screens shall be installed and screen doors installed and adjusted to open, close and lock freely and smoothly at time of the Orientation. Misaligned, torn, bent or damaged screens must be noted at the Orientation for proper repair. Damage reported after the Orientation is considered after move-in damage and is not covered by this warranty.
- Air, dust or moisture infiltration: Most windows and sliding glass doors are made to be operable (i.e., open, close and have moving parts) and weep moisture (allow moisture, condensation or minor penetration of the elements to be drained outside or away from the frames). Because of this, some minor infiltration of dust, air, insects or moisture may occur. Periodic adjustments of the weather stripping and cleaning of tracks and weep holes is required as part of Homeowner maintenance.

Note: French doors do not include screens.

Trim: - Exterior

- Knots are common in exterior wood products and can fall out due to normal shrinkage, expansion and contraction. Knots that fall out during the warranty period shall be repaired by filling, sanding and repainting the affected area only.
- Mold, mildew and fungus are naturally occurring growths that can stain and discolor exterior surfaces. They occur from environmental conditions as well as from excessive moisture from landscape systems and are the sole responsibility of the Homeowner to correct when they appear and are not covered by this warranty.
- Protruding nails: Nails should be installed properly and hit the intended nailer. Shiners and/or nails that miss their nailer shall be properly repaired as needed.
- Cracking or splitting of exterior eaves, blocks, siding and fascia is natural and normal due to weather conditions and drying of the wood products. Cracks or splits exceeding 1/4" during the warranty period shall be filled and repainted as needed. Note: Caulking of cracks and splits is the normal and acceptable repair.
- Masonry siding shall be installed securely and grouted as needed at seams. The masonry siding shall not become loose during the First Year warranty period or will be repaired.
- Grouting on masonry can and will crack due to expansion and contraction of the components that they are attached to. This is normal and considered a Homeowner maintenance item. Cracks that exceed 1/4" during the First Year warranty period shall be repaired as required.

CLIENT SERVICE PROCEDURE

As it is normal for all new homes to go through a period of minor adjustment, it is advisable that you live in your home for a period of “sixty to ninety days” before compiling a list of needed service repairs. This list **MUST BE SENT TO OUR SERVICE DEPARTMENT**, this allows us to do a complete and thorough job the first time around rather than in bits and pieces.

When we receive a service request, we may contact you for an inspection appointment. Whether for inspection or work orders, service appointments are available Monday through Friday, 7:30 AM to 3:30 PM. We inspect the items listed in your written request to confirm coverage and determine appropriate action. Generally reported items fall into one of three categories:

1. Seller item
2. Trade contractor item
3. Home maintenance item

If a Contractor’s employee is required to complete repairs, we issue a service request work order and the Client Service Coordinator contacts you to schedule the work. If a trade contractor is required to complete the repair, the contractor will contact you to schedule the work. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can.

Near the end of the eleventh month of possession of your home, you should prepare a service request consisting of any items that will expire at the end of the first year. This is generally when the “one-time” repair of warranted drywall cracking is addressed.

MAINTENANCE GUIDE

Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required for the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times a minor adjustment or repair done immediately avoids a more serious, time-consuming, and sometimes costly repair later. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details in the section that follows. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance. This manual may include some components that are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material may not be repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverage.

Caring for Your Home

We have constructed your home with quality materials and the labor of experienced craftsmen. Before installing any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. Regular homeowner maintenance is essential to providing a quality home for a lifetime.

As a new Homeowner you will have the responsibility of maintaining your home, and caring for this assembly of new materials and mechanical devices which make up your new home.

Green Street Communities does not have a maintenance program. Your Client Services Department is available to correct warranty items from original installation only.

Please refer to the Limited Warranty, the Construction Warranty Standards and Guidelines, the manufacturer warranties on your appliances and equipment, and the following maintenance information before submitting a Client Service Request form.

