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Introduction

Landed Gentry Homes & Communities

Landed Gentry Homes and Communities has been part of the Northwest business community since 1979. Founded by Kendall and Nancy Gentry, Landed Gentry started as a small real estate sales and brokerage company. Over the years the company has evolved to help meet the needs of the community and today, in addition to sales, Landed Gentry offers land development and new home construction in communities that feature active adult, condominium, and all-age neighborhoods.

Though the company has grown substantially over the years, it continues to be family owned and operated. Kendall and Nancy continue to be involved in the daily operations of the company along with son, Brian Gentry and daughter, Kendra Gentry-Decker.

Landed Gentry builds planned neighborhoods that focus on the lifestyle of the homeowner and residents. Each community is thoughtfully created, from the land planning, amenities, and home design to the quality construction. Dedicated customer care follows each purchase. Landed Gentry is based in the Skagit Valley area, and their attention doesn't leave the neighborhood as soon as the houses are finished.

The Gentry family also owns Wee Care Early Learning Center, and were the founders of Home Place Special Care Centers and Where the Heart is Assisted Living Community.

What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Landed Gentry is building your new home, you participate by taking care of several important aspects of your purchase.

Building a new home is an investment of your money, your emotions, and your time. Many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 AM and 5:00 PM.

The chronological list that follows outlines the events that typically take place in the purchase of a new home and provides an overview of the events that will require your time and attention. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

Purchasing Your Home

The Purchase & Sale Agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read this agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork is signed, we suggest you insert those documents in this manual.

Arranging for Your Loan

Once you have signed the Purchase & Sale Agreement, finalizing the details of your financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation. This section contains hints and information on the loan process.

New Home Selections

Several tasks need to be completed prior to the start of construction. Some of these are our job; some are yours. Shortly after signing the Purchase & Sale Agreement, your sales agent will give you a copy of your selection sheets along with a letter from your Selections Coordinator. You will then be contacted to set up your Phase 1 Selections Meeting. Please be aware that any PCO or structural options must be made prior to final of your PSA. This is the first of two meetings to take place at the Landed Gentry office. At that meeting you will be given a floor plan for your home, your Selections Coordinator will explain the selections process in more detail, will schedule all future appointments and will answer any questions you may have about the process. Please bring this manual and your calendar for scheduling to this appointment. At this Phase 1 Selections Meeting, you will finalize most of your choices for your new home, specifically those items categorized under Phase 1 of the Selections Sheets. You will also begin your electrical and low voltage redline process. These decisions must be completed at this meeting, so come prepared. At the Phase 2 Selections Meeting we will address your choices for floor coverings, countertops, window coverings, and finalize your electrical.

Construction of Your Home

(see "General Construction Information For Your Home Build" found later in this Section 1)

Final Walkthrough

The **Final Walkthrough** occurs just prior to closing. The first task is to confirm that we have delivered your new home at the quality level described in our documents and with all your selections correctly installed. Equally important, we want to demonstrate the features of your home and discuss maintenance and our limited warranty program. For detailed information, please review additional information in this section.

Closing on Your Home

The Closing on Your Home section describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

Caring for Your Home

Many of your responsibilities as an owner under the terms of our limited warranty are discussed in Caring for Your Home, Section 2. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you. Landed Gentry plans Two (2.) standard contacts with you during the warranty period. These visits and procedures for services outside these standard contacts are also described in Section 2.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals for friends and family. Our office is always happy to provide you and others with information about where we are currently building and the products we offer.

Purchasing Your Home

You will use several standard forms when you buy your new home. These include the Purchase & Sale Agreement and several addendums. These agreements become binding only when all parties have signed all forms and attachments.

If you are new to the United States, Landed Gentry welcomes you and understands that you may be unfamiliar with our business procedures and traditions. We will gladly discuss any questions you may have about the U.S. business practices we will be following.

Purchase & Sale Agreement

Landed Gentry utilizes standard Northwest Multiple Listing Service (NWMLS) forms, along with specialized seller/builder addendums. The Purchase & Sale Agreement is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), financing information, homeowner association information, and additional legal provisions. We recommend that you read these documents carefully.

Several exhibits are typically attached to the Purchase & Sale Agreement. The features of the community determine the specific items, but the list below is typical.

Addendums

Addendum #1: Closing & Warranty Specific conditions & disclosures related to the purchase and warranty of your new home.

Addendum #2: Purchase & Sale Worksheet Calculation of purchase price and deposits required.

Site Plans: Diagrams of your new home and homesite layout.

Homeowner Manual This book is your Homeowner Manual. It will guide you through the building process and serve as a useful reference after your move in.

Homeowner Association Documents (if applicable) Section 5 of this Homeowner Manual includes copies of association materials, and space for additional materials to be added as needed.

Arranging Your Loan

The first items you'll need to take care of are selecting a lender and completing a mortgage application. Plan to accomplish this within 5 business days of signing your Purchase & Sale Agreement. Take your completed agreement with you when you first visit your lender. Your lender's job is to understand your particular financial circumstances. You will review all information on the application at your meeting with the loan officer. A situation rarely arises that your loan officer has not encountered in the past. Do not hesitate to discuss any questions you have regarding assets, income, or credit. By providing complete information, you prevent delays or extra trips to deliver documents.

Loan Application

The amount of documentation and information required for a mortgage can seem overwhelming. You can facilitate the application process by collecting as much of the required information as you can before your appointment. The following list is a general guide to assist you with the application process. Some of the items listed may not apply to you, and your lender may request some items that we have not mentioned, but this list will get you started. **This list is also available as a checklist in the Forms Appendix.**

Credit Report and Appraisal

- You may be asked to pay for the credit report and appraisal upon signing the loan application.

Property Information

- The Purchase & Sale Agreement will include the legal description of the property and the price.

Personal Information

- Social Security number and driver's license for each borrower
- Home addresses for the last two years
- Divorce decree and separation agreements, if applicable
- Trust agreement, if applicable

Income

- Most recent pay stubs
- Documentation on any supplemental income such as bonuses or commissions
- Names, addresses, and phone numbers of all employers for last two years
- W-2s for last two years
- Documentation of alimony or child support, if this income is considered for the loan
- If you are self-employed or earn income from commissioned sales, copies of last two years of tax returns with all schedules and year-to-date profit and loss for current year, signed by an accountant

Real Estate Owned

- Names, addresses, phone numbers, account numbers for all mortgage lenders for the last seven years
- Copies of leases and two years of tax returns for any rental property
- Market value estimates

Liquid Assets

- Names, addresses, phone numbers, account numbers for all bank, credit union, 401K, and investments
- Copies of the last three month's statements for all bank accounts
- Copies of any notes receivable
- Value of other assets such as auto, household goods, collectibles
- Cash value of life insurance policies
- Vested interest in retirement funds or IRAs

Liabilities

- Names, account numbers, balances, current monthly payments for all revolving charge cards
- Names, addresses, phone numbers, account numbers for all installment debt, and approximate balances and monthly payments for such items as mortgages, home equity loans, auto loans
- Alimony or child support payments
- Names, addresses, phone numbers, account numbers of accounts recently paid off, if applicable

Loan Application Paperwork

Once your loan officer has all of your preliminary information, your lender sends verification forms to your employers, banks, and current mortgage company or landlord, and also orders a credit report and appraisal. You sign a release to authorize these steps. Your lender will provide you with a Good Faith Estimate and a Truth-in-Lending Disclosure.

Good Faith Estimate: The Good Faith Estimate lists the estimated costs you will incur at closing. Some of the numbers listed on this form are pro-rations, subject to change based on the actual date of the closing. Others are set fees that should remain the same.

Truth-in-Lending Disclosure: The Truth-in-Lending Disclosure shows the total cost to you, over the term of the loan, for your specific financing. The calculation is based on the assumption that you own the home and make regular payments throughout the term of the loan.

Verification of Employment: The lender sends Verification of Employment (VOE) forms to all employers for the last two years. The employers complete, sign, and return the forms to the lender. The forms show the dates of employment, the amount of money you earned last year, and how much you have earned so far this year. The VOE documents bonuses and overtime you earned.

Verification of Deposit: Verification of Deposit (VOD) forms go to each banking institution listed on your application. The institutions indicate the date you opened each account, average balances for the last three months, and the amount of money you have in each account on the day they complete the form. Any loans or overdraft accounts you have with the bank will also be shown.

Verification of Mortgage: Mortgage companies and landlords complete the Verification of Mortgage (VOM) forms. These show the lender how much you owe, the amount of your monthly payment, and whether you make your payments by the due date.

Credit Report: Your credit report shows the amounts you owe to each of your creditors, minimum monthly payments and payment history. The appraisal confirms the value of the home you are purchasing both for you and your lender.

Loan Underwriting

Typically, several weeks pass as these reports and forms are returned to the lender. If any delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct.

Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process.

Remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. He or she may be able to provide some additional insight into what might seem to be redundant requests.

Loan Amount Requested: Before the processor submits your file to the underwriters for final approval, he or she will verify the final sales price. Make sure that copies of all addenda such as Addendums (change orders) signed after the original Purchase & Sale Agreement was completed have been sent to the lender. This assists the lender in determining the exact loan amount. If Addendums (change orders) affect the total price after this point, you may have to resubmit your loan application for the higher amount or the lender may ask you to pay for the additional items in cash.

Loan Approval: During your first meeting, you and your lender determine the timing for pre-qualification. This allows us to start the home even though final approval is still pending. You will discuss additional items that you may need to obtain final loan approval. Several weeks after your first meeting with the lender, you should receive loan approval. If any documents requested have not been returned to the lender in a timely manner, approval may take longer.

Contingencies: Loan approvals often carry conditions of approval. The sale of a previous home or proof of funds are two examples. Discuss any concerns you may have about such conditions with your loan officer and obtain any requested documentation as soon as possible. Once all contingencies are met, the final loan can be approved.

Loan Amount Approved: If you qualify for an amount that is less than you requested, ask your loan office what changes might qualify you for a larger loan. Or, consider omitting some items now (such as a deck) and adding them to your home later. Another possibility is to talk to another lender with different programs and different requirements.

Loan Declined: If after your best efforts, you are not approved for a loan within 15 days of signing your agreement, in accordance with the Purchase & Sale Agreement, Landed Gentry may elect to refund your deposit upon your signing a release letter and returning this Homeowners Manual to the sales office.

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 target delivery date. As referenced in your Purchase & Sale Agreement, the decision to lock your loan is at best a gamble.

Loan Closing

Between the time your loan is approved and the date of your closing, remember that any significant changes in your financial circumstances could impact your loan approval. If your closing occurs more than 30 days after the lender issues your loan approval, the lender may order an additional credit report just prior to the closing date. Changes in your financial circumstances, for example, purchasing a new car or increases in your charge card will appear as a new liability on your updated credit report. Such changes may cause your lender to reconsider your approval. Holding off on such purchases until after closing is usually best.

Additional Tools

To assist with your loan application process, a ***“Down Payment Worksheet”*** and a ***“Monthly Payment Worksheet”*** are included in the Forms Appendix.

New Home Selections

Part of the fun of buying a new home is selecting features, finish materials, and colors. We are happy to assist you in the exciting process of personalizing your new home. You will make most of these choices at the Landed Gentry design center with our knowledgeable selections coordinators. As you make your choices, consider your present and future lifestyle. Take into account your family's daily activities, hobbies, work, entertaining, and your family's holiday traditions. Landed Gentry's Selections Coordinators will guide you through this process. Note: For models or homes already under construction, Landed Gentry will most likely have made some or all of these choices already.

Included Features

Each floor plan includes a substantial number of standard features as listed on the Included Features List of the Prospectus and/or the Community Specification Sheets available from your Sales Representative or Selections Coordinator. Please review this information carefully to prevent any misunderstandings about which features are included in the base price of your new home. Your Selections Coordinator will assist you with choosing the finishing details for your new home based on options available. Keep in mind that not all standard features may be changed. In addition, the construction schedule imposes time limits on decisions relative to the

components of the home. These cut-off dates are explained later in this section. If you have any questions, your Selections Coordinator will be able to assist you.

Optional Features

Based on feedback from our customers, Landed Gentry has developed a list of the most popular options available for the home plans in your new community. The Selections Sheets are organized by components: heating, electrical, plumbing, and so on; and includes the current pricing for most items. The list is updated regularly based on feedback from our customers and fluctuations in costs. These options are community specific.

Custom Features

We recognize that the possibilities for your new home far exceed the popular features we offer on our options list. We make no claim that we mention or offer every possible idea, and in addition to the available options, you may have custom features you want us to consider incorporating into your new home. However, we are a semi-custom production based builder; and therefore in the interest of meeting your schedule, adhering to architectural conformity and local building codes, working with available suppliers, and ensuring our ability to offer a warranty, along with other potential constraints, Landed Gentry reserves the right to deny these requests. We will assist you in any way that we can to make these decisions as early as possible – the sooner the better for construction purposes.

Landed Gentry's policy is not to allow custom changes to home designs. On occasion, we may consider requests for custom features, but a non-refundable design/pricing deposit is required. The deposit does not obligate Landed Gentry to comply with the request if it is deemed impractical following pricing and design review. The deposit is non-refundable even in the event you decide not to proceed.

Selections Process

1. Your Selections Coordinator will schedule Phase 1 and Phase 2 Selections Meetings with you to review the build process, provide a set of plans for your review, and answer any questions you may have. You will also receive copies of the selections sheets. Please spend time reviewing lights, switches, and TV(AV)/Phone/Data plate locations, and phone locations. Note: Outlets cannot be moved as they are set by code, but additional ones may (community specific) be purchased. TV(AV)/Phone plates can be moved at this stage to suit your needs.
2. Selections Meetings will be scheduled as soon as possible. Plan to finalize your choices according to the time limits outlined in the Selections Sheets, especially for items requiring advance notice. Your prompt completion of these selections helps prevent delays caused by backorders.

Informed Choices – We recommend that you review the maintenance tasks and warranty guidelines in Sections 2 and 3 of this manual prior to making your selection decisions.

Be Thorough – The Selections Sheets are very detailed, so be sure to fill in all information completely. Costly errors arise from incomplete lists. **Please double-check** all color and style details, square footages, pricing totals, and locations on your floor plan. Initial and date each page, and sign and date where indicated on the main worksheet.

Exterior Choices – You will make exterior selections with your Sales Representative **at the time of signing your Purchase & Sale Agreement**. The Selections Coordinator cannot change the exterior color choice. We require that you choose from the standard color options that have been predetermined for your neighborhood. Viewing existing homes is a good way to select exterior colors, as materials often look different on a full-size home. Please note that your community association and the selections your future neighbors have made may limit your choices for exterior finish materials or colors.

Selection Hold – We reserve the right to place a hold on your selections until your lender has approved your loan and all contingencies are released.

Availability – If a selection you make turns out to be unavailable, we will contact you and request that you make an alternate selection. Because so many choices are offered, Landed Gentry is unable to predict when a particular manufacturer or supplier may discontinue any particular item. We regret any inconvenience this causes. Similarly, materials readily available when your home is built may not be available in years to come if replacements are needed.

