



June 11, 2015

Congratulations on your decision to purchase a new home from Parkview Homes. We share your excitement about your new residence and look forward to having you work with us during the construction of your new home.

The Parkview Homes “Homeowner Manual” has been designed to assist you during and after the purchase of your home. The information presented here and online will answer many questions and make this exciting time easier by preparing you for each step of your new home experience. In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. We suggest that you bring this manual to all meetings. As we progress, you will add items to it. When complete, your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Parkview Homes family and are always ready to serve you.

Sincerely,

Tommy Satterfield  
President  
Parkview Homes



## SECTION 1

### General Guidelines

## Section 1

### General Guidelines

The construction of a new home differs from any other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of 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 effective communication.
- Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions, and discuss details.

You have the opportunity to meet with us at several points in this process. The first of these is a pre-construction conference, where we review your final home plans, as to any last changes you have requested and any photos. At that time, we provide an overview of the construction process and answer your questions. You will also have scheduled walkthroughs and selection meetings with our superintendent or subcontractors, their meetings are scheduled with you as outlined in “construction timeline” in the selection sheets section. Also refer to Building of Your Parkview Home section.

### **Safety**

We understand that you will want to visit your new home between construction reviews and walkthroughs. Whether you are on site for a routine meeting or a casual visit, we ask that you keep the following in mind.

A new home construction site is exciting, but it can also be **dangerous**. Your safety is of prime importance to us. Please observe common-sense safety procedures at all times when visiting:

- 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, especially nails, or 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 walk under workers (i.e. roofers), tools or materials will sometimes be accidentally dropped.

## **Quality**

Our company will build your new home to the quality standards demonstrated in our other homes. Each new home is a hand-crafted product combining of art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together. We coordinate and supervise these contributions to produce your new home.

From time to time during a process that takes 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 an engineer conducts a number of inspections at different stages of construction. Your home must pass each of these inspections before construction continues.

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you do one of two things:

- Bring your concern up at one of the scheduled construction walkthroughs or reviews.
- Between those meetings, please contact us through email at [parkviewhomestx@yahoo.com](mailto:parkviewhomestx@yahoo.com).

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 by-product of the process. Although your new home is cleaned at various stages of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these Ugly duckling stages.

## **Plans and Specifications**

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Parkview Homes can change these procedures.

### ***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 Parkview Homes must comply. The codes and requirements in effect for each area can vary. 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. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

### ***Changes in Materials, Products, and Methods***

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

### **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 highest possible standard of construction only authorized suppliers and trade contractors of Parkview Homes are permitted to perform work in your home.

For your protection and our contractors, the terms of our trade contractor agreements prohibit alterations without written and signed change orders. Their failure to comply with this procedure can result in termination of their contract.

## **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 trades' people go back to work, picking up where they left off. Please understand that we are as eager as you are to get caught up and to see progress on your home.

### ***Delivery Date Updates***

We will update you on the estimated delivery date at each of our construction meetings on or after sheetrock installation. If you have any further questions, please contact your field superintendent. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date no later than 30 days before delivery.

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.

### ***"Nothing's Happening"***

Expect several days during construction of your home when it appears that nothing is happening and this can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as lead time. Time is allotted for completion of each trades 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, or the next trade is running a little late. Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact via phone or email.

## **Selections Information**

Part of the fun of buying a new home is selecting finish materials and colors. You will make these choices at various supplier showrooms with the assistance of our selections designer.

The selections designer will provide you with selection sheets that lists the choices you will need to make. You will need to schedule time to visit any supplier showrooms to make your selections as soon as possible. Plan to finalize your selections during specified stages of your new home that is detailed on the Construction Timeline sheet. Your prompt completion of these selections helps prevent the delays caused by backorders.

Please be thorough. Our selection sheets are very detailed. Fill in all blanks completely. Costly errors arise from assumptions and incomplete selection sheets. Decorating choices that exceed the specified allowances, such as those for floor coverings, countertops, or light fixtures, will require additional payment at the time of selections.

You are welcome to bring cushions or swatches to showrooms to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur. This is due to the manufacturer's coloring process (dye lots) and to the fact that over time, sunlight and other environmental factors affect the samples.

Please retain your selection sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

Items selected through our selection designer, are outlined below: This selection process **will need to be completed at various stages** to assure that there will be no delays due to decorating selections.

The following walk throughs will take place at your new home site at a time to be determined by Parkview Homes and the homeowner:

- Framing Walk Through
- Electrical Walk Through
- Structured Wiring/ Security System Walk Through (if Applicable)
- Cabinet Walk Through
- Trim Walk Through
- Exterior Drive and Privacy Walk Walk Through
- Homeowner Orientation before Closing
- Sign Off Walk Through before Closing.

## **Custom Changes**

The possibilities for your new home far exceed the popular ideas we suggest on our option and upgrade lists. In addition to the available options, you may have custom features you want us to incorporate into your new home. Think, dream, imagine, look. We will assist you in any way that we can to make these decisions as early as possible.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve an adjustment in the planned delivery date and additional costs. By working within the boundaries of the change order cutoff schedule you can usually avoid both.

### **Reminder of “Change Order” Policy you signed at Contract**

Without invalidating this contract, Buyer may order changes in the work within the general scope of the Building Documents. However, no changes are to be made except upon a prior written “Change Order” (written or electronic approval by buyer) consisting of the change, any additional cost or credit, and the additional number of days to be added to the completion date, if any.