The following items are not covered under your Limited Warranty:

- Any damage or wear caused by misuse of your home or the equipment.
- Damage to lighting fixtures, countertops, mirrors, window screens, flooring, sinks, plumbing fixtures and tubs, marble surrounds, drywall or painted surfaces.
- Replacement of air conditioning/furnace filters.
- Replacement of faucet cartridges and/or washers, and the periodic cleaning of faucet aerators.
- Damage to, or staining of flooring materials.
- Normal wear-and-tear or weather-related deterioration to the interior or exterior.

Please use the following Suggested Maintenance Schedule throughout the upcoming years to track the maintenance of your home and preserve the value. Whether you perform these simple tasks or hire someone else to do them, keep in mind that the ideas and time intervals are suggestions based on a “generic” home – you may need to make adjustments as your home and circumstances warrant. Some items more often, others less frequently than suggested.

It’s simple to use and follow. Begin with the month you close escrow and place an “X” in the boxes as you make your inspections. If you use an erasable pencil this schedule can be used year-after-year.

Sample Maintenance Schedule

Item	Monthly	Quarterly	Semi Annually	Annually	Comment
Clean and test smoke alarms	X				
Change smoke detector batteries			X		Spring and Fall
Test and reset all GFCIs	X				
Clean or change filters		X			
Inspect drainage				X	
Inspect exterior paint				X	
Touch up caulk			X		
Touch up grout			X		

Lube garage overhead door and tighten bolts			X		
Drain some water from bottom of water heater				X	or as directed by the manufacturer's literature
Operate pressure relief valve on water heater				X	or as directed by the manufacturer's literature
Clean window weep holes and lubricate tracks				X	or as needed
Chimney or vent cleaning				X	or as needed

Suggested Maintenance Schedule

Every 30 days

Heating and Cooling System Filters

Dirty filters can restrict the flow of air into your unit and decrease its efficiency. Filters should be replaced every 30-60 days. (sizes are shown on each filter) Turn the fan to the "on" position to keep the filters in place when changing them.

Range Hood Filters

Dust and grease can restrict the airflow through these screens and reduce the effectiveness in venting odors, smoke and steam. Remove the filter, soak it in warm, soapy water then rinse and let it air dry. Do not clean it in the dishwasher, it can be damaged.

GFI Outlets

These mini circuit breakers are located in all "wet" areas for your protection. Check by pushing in the test button. Reset by pushing in the reset button. If the button fails to pop out, or reset, the outlet should be replaced immediately, preferably by a licensed electrician.

Smoke Detectors

These personal safety items can save your life. Check first that the operating light is on. Then push in the test button for sounding. Occasionally these can be set off by small insects or dust

buildup. Vacuum around these detectors about once a month. Replace the Batteries whenever they begin making a “chirping” sound, or on the anniversary date of your move-in.

Plumbing Lines

Inspect the water and drainage lines under the sinks and behind the toilets for leaks. Let the water run in sinks, tubs and showers to make sure there is no water penetration or leaking. This will prevent damage from occurring and keep the seals moist and traps filled to block out sewer gases.

Faucet Aerators

Sand and other particles can clog these screens and limit water flow. Unscrew the aerator at the end of the faucet, rinse it out or tap it upside down to remove sediment. Hand tighten only when re-installing. Replace the small screen if it becomes worn.

Door Hinges

You may need to apply a silicone-type spray to the hinges for lubrication, otherwise a black residue may appear. This residue consists of iron particles from the metal pieces rubbing together. It can be wiped clean or removed with a magnet.

Caulking

Inspect for cracks or gaps in the caulking which can allow moisture to penetrate behind the surface and cause mildew to start or damage to occur in the walls. Fill small cracks with a tub & tile caulking. If larger areas are affected, it should be removed and a new line of caulking applied.

Tubs and Showers

Tile Grout-Like caulking, it should be inspected for cracks or gaps. Some cracking is expected at dissimilar surfaces such as baseboards, cabinets and door thresholds. Fill with grout or a matching sanded caulking. Some shade variations may occur. Your grout has not been sealed, as this is considered a homeowner preference.