Record of Selections – Please retain your Selections Sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

Colors – You are welcome to bring cushions or swatches to the design center to coordinate colors. Remember to view color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual materials installed can occur as a result of the manufacturer's coloring process (dye lots) and the fact that over time, sunlight and other environmental factors affect the samples. Some colors will appear different when seen in a large area as opposed to the sample. This is particularly true with tile, slate and other natural materials.

Addendums (Change Orders)

Landed Gentry uses an **“Addendum/Endorsement to Agreement of Sale”** (Change Order#) form, two primary ways: 1st – to describe and document any changes you may request to your new home's plans or specifications, and 2nd – to price certain upgrades.

By using an Addendum, you may also request pricing for a new component or change a selection previously ordered. In order to deliver your home as close as possible to the target date, we order materials well in advance of installation. Once an item is ordered, making further changes may require adjusting the delivery date and entail additional costs.

Processing

When you request a change, the Selections Coordinator will document the request and submit it for approval and, in the case of custom changes, pricing. **Pricing of custom changes requests typically takes 5 to 7 business days.** Sometimes, a seemingly minor change impacts other elements of the home, and therefore may come with hidden costs. For example, if you order a ceiling fan, wiring is added and the framing that will hold the fixture is reinforced.

Changes of any kind requested after the phase cutoff dates for your home's construction include a \$250.00 administrative fee. This is necessary because previously issued paperwork must be canceled and reissued. If the change you request impacts the construction schedule, our pricing will include construction loan interest for the additional days and any other impact fees. The cost of deleted items will be credited to you, although administrative fees are non-refundable. Changes are subject to approval by Landed Gentry.

Information on pricing and any schedule adjustment is returned to your Selections Coordinator who will then contact you for a final decision. If you elect to proceed with the change, we ask that you sign the change order and make full payment. Change orders that remain unsigned or unpaid become null and void upon the expiration date shown on the change order.

For the protection of all concerned, all changes are documented and incorporated into your new home only after:

- Landed Gentry has approved and signed the change
- You have approved, signed, and paid for the change prior to its expiration date
- The applicable building department has approved the change.

Our contracts with our trade contractors prohibit them from making any changes to plans or specifications without written authorization from Landed Gentry.

Cutoff Points for Selections and Changes

Landed Gentry follows a schedule of cutoffs for changes, as shown at right. Because of the need to schedule trade contractors and order materials in advance, **Landed Gentry reserves the right to deny changes requested after these cutoffs.**

Selections / changes affecting:	Must be made and paid
foundation, floor plan, plumbing, mechanical systems, appliances, windows, doors, trim, hardware, mirrors, bathroom fixtures, closets, window blinds, cabinetry, lighting, audio-video, security, and electrical	At Phase 1 Selections - 7 days Following
floor coverings, countertops, finalize electrical & low voltage	Phase 2 Selections – 7 days Following

Note: After your Phase 2 Selections Deadlines, no changes are allowed.

General Construction Information For Your Home Build

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

- As a consumer, you rarely have the opportunity to see the product you purchase from start to completion. Your new home is created specifically for you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on your effective and timely communication of your choices.
- Because of the time required for construction, you have several opportunities to view your home as it is built, ask questions, and discuss details.

Start of Construction

Before construction of your home can begin, Landed Gentry has several important tasks to accomplish that involve outside people and entities that may affect the start date. For example:

- Changes to the plans may necessitate revision of engineering for the home. This must be completed prior to finalizing the Purchase and Sale Agreement and can take from several days to several weeks.
- Residential construction requires that we obtain a building permit. The process varies and can take up to 2 months, depending on the volume of applications being processed by the building department. This volume varies from month to month. Generally, we allow 2 months minimum.
- The time of year may affect the start date because of the weather conditions.

Site Visit Policies

We share your excitement for the process of creating your new home, and we understand your desire to see your home as it is built. We will do everything that we can to accommodate occasional work site visits; however, a number of factors contribute to our ability to meet your requests. Factors such as insurance mandates, the safety needs of our construction workers, staff and visitors, the

conditions associated with the various construction phases, as well as scheduling requirements, oblige us to enforce the following site visit policies:

- All visits must be scheduled in advance. To make an appointment, please contact your Sales Representative. Do not enter the job site without having made prior arrangements.
- On-site workers must not be interrupted or distracted in any way.
- All safety procedures must be carefully followed. Please refer to "Safety Procedures" in this section.
- We reserve the right to delay your visit, based on circumstances at the site such as physical obstacles, equipment operation, hazardous chemicals, weather conditions, etc.
- Please note that for many reasons, we cannot allow you to paint or install any materials in the home until after closing.

Safety Procedures

A new home construction site is exciting, but can also be dangerous. Your safety is of prime importance to us. Therefore, we require that you stop by the sales office before visiting your homesite. We reserve the right to require that you wear a hard hat and that a member of our staff accompany you during your visit. Please observe common sense safety procedures at all times:

- Wear appropriate clothing and shoes – remember, this is an active construction site!
- If you plan on children accompanying you to the site, please keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or any construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.
- Do not interrupt or distract the workers.
- Do not enter the structure when overhead work is being done.
- Follow all instructions from on-site staff. If you are asked to leave, please know that it is to protect your safety and that of our workers and trade contractors.

In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get onto your skin and clothing.

Locks and Keys

Once exterior doors and locks are installed, we will access your home with a construction master key or by use of a special code on the garage door opener. Company policy prohibits staff members from loaning these keys to customers. When you take possession, please make sure that you change the access code to your garage door, as many people may have the previous construction code.

Instructions for Changing Garage Door Key Pad Code

- (1) Press the red button on the back of the opener
- (2) Enter your new 4-digit number on the key pad on the side of the garage
- (3) Press the enter key

Plans and Specifications

The building department of the city where your new home is located must review and approve all plans and specifications. We construct each home to comply with regulations of the applicable building department. Additionally, Landed Gentry builds your home based on those plans and specifications you have signed. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Landed Gentry can change these contracts. Landed Gentry reserves the right to make changes deemed necessary.

If you notice that your home differs from other homes in the community or the model home you viewed, remember that many factors can cause variations between existing homes and the home we deliver to you.

Regulatory Changes From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Landed Gentry must comply. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Individual Foundation Designs Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

Topography and Homesite Conditions Because each homesite is shaped differently, the position of your home on the site may vary from others in the community. You will receive a copy of a site plan, a drawing that shows you the home's position on your homesite. Landed Gentry reserves the right to shift the home to avoid buried utilities or other obstacles. In addition, exterior elevations of each home are affected by the topography, or surface contours, of your homesite. For instance, slope on the site may

affect the configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope, and retaining walls are sometimes required. Our construction practices include steps intended to preserve trees in a healthy condition. However, because the reaction of trees to construction activities is outside our control, we cannot guarantee the health or survival of any existing trees.

Utilities and Mailboxes The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of Landed Gentry. The authority of the utility companies and the U.S. Postal Service to designate the placement of these items is well established.

Changes in Materials, Products, and Methods The new home industry, building trades and manufacturers are continually working to improve methods and products. Manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. Model homes will show the appliances that were current when the models were built, while your home may have a more recent version. In all instances, as required by your Purchase & Sale Agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

Show Model Model homes may be equipped with larger capacity air conditioners to accommodate additional traffic. Models also display many decorator items, window coverings, and furnishings. Mature landscaping, extra walks, fences, lighting, fountains, signs and flags are other examples of items which are not part of the home we will be building for you. Please review your home's specifications as well as information Landed Gentry provides about optional items displayed in the models carefully to avoid misunderstandings. Contact your Sales Representative with any questions. Because finish sizes can vary somewhat, you should measure for window coverings in your home rather than in any model.

Television and the Internet You may be aware of various home construction methods and materials from watching television programs or exploring the Internet. Landed Gentry routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. While we will be happy to discuss alternative methods and materials you may be interested in, we take a conservative approach to utilizing new approaches until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

Natural Variations Dozens of trade contractors are involved in the assembly your home. The same individuals rarely work on every home and, even if they did, each home would still be unique. **The exact placement of switches, outlets, registers, window location, exact square footages and, so on will vary slightly from the model and even other homes of the same floor plan.** If there are specific locations you want certain items (i.e. ceiling lights, outlets, switches, please let your Selections Coordinator know during your Selections Meetings. Options offered are community specific.

Quality

Our company will build your home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product, combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

Errors and Omissions From time to time during a process that takes several months and involves hundreds 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 engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

Your Questions We also respect your interest and appreciate your input into our system. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you first check your purchase documents to review what you ordered and the specifications for construction of your home. If you still believe we are in error, do the following:

Contact your Selections Coordinator, in writing (email) with your questions. Also, keep the following points in mind when notifying us of a concern:

- Your concern may involve a detail that has already been noted. Still, corrections may not occur immediately. Trade contractors and suppliers often impose trip charges for extra visits to the homesite, so to be efficient, we may schedule the correction for the next routine visit. Also, a particular trade may be unavailable on short notice.
- Work may simply be incomplete; early stages might look wrong to you but be exactly right when finished.
- Methods and materials vary from region to region and change over time. When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

Ugly Duckling Stages During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned regularly during construction process, 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.

Private Home Inspectors

If you wish to retain the services of a private home inspector to review your home during or at the end of construction, please be aware of Landed Gentry policies regarding private inspectors. Your inspector:

- Must provide us with evidence of current worker's compensation and liability insurance.
- Must be a member of a professional association such as the American Society of Home Inspectors.
- Must be familiar with the codes applicable in your jurisdiction.
- Should be experienced with new home construction.
- Is responsible for staying informed as to the stage of construction the home has reached.
- Should avoid making any markings on the home itself.
- Should provide you and Landed Gentry with a written report of any concerns.
- Must be accompanied by a Landed Gentry representative and a fee may be charged.
- Must follow all safety regulations.

Single Source

Landed Gentry is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships and comply with our quality and insurance standards. For this reason, Landed Gentry does not install materials supplied by customers.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades – from excavation and foundation, through framing, mechanicals and insulation, to drywall, trim and finish work. In order to ensure you the Landed Gentry's standard of construction, only authorized suppliers, trade contractors, and Landed Gentry employees are permitted to perform work in your home.

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions or requests for changes must go through Landed Gentry, and we will obtain input from trade contractors when that is appropriate.

Suppliers and trade contractors have no authority to enter into agreements for Landed Gentry. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Landed Gentry. Their failure to comply with this procedure can result in termination of their contract. Discuss changes you are considering only with your Selections Coordinator – not with the construction workers.

Schedules

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trade contractors go back to work, picking up where they left off. They are as eager as you are to get caught up and to see progress on your home. Please do not schedule movers until we have confirmed the move-in date.

Delivery Date Updates Landed Gentry recognizes that timing is critical to planning your move. Although a guaranteed date is unrealistic in the early stages of construction, we can provide regular updates. As the home nears completion, your Sales Representative can provide a more firm delivery date (**usually 60 days before the closing**), and will notify you of any schedule changes. Meanwhile, be flexible and avoid making arrangements that might cause you worry if the move-in date changes.

- We will update you on the estimated delivery date at each of our construction meetings. You may review provisions regarding completion in your Purchase & Sale Agreement. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. **Expect a relatively firm closing date issued no later than 30 days before delivery; typically 60 days.**
- We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. 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. Review the Loan Lock heading under Arranging for Your Loan for additional suggestions on this topic.
- Please keep in mind that your belongings may be brought into the home **only after receiving keys, the day of closing**, because of insurance issues, security, and the regulations of the applicable building department.

"Nothing's Happening" You should expect occasional days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. For example, each trade contractor is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completing each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress also pauses while the home awaits building department inspections. This is part of the normal sequence of the construction schedule and occurs at several points in every home. Also, throughout construction of a home, work progresses rapidly at some stages as highly visible components are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in framing in soffits and closets). If you have questions about the pace of work, please contact your Sales Representative or Selections Coordinator for an update. Do not interrupt site managers or laborers, as they will not have the information you need.

Construction Sequence

Although the specific sequence of steps varies and overlaps, generally we build your home in the following order:

1. Foundation <ul style="list-style-type: none"> • Excavation • Footing installation • Form and pour walls • Perimeter drain • Waterproofing (site specific) • Inspection 	4. Exterior <ul style="list-style-type: none"> • Exterior trim <ul style="list-style-type: none"> ▫ Fascia (boards at ends of rafters) ▫ Windows, doors ▫ Sheathing ▫ Finish materials ▫ Trim ▫ Deck ▫ Gutters • Exterior paint, stain • Concrete or asphalt 	<ul style="list-style-type: none"> ▫ HVAC (heating, ventilating, air conditioning) ▫ Electrical, extra outlets ▫ Inspections • Insulation (attic insulation blown in after drywall) • Drywall hang, inspection, and tape/texture • Paint • Cabinets and Countertops • Flooring: tile, laminate, vinyl or wood • Interior trim (doors, hardware, baseboards, casings, etc.) 	<ul style="list-style-type: none"> • Light fixtures, electrical • Plumbing fixtures • Floor coverings (carpet, etc.) • Appliances • Screens and window coverings
2. Framing <ul style="list-style-type: none"> • First and second floors • Roof trusses • Roof sheathing 	5. Interior <ul style="list-style-type: none"> • Mechanical systems <ul style="list-style-type: none"> ▫ Plumbing 		6. Construction cleaning
3. Roofing <ul style="list-style-type: none"> • Felt or paper • Flashing • Composition roofing 			7. Builder's punch list
			8. Improvement survey
			9. Fine grading and landscaping
			10. Final inspection, certificate of occupancy
			11. Homeowner orientation & acceptance
			12. Closing
			13. Home maintenance

Final Walkthrough

Your **Final Walkthrough** is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to ensure that we cover everything. Our homeowner orientation provides you with a:

- Demonstration of your new home
- Review of key points about maintenance and limited warranty coverage
- Confirmation that Landed Gentry has installed selections and options as you ordered them

Scheduling

We schedule the walkthrough with you as your home nears completion, typically 3-5 working days prior to closing. Especially in winter months, beginning by 1:00 PM assures sufficient day light to view all surfaces adequately. We meet at your new home. Expect your Walkthrough to take approximately 2 hours.

Last-Minute Activity

If you visit your home a day or two prior to your Homeowner Acceptance & Orientation Walkthrough, you may notice dozens of details that need attention. During the last few days just prior to your walkthrough, many trade contractors and Landed Gentry employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Preparation

Following these hints will assure that you get the maximum benefit from your orientation.

Allow Enough Time Arrange your schedule so you can use the full amount of time allotted.

Bring This Manual By having your manual, Selections Sheets, plans, and any approved Addendums (change orders) with you, any questions about the items installed in your home can usually be answered conveniently and immediately.

Attend Alone Our experience shows that the orientation walkthrough is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your walkthrough. Similarly, we suggest that, if possible, children and pets not accompany you at this time. If a real estate agent has helped you with your purchase, he or she is not required to attend.

Review the Form During the orientation, you will use the **“Owner Walkthrough – Final Inspection” form, a copy of which is included in the Forms Appendix**. We will note any details that need attention on this form.

Cosmetic Surfaces Cosmetic surface damage caused during construction is readily noticeable during the walkthrough. Such damage can also occur during the move-in process or through daily activities. Therefore, as part of your walkthrough, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your **Owner Walkthrough - Final Inspection** form. After we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the marble entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and to the car are your responsibility. Landed Gentry is always available to assist you with information about cosmetic repairs you may need to make.

Bring Questions Be sure to read the maintenance information, limited warranty, and warranty guidelines in Sections 2 and 3 of this manual. If you have questions, make note of them to bring up at the orientation.

Attire Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.

Get Involved Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Quality The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. Orientation items fall into several categories:

- Incomplete or missing (cabinet knob not installed.)
- Incorrect (porch light should be oil rubbed bronze, not brushed nickel.)
- Dysfunctional (bath fan does not work.)
- Below company standard (mitered corner rough, top right of den door, hallway side.)
- Damaged (scrape on wall from carpet installation.)
- Not cleaned (mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you with information.

Completion of Items

Landed Gentry takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8:00 AM to 3:00 PM Under normal circumstances; you can expect us to resolve all items within 15-30 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed on the form. No verbal commitments of any kind will be honored by Landed Gentry.

Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike. Landed Gentry asks that you make appointments so that someone over 18 is present for repairs. Working around your busy schedule may result in service taking longer than anyone wants. Your cooperation is essential. Service hours are typically 8:00 AM to 4:00 PM, Monday through Friday.

As noted above, typically your final orientation walkthrough will be scheduled the week prior to closing. At the end of your homeowner orientation, you will receive:

- The manufacturer's literature for the furnace, water heater, and other consumer products.
- Copies of completed Owner Walkthrough - Final Inspection form. We suggest you insert those forms here.

Closing on Your Home

At closing the Purchase & Sale Agreement is completed: Ownership of your new home is transferred from Landed Gentry or any affiliated entity to you. The steps include finalizing your loan (one set of papers and checks) and the selling of the home (another set of papers and checks). Funds are disbursed to the appropriate people and companies, title is transferred to your name(s), and the loan is recorded against your new property. This process involves about 75 documents, some of which are duplicates. Although these documents are not negotiable and thousands of home buyers have signed them, you should read them.

Date

Landed Gentry recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather, material and labor shortages, lender issues, or Addendums (change orders) are unlikely to affect completion of your home. The closing takes place shortly after your orientation. Landed Gentry will notify you of the closing date 60 days or more before the date. Title & Escrow will contact you to set the signing appointment, with at least 3 day's notice. Typically, the closing process takes about an hour. **On the day of closing, you will receive your keys after 4:00 pm. On the day of closing, you will receive your keys after 4:00 pm.**

Location

The closing on your new home typically takes place at the title company, although it occasionally occurs at the lender's office. The title company will confirm the location with you when they set the appointment.

Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be signed and delivered. In addition to these standard items, the lender, the title company, and Landed Gentry may require other documents to be signed. The principal documents typically include the following:

General Warranty Deed The general warranty deed conveys the home and lot (homesite) to you, subject only to permitted exceptions.

Title Commitment At or before closing, we will deliver to you a standard form for an American Land Title Association (ALTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase documents.

The title insurance company will mail the actual policy in the weeks following the closing. When you receive this, keep it in a safe place with your other important papers. What you will see on the day of closing is a document that promises to issue the policy. Lenders require title insurance in the amount of the mortgage. This insurance protects the lender in the event the title search missed anything. You are wise to request an owner's policy to protect your interest in the property. By ordering the owner's policy from the same company that issues the lender's policy, you can save a bit; the title insurance company will usually issue a second policy at a discount.

Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy with your other valuable papers.

Promissory Note (if applicable) The note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance may be added to the principal and interest payment to determine your total monthly payment.

Deed of Trust (if applicable) Encumbers your home as security for repayment of the note.

Homeowner Association Documents You will receive and sign for a copy of your association covenants, conditions, and restrictions; the association bylaws; and articles of incorporation at closing. Landed Gentry recommends that you read these carefully. The provisions they contain will be enforced.

"The Final Number"

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners association, if applicable. Pro-rations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year. Please note that the cost of upgraded selections and options must be paid at the time they are chosen, and cannot be paid for at closing.

The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the pro-ration of several items included is affected by the closing date and cannot be calculated until that date is known. The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment.

Preparation

The key to a smooth closing is preparation. Several details require your attention. You can handle most of these by phone. Address these details during the weeks before closing to prevent last-minute delays.

Form of Payment Plan to bring certified funds, or a bank check (made out to the escrow company) to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds. Keep in mind that some banks place a hold on monies moved from another account.

Insurance You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least 3 weeks before the expected closing date.

Landed Gentry or Lender Issues The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.

Utilities Landed Gentry will have utility service removed from its name 3 days after closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. If you ordered a security system for your home, you can arrange to activate that system by contacting the monitoring service for a connection appointment. For your convenience, we have included a **list of local utility companies and contact information in the Forms Appendix**.

House Keys

You will receive the keys to your new home after 4:00, the day of closing/recording. You will receive two keys for each lock on your home. The same key will operate both the knob and the deadbolt locks. We recommend that you try all of the keys in all of your locks to confirm smooth operations. Depending on the number of family members living in the home, you may want to get extra copies of your house keys made.

Garage Door Opener Operators

Garage door opener operators, if applicable, will be left in a drawer in your kitchen. If you wish to change the code, review the manufacturer instructions. If your garage door has a coded key pad, you must change the entry code from the one used during construction. Batteries typically need to be replaced twice per year.

Mailbox Keys

U.S. Postal Service regulations state that, Landed Gentry is not always permitted to deliver mailbox keys to you. Mailbox keys, where applicable, are available from your post office or the onsite sales office. You will need proof of identity, and you will be asked to sign for your keys.

First Mortgage Payment (If applicable)

Your lender will provide you with information on where to send your mortgage payments and when the first payment will be due. Many lenders supply payment coupons for you to send in with your payments.

Storing Documents

We suggest that you store the legal documents from your closing with other valuable papers, in a safe place. You will need them for tax purposes and when you refinance or sell your home.

Moving Hints

To help you with your move, we have included a **“Moving Preparation Checklist”** and **“After Your Move Checklist”** in the **Forms Appendix**.

Take precautions to protect vulnerable surfaces such as hardwood or resilient floors: cover rails with moving pads or blankets, remove doors where furniture might be a tight fit, protect carpet with ribbed, plastic runners.

Professional movers should have insurance for any damage they might accidentally cause. Friends and relatives will not. They are also unlikely to have the training and practiced skills of professional movers. If you are moving yourself, organize the schedule to avoid rushing and include rest breaks. People who are tired or in a hurry are more likely to hurt themselves or damage belongings.

SECTION 2

Caring for Your Home

1. Homeowner Use and Maintenance Guidelines
2. Checklists
3. Prompt Attention
4. Manufacturer Literature

Landed Gentry Limited Warranty Guidelines

1. Limited Warranty -- a simple list of what is covered under warranty and any exclusions
2. Warranty Reporting Procedures -- standard, emergency, and appliance warranty procedures
3. Warranty Item Processing Procedures — a simple description of a complex process
4. Help Us to Serve You — things you should know so we can provide effective warranty service
5. Warranty Service Summary — a quick-reference guide to who to contact for service

Fire Prevention

1. Train Family Members
2. Practice Prevention

Extended Absences

1. Plan in Advance
2. As You Leave

Energy and Water Conservation

1. Heating and Cooling
2. Water and Water Heater
3. Appliances
4. Electrical
5. Maintenance

Caring for Your Home

Landed Gentry has constructed your home with carefully selected materials and the work of experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled to assist you in that effort.

In some neighborhoods (active adult or condominium communities), the owners' association may administer certain maintenance elements. While in these cases, the association may manage some maintenance items, such as repainting and re-roofing, it is ultimately your responsibility as homeowner and member of the owners' association to ensure that proper maintenance is occurring on your home.

Homeowner Use and Maintenance Guidelines

We are proud of the homes and neighborhoods we build. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. The natural and manufactured materials, the components interact with each other and the environment.

To assist you with the maintenance of your new home, we have included a section on Maintenance of Interior and Exterior Materials and Systems, under Section 3. We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer home buyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Checklists

You will find several checklists in the Forms Appendix of this manual, including "**Appliance Service**," "**Home-Care Supplies**," and "**Maintenance Schedule**" checklists. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies, and a maintenance schedule. We make no claim to have included every detail, and best practices do change from time to time. We believe we have provided you with a good start, and we've allowed space for you to add your own notes to the checklists.

Prompt Attention

In addition to routine care, many times minor maintenance provided immediately prevents more serious, time-consuming, and sometimes costly repairs later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not 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 the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's guidelines, you should follow the manufacturer's guidelines. Activate specific manufacturers' warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year, and it is in your best interests to know about such coverage.

Landed Gentry Limited Warranty Guidelines

While we strive to create a well-built home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make the necessary corrections so the item meets our warranty guidelines. In support of this commitment, Landed Gentry provides you with a **limited warranty**.

Corrective Actions In addition to information regarding the limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns your warranty requests. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. This manual describes the corrective action we will take in many common situations.

We Sometimes Break Our Own Rules – In Your Favor Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. We reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are the same or different.

We Sometimes Say No With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are builder warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Review your Purchase & Sale Documents Details of the limited warranty are also outlined in your “Seller’s Addendum #1,” which you signed as part of your Purchase & Sale Agreement. Please read through the information, as well as the service procedures and guidelines discussed under section 3 of this manual, “Maintenance of Interior and Exterior Materials and Systems.” If you have questions, please contact our Customer Service Representative.

Limited Warranty – Reference Copy

A. The Warranty. Seller warrants that it will repair or replace at Seller’s expense any of its work that becomes non-operational or non-functional after closing. This warranty does not apply to issues of workmanship, aesthetics, conformity of work to the specifications, or to Buyer’s claims of any defective or incomplete work. Those items must be addressed by Buyer at the time of the walk through and identified on the Punch List. Seller may hire another person or company to perform Seller’s warranty work. The decision of whether Seller or another company performs Seller’s warranty work shall be made exclusively by Seller. If Buyer contracts with another person or company repair or replace Seller’s work without Seller’s written consent, Buyer shall not be entitled to any credit from Seller and shall remain obligated to the Seller for the full price of the home.

B. Twelve Month Period. Seller’s warranty shall expire twelve (12) months from closing. Warranty work shall not extend the period for Buyer to file a claim.

C. Notice Procedure. Seller must be given written notice of a warranty claim before the twelve (12) month warranty period expires. No claim or action may be made for any warranty claim that is not delivered in writing to Seller before the twelve (12) month warranty period expires.

D. Additional Four Months for Lawsuit Filing. Any claim or lawsuit that is filed against Seller alleging a breach of warranty must be filed in a court of competent jurisdiction no later than four (4) months after expiration of the twelve (12) month warranty; otherwise, any such claims or lawsuit shall be time-barred.

E. Manufacturer’s Warranty. Seller’s warranty applies only to Seller’s work. Seller’s warranty does not apply to manufactured or consumer items such as roofing materials, appliances, heating and mechanical systems, fixtures or equipment. In the event that Buyer encounters a defect in a manufactured or consumer product, Seller shall assist Buyer in securing repair or replacement of such product pursuant to the relevant manufacturer’s or distributor’s warranty.

F. Non-transferability. This warranty is neither transferable nor assignable by either party. This prohibition against transfer or assignment applies not only to the transfer of rights to compel performance but also to the transfer of any claim or cause of action, including but not limited to claims for breach of contract, breach of warranty, tort and indemnification.

G. Warranty is Exclusive. This warranty is given to Buyer as Seller’s sole and exclusive warranty and in lieu of any and all other warranties that may arise by operation of law, including the warranty of habitability.

H. Exclusions from Warranty.

- 1) Manufactured or consumer products such as roofing materials, appliances, hardware, windows, heating and mechanical systems, fixtures, etc. are not separately warranted by Seller. In the event that Buyer encounters a defect in a manufactured or supplied product, Seller shall assist Buyer in securing the repair or replacement of such product pursuant to the particular manufacturer’s or distributor’s warranty.
- 2) Concrete or mortar cracks caused by normal expansion and contraction that do not substantially impair structural elements.
- 3) Cracking in sheetrock and/or drywall 1/16th inch in width or less.
- 4) Nail pops and blisters not readily visible at a distance of six (6) feet or more under normal lighting conditions.
- 5) Open joints or separations between floorboards on finished wood 1/8th Inch in width or less.
- 6) Cracking in paint due to expansion/contraction of materials.

- 7) Warpage, cupping or shrinking of hardwood floors. Hardwood floors are beautiful but have drawbacks, including warpage, cupping or shrinkage. A moisture variation of as little as 2% may warp or cup hardwood flooring. Seller will be responsible for hardwood floors until occupancy. Buyer will assume responsibility for any warping or cupping not stated on the Punch List. Specifically excluded from any warranty coverage is any hardwood flooring in the kitchen or bathroom(s). In using real wood, there will be variations in color, grain and texture.
- 8) Mold, mildew, moss and fungi are inevitable in the Pacific Northwest. Seller does not warrant against mold, mildew, moss, fungi, or insects.
- 9) Warpage of doors due to temperature differential or temperature changes unless the doors become inoperable or cease to be weather resistant.
- 10) Discoloration and erosion of tile grout.
- 11) Expansion and contraction of the siding. Buyer should be aware that siding does change dimension with changing weather conditions, swelling in wet weather and shrinking in dry. Furthermore, the siding may shrink vertically to expose thin, unpainted siding below the butt of the beveled siding, a condition for which Seller offers no warranty.
- 12) Cracking of wood. Wood will sometimes crack, check, or "spread apart" because of the drying out process. This condition is most often caused by the heat inside of the structure or exposure to the sun on the outside of the structure. Buyer is responsible for any resulting maintenance or repairs.
- 13) Cracking or bleeding of caulking. Exterior caulking and interior caulking in bath tubs, shower stalls, ceramic tile surfaces, and countertops will crack or bleed somewhat in the months following installation. These conditions are normal and should not be considered a problem, and maintenance or repairs are Buyer's responsibility.
- 14) Variation in stain. All items that are stained will normally have variation of colors due to the different textures and species of wood. Because of weather changes, doors that have panels will sometimes dry out and leave a small space of bare wood. These normal conditions are not considered defects.
- 15) Exterior. This warranty does not cover landscaping, grading, bulkheads, earth movement or instability of soil or earth, or freezing of hose bib outlets, warpage of exterior French doors or store doors.
- 16) Interior. This warranty does not cover adjustments to pocket doors or shower doors.

Warranty Reporting Procedures

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed and based on your written report of non-emergency items. This provides you with protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone. Please put all non-emergency service requests in writing, using the forms indicated.