Window

Weep Holes - These allow water to drain from the frames to the outside, and let your home “breathe”. Air must be replaced as you vent air outside or use it up by the use of your exhaust vents, range hood, oven, dryer or just by breathing yourself. Check weep holes for blockage by dust or bugs and vacuum as necessary.

Dryer/Exhaust Vent

If these vents become clogged they can prevent the unwanted fumes and gases from reaching the outside. Check for blockage and remove any obstruction. Always use the exhaust vents in the bathrooms and laundry areas to reduce the humidity in these areas.

Exterior Door

Worn or misaligned weather-strip can allow wind, dust and bugs to come in, and inside conditioned air to escape. Some Weather-stripping penetration is expected under high wind conditions. The weather-strip can easily be replaced and is available at most hardware stores.

Roof Tile

Simply inspect for loose tiles. Your roof has been installed for normal wind conditions in this geographical area. Occasionally high wind gusts can dislodge a tile. Contact the original installer but any licensed roofer can be used for repairs. These are not warranty items.

Concrete, Block, Rocks

Inspect and treat for alkali buildup that can deteriorate concrete, stucco or landscape rocks. Consult a nursery or landscaper for stucco or landscape rocks. Consult a nursery or landscaper for recommended treatment in this area, as treatments vary and will not entirely prevent damage.

Grading

Your lot is designed to divert water from your property into the street and away from your home and neighboring homes. Check to make sure the drainage pattern has not been altered or blocked in any way.

Every 90 days

Drywall Cracks

Minor cracks are expected at the corners of walls and windows. These are considered Homeowner maintenance and can be filled with caulking and painted over. Cracks over 1/16" in width are covered by the Limited Warranty.

Window Operation

Regular application of a silicone-type spray will keep the windows operating smoothly. If moisture appears between the window panels the seal may be damaged. Contact the window supplier for an inspection. Damaged windows are not covered under the Limited Warranty.

Floor Tile/Grout

Inspect for damage or separation and replace as necessary to prevent further damage or physical injury.

Cabinets, Railings

These wood materials can be damaged from temperature and humidity changes. Apply a small amount of lemon oil to these surfaces to protect against the elements.

Water Heater

Some water should be drained from these heaters to prevent a buildup of sediment inside from water deposits. Attach a hose to the bibb at the bottom and run it out to the street. Allow the water to run until it is clear (possibly 4-5 gallons if done regularly). CAUTION – This water will be extremely hot so wear gloves.

Garage Doors

You can reduce wear by applying a silicone-type spray to the moving parts. Wipe off any excess spray from door and tracks. Best to have them serviced by a professional.

Stucco

Check for excessive cracking or deterioration from sprinkler overspray. Repair as necessary. Minor cracking is expected and typically does not affect the integrity of the moisture barrier under the stucco. Cracks under 1/16' wide are not covered by warranty.

Masonry Mortar

Inspect block retaining walls or masonry veneer (if applicable) for grout cracking or deterioration. Replace any missing mortar to prevent further deterioration.

Every 6 months

Heating and Cooling

Proper maintenance can extend the life of the entire system. Although a qualified technician should service the unit, there are a few things you can do. Check the Freon lines for damage or loose insulation. Check the condensation lines for signs of leakage. Keep the area around the condenser clear of debris.

Exterior

Painted Wood Check for deterioration from exposure to the elements. Wind, rain, temperature changes and sprinklers can cause flaking or peeling of painted surfaces. Scrape away loose materials, sand and apply new paint. A sample may need to be taken to the store for a match due to fading and weathering.

Yearly or seasonally

HVAC Registers

As the seasons change you can adjust individual registers in the home for your comfort. Each one has a small adjustment handle to open or close. Keep in mind that your furniture can create air-flow patterns throughout your home. You may ask your HVAC servicing contractor to make adjustments as part of their service.