For all reporting, use the "30-Day Repair Service Request," and "Year-End Warranty Service Request" forms in the Forms Appendix. You are welcome to mail, fax, e-mail (LG-Warranty@LandedGentry.com), or drop off your list in person at our main office. Keep a copy for your records. This written system permits Landed Gentry personnel to focus their time on producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

We plan three (2) standard warranty contacts with you. The first is 30 days after your closing, and the second is at eleven months. We also have emergency response procedures as well. Service for your appliances is handled differently and is described in detail later in this section.

30-Day Report For your convenience and in order for our service program to operate at maximum efficiency, we suggest that you wait 30 days before submitting a repair list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, jot them down on a **"30-Day Repair Service Request", found in the Forms Appendix or use the one that is given to you at Acceptance walk through.**

Year-End Report Near the end of the eleventh month of your warranty, you should submit a **"Year-End Warranty Service Request"** if you have any items to report. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items on the request form.

Emergency Service While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Troubleshooting tips appear in this manual for several of your home's components: Air conditioning, Electrical, Heat system, Plumbing, Roof (leak), Water heater, etc. Please refer to the individual categories to review these hints;

you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, during business hours, call Landed Gentry's Customer Service Representative: (360) 755-9021. After hours, or on weekends or holidays, call the necessary trade contractor or utility company directly. **Their phone numbers are listed on the "Utility and Community Services" list in the Forms Appendix of this manual.** We also suggest that you place a copy of the "Utility and Community Services" list inside a kitchen cabinet, near your phone.

Trade contractors or local utility companies provide emergency responses to the following conditions, **not outage related**:

- Total loss of heat when the outside temperature is below 50 degrees F
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak – contact the Gas Company (see **"Utility & Community Services" in the Forms Appendix**). Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

Air Conditioning Understandably, if your air conditioner is not working, you want it fixed quickly. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

Roof Leak While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible.

See also "Roof" under section 3

Other Emergencies In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your family to neighbors who might be available to help in an emergency if you are not home.

Appliance Warranties The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service information sheet among the other checklists in this manual. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

Warranty Item Processing Procedures

When we receive a warranty service request, our Customer Service Representative will contact you to set an appointment. This initial appointment will take approximately 45 min. It is intended to evaluate the claim and to decide what resources are needed to execute the repairs. This will allow our Service people to expedite repairs rapidly and efficiently. Note: Please do not expect any repairs to be done at this appointment. Warranty appointments are available Monday through Friday, 8:00 AM to 4:00 PM. During the first meeting we will inspect the items listed in your written request form to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories: trade contractor item, in-house item, or home maintenance item

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty Service Request or work order describing the situation to be addressed, and then our Customer Service Rep or the Service Rep will notify you to schedule an appointment. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. **Use the appropriate "Warranty Service Request" form in the Forms Appendix.**

Help Us to Serve You

We can provide service more quickly and accurately if we have all of the necessary information. With your warranty request, please include:

- Your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem (for example, "guest bath – cold water line leaks under sink," rather than "plumbing problem.")

- Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number.
- If you have any questions call our Customer Service Representative for assistance.

Access to Your Home

Landed Gentry conducts inspections of interior warranty items **only when an adult is available to accompany our representative** and point out the items you have listed. Both our in-house service technicians and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, **we will contact you the day prior to any visit and let you know we will have someone on your property**. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Repair Appointments

Depending on the work needed, at the conclusion of the inspection and evaluation appointment, the warranty manager will most likely ask you to designate a work date, a minimum of 10 days from inspection, for approved repairs to be made. This 10-day time frame allows us to notify appropriate trades people and arrange for most repairs to occur on the same day.

Although on occasion work must occur in sequence and more than one work date might be needed, this system works well in the majority of situations. Once work date appointments are set, if there are any changes please contact our Customer Service Rep.

Inspection and Work Hours

Many homeowners ask whether evening and weekend appointments are available. Landed Gentry understands the desire for appointments outside normal business hours. We recognize the trend to "24-7" service availability in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the independent trade contractors who helped us build your home – many of whom operate as small companies – were unable to work all week and also be available for extended hours. The few repairs that could be performed off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- When we calculated the impact on wages for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently our home prices.

Our warranty hours are as follows:

- Customer Service Rep Monday through Friday, 9:00 AM until 4:00 PM
- Inspection and work appointments..... Monday through Friday, 8:00 AM until 4:00 PM

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets

Landed Gentry respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal being injured, lost or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty appointment, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed Landed Gentry and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work we perform we are concerned that our homeowners' personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make the repair work difficult. Landed Gentry and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing any excess materials.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Warranty Service Requests

Signing a work order acknowledges that a technician worked in your home on the date shown with regard to the items listed. It does not negate your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that and return the work order to us for our records.

Our **“Warranty Service Request”** forms include space for homeowner comments. We appreciate your taking a moment to give us feedback about your warranty items. If you are dissatisfied with any service we provide, you can note that on the Warranty Service Request or call our Customer Service Representative with your feedback. We will review your concerns and determine whether our requirements have been met.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trade partners and homeowners alike, we strive to identify the cause of any delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 21 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a Landed Gentry employee or a trade person will be late, we will contact you as soon as the delay is recognized, offering the choice of a later time that day or a new appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. Our Customer Service Representative can put work orders on hold for 10 to 30 days and re-activate them when your schedule offers an opportunity to arrange access to the home.

Warranty Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our Customer Service Representative and they will be happy to guide you.

Warranty Hours

- Customer Service Rep Monday through Friday, 9:00 AM until 4:00 PM
- Inspection appointments Monday through Friday, 8:00 AM until 4:00 PM
- Work appointments Monday through Friday, 8:00 AM until 4:00 PM

Appliances

Contact the manufacturer or retailer directly with model and serial number, closing date, and description of the problem. We suggest you keep this information on your **“Appliance Service” information sheet included in the Forms Appendix.**

Emergency

First, check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, during our business hours (Monday through Friday, 9:00 AM until 4:00 PM), call our Customer Service Representative at (360) 755-9021. After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers included on the **“Utility and Community Services” list in the Forms Appendix.**

Non-emergency

Mail, fax, e-mail, or drop off your list of items at our main office. You will find the **“30-Day, and Year-End Warranty Service Request” forms in the Forms Appendix**, or you can request copies from our office.

- Phone (360) 755-9021 ext.#19 Landed Gentry Homes & Communities
- Fax (360) 755-9029..... 504 E. Fairhaven Avenue
- LG-Warranty@LandedGentry.com Burlington, WA 98233

Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Fire Prevention

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided.

Train Family Members

- ☐ Ensure that all family members know what escape routes exist in your home.
- ☐ Conduct a fire drill with family members.
- ☐ Test the smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- ☐ As soon as possible, teach young children how and why to dial 911.
- ☐ Have a general use fire extinguisher and instruct all family members in its location and use.
- ☐ Teach children the safe use of appliances such as irons and toasters.

Practice Prevention

- ☐ Store matches away from children and heat sources.
- ☐ Avoid smoking in bed.
- ☐ Avoid leaving small children home alone, even for a short time.
- ☐ Maintain appliances in clean and safe working condition.
- ☐ Avoid overloading electrical outlets.
- ☐ Ensure that all electrical cords are in good repair.
- ☐ Avoid having any flammable objects or materials near the stove.
- ☐ Keep the range hood filter clean to prevent a build up of grease.
- ☐ Allow space for cooling around electrical equipment.
- ☐ Unplug the iron when it is not in use. Do not leave an iron that is on unattended.
- ☐ Use electric blankets with care, following manufacturer directions.
- ☐ Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- ☐ Keep the barbeque clear of flammable objects and materials.
- ☐ If your home includes a gas fireplace follow all directions and do not leave the fireplace unattended when it is on.
- ☐ If you have a wood burning fireplace:
 - ▶ Arrange for professional cleaning of the chimney at appropriate intervals.
 - ▶ Maintain the spark arrester on the chimney.
 - ▶ Never use liquid fire starters (such as for a charcoal barbeque) in an indoor fireplace.
 - ▶ Use a screen or glass doors when a fire is burning.
 - ▶ Confirm the fire is out before closing the flue.
 - ▶ Do not leave the fireplace unattended while a fire is burning.
- ☐ During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- ☐ If you decide to remodel or add onto your home, obtain permission from the homeowners association / architectural control committee, obtain a building permit, and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.

Your Additional Reminders and Notes:

Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

- ☐ Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- ☐ If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- ☐ Arrange for someone to mow the lawn or shovel snow.
- ☐ Notify local security personnel or police of the dates you will be away.
- ☐ Stop mail, newspapers, and other deliveries.
- ☐ Use lighting timers (available at hardware stores for \$10 to \$20).
- ☐ Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- ☐ Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave

- ☐ Forward phone calls to a relative or close friend.
- ☐ Unplug computers and other electronic devices that might be harmed in an electric storm.
- ☐ Leave window coverings in their most typical positions.
- ☐ Confirm that all doors and windows are locked and the deadbolts are engaged.
- ☐ Shut off the main water supply. Set the thermostat on the water heater to "vacation" to save energy.
- ☐ Store items such as your lawn mower, bicycles, or ladders in the garage.
- ☐ Leave a second car in the drive.
- ☐ Summer: Turn your air conditioner fan to on. Set the thermostat to 78.
- ☐ Winter: Set the thermostat to a minimum of 55, 65 if you have wood floors. Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
- ☐ Arm your security system, if applicable.

Your Additional Reminders and Notes:

Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money. Keep these hints in mind as you select and use your home's features:

Heating and Cooling

- ☐ Maintain your home's systems in clean and good working order to prevent inconvenience and to maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- ☐ Keep filters clean or replace them regularly.
- ☐ Learn how to use your day/night thermostat for comfort and efficient energy use.
- ☐ If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- ☐ During cold days, open window coverings to allow the sun to warm your home. Close them when the sun sets.
- ☐ Limit use of your wood-burning fireplace (if your home is so equipped) in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- ☐ Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- ☐ On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- ☐ Whole house fans draw cool outside air into the home through open windows, often effectively creating a comfortable temperature. Avoid running a whole house fan at the same time as air conditioning.
- ☐ Plan landscaping elements that support efficient energy use:

- ▶ Deciduous trees provide shade during the summer and permit solar warming in winter.
 - ▶ Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - ▶ Position trees to shade the roof and still allow good air flow around the home.
 - ▶ Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- ☐ Keep the garage overhead doors closed.

Water and Water Heater

- ☐ Set your water heater at 120 degrees.
- ☐ Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- ☐ Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- ☐ Keep aerators clean.

Appliances

- ☐ In selecting your home's appliances, compare the information on the (yellow and black) Energy Guide sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- ☐ Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- ☐ When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- ☐ Microwave rather than using the range when possible, especially during hot weather.
- ☐ Run the dishwasher with a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- ☐ Turn electric burners off a few minutes before cooking is complete.
- ☐ Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs; two small refrigerators use more energy than one large one.
- ☐ Use the "**Appliance Service**" checklist included in the Forms Appendix.

Electrical

- ☐ Use LED bulbs or tubes where possible. Incandescent bulbs are the least efficient source of light.
- ☐ Turn lights and other electric items off when you finish using them or leave the room.

Maintenance

- ☐ Caulk in dry weather when temperatures are moderate. Check all locations, such as:
- ☐ Foundation penetrations (electrical, phone, water, cable TV, and gas line entrances)
- ☐ Around fans and vents
- ☐ Joints between door or window frames and siding
- ☐ Check weather stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit — many are adjustable.
- ☐ After any activity in the attic, check that the insulation is evenly distributed.

Your Additional Reminders and Notes:

SECTION 3

Maintenance of Interior and Exterior Materials and Systems

An alphabetical list of the items in your home, from air conditioning through wood trim, including maintenance hints, warranty criteria, and troubleshooting tips

Air Conditioning

Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

If your home includes an air conditioning system, it has been designed and installed as a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is very important for air conditioning system response. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 PM when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 PM the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vents

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

See also
Grading and
Drainage

Humidifier

If a humidifier is installed on the furnace system, turn it off when using the air conditioning; otherwise, the additional moisture can cause the cooling system to freeze.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Temperature Variations

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

Landed Gentry Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Landed Gentry can guarantee this.

Troubleshooting Tips

No Air Conditioning

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and temperature is set below the room temperature.
- Blower panel cover is installed correctly for furnace blower (fan) to operate. Similar to the way clothes dryer door operates, this panel pushes in a button to let the fan motor know it is safe to come on. If that button is not pushed in, furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- 220 switch on the outside wall near air conditioner is on.
- Switch on the side of the furnace is on.
- Fuse in furnace is good. (See manufacturer literature for size and location.)
- Filter is clean to allow air flow.
- Vents in individual rooms are open and air returns are unobstructed.
- Air conditioner has not frozen from overuse.

➔ *Even if the troubleshooting tips do not identify a solution, information you gather will be useful to the service provider you call.*

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Landed Gentry will correct this.

Coolant

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at orientation, your call to remind us is welcome.

Non-emergency

Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

Alarm System

Homeowner Use and Maintenance Guidelines

If your home selections included pre-wiring for an alarm system, you will arrange for the final connection and activation after you move in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

Landed Gentry Limited Warranty Guidelines

Landed Gentry will correct wiring that does not perform as intended for the alarm system, but we make no representation that an alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines

Please see your Appliance Service information sheet.

Landed Gentry Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Asphalt

Homeowner Use and Maintenance Guidelines

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. If your driveway is asphalt, please avoid using your driveway for one week after it is installed. Keep people, bicycles, lawn mowers, and other traffic off of it.

Chemical Spills

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water immediately, and then rinse thoroughly with plain water.

Hot Weather

Avoid concentrated or prolonged loads on asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, even cars left in the same spot for long periods can create depressions or punctures in asphalt.

Nonresidential Traffic

Prohibit commercial or other extremely heavy vehicles such as moving vans or large delivery trucks from pulling onto your driveway. We design and install asphalt drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Sealcoating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant. Hairline cracks will usually be filled by the sealing process. Larger cracks can be filled or patched with a sand and sealer mixture prior to resealing.

Landed Gentry Limited Warranty

We perform any asphalt repairs by overlay patching. Landed Gentry is not responsible for the inevitable differences in color between the patch and original surface. Sealcoating can eliminate this cosmetic condition and is your responsibility.

Alligator Cracking

If cracking that resembles the skin of an alligator develops under normal residential use, Landed Gentry will repair it. If improper use, such as heavy truck traffic, has caused the condition, repairs will be your responsibility.

Settling

Settling next to your garage floor of up to 1.5 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any 8-foot radius are considered normal. We will repair settling that exceeds these measurements.

Thermal Cracking

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months – July or August. We will repair cracks that exceed ½ inch in width.

Attic Access**Homeowner Use and Maintenance Guidelines**

The attic space is neither designed nor intended for storage, except where a specialized attic truss was used in the home's construction. We provide access to the attic for maintenance of mechanical equipment that may traverse the attic space. If a built-in pull down ladder has been installed for your access point, utilize the same caution you would with any ladder. When performing needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall, which can result in personal injury and damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Attic Truss Provision

When attic trusses are used, only the areas that have preinstalled floor decking are to be used for storage, all others are not designed to carry a load. Please keep in mind that this area is not a heated or air-conditioned space. Extreme temperatures will be present and may affect your belongings stored in this area, please keep this in mind when deciding what items to store in this area.