Ceiling Fans

Many fans have a switch to change the direction of the airflow needed when the seasons change. You will want to direct the warm air down, or draw the cool air upward as you switch from using the heater and air conditioner.

Fireplaces (if installed)

The manufacturers recommend service on the gas appliances prior to use each year. Cleaning and adjustment of the burners and checking log placement will prolong the life of these units. Wood burning fireplaces should have the vents swept seasonally.

Vent Caps on Roof

Check these from the street for loose or missing caps, or debris that may be blocking the airflow. Have caps replaced if needed.

MAINTENANCE TIPS

Air Conditioning/Heating System

- Filters: Your system or systems have 1-2 filters at various locations in your home. These locations will be pointed out during your Home Demonstration. We recommend that you check the filters every month and replace them as needed.
- Condensation lines: On occasion throughout the life of your home these lines will get plugged with dust in the attic or from dust accumulation built up in the FAU coil. Dripping from the secondary condensation line only is a sign that the main is plugged and needs to be cleared. This is a normal Homeowner maintenance item. You might consider a local air conditioning/heating company for a preventative maintenance program. Please contact the installing contractor for service during the One-year warranty period.
- Registers: You may need to adjust your registers (vents) as the seasons change to keep your home comfortable. Each has a small handle to open/close off the airflow.

Household Appliances

To arrange for repairs as needed for the appliances, you must contact the appropriate Appliance repair department. The repair must be completed by the proper Manufacturer or an authorized representative, or the appliance warranty may be voided.

When arranging for appliance repairs you will need to have the name, model number and brief statement of the problem, as well as your name and address, and schedule a time when you will be available.

The service representative will not enter your home if you are not present. Please be sure to keep your appliance repair appointments or it will require that you reschedule.

Note: Please consult your appliance manuals for additional manufacturer's warranty information, as well as maintenance and troubleshooting guides.

Barbecues (if provided):

- Consult the manufacturer's manual for both warranty and recommended maintenance procedures and suggestions.
- Keep your BBQ clean and free of grease to prevent fires. Be sure to keep your BBQ covered to prevent both rusting and deterioration. Note: For added safety, always turn the gas off at gate valve located between your BBQ and the house.

Cabinets

- Cabinets: Wood cabinets can be oiled with a lemon oil or polished with a commercial cleaner such as Pledge or Liquid Gold as needed. (These brands are mentioned for illustration only) The cabinet interiors can be cleaned with a damp cloth and non-abrasive cleansers as needed. Painted cabinets may also be cleaned with a liquid type non-abrasive cleaner and a soft cloth.
- Drawers: Care should be taken when loading drawers as to not overload them. Overloading of the drawers can cause undue stress on the guides and rollers. Occasionally the drawers should be pulled out and drawer guides and rollers wiped clean, as they will collect dust. A silicone-type spray can be applied to the tracks for ease of operation.
- Nail holes are filled with wood filler to blend with the stain. Over time and from cleaning procedures the filler can wear out and leave the nail heads exposed, this is normal. You can purchase filler at the local hardware store and refill with color putty to blend.

Carpet

- Regular care is necessary to remove the abrasive soils, which can adversely affect the performance and appearance of your carpet. An upright vacuum with adjustable height and brush agitator will usually be the most satisfactory choice for your weekly vacuuming. A tank-type vacuum with power brush can also be used. The height should be adjusted to create a slight vibration of the carpet pile surface. Do not adjust too low this increases the wear on the carpet and you.
- For specific information on the carpet that you have selected for both product warranty and maintenance or care suggestions and procedures, please consult your Designer.

Counter Tops – Cultured Marble

- These surfaces in your baths and kitchen will respond beautifully to a quick wipe with a damp cloth or sponge, especially if followed by a polishing with a soft dry cloth. Abrasive cleaners should not be used. The joints between the sections are filled and resist most greases, oils, solvents and strong alkalis.
- Cultured marble should be cleaned with a mild non-abrasive soap and a soft cloth. Never use scouring powder or pads as they will damage the surface. Minor scratches and or dullness may be polished with a liquid Gel-Gloss polishing compound.
- Most dirt and soils can be removed by simply using a sponge or soft cloth and water. Towel dry the surface to eliminate water spots.
- Care: ALWAYS FOLLOW THE CARE GUIDE given to you at the supplier Design Center for your selections.

Note: Scratches and chips must be noted at the Home Orientation. Scratches and chips noted after the Home Orientation are considered after move-in damage and are not covered by the Limited Warranty.

Countertops – Granite, Marble and Natural Stone

- Natural stone countertop surfaces: As with natural stone flooring please contact your Designer for the manufacturer's recommendations for both cleaning and/or sealing of natural stone counter top surfaces.

Note: Be cautious with cleaners, solvents and alcohol as they will etch and damage natural stone surfaces. Only use cleaners and polishes recommended by the manufacturer or supplier.

- Stains cannot always be removed from natural stone surfaces. A professional should always be consulted prior to any action being taken to insure the proper solution. With proper care, stone surfaces are a true asset to any home.

Concrete

- Efflorescence: Depending on the soil conditions efflorescence can be minimized, but not avoided, by occasional cleaning with a solution of white vinegar and water. Efflorescence occurs more commonly in cold weather.
- Cracks: Minor cracks on the exterior surfaces should be caulked with an exterior grade cement caulk so as to stop moisture penetration.
- Chips: Small chips on edges and surfaces can be patched with easily applied patching compounds available from your local hardware stores.
- Excessive moisture from sprinklers, potted plants, etc., will damage or stain the concrete surfaces. Please check and adjust regularly. You may consider installing stands under large

potted plants to allow air circulation to help eliminate standing water and the damage it will cause.

Doors

- Front doors or gates manufactured of fiberglass: These surfaces have been painted with washable enamel. To clean use a soft moist cloth or a (409-type) cleaner.
- Metal doors: Painted with a washable enamel, and as above, may be cleaned with a soft moist cloth or (409-type) cleaner. Note: Any damage to metal doors, such as dents or scratches, must be noted at the Home Orientation or will be considered after move-in damage and is not covered under warranty.
- Wood doors: Interior wood doors are painted with a washable latex enamel and can be cleaned with a damp cloth or (409-type) cleaner. They can also be easily touched up as needed with interior enamel touchup paint. Exterior doors are typically stained, consult a professional for re-staining or surface protection.
- Wrought iron gates and railing (steel): Follow the cleaning instructions as described above. Caution should be taken to avoid damage to metal gates, i.e., paint chips. Areas with chipped paint will allow moisture to attack the surface and rust will form. These should be touched up as needed. Please contact Client Services for the proper paint brands and product numbers if needed.
- Hinges: Door hinges will require periodic maintenance and lubrication. A lack of lubrication will cause excessive friction and begin to develop a black residue at the hinges and eventually on the floor and walls. Lubrication of the hinges is the Homeowner's responsibility.
- Door hardware: Your door hardware should never be cleaned with abrasives or solvents as they can easily scratch the surface. Clean with a soft damp cloth and polish with a clean soft dry cloth.

Electrical

- Breakers should be checked occasionally at exterior panels to assure dust is not accumulating in the panels. If dirt is building up turn off the main breaker and dust off only the surface of the panel. Never remove breaker covers exposing the wiring inside the panel. Turn the breakers on and off to remove dust. Turn main breaker back on. Reset all clocks and timers.
- Light bulbs should be replaced with bulbs that are not in excess of the manufacturer's specifications.
- Outlets: If an outlet has no power, first check to see if the accessory is plugged in and the switch is turned on; then, verify that the outlet being used is not the ½-hot outlet controlled by the wall switch in each room. If the trouble still is not found, check the breaker box and reset tripped breakers as needed. If resetting the breaker does not correct the problem, contact Client Service during the warranty or your electrician if the warranty has expired. If appliances such as dishwashers and garbage disposals are not working, always verify that they are plugged in.
- Ground fault interrupters (GFI): The electrical outlets in all wet areas of the house, i.e., bath rooms, wet bars, kitchens, garages and all exterior outlets, are ground fault interrupters as required by state and local codes. These outlets are surge and moisture sensitive and sense overloads to the circuit, as well as poor grounding conditions. In the event of a loss of power or trip in these locations, you will need to reset the appropriate outlet for that area. These outlets will be pointed out and instructions given on locations and how to reset them during Home Demonstration. Before resetting a GFI circuit, always unplug the appliances attached,