Landed Gentry Limited Warranty Guidelines

Both Landed Gentry and the local building department inspect the attic before your closing to confirm insulation is correct.

Brick, Stone and Masonry Products**Homeowner Use and Maintenance Guidelines**

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

Efflorescence

The white, powdery substance that sometimes accumulates on brick 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 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.

Landed Gentry Limited Warranty Guidelines

We check the brick work during the orientation to confirm correct installation of designated materials.

Cracks

We repair masonry cracks that exceed 3/16 inch, one time at year end.

Cabinets

Homeowner Use and Maintenance Guidelines

Your Selections Sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Landed Gentry Limited Warranty Guidelines

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

Homeowner Use and Maintenance Guidelines

Your selection workbook provides a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Burns

Take care of any kind of burn immediately. First, snip off the darkened fibers. Then use a soap-less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

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.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. 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. Have your carpet professionally cleaned regularly, usually after 18 months in your home and then once a year after that.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or

crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

See also Ghosting

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. Some carpets will pill for several months after installation, this is a normal process. If you are concerned about this please ask at time of flooring selections.

Rippling

High humidity may cause rippling in wall-to-wall carpeting. If the carpet remains rippled with lower humidity levels, have a professional re-stretch the carpet using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually, loose fibers are removed by vacuuming. Note: Be sure to set your vacuum cleaner for your type of flooring. Setting the vacuum's 'beater bar' too low can cause significant damage. Carpet experts generally suggest that the bar be set so that it just touches the tops of the carpet fibers.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stain-proof. Although the carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to the care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any cleaning solution or spot remover in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Landed Gentry Limited Warranty Guidelines

During your orientation, we will verify that your carpet is in acceptable condition. We will correct stains noted at the time by cleaning, patching or replacement. Landed Gentry is not responsible for dye lot variations if replacements are made.

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams

Carpet seams will be visible. Landed Gentry will repair any gaps or fraying.

Caulking

Homeowner Use and Maintenance Guidelines

Caulked areas must be inspected and maintained on a regular basis. Time and weather will shrink and dry caulk so that it no longer provides a good seal. As routine maintenance, check caulking and make needed repairs. Important areas to examine are around windows, doors, and any other penetrations in your homes exterior. Caulking compounds and dispensers are available at hardware stores. Read the manufacturer's instructions carefully to be sure you select an appropriate caulk for the intended purpose.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

*See also Countertops,
Expansion and
Contraction, Stairs,
and Wood Trim*

Landed Gentry Limited Warranty Guidelines

During the orientation we confirm that all caulked areas are adequately sealed.

One-Time Repair

We will touch up caulking one time during your materials and workmanship period. This be performed with your 1-year service.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your selection workbook includes the brand and color of your ceramic tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

Sealing grout is your decision and responsibility. Tile installers do not seal grout. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Landed Gentry Limited Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Landed Gentry is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One-Time Repair

Cracks appearing in the grout of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Landed Gentry will repair grouting, if necessary, at year end. We are not responsible for color variations in grout, sealing, or discontinued colored grout. Any grouting or caulking needed after that time is your responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks.

Concrete slabs are floating – they are not attached to the foundation walls. These are not structural (load-bearing) element of the home and are covered by the one year material and workmanship warranty.

We install a flexible collar around the top of the furnace plenum (plan specific). Gas and water lines include flexible connections, and drain lines have slip joints. Landed Gentry incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Landed Gentry's landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

If your home has a "no step entry" please pay special attention to areas where the concrete flat work comes near the home. These areas are specially flashed to prevent and minimize rot, use of pressure washers in those areas not recommended as they may break or weaken a seal.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, available at most hardware stores.

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. Avoid using salts and chemical de-icing agents on your concrete. All of these materials can cause spalling (chipping of the surface) of concrete, and will negate your warranty.

Post-Tension Slabs

If your home is built on a post-tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Landed Gentry Limited Warranty Guidelines

Because these slabs are not a structural (load-bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year.

Color

Concrete slabs vary in color. Landed Gentry provides no correction for this condition.

Cracks

If concrete cracks reach 3/16 of an inch in width or vertical displacement, Landed Gentry will patch or repair them at year end. Subsequently, concrete slab maintenance is your responsibility.

Finished Floors

Landed Gentry will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

Landed Gentry will correct concrete slabs separation from the home if separation exceeds one inch.

Settling or Heaving

Landed Gentry will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Landed Gentry will correct conditions that cause water to remain longer than 24 hours unless it is from roof run-off of melting snow or ice.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

Humidifier Operation

If your home includes a humidifier, closely observe manufacturer's directions for its use. Use moderate settings to maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on, all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause materials to dry out faster, generating more moisture into the air; drying the materials too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

Landed Gentry Limited Warranty Guidelines

See also
Ventilation

Condensation results from weather conditions and a family's lifestyle. Landed Gentry has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. This includes solid surface countertops such as granite. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood underneath and to prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface.

See also
Ceramic Tile

Mats

Rubber drain mats can trap moisture beneath them, causing certain materials to warp and blister. Dry the surface as needed.

Wax

Wax is not necessary, but it can be used to make counters gleam.

Granite

Granite countertops are not sealed at the time of installation. Keep in mind that granite is a natural material that may chip or stain. Clean granite regularly and apply sealer at least once per year. Cleaners and sealants are available from home improvement stores.

Landed Gentry Limited Warranty Guidelines

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Solid surface, including granite

Edges should be smooth and even. Where backsplash joints occur at corners, top edges should be even within $\frac{1}{16}$ in.

Laminates

Laminate countertops will have one or more discernible seams. Landed Gentry will repair gaps or differentials at seams that exceed $\frac{1}{16}$ in.

Separation from wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Landed Gentry will re-caulk these areas at year end. Subsequent caulking will be your home maintenance responsibility.

Crawl Space

Homeowner Use and Maintenance Guidelines

The crawl space is not intended as a storage area. Wood and other materials stored in a crawl space can attract termites.

There is a plastic vapor barrier that has been installed under your home; there may be some dampness under this barrier. You may notice slight dampness in the crawl space, which is typical. It is important that the barrier remain evenly spread under your home. After work has been done under your home make sure that the vapor barrier is complete and there are no gaps or exposed earth. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Please make sure that sprinkler heads or other irrigation and drainage is not directed at crawl space vents. Report standing water to Landed Gentry for inspection.

See also
Ventilation

Landed Gentry Limited Warranty Guidelines

During the orientation we will check the condition of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, Landed Gentry will correct the conditions that result in persistent standing water.

Damp-Proofing

Homeowner Use and Maintenance Guidelines

If your home has a basement, we spray your foundation walls with a waterproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

Landed Gentry Limited Warranty Guidelines

Landed Gentry will correct conditions that allow actual water to enter the basement unless the cause is improper installation of owner-installed landscaping or failure to adequately maintain drainage.

Decks

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior. Many of the decks Landed Gentry installs utilize synthetic decking material, which diminishes some of the long-term maintenance requirements. If your deck is a synthetic material, please follow the manufacturer's recommended maintenance and care guidelines, which may be different from that of typical wood decking. If you are unsure of what type of decking material is on your home please ask your Selections Coordinator.

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. Landed Gentry recommends that you treat or re-stain your decks annually.

Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture

The surface of the decking can be damaged by moving grills, furniture, or other items. Use caution when moving such items to prevent scratches, gouges, and so on.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Home centers and hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid scratching of the deck boards.

Stain

Exposed wood decks have been stained with a semi-transparent oil stain to protect and beautify the wood. Each board takes the same stain differently and variations in color will be readily noticeable. Over time, with exposure to weather and use, further variations in color will occur.

Landed Gentry Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the orientation, we will confirm that the wood decks are in satisfactory condition.

Color Variation

Color variations are a natural result of the way wood accepts stain and are excluded from limited warranty coverage.

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In extreme situations where personal safety is involved, if Landed Gentry provides replacement of boards or rails, the new material will not match existing pieces that have been exposed to elements and use. Landed Gentry does not provide corrections when problems occur due to lack of normal maintenance.

Doors and Locks

Homeowner Use and Maintenance Guidelines

The doors installed in your home are made of steel, fiberglass and/or wood products and are subject to the natural characteristics of each of those products, such as shrinkage and warpage. Due to natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

Bi-fold Doors

Interior bi-folds sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Exterior Finish

Most exterior doors are either steel or fiberglass. These are relatively low maintenance products, although due to regular use and weather exposure, their useable lives can be extended by regular painting and general maintenance.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Wood door panels shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on exposed areas is your maintenance responsibility.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

Sticking

The most common cause of sticking doors is the natural expansion of lumber due to changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: (1) apply either a paste wax, light coat of paraffin or candle wax to the sticking surface; (2), tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

Landed Gentry Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Landed Gentry will repair construction damage to doors noted on the orientation list.

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. Landed Gentry will make such adjustments.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Landed Gentry will repair split panels that allow light to be visible.

Warping

Landed Gentry will repair doors that warp in excess of ¼ in.

Drywall

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of trusses or rafters to which the drywall is attached.

Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

With the exception of the one-time, year-end repair service provided by Landed Gentry, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made and are best done when you redecorate the room. Repair hairline cracks with a coat of paint. Repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch, and cover it with spackle, available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, then paint. Fill indentations caused by sharp objects in the same manner.

Landed Gentry Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition.

Year End Repairs

During the warranty period, Landed Gentry will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible. Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area. **Landed Gentry does not repair drywall flaws that are only visible under particular lighting conditions.**

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Landed Gentry completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Easements

Homeowner Use and Maintenance Guidelines

Easements are areas where such things as utility supply lines or access driveways pass through your property. They permit service to your lot (homesite) and adjacent lots, now and in the future. Your lot will also include drainage easements, meaning the runoff from adjacent lots passes across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities – such as the gas, electric, or phone companies – need access to lines for repairs or to connect service to nearby homesites.

*See also
Property
Boundaries*

Utility companies, U.S. Postal Service, and others, have the right to install equipment in easements. This might include streetlights, mailboxes, or junction boxes. Neither Landed Gentry nor you as a homeowner has the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Landed Gentry informed of such changes, we are unable to predict sites that will include such equipment.

Electrical System

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. Starting an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

Fixture Location

We install light fixtures in the locations indicated on the plans or based on your custom walkthroughs. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, kitchens, exterior and garages (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip GFCI breakers. Each GFCI circuit has a test and reset button. Once a month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets, so check adjacent GFCI plugs if the plug you are using doesn't respond.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high, and the limited warranty does not cover such damage.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation.

Luminous Light Panels

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Over time, the plastic panel may yellow and will become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home center and hardware stores. Most suppliers will cut the panel to fit so if you need to purchase a replacement, be sure to note the size you need. Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Modifications

If you wish to make any modifications, contact the electrician listed in the **"Utility and Community Services" list in the Forms Appendix**. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or adjacent GFCI, then check the breaker. If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

Under- or Over-Cabinet Lights

Optional under- or over-cabinet lighting provides task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

Homeowner Use and Maintenance Guidelines

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Landed Gentry's limited warranty excludes any fixture you supplied.

Designed Load

Landed Gentry will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Landed Gentry will repair or replace them.

GFCI (Ground-Fault Circuit-Interrupters)

Landed Gentry is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

Power surges are the result of local conditions beyond the control of Landed Gentry and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.

Troubleshooting Tips – No Electrical Service

➤ **No Electrical Service Anywhere in the Home**

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company.
- Main and individual breakers are all in the on position.

➤ **No Electrical to One or More Outlets**

Before calling for service, check to confirm that the:

- Main and individual breakers are all in the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

➤ **Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.**

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Landed Gentry Limited Warranty Guidelines

Landed Gentry provides 2 service appointments; 60-Day & 1-Year (within the 1 year warranty period) to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When Landed Gentry installs fencing as part of your new home, we confirm its good condition during your orientation. All types of fencing require some routine attention.

*See also
Property
Boundaries*

Drainage

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded. Use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

Homeowner Association Design Review

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee of your homeowners association. Specific requirements about style, height, position on the lot are described in the current design review guidelines which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

Landed Gentry recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements.

Variation

Height and location of fences installed by Landed Gentry will vary with lot size, topography, and shape. Landed Gentry must meet the requirements of the Design Review process just as any homeowner would.

Wood Fences

The lumber used to construct wood fences is rough cedar. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

Wrought Iron Fencing

Wrought iron is subject to rusting, if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best. As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

Landed Gentry Limited Warranty Guidelines

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Landed Gentry will correct fence posts that become loose during the warranty period. Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

Fireplace

Gas Fireplace

Landed Gentry offers direct-vent gas fireplaces that come site specific in many of our homes. If your home has this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturers' directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

Landed Gentry Limited Warranty Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Landed Gentry's and the manufacturer's directions are followed.

Cracks

Normal shrinkage of mortar results in hairline cracks in masonry. Landed Gentry will repair cracks that exceed 1/8 inch in width. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but expect some variation. Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

Glass Doors

During the orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. The build-up of smoke deposits on glass doors is common, and cleaning them is your homeowner responsibility. Cleaning agents specifically for glass fireplace doors are available from home supply stores or fireplace and barbeque specialty stores.

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consultants and local building codes. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual. Basements are rare, unless your home is on a sloped lot or other unique circumstances. Most foundations make up unoccupied crawl spaces.

Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can also form on water lines.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. Landed Gentry does not warrant your ability to obtain such a permit as building codes may change over time.

Landed Gentry Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the recommendations of an engineer, architect or based on building codes. The walls of the foundation are poured concrete with steel reinforcing rods.

Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as a seam where two pours meet or slight honeycombing (aggregate visible), are normal and require no repair unless they permit water to enter.

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Landed Gentry will seal cracks that exceed 1/8 inch in width.

Leaks

Landed Gentry will correct conditions that permit water to enter a finished basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary.

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed.

Lock

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over-lubricating to prevent drips on vehicles or floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Landed Gentry installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye. Expect to replace the battery in the garage opener remote controls about once a year.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance. We paint all garage doors.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or near the door. After the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. Door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag

Garage doors may sag slightly due to weight and span. This will stabilize after the panels have dried.

Landed Gentry Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Landed Gentry will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home. Note that painted garage doors will still show the underlying color between doors sections when in operation.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation. **If you suspect a leak, leave the home immediately and call the gas company for emergency service.**

Landed Gentry Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Landed Gentry will correct leaks from the meter into the home.

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs – to list a few examples) have caused much investigation and research.

The conclusion of research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

See also
Carpet / Filtration

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. The local building authorities as well as Landed Gentry inspect the site. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

Drainage

Typically, the grade around your home should slope away from the foundation 5 feet. Generally, drainage swales do not follow property boundaries. Maintain all slopes around your home to permit water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials

Maintain soil levels 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Roof Water

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Subsurface Drains

Occasionally Landed Gentry installs a subsurface drain to ensure that surface water drains. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

See also
Landscaping

Landed Gentry Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Landed Gentry will fill the areas during the warranty period.