as they may be the cause of the tripped circuit. If resetting the outlet reset does not work, always check the panel for a tripped breaker.

Note: Always contact a licensed electrician for persistent problems or to make changes and additions to your electrical system.

Fireplaces

- Fireplace doors trimmed in brass should not be cleaned with water, cleaners or solvents of any kind. Use a soft dry cloth to polish smudges, fingerprints and smoke build up.
- Fire damper: Always test or check to verify that the fire damper is open prior to use. See the manufacturer's manual for any additional information regarding warranty and maintenance guidelines.

Note: If, in your area the damper on your fireplace has been permanently fixed to the open position per the codes, do not remove securing devices as this could greatly affect your personal safety and is considered a hazard.

Flooring – Hard Surface:

- For newly installed hard floor surfaces, use warm water and a neutral soap to clean and use a dry cloth to polish.
- Ceramic tile floors: For routine care and cleaning of ceramic tile floors use a damp cloth or sponge and polish dry with a clean soft cloth.
- Natural stone flooring: Please contact your Designer for the proper maintenance recommended by the manufacturer.
- Waxes and sealers are not needed or recommended as they make cleaning more difficult.
- Wood flooring: Please consult the manufacturers specifications and recommendations for hard wood flooring surfaces as they may vary.

Garage Door Openers

- Rollers, chains and/or screw drives: Occasional cleaning and lubrication is needed. To clean, just wipe excessive dirt from the rollers with a soft cloth. Consult the manufacturer's warranty for additional care and maintenance instructions.
- Roll-up doors can be cleaned with a sponge and water with a small amount of dish soap. Caution should be used not to scratch the painted surfaces or to dent the surface.
- Dents, if minor, can be filled with a car patching Bondo-type compound, sanded and painted as needed to match. Dents reported after the Home Demonstration will be the Homeowner's responsibility and not covered under warranty.
- The safety sensors on overhead garage doors should be inspected and if needed adjusted both for safety and to allow the operation of the door. Always check the lights on each sensor itself, if the lights are out, adjust or align as needed sensors to re-engage the garage door.
- Weather-strip: Inspect regularly the weather-strip on the garage door and adjust as needed. Cold weather can cause weather-strip to freeze to concrete surfaces. During winter months, be aware that if forced, it can cause damage to both weather-strip and doors.

Garbage Disposal

When operating, always use a steady stream of water to sufficiently flush the disposal. Never put bones, fibrous materials (such as cornhusks) grease, glass or metal objects into the disposal as they can damage and/or clog the cutting devices and such damage is not covered by the manufacturer's warranty.

CAUTION: Never allow lye, drain cleaning chemicals or metal and glass to be put in the disposal and turned on. Always flush the disposal prior to turning on the dishwasher as it uses the disposal for a drain and must be clear.

Hard Water

In areas with hard water, extra maintenance and cleaning is required to keep calcium and water spots from developing. If not removed properly, sprinkler over-spray, as well as water from washing the windows, will cause spots and becomes difficult to remove. Water from cleaning and steam from the showers will also spot all chrome, brass and glass on the interior. Consult the local hardware store for recommendations on cleaning products. Always be extra careful as some compounds or cleaners can damage the finish on your hardware, which can be worse than the water spots.

Landscape Drainage

A professional landscape architect and a civil engineer have designed the grading contours and features around your home. The purpose of the design is to drain excess water from around your home or walls. The grading for your lot has been designed and graded to have water flow towards the fairway and/or street away from block walls, stucco walls and the house itself through channels, drains and grades. **FAILURE TO MAINTAIN THESE GRADES AND TO KEEP DRAINS CLEAR CAN RESULT IN DAMAGE TO YOUR HOME, YOUR LOT AND/OR YOUR NEIGHBOR'S PROPERTY, WHICH WOULD BE YOUR RESPONSIBILITY. IF PLANNING TO MAKE ANY CHANGES TO THE GRADING CONTOURS AROUND YOUR HOME CONTACT A PROFESSIONAL LANDSCAPE ARCHITECT TO ASSURE PROPER DRAINAGE IS MAINTAINED.**

If you are having landscape and sprinklers installed, please keep in mind that sprinkler system maintenance is very important both to assure water is not wasted and to keep water from building up due to misadjusted or broken sprinklers and water lines. Excess water building up or standing can cause damage and/or mold and mildew to form. Check regularly to see that your sprinklers and water lines are working correctly and adjust or repair as needed.

Paint – Interior and Exterior

The paint scheme for your home was discussed at the Design Center. Consult your Designer for further information or answers to your questions. Information about the interior flat and enamel, and the exterior paints was provided during your selection process.

- Always use the proper paint for touchup.
- Always test the paint in a small area to assure it blends and is the appropriate color and paint.
- Most painted surfaces are washable. Use a damp cloth to clean surface. If unable to clean, touchup the area with the proper paint.
- When touching up an area, always feather out the spot. Feathering out means to blend the new touch up into the existing area. Do not just paint the spot required. Lightly paint 6"- 8" around the affected area to make the areas blend together.
- Check for small drywall cracks, chips and nicks and repair while touching up your home. For small repairs fill with either a caulking compound or spackle (both available at your local hardware or home improvement store), then wipe smooth with a damp sponge or cloth and touchup when dry. For larger cracks or damage, you may need to hire a professional for the repairs.

- Check your exterior wood products regularly. When small cracks appear, fill and touchup as needed. Filling and painting small cracks as they appear can minimize the exposure to further moisture and cracking.
- Remove dirt, debris, mold and mildew as found and clean or touchup the surface as needed.
- Repair nicks and chips on metal and fiberglass gates and touchup damage. If left unrepaired on exterior gates and doors, moisture can penetrate and cause further damage. Lightly sand the area and touchup as needed. In some cases, due to exposure to weather and natural fading, it may be necessary to repaint the entire surface.
- Check the exterior of your home annually and repaint or touchup as needed.

Plumbing

- Caution should be taken when cleaning chrome and brass fixtures. Use a moist soft cloth and polish with a soft dry cloth. Harsh chemicals and some cleaners can damage the finishes.
- Aerators will need to be cleaned on a regular basis as they can eventually plug from sediment in the water lines if neglected. Unscrew aerator from faucet or remove showerhead and flush debris from screens, then reinstall and test for leaks.
- Check regularly for leaks at water connections and repair as needed. Left unrepaired, leaks can cause damage and/or waste water.
- During cold weather, hoses left on exterior hose bibbs can freeze causing damage to water pipes. Also check the recommendations from your local water company and nurseries for exterior sprinkler systems. It may be necessary to turn them off and drain systems during the winter months to stop damage both to waterlines and to the landscaping.
- Periodically drain 4-5 gallons from your water heater to remove the buildup of sediments and debris from the water tank. Run a hose from the heater to the street and let it run until clear.
- For drain stoppages, always keep a plunger on hand. Turn off the water to the toilet, sink or tub and plunge vigorously a couple of times to remove the obstruction. If this does not clear the stoppage, call a professional plumber. Do not use drain cleaners in toilets as they can damage the seals and wax rings causing the toilet to leak. If a plunger does not clear an obstruction contact a professional plumber.
- Familiarize yourself with all water shutoffs around your house and the location of both water and sewer mains. Knowing the location of water mains and the various shutoffs can minimize damage in the event of an emergency or leak.
- The water pressure for your home is pre-adjusted by the installing plumber and meets the regulations and codes set by the water agency and building department in your area. Increasing water pressure can cause damage. If experiencing low pressure, always check the aerators and showerheads for plugs and debris, which may be the cause of your pressure loss.
- Check and adjust the toilets regularly. Do not allow toilets to run constantly as this will just waste your water and wear the seals. If unable to adjust the toilet valves, replacement of the valve may be necessary. Contact your local hardware or home improvement store for the proper repair parts, or contact a professional plumber.