Erosion

Landed Gentry is not responsible for weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Swales

Landed Gentry does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Landed Gentry advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Under Concrete

Landed Gentry will fill visible sunken areas under concrete during the first year.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

Extensions or Splash blocks

Extensions should discharge outside of rock or bark beds so that water is not dammed behind edging materials.

Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

Paint

Gutters and downspouts are installed with the color imbedded in them during manufacturing; however, they are sometimes painted to match your home. If painted, you should repaint them when you repaint your home.

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

See also
Roof / Ice Dam

Landed Gentry Limited Warranty Guidelines

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks

We correct leaks that occur during the warranty period.

Overflow

Gutters may overflow during periods of heavy rain. This is expected and requires no repair.

Standing Water

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

Hardware

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or add lubrication.

Landed Gentry Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. Landed Gentry will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

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, and use water for cleaning very sparingly. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of 1 cup vinegar to one gallon of warm water. To damp-mop, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots or a leaking refrigerator water or ice maker.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors to allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may accumulate.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

Use protective mats at exterior doors to help prevent sand and grit being tracked onto the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface. Another point to keep in mind is that natural wood darkens as it ages due to exposure to sunlight. The spaces beneath rugs and mats are shielded from the light and will frequently appear lighter in color than the rest of the wood floor.

Recoat

Most hardwood floors are pre-finished prior to installation. Refer to the manufacturer's recommendations. If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within a few years. The timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

Separation

Expect some shrinkage around heat vents or heat-producing appliances, or during seasonal weather changes.

See also
Warping

Shoes

Keep high heels in good repair. Heels missing 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. Do not allow liquids to remain on wood floors.

Splinters

When floors are new, small splinters of wood can appear.

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.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Wax

Wax and products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to wax. The preferred maintenance is preventive cleaning and recoating as needed to maintain the desired luster.

Landed Gentry Limited Warranty Guidelines

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed $\frac{1}{8}$ inch, Landed Gentry will fill them at year end. Landed Gentry is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity.

Heating System: Gas Forced Air

Homeowner Use and Maintenance Guidelines

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. Read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

Avoid Overheating

Do not overheat your new home. This can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase gradually.

Blower Panel (Fan cover)

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.

Combustion Air

Combustion air ducts are included with furnaces we install in garages or in utility closets. The outside end of the duct is covered with a screen to minimize insects or animals entering the duct. Cold air coming in through this duct means it is functioning as it should.

Caution: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

Duct Cleaning

Consider carefully before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was it found to prevent health problems. For additional information contact the EPA and request document EPA-402-K-97-002. Or, view this information on their website: www.epa.gov/iaq/pubs/.

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter regularly, per the manufacturer's instructions. A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of furnace care.

Buy filters in large quantity for the sake of convenience. You will find the size and type printed along the edge of the filter that is in your furnace. Alternatively, if you have a permanent, washable, removable filter, you should clean this monthly. Use water only to clean the filter, air dry, and leave the unit off for a brief period. Do not use soaps or detergents on the filter.

Furnished Home

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

Fuse

Some furnaces have a fuse directly above the on-off switch. This fuse is an S10, S12, or S15 fuse. It absorbs any spikes in the line such as electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these before, it may be hard to determine if the fuse has blown. We suggest that you buy extra fuses of the same size to have on hand.

Gas Odor

If you smell gas, **call the gas company immediately.**

Odor

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

Pilot

On models with manually lit pilots, lighting the furnace pilot involves several steps; follow manufacturers' instructions. These instructions are also included on a sticker on the furnace and in the manufacturer's literature.

Registers

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

Landed Gentry Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Landed Gentry will repair as needed.

Troubleshooting Tips- No Heat**Before calling for service, check to confirm that the:**

- ▶ Thermostat is set to "heat" and the temperature is set above the room temperature.
- ▶ Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that allows fan motor to come on. If that button is not pushed in, the furnace will not operate.
- ▶ Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ Switch on the side of the furnace is on.
- ▶ Fuse in furnace is good. (See manufacturer literature for size and location.)
- ▶ Gas line is open at main meter and at the side of furnace.
- ▶ Filter is clean to allow airflow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.
- ▶ Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Furnace Sounds

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, Landed Gentry will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Thermostat

Thermostats are calibrated to plus or minus 5 degrees.

Heating System: Heat Pump

Homeowner Use and Maintenance Guidelines

Heat pumps are offered on a limited basis. If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

Air Circulation Across Coils

Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulation can cause inefficiency or damage.

Air Conditioning and Heating

A heat pump system operates differently than a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this activity.

Air Temperature at Vents

Do not expect dramatic temperature differences in the air coming from the vents as with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those in a gas forced-air system. As a result, in the heat mode, air from the supply vents will typically range from 85° to 90°F. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20°F.

Auxiliary Heat System

At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will come on to maintain the temperature you set at the thermostat. The auxiliary system will also come on whenever the temperature at the thermostat is moved 1.5 degrees or more at one time. If the light stays on when the outside temperature is more than 30°F, contact a service person.

Defrost Cycle

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically.

During the defrost cycle, the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during this cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback

Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

Register Adjustment

Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the airflow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Troubleshooting Tips**No Heat or Auxiliary Heat Stays on When Outside Temperature Is 30 Degrees or Above****Before calling for service, check to confirm that the:**

- ▶ Thermostat is set to "heat" and the temperature is set above the room temperature.
- ▶ Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ Filter is clean to allow airflow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.
- ▶ Outside unit is not blocked by snow or other materials.
- ▶ Outside coil does not have an excessive ice build-up.
- ▶ Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Return Air Vents

As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing furniture where it blocks the return air vents.

Landed Gentry Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding warranty coverage.

Humidifier

Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture pad according to the manufacturer's instructions and suggested timetable.

Landed Gentry Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of speaker wire), confirm that the insulation is smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Note: Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

Landed Gentry Limited Warranty Guidelines

Landed Gentry will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your Purchase & Sale Agreement.

Landscaping

Homeowner Use and Maintenance Guidelines

The level of landscaping included with each home varies by neighborhood. Many of the homes Landed Gentry builds come with complete landscaping others do not.

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you. In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Whatever the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition. Also, check with the Architectural Control Committee of your Association (if applicable) for design guidelines.

Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

See also
Grading & Drainage

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rain or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Landed Gentry.

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

See also
Property Lines

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

Requirements

Check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Seeded Lawns

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to over-seed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any depressions with a light layer of topsoil. Minimize traffic on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) until the yard is established and requires normal watering.

Soil Mix

Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to hold soil moisture and to help prevent weeds and soil compaction.

In areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of treated, odorless manure. Rototill this into the soil to a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

Sprinkler System

If Landed Gentry included a sprinkler system with your home, we will arrange to have the installer demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install your sprinkler or you install it yourself, keep these points in mind.

You, or your Owners Association (depending on the neighborhood), are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to properly drain the system and blow out the lines before freezing temperatures occur can result in broken lines, which will be your responsibility to repair. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler- or bubbler-type irrigation systems are not recommended for use adjacent to your home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Stones

The soil in your area may contain rocks. Removing these naturally occurring elements is a regular maintenance activity. If Landed Gentry installs seed or sod, rocks will be removed and surface raking performed. You will need to provide continued attention to this condition as part of your yard care.

Trees

Landed Gentry values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to preserve existing trees in the area of your home. In spite of our efforts, trees located on construction sites can suffer damage from construction activities, which can manifest months after work completion.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility. Remember to water trees during the summer or during warm dry periods in the winter.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process. Trees and other plants that exist on the lot when construction begins and are not part of any landscaping installed by Landed Gentry are excluded from warranty coverage.

Utility Lines

Slight depressions may develop in the lawn along the line of a utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and relay the sod. Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply.

See also
Easements

Waiting to Landscape

If you leave ground un-landscaped, it erodes. Correcting erosion that occurs after closing is your responsibility. Many neighborhoods have requirements within their CC&Rs related to a time period after closing that landscaping must be installed.

Weeds

Weeds will appear in your new lawn whether seed or sod is used. Left un-landscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

Landed Gentry Limited Warranty Guidelines

No warranty.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Landed Gentry Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Landed Gentry warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Landed Gentry Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Landed Gentry will correct scratches, chips, or other damage to mirrors noted during the orientation.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Recent changes in the formula for paint (such as the elimination of lead), mean that painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Touching up rather than washing the paint often yields better results.

Colors

Your Selections Sheets are your record of the paint and stain color names, numbers, and brands in your home. You will be given small containers of paint and stain samples to match the products and colors used on your home.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every three to seven years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used. Over time, the finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid allowing sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or appropriate cleaning product. We provide samples of each paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

We suggest you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

Landed Gentry Limited Warranty Guidelines

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Landed Gentry will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

See also
Drywall

Cracking

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Fading

Expect fading of paint or stain caused by the effects of sun and weather. Landed Gentry limited warranty excludes fading.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

Due to wood's characteristics, color variations will result when stain is applied. This is natural and requires no repair. Water-base paints often make wood grain visible on painted trim. Landed Gentry does not provide corrections for this condition.

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library.

Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone jacks in predetermined locations. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Landed Gentry Limited Warranty Guidelines

Landed Gentry will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the communications provider.

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

Basement Construction

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers as they remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores. Note: Using chlorine tablets in your toilet tank can damage the components over time and negates your warranty.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drain stopper – usually found in bathroom sinks – by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check the manufacturer's directions for additional instructions.

See also
*Extended Absence
Checklist*

Fiberglass Fixtures

To clean, use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 deg. Fahrenheit. Set the heat at a minimum of 55 deg. F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather, or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use a hair dryer to thaw frozen pipes – never use an open flame.

Glass Shower Doors

Use a squeegee to dry glass shower doors after each use to prevent stains and spots caused by water and soap build-up.

Gold or Brass Finish

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Jetted Tubs

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate jets unless the water level is at least one inch above the jets. Be cautious using the tub if you are pregnant, have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it from becoming tangled in the jets - a potentially dangerous situation.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain. Avoid abrasive cleansers. Auto wax will help seal and preserve your tub's surface.

Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This allows the faucet to accept a hose connection.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Flush Toilets

We want to point out a water-saving regulation that went into effect in 1993, prohibiting the manufacture of toilets that use more than 1.6 gallons of water per flush. In seeking a balance among comfort, convenience, and use of natural resources, the government conducted several studies. The 1.6-gallon toilet was found to be the size that consistently saves water.

As a result of this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Though you may occasionally flush twice, overall you are saving water and complying with the law. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Main Shut-Off

The water supply to your home can be shut-off entirely in two locations. The first is at the street and the second is at the meter. We will point both of these out during your Final Walkthrough.

Troubleshooting Tips: Plumbing**No Water Anywhere in the Home**

Before calling for service, check to confirm that the:

- ▶ Main shut off on the meter inside your home is open.
- ▶ Main shut off at the street is open.
- ▶ Individual shut-offs for each water-using item are open.

No Hot Water

See Water Heater

Leak Involving One Sink, Tub, or Toilet

- ▶ Check caulking and grout.
- ▶ Confirm shower door or tub enclosure was properly closed.
- ▶ Turn water supply off to that item.
- ▶ Use other facilities in your home and report problem next business day.

Leak Involving a Main Line

- ▶ Turn water off at the meter in your home.
- ▶ Call emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- ▶ Shut off the water supply to the toilet involved.
- ▶ Use a plunger to clear the blockage.
- ▶ Use a snake to clear the blockage.
- ▶ If you've been in your home fewer than 30 days, contact Landed Gentry or the plumber listed on your Emergency Phone Numbers sheet.
- ▶ If you've been in your home over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

- ▶ If you've been in your home fewer than 30 days, contact Landed Gentry or the plumber listed on your Emergency Phone Numbers sheet.
- ▶ If you've been in your home over 30 days, contact a router service.
- ▶ Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

→ *Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.*

Marble, Manufactured Marble or Solid Surface

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Abrasive cleansers and razor blades will damage the surface of manufactured marble. Always mix hot and cold water at manufactured marble sinks; hot water alone can damage the sink.

Outside Faucets

Outside faucets (sillcocks) are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Landed Gentry does not warrant sillcocks against freezing.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent. Avoid using abrasive cleaning products or scouring pads, as these can damage the surface.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Sprinklers

Routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.

See also
Landscaping / Sprinkler

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads, which will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. Occasional cleaning with a stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish. Local water conditions also affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model. If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

See also: *Septic System*

Landed Gentry Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

Clogged Drain

Landed Gentry will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Landed Gentry will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

Landed Gentry will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines.

Leaks

Landed Gentry will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Landed Gentry will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, or personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Landed Gentry will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the same time.

Supply

Landed Gentry will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Property Boundaries

Homeowner Use and Maintenance Guidelines

At closing, in your title report, you will receive a copy of a survey that shows your lot. To construct the home Landed Gentry established the property boundaries and corners.

See also
Easements

During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installation of utility lines and other typical construction activities. If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and you have found all corners.

Railings

Homeowner Use and Maintenance Guidelines

Stained wood or painted aluminum railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in to prevent dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show seams where pieces of wood came together to form the railing.

Landed Gentry Limited Warranty Guidelines

During the orientation we will confirm that all railings are in good condition. Landed Gentry installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Color and Pattern

Your Selections Sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain following installation of your floor covering, we leave them for you in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

Scrubbing and Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate. Special caulking can be used at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Landed Gentry Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. Landed Gentry limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Landed Gentry is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. Landed Gentry will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

Landed Gentry has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Landed Gentry will repair this condition.

Seams

Seams will occur and are sealed at the time of installation. Landed Gentry will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Landed Gentry will correct curling at seams unless caused by excessive water.

Roof

Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur. Refer to Roofing Products Limited Shingle Warranty.

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

Ice Dam

On occasion, depending on conditions and exposure, rising heat from inside the home melts snow on the roof. When the water runs down and reaches the cold eaves, it may freeze. An accumulation of this type of ice dams subsequent runoff and water begins to back up, sometimes working its way up and under shingles, into the home through windows or ceilings. If your home design or orientation makes it vulnerable to this occurrence, you may want to install an electric gutter heater strip in susceptible areas. Be aware that manually removing ice from the roof can damage electric heater strips.

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your roof. Your weight and movement can loosen roofing material resulting in leaks. Never walk on the roof of your home when the shingles are wet – they are slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Landed Gentry Limited Warranty Guidelines

Landed Gentry will repair roof leaks other than those caused by weather such as hail damage, or action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Ice Dam

An ice build-up (ice dam) may develop in the eaves during extended periods of cold and snow. Your homeowner insurance may cover this damage, which is excluded from warranty.

Severe Weather

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Rough Carpentry

Landed Gentry Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Landed Gentry does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Landed Gentry will take no action for this occurrence.

Floor Level

Floors will be level to within ¼ inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Landed Gentry will correct floor slope that exceeds 1/240 of the room.

Plumb Walls

Landed Gentry will correct walls that are out of plumb more than ½ inch in an 8-foot distance or walls that are bowed more than ¼ inch in any 32-inch measurement.

Troubleshooting Tips: Roof Leak

Keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be in line when conditions dry out, so do call in your roof leak.

- ▶ Confirm the source of the water is the roof rather than from:
 - Plumbing leak
 - Open window on a higher floor
 - Ice dam
 - Clogged gutter or downspout
 - Blowing rain or snow coming in through code required roof vents
 - Gap in caulking
- ▶ Where practical, place a container under dripping water.
- ▶ If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- ▶ Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.
- ▶ Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- ▶ Report the leak to Landed Gentry during first available business hours.

Septic System

Homeowner Use and Maintenance Guidelines

Most of Landed Gentry's homes are served by sanitary sewer service provided by a municipality or other entity. If your home is in a rural area or an area not served by sewer service, you will have a septic system. Septic systems consist of two basic parts: a septic tank and an underground disposal field. Bacteria break down solids forming a sludge which is moved by incoming water out to the disposal field where it is filtered into the soil. To preserve the effectiveness of the system, keep these points in mind:

- ▶ Avoid disposing of chemicals such as solvents, oils, points, and so on, through the septic system
- ▶ Avoid using commercial drain cleaners. They can kill the bacteria that are working to break down the solid waste matter.
- ▶ Food from a disposal decomposes more slowly and adds to the solids in the tank. Coffee grounds may clog the system.
- ▶ Avoid disposing of paper product (diapers, sanitary supplies, paper towels, etc.) other than toilet paper through the system.
- ▶ Do not rely on yeast or chemical additive to digest sludge. They are not an alternative to regular pumping and may actually harm the system.
- ▶ Drain surface water away from the disposal field. Eliminate unnecessary sources of water in the area of the disposal field. Plant only sod over the disposal field. Avoid fertilizers in this area.
- ▶ Conserve indoor water use to put less strain on the system. Correct leaky faucets or running toilets promptly. Keep in mind that a water softener will generate 30 to 85 gallons of water every regeneration cycle.
- ▶ Do not drive on the disposal field or build over it.

Pumping the System

Over time, the matter not broken down by the bacteria can clog the system. This will happen in spite of careful use and good maintenance. To prevent serious problems, regular pumping to clean out the tank is essential – usually every 1 to 2 years, more often if usage is heavy.

System Failure

If you believe your system requires attention, call a professional to assess the situation. Have the system pumped. If a new system is required, a permit must be obtained from the county or municipality where your home is located. Signs that your septic system is failing include:

- ▶ Black water with a foul odor backing up in drains or toilets.
- ▶ Toilets flush slowly.

- ▶ Water ponds on top of the disposal field.
- ▶ Grass stays green over the disposal field even in dry weather.

Water Softener

Prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

Landed Gentry Limited Warranty Guidelines

During the orientation we confirm that the septic system is working properly and that you are familiar with the location of the tank and disposal field. While we install the system in accordance with codes and plans based on your soil conditions, we do not warrant that the septic system will function indefinitely. Weather, ground water, environmental conditions, topography, as well as your family's habits can all generate unpredictable effects.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build-up of minerals and soap. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak. Check and touch-up caulking on an as needed basis.

Landed Gentry Limited Warranty Guidelines

During your orientation we will confirm the good condition of all shower doors and tub enclosures. Landed Gentry warrants that shower doors and tub enclosures will function according to manufacturer specifications.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

*See also
Paint and
Wood Trim*

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more shrinking and cracking as the wood dries over time, and will require more maintenance attention.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Cement Based Products

Cement based siding will require repainting and caulking just as wood products do.

Landed Gentry Limited Warranty Guidelines

Landed Gentry warrants all siding to be appropriate in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be your responsibility to repair.

Landed Gentry will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair at year end. Paint or stain touch-up will not match the original. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Landed Gentry will correct delaminating siding.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Battery

A chirping sound from a smoke detector indicates that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9 volt battery.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Landed Gentry cannot omit any smoke detector and you should not remove or disable any smoke detector.

Landed Gentry Limited Warranty Guidelines

Landed Gentry does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Stairs

Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

Landed Gentry Limited Warranty Guidelines

Although Landed Gentry does not warrant against stair vibration or squeaks, a reasonable effort will be made to correct them.

Sump Pump

Homeowner Use and Maintenance Guidelines

If conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit, or crock. When the water reaches a certain level, the pump comes on and pumps the water out. Read and follow the manufacturer's directions for use and care of your pump.

Continuous Operation

The pump may run often or even continuously during heavy storms or long periods of rain. This is normal under such conditions.

Discharge

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily.

Power Supply

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility. Homeowner insurance does not usually cover damage to your property from this source; you may want to obtain a rider to cover this.

Roof Water

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

Trees and Shrubs

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

Routine Check

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

Landed Gentry Limited Warranty Guidelines

During your orientation we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Crawl Space Vents

Homes with crawl spaces usually include two or more vents. Make sure these vents remain open and that debris or other items do not block their operation.

Daily Habits

Your daily habits can help keep your home well ventilated:

- ▶ Do not cover or interfere in any way with the fresh air supply to your furnace.
- ▶ Develop the habit of running the hood fan when you are cooking.
- ▶ Ditto the bath fans when bathrooms are in use.
- ▶ Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Landed Gentry Limited Warranty Guidelines

Landed Gentry warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Water Heater: Electric

*See also
Plumbing*

Homeowner Use and Maintenance Guidelines

Carefully read the manufacturer's literature and warranty for your specific model of water heater.

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

Pressure Relief Valve

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

Temperature

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

Hot	120 degrees F
A	130 degrees F
B	140 degrees F
C	150 degrees F
Very Hot	160 degrees F

The recommended setting for operation of a dishwasher is B, or 140 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Note: Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

Landed Gentry Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

Water Heater: Gas

Homeowner Use and Maintenance Guidelines

Carefully read and follow the manufacturer's literature for your specific model of water heater.

*See also
Plumbing*

Condensation

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

Troubleshooting Tips – No Hot Water

Before calling for service, check to confirm that:

- ▶ Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ Temperature setting is not too low or set on "vacation."
- ▶ Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

→ Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and lowering energy costs.

Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

Most often there are lighting instructions adjacent to the pilot light. To light the water heater pilot: (1) remove the cover panel on the tank to expose the pilot. (2) Rotate the on-off-pilot knob to the pilot position. When the knob is in this position, the red button can be depressed. (3) While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. (4) If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. (5) If it stays lit, rotate the on-off pilot knob to the on position. (6) Reinstall the cover panel, then adjust the temperature setting with the regulating knob on the front of the tank.

Note: Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light. While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

Safety

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

Temperature

The recommended thermostat setting for normal everyday use is "normal." Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

Troubleshooting Tips – No Hot Water

Before calling for service, check to confirm that:

- ▶ Pilot is lit. (Directions will be found on the side of the tank.)
- ▶ Temperature setting is not too low or set on "vacation."
- ▶ Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

→ Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Landed Gentry Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

Windows, Screens, French Doors and Sliding Glass Doors**Homeowner Use and Maintenance Guidelines**

Contact a glass company for re-glazing of any windows that break. Window glass is difficult to install without special tools.

Acrylic Block

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized using by rubbing a mild automotive polish.

Aluminum

Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screen, clean them with a hose and gentle spray of water.

See also
Ventilation

Sills

Window sills in your home are made of wood, wood product, man-made marble, or marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Wax is not necessary but can be used to make sills gleam. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting of foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Landed Gentry Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Landed Gentry will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, Landed Gentry will provide adjustments and/or contact the manufacturer for repairs.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Landed Gentry provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Landed Gentry will replace the window if this occurs during the warranty period.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Landed Gentry warranty excludes this occurrence.

Scratches

Landed Gentry confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Landed Gentry will replace windows that have scratches readily visible from a distance of 4 feet. Landed Gentry does not replace windows that have scratches visible only under certain lighting conditions.

Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

Wood Trim

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces, which can usually be corrected with caulking and touch-up painting.

*See also
Expansion and
Contraction*

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

Landed Gentry Limited Warranty Guidelines

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Landed Gentry will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

Landed Gentry will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair at year end. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

Raised Grain

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

What to Expect of Your Hardwood Floor

Customers are sometimes unhappy with their hardwood floors because the floors don't look or perform the way they expected them to. Here are some things you should know about hardwood flooring:

- 1) **WOOD FLOORS WILL DENT:** No matter how hard the wood species or what type of finish is applied, wood floors will dent from improperly protected furniture, moving appliances, high heeled shoes and pet toenails. No site or factory applied finish can prevent this.
- 2) **WOOD IS NOT MONOCHROMATIC:** Wood varies in color and grain from piece to piece. Your flooring was milled from many different trees and will have natural variations according to the grading rules of the species or grade selected. The installed floor will vary from the sample.
- 3) **WOOD CHANGES COLOR AS IT AGES:** Most woods will naturally patina with or without direct sunlight. Direct sunlight may yellow or accelerate the natural process in some species.
- 4) **FURNITURE QUALITY FINISH SHOULD NOT BE EXPECTED:** Your floor was made to be walked on. Small finish imperfections, particularly those seen only in reflections or window glare should be expected and should not compromise the beauty of your floor.
- 5) **YOUR FLOOR SHOULD BE INSPECTED FROM A STANDING POSITION:** Minor blemishes or imperfections that cannot be seen from a standing position should not be considered as defects or detract from the appearance of the floor.
- 6) **WOOD FLOORS MAY SHOW GAPS BETWEEN THE BOARDS:** No matter how well the boards fit when first installed, your floor will continuously absorb and release moisture from changes in your home's humidity and temperature. This process will cause boards to shrink and show gaps during the winter heating season (more so for solid wood flooring, less for engineered floors). Lighter colored woods and stains will show these gaps more readily.
- 7) **MAINTAIN PROPER TEMPERATURE & HUMIDITY LEVELS:** Hardwood flooring performs best if temperature and humidity levels in the home do not vary greatly (consult manufacturer's recommendations). Too much moisture can make flooring "cup", too little may result in gaps or cracks.
- 8) **PROPER CARE & MAINTENANCE IS REQUIRED:** To keep your floor looking and performing well you must follow manufacturer or industry guidelines in caring for and cleaning your floor. Do not move heavy appliances (even on rollers) directly on the flooring. Do not wet mop or leave standing water on your floor. Dust, sweep, vacuum and damp mop your floor regularly. Always use approved cleaners. Place area rugs or runners in high traffic locations, and have proper protectors on all furniture.
- 9) **ASK YOUR DEALER:** We are here to help and can recommend ways to clean, maintain and protect your hardwood floor.

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SECTION 4

Appendix:

Forms and Additional Warranty / Maintenance Information

Following are the forms mentioned throughout this Homeowner Manual. Feel free to pull them out and make copies for your use.

- Loan Application Checklist
- Down Payment Worksheet
- Monthly Payment Worksheet
- Owner Walkthrough – Final Inspection
- Moving Preparation Checklist
- After Your Move Checklist
- Appliance Service
- Home-Care Supplies
- Maintenance Schedule
- Hardwood Flooring
- Homeowner Comment Form
- Additional Warranty / Maintenance Information (if applicable)

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Loan Application Checklist

The amount of documentation and information required for a mortgage can seem overwhelming. You can facilitate the application process by collecting as much of the needed information as you can before your appointment.

The checklist that follows is a general guide to assist you with the loan application. Some of the items listed may not apply to you, and your lender will probably request some items that are not included here, but this list will get you off to a good start.

Credit Report

- ☐ You will be asked to pay for a credit report and an appraisal upon signing the application.

Property Information

- ☐ The purchase agreement will include the legal description of the property and the price.

Personal Information

- ☐ Social Security number and driver's license for each borrower
- ☐ Home addresses for the last two years
- ☐ Divorce decree and separation agreements, if applicable
- ☐ Trust agreement, if applicable

Income

- ☐ Most recent pay stubs
- ☐ Documentation on any supplemental income such as bonuses or commissions
- ☐ Names, addresses, and phone numbers of all employers for last two years
- ☐ W-2s for last two years
- ☐ If you are self-employed or earn income from commissioned sales, copies of last two years of tax returns with all schedules and year-to-date profit and loss for current year, signed by an accountant
- ☐ Documentation of alimony or child support, if this income is considered for the loan

Real Estate Owned

- ☐ Names, addresses, phone numbers, and account numbers of all mortgage lenders for the last seven years
- ☐ Copies of leases and two years of tax returns for any rental property
- ☐ Market value estimate

Liquid Assets

- ☐ Complete names, addresses, phone numbers, and account numbers for all bank, credit union, 401K, and investment accounts
- ☐ Copies of the last three month's statements for all bank accounts
- ☐ Copies of any notes receivable
- ☐ Value of other assets such as auto, household goods, and collectibles
- ☐ Cash value of life insurance policies
- ☐ Vested interest in retirement funds or IRAs

Liabilities

- ☐ Names, account numbers, balances, and current monthly payments for all revolving charge cards
- ☐ Names, addresses, phone numbers, and account numbers for all installment debt and approximate balances and monthly payments for such items as mortgages, home equity loans, and auto loans
- ☐ Alimony or child support payments
- ☐ Names, addresses, phone numbers, account numbers of accounts recently paid off, if used to establish credit

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Down Payment Worksheet

Available Funds

Equity in present home	\$ _____
Savings, savings certificates	\$ _____
Investments	\$ _____
Insurance (cash value)	\$ _____
Other funds (such as a cash gift)	\$ _____
Total available funds	\$ _____
Minus amount you want to keep in savings	\$ _____
Adjusted Total Available Funds	\$ _____

Expected Expenses

Settlement costs (estimate 5 percent of loan)	\$ _____
Moving costs	\$ _____
Landscaping	\$ _____
Other expected expenses	\$ _____
Total Expected Expenses	\$ _____

Down Payment

Adjusted total available funds	\$ _____
Minus total expected expenses	\$ _____
Amount Available for Down Payment	\$ _____

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Monthly Payment Worksheet

Loan Payment

Principal and interest	\$ _____
Property tax	\$ _____
Hazard insurance	\$ _____
Total Loan Payment	\$ _____

Homeowner Association Monthly Dues

\$ _____

Estimated Utilities

Electric	\$ _____
Gas	\$ _____
Water	\$ _____
Sewer	\$ _____
Trash collection	\$ _____
Cable TV	\$ _____
Security system monitoring	\$ _____
Total Estimated Utilities	\$ _____

Monthly Payment

Loan payment	\$ _____
Homeowner association dues	\$ _____
Estimated utilities	\$ _____
Total Monthly Payment	\$ _____

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Owner Walk-Through - Final Inspection

Purchaser _____ Date _____

Address _____ Phone _____

Lot _____ Plan _____ Community _____

Entry / Foyer		Comments
<input type="checkbox"/>	Doors	
<input type="checkbox"/>	Flooring	
<input type="checkbox"/>	Walls / ceiling	
<input type="checkbox"/>	Windows	
<input type="checkbox"/>	Closet	
<input type="checkbox"/>	Lights / outlets	
<input type="checkbox"/>		