Roofing

Access to your roof is normally not needed. Walking on the roof surface can cause damage and or injury.

Note: A professional roofing contractor should conduct any roofing inspections and roof tile repairs or replacements.

- Do not allow leaves and debris to buildup on the roof. Have them removed as needed. Annual inspections and a maintenance program by a professional roofing contractor are recommended to ensure that flashings and roof-jacks remain sealed against the weather. Then if needed, proper repairs may be made. Regular maintenance is required on your roofing materials and penetrations to ensure sealing from weather or exposure to our high temperatures.

Smoke Detectors

- **Batteries:** All smoke detectors currently being used require two power sources, electric (120 volt) and a battery backup. Some systems have a backup system through the alarm system and others require a battery inside each detector. If the system has a battery in each detector, you will need to replace the battery once each year. If the backup is part of the alarm system, it is normally rechargeable and replacements should not be necessary. Consult your alarm company for additional maintenance of this system. You will be instructed on your type of system at the Home Orientation
- **Cleaning:** Occasionally the smoke detectors throughout your home will require cleaning. This can be accomplished by simply using the hose attachment on your vacuum and lightly vacuuming the surface of loose dust. The accumulation of excessive dust particles can set off the smoke detectors. Small bugs can also trigger the alarms. If this happens, simply vacuum them out – do not spray pest repellent on the smoke detectors.
- Test all smoke detectors monthly to assure proper operations.

Water Heaters

- **Temperature:** The water heaters are set to a “normal” temperature of approximately 120-degrees. Each water heater has a thermostat on the front, which can be set for personal preference. If leaving for extended periods, turn the system to the vacation setting - the water heater will not cycle but will maintain the pilot. Upon return reset to the desired temperature and the tank should re-heat within the hour.
- **Re-lighting:** Re-lighting instructions are on the front of each heater. Your local Gas Company will also assist in this as part of your gas service. Their phone number is listed in Useful Information section.
- **Sediment buildup:** Each water heater has a drain on the front bottom to allow draining for emergency or maintenance. Sediment will build up over time inside water heater tanks; it is recommended that you drain 4-5 gallons from your tanks periodically or upon return from extended periods. Draining the tanks requires hooking up a hose to the faucet on the tank and opening the valve, run the hose to the driveway or towards the street and let run until the water runs clear. This simple procedure will drain off mineral deposits before they solidify, which is a common problem in areas where water is usually very hard.

Soft water systems

Soft water is an individual preference and the system is not always installed as part of construction. If your house has a soft water loop installed, the system drains standardly to the water box in your laundry room. If you are interested in a system, please contact your Designer who will give you information on recommended systems. Please consult the manufacturer's recommendations for service and maintenance.

Windows and Screens

- All window and sliding glass door tracks should be cleaned and/or vacuumed on a regular basis to remove dirt. Clean the tracks as often as possible with warm, clean water. Occasionally apply some paraffin wax or a greaseless silicone lubricant to rollers and locks to ease function and prolong life.
- When removing sliding screen doors to wash windows or screens, it may be necessary to readjust the rollers when reinstalling the screen door.
- Use only cleaning products and cleaning tools recommended for glass surfaces (or hire a professional) as improper products can scratch glass surfaces and frames.