Kitchen		Comments
<input type="checkbox"/>	Flooring	
<input type="checkbox"/>	Walls / ceiling	
<input type="checkbox"/>	Windows	
<input type="checkbox"/>	Lights / outlets	
<input type="checkbox"/>	Countertops	
<input type="checkbox"/>	Cabinets	
<input type="checkbox"/>	Appliances	
<input type="checkbox"/>	Plumbing	
<input type="checkbox"/>		

Dining / Nook		Comments
<input type="checkbox"/>	Flooring	
<input type="checkbox"/>	Walls / ceiling	
<input type="checkbox"/>	Windows	
<input type="checkbox"/>	Lights / outlets	
<input type="checkbox"/>		

Initials: Builder _____ Purchaser _____ / _____

Lot _____ Plan _____ Community _____

Living Room		Comments
	Flooring	
	Walls / ceiling	
	Windows	
	Lights / outlets	
	Fireplace	

Master Bedroom		Comments
	Flooring	
	Walls / ceiling	
	Windows	
	Lights / outlets	
	Doors	
	Closet	

Master Bath		Comments
	Flooring	
	Walls / ceiling	
	Windows	
	Lights / outlets	
	Doors	
	Vanity	
	Mirror	
	Hardware / fixtures	
	Tub / shower	
	Tile	
	Toilet	
	Plumbing	

Initials: Builder _____ Purchaser _____ / _____

Lot _____ Plan _____ Community _____

Bedroom 2		Comments
	Flooring	
	Walls / ceiling	
	Windows	
	Lights / outlets	
	Doors	
	Closet	

Bedroom 3 / Den		Comments
	Flooring	
	Walls / ceiling	
	Windows	
	Lights / outlets	
	Doors	
	Closet	

Bathroom 2		Comments
	Flooring	
	Walls / ceiling	
	Windows	
	Lights / outlets	
	Doors	
	Vanity / mirror	
	Hardware / fixtures	
	Tub / shower	
	Tile	
	Toilet	
	Plumbing	

Initials: Builder _____ Purchaser _____ / _____

Lot _____ Plan _____ Community _____

Laundry Room		Comments
<input type="checkbox"/>	Flooring	
<input type="checkbox"/>	Walls / ceiling	
<input type="checkbox"/>	Windows	
<input type="checkbox"/>	Lights / outlets	
<input type="checkbox"/>	Doors	
<input type="checkbox"/>	Sink	
<input type="checkbox"/>	House fan	
<input type="checkbox"/>	Cabinets	
<input type="checkbox"/>	Plumbing	
<input type="checkbox"/>		

Options / Misc.		Comments
<input type="checkbox"/>	Windows / screens	
<input type="checkbox"/>	Closets	
<input type="checkbox"/>		
<input type="checkbox"/>		

Garage		Comments
<input type="checkbox"/>	Doors	
<input type="checkbox"/>	Garage door opener	
<input type="checkbox"/>	Slab	
<input type="checkbox"/>	Walls / ceiling	
<input type="checkbox"/>	Lights / outlets	
<input type="checkbox"/>	Power panel	
<input type="checkbox"/>	Hot water tank	
<input type="checkbox"/>	Furnace	
<input type="checkbox"/>	Water shut off	
<input type="checkbox"/>	Plumbing	
<input type="checkbox"/>	Attic storage	
<input type="checkbox"/>		

Initials: Builder _____ Purchaser _____ / _____

Exterior	Comments
Landscape	
Walks / drives	
Patio / porch	
Siding / trim	
Windows	
Lights / outlets	
Hose bib(s)	
Doorbell	

- All plumbing and light fixtures, cabinets, mirrors, appliances, countertops, tile and flooring areas are free of chips, scratches, dents, cracks, and other surface defects.
- Every attempt will be made to have landscaping in place prior to closing; however, it may take as long as six months to complete, depending on weather, scheduling, and seasonal considerations.
- Work will be completed as quickly as possible to facilitate occupancy. Builder will attempt to have all items on this list completed within a 30 day period. Some items may be back-ordered from the vendor and could take longer. Purchaser will be informed of any delays. There will be a final acceptance inspection performed to verify that the items have been corrected, that the home meets the Purchaser's expectations, and is accepted.
- House and mailbox keys will be issued following closing.
- Warranty information is provided in the Homeowner Manual and in the Public Offering Statement.

1. WALK-THROUGH SIGN-OFF

Builder and Purchaser have completed the inspection and are in agreement with the above listed correction items and terms.

Purchaser: _____ Builder: _____

Date: _____ Date: _____

2. FINAL SIGN-OFF

I acknowledge that the above Inspection List items have been completed or corrected in a workmanlike manner and to my satisfaction and acceptance.

- Number of garage door remote controls to be issued: _____

Purchaser: _____ Date: _____

Initials: Builder _____ Purchaser _____ / _____

Moving Preparation Checklist

- ☐ Compare proposals of professional movers:
 - ☐ Costs for services such as packing and unpacking
 - ☐ Costs of packing materials and boxes
 - ☐ Distance and weight charges
 - ☐ Insurance
 - ☐ Availability and notice needed
- ☐ Plan a self-move well in advance:
 - ☐ Make truck reservations early (6-8 weeks or more)
 - ☐ Include a reservation for a dolly and moving pads
 - ☐ Reconfirm one week prior
 - ☐ Arrange for help from family and friends
- ☐ If you have children, involve them in planning and preparing for the move
- ☐ Create a file for storing documents about your home and manufacturer literature
- ☐ Retain receipts for tax purposes – moving costs may be deductible
- ☐ Send change-of-address cards to magazines and book clubs six weeks prior to your move
- ☐ Give the forwarding order to your old post office one month prior to assure uninterrupted service
- ☐ Register children in their new schools
- ☐ Transfer medical and dental records, if necessary
- ☐ Arrange for homeowner insurance and obtain the certificate you need for closing
- ☐ Order checks with new your address; update financial records
- ☐ Properly dispose of flammable or hazardous materials that should not be moved
- ☐ Packing Materials
 - ☐ Boxes of various sizes; cartons for mattresses
 - ☐ Packing tape and heavy string
 - ☐ Packing paper, newspaper, bubble wrap
 - ☐ Labels to identify boxes (include a number, room/name); "Fragile" labels for special items
 - ☐ Markers
 - ☐ Master packing list (list each box by number with name/room and brief description of contents)
 - ☐ Scissors
 - ☐ Furniture pads, blankets, rugs
- ☐ Moving Day Necessities
 - ☐ Children's toys and games
 - ☐ Toilet paper
 - ☐ Beverages and snacks
 - ☐ Paper towels
 - ☐ Soap and hand towels
 - ☐ Trash bags
 - ☐ First aid kit
 - ☐ Prescription medication
 - ☐ Medical supplies for special needs
 - ☐ Pad and pen
 - ☐ Small tools: tape measure, scissors, screwdrivers, hammer
 - ☐ Ice maker hook-up kit
 - ☐ Dryer vent flex hose
 - ☐ New hoses for washing machine
 - ☐ Picture hangers
 - ☐ Plant hooks
 - ☐ Scratch cover
 - ☐ Shelf liner / contact paper
 - ☐ Phone and phone book

Additional Notes:

- ☐ _____
- ☐ _____
- ☐ _____

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After Your Move Checklist

- ☐ Store your closing documents, warranties and appliance manual in a safe location for easy reference
- ☐ Fill out and mail in all manufacturers' warranty information cards for all your new appliances
- ☐ Store all touch-up paint and stain in safe location for easy access
- ☐ Purchase extra fire extinguishers as needed
- ☐ Assemble a first-aid kit
- ☐ Locate main water and gas shut-off valves
- ☐ Locate electrical service panel and main shut-off switch
- ☐ Familiarize yourself with the operation of all appliances and equipment
- ☐ Install floor protector pads on the bottom of all furniture legs where needed
- ☐ Review your home maintenance schedule
- ☐ Update your driver's license, car and voter registration
- ☐ Notify the following of your new address:
 - ☐ Place(s) of employment
 - ☐ Driver license(s)
 - ☐ Vehicle
 - ☐ Insurance companies
 - ☐ Credit card companies
 - ☐ Social security Administration
 - ☐ Health and benefits plans
 - ☐ Investments accounts
 - ☐ Magazine subscriptions
 - ☐ Professional organizations
 - ☐ Family and friends

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Appliance Service

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date _____

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				
Compacter				
Washer				
Dryer				
Refrigerator				
Freezer				

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Home-Care Supplies

You will find that caring for your home is much easier if you have necessary tools and supplies on hand. As you review the maintenance information in this manual and in the manufacturer materials, note the materials and tools you will need. Note sizes, colors, brands, sources, and so on to create a convenient inventory that will make shopping for home-care products easier. You may wish to make copies of this form before filling it out.

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Maintenance Schedule

Begin care of your home with organized records, including information about all of its components and your furnishings. This information will make caring for you home easier, the records may be useful in completing tax returns, and will be valuable when you sell your home. Another worthwhile step is to inventory all equipment, appliances, furnishings, and personal belongings. A photo album containing pictures of each room is an excellent supplemental item. In addition to normal daily and weekly care, develop a schedule of preventative routines based on the information in this manual and the manufacturer literature you receive. A change of season creates special maintenance needs so plan for winterizing and summarizing your home.

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CUSTOMER CARE AND INFORMATION GUIDE FOR

HARDWOOD FLOORS

Congratulations on the purchase of your new Landed Gentry home.

Great Floors takes great pride in our quality workmanship and materials. With proper maintenance and appropriate cleaners, your hardwood will remain beautiful for many years to come.

CARE OF HARDWOOD FLOORS

Congratulations on having made hardwood floors part of your decorative environment. They are a wonderful investment that will last a lifetime. Hardwood is a product of nature. There are many species of wood available today, each with its own natural characteristics, which add to the beauty of the products. A hardwood floor should be expected to show hairline cracks in and between boards. There might also be a slight variation in the height of the boards in relationship to each other. Natural variations in color and grain are to be expected and are not considered to be a product defect. Some pre-finished wood floors are laminated (made up of several layers of hardwood with the top layer being stained and finished). Pre-finished wood is sanded and stained at the factory, so when installed, there may be a slight variation in the height between boards. A space between each board is intentional (necessary for the expansion and contraction of wood due to temperature and moisture changes in the wood). Minor splintering and chipping is considered normal. Below you will find information intended to help you keep your floors as beautiful as the day they were installed or refinished. Note: Always follow the manufacturers recommended procedures when known.

PREVENTIVE MAINTENANCE

- Oils from asphalt driveways or roads will tend to leave a stain. Use dirt-trapping, walk-off mats at all exterior doors to prevent as much dirt as possible from getting inside. Soft-backed throw rugs or small carpet squares just inside entrances are also helpful. Dirt

and grit are ANY floor's worst enemy – including carpet and vinyl.

- Certain chemicals in wood oxidize in strong light causing the wood to change color, weather age, or develop patina. To avoid uneven appearance, move area rugs occasionally and drape or shade large west-facing windows.
- Put fabric-faced glides on the legs of furniture. This allows movement without scuffing. Clean the glides regularly as dirt can become embedded in them. Some furniture may require barrel-type roller casters as ball-type caster may cause damage. Grey, non-marking rubber casters are the best. Avoid plastic casters.
- Vacuum regularly (do not use a vacuum with a beater bar), as often as you vacuum carpets. A brush attachment works well. Sweep or use a dust mop daily or as needed, but do not use a household dust treatment as this may cause your floor to become dangerously slick or dull the finish.
- Never damp mop a wax-finished wood floor. There are some finishes that can be damp mopped. In this case, you still need to use minimum water as water causes deterioration of the wood itself as well as the finish.
- Wipe up food and other spills immediately using a damp – not wet – cloth. Then wipe the floor dry with a soft, dry cloth.
- Waxing is not required for some finishes. Be sure you are aware which type finish was used on your floors before attempting to wax them.
- Keep high heels in good repair. High heels can always dent a hardwood floor

**CARE OF STANDARD
HARDWOOD FLOORS**

- Keep grit off the floor. Dust mop regularly and keep mats clean.
- Wipe up spills immediately with a soft, dry cloth. Use a damp – not wet – cloth for sticky spills.
- Never damp mop a wood floor. Do not clean your wood floors with water or water-based products on a regular schedule. Retail stores carry hardwood floor care kits that can be used to clean your floors instead of vinegar and water, which will dull the finish over a period of time.
- Buff to restore luster.
- Never wax a surface finish! Once waxed, the floor will be unable to be merely re-coated, but will have to be completely sanded down to raw wood to restore the floor.

**CARE OF WHITE TOPICAL STAIN
HARDWOOD FLOORS**

Due to their light color, these floors will show the effects of dirt and traffic more than those with natural or dark-stained finish will. Therefore, they need more attention. Vacuum or sweep often. Wipe off spill immediately. Follow

the maintenance recommended for the type finish used.

Something else you'll probably notice with such finishes is tiny separations between the flooring strips during dry seasons or long heating periods. The amount of moisture in the air is what causes wood to expand or contract. When humidity levels are low, the flooring will contract and the separations will become more noticeable than at other times. The contrast of a white floor surface causes even tiny scratches to appear larger. This is all normal. Depending on the type of finish used (factory or on-the-job), the light-tinted or white floors may have some shading changes over time. The finish on white or pastel stained floors will appear to diminish or deteriorate faster than a natural stain, especially if in contact with water.

Hollow Sounds: No sub-floor is perfectly level. Dips and ridges will remain in the sub-floor even after hardwood floor preparation. There may be hollow sounds where this condition occurs. This condition does not affect the structural integrity of the hardwood or the installation. Hollow sounds are considered normal and are not considered a product or installation defect.

Homeowner Comment Form

Dear Homeowner,

We want our Homeowner Manual to be relevant and useful to the needs of our customers and homeowners. We revise this material regularly and would appreciate your feedback and comments. Please email to Heather@LandedGentry.com.

1. Please indicate how you used this manual:
 - ☐ Read it from cover to cover
 - ☐ Briefly looked it over
 - ☐ Looked up answers to specific questions on occasion
 - ☐ Did not use it at all
2. Did you find the information:
 - ☐ Useful
 - ☐ Easy to understand
 - ☐ Accurate
3. What sections were most helpful?
 - ☐ Purchasing Your Home
 - ☐ Arranging Your Loan
 - ☐ New Home Selections
 - ☐ Construction of Your Home
 - ☐ Homeowner Orientation
 - ☐ Closing on Your Home
 - ☐ Caring for Your Home
 - ☐ Maintenance of Interior and Exterior Materials and Systems
4. What topics should we add?
5. Are there any topics we need to clarify, or any item that was confusing?
6. Do you have any additional comments?

Please fill in your name, address, and phone number below (optional):

Name _____

Address _____

Phone Number _____

Please check here if you would like us to call you ☐

Thank you,

Landed Gentry Homes & Communities

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