- A. Any additional costs shall be paid at the time of signing the change order, unless agreed otherwise by the parties. If the change reduces the cost, Buyer will receive a credit, but Builder’s supervision and overhead expenses and profit will not be reduced.
- B. Buyer(s) understands that all change orders must be done directly with Builder. If the Buyer(s) has discussed the change with a supplier or subcontractor directly, then Buyer(s) need to notify Builder of the change so Builder can provide the written addendum and cost of the change.
- C. Buyer(s) are allowed to pay allowance overages directly to the current Parkview Homes Vendors. But all other allowance upgrades will be amended in writing by Builder and paid directly to Builder at the time of signing/electronic approval of the change order.
- D. Either Buyer may sign/electronically approve the change order on his or her own behalf and on behalf of the other, and the approval shall be binding on both Buyers.



## Cutoff Points for Changes

By completing any change orders according to the schedule below, you will save additional costs and avoid adding days to the construction schedule.

### Changes Affecting Should Be Made Prior To or During

1. Foundation & Elevations	Prior to Permit Application
2. Exterior Brick	At the start of Foundation
3. Windows & Doors	At the start of Foundation
4. Plumbing & Fixtures	At the start of Framing
5. Fireplace	At the start of Framing
6. Insulation	At the Start of Framing
7. Mechanical Systems	Prior to completion of Framing
8. Garage Doors	Prior to completion of framing
9. Drywall	Prior to completion of Framing
10. Electrical Wiring	During Electrical Walkthrough
11. Cabinets/Formica	During Cabinet Walkthrough
12. Light Fixtures	Prior to completion of Sheetrock
13. Interior Brick	Prior to Sheetrock
14. Floor Coverings	Prior to Sheetrock
15. Wall/Floor Tiles	Prior to Sheetrock
16. Interior/Exterior Paint	Prior to Completion of Sheetrock
17. Stain & Enamel	Prior to Completion of Sheetrock
18. Vanity Tops	Prior to Cabinet install
19. Hardware	Prior to Completion of Paint
20. Mirrors/Shower Doors	Prior to Completion of Paint
21. Landscape Design (if applicable)	Prior to Completion of Finals



## SECTION 2

### BUILDING YOUR PARKVIEW HOME

## **A. PRE-CONSTRUCTION PHASE**

By this stage we have worked together to develop preliminary architectural plans and a scope of work addendum for your new home, as well as signed a construction contract. Now, preliminary architectural plans will be converted to finalized architectural plans. Once finished, the finalized architectural plans along with the scope of work addendum and contract form the entire agreement between you and Parkview Homes.

Once signed and dated, modifications to any one of these documents is considered a Change Order, which must be requested in writing, and will be handled according to our Change Order Policy.

In addition to the above, the Homeowner should have their financing in place and ready for the start of the Construction Phase. If you choose to self-finance the home, then we will meet with you to discuss construction funds and the payment schedule. Either way, we will proceed to the construction phase once construction funding is in-place.

### **Homeowner Manual Meeting**

You will be presented with a personal Homeowner Manual prior to construction. It will help you to stay organized and informed during the construction process. Inside the Homeowner Manual, you will find:

- *General Information Section*
- *Building Of Your Parkview Home*
- *Company Contact Information*
- Your signed and dated *Contract and Scope of Work Addendum*
- Your signed and dated *Customer Selection Vendors Sheet*
- *Selection Sheets* and procedures
- *Selection Confirmation*
- *Change Order* procedures
- *Construction Timeline*

The Homeowner Manual meeting is important as it introduces you to the Parkview process and outlines the steps and timing necessary to ensure you enjoy a seamless building experience. At this meeting the following will be covered:

- Familiarization with the Homeowner Manual;
- Selection Timeline will be outlined in detail;
- Selection Confirmation Procedures will be outlined in detail; and
- The Change Order Procedure will be outlined in detail.

Please take the time to familiarize yourself with the entire Homeowner Manual. This is your tool to stay organized and on schedule. If you follow the steps outlined in this manual, your construction experience will be more enjoyable and much more efficient. Also, you will be asked to bring the Homeowner Manual to every meeting and site visit.

## **B. CONSTRUCTION PHASE**

### *Meetings and Selections Timeline*

Here is where you start getting busy. There are many decisions you must make during the course of construction . We have split these decisions up to allow you to make them a few at a time, instead of all at once. There are approximately three meetings scheduled with our selections designer. They will prove to be an invaluable resource for you while making many of your selections and helping you to tie everything together. The other selections will be made directly with the suppliers. Their information is included on the individual Selection Sheets in the Selection Sheets section of this manual. This section also includes a summary of selections to be made, meeting locations and due dates.

Upon making each selection, the selection designer will forward the selection sheets to you for your review, approval and signature. It is important that you return the selection sheets promptly so there is no delay in your construction schedule. Sometimes, It will include the order amount, your allowance amount, and the balance or credit due. Over allowance balances are due immediately. Material will not be ordered or work started until the appropriate vendor receives all payments for overages.

This system will be repeated throughout the construction of your home for each product selection. If a change is made after signing off on the selection sheets, the change must be implemented using a change order request to our email.

## Construction Schedule with Selection Timeline

### 1. Foundation Stage

Apply for Permit  
Bench The Lot  
Set the Forms  
Drill Piers  
Rough Plumbing  
Plumbing Inspection  
Grade the Slab  
Foundation Inspections  
Install floor plugs  
Pour Slab  
Grade the lot

Decisions needed during this phase:

**Plumbing Selections Needed (appointment with vendor)**  
**Brick/ Stone Selections Needed (appointment with vendor or house seen)**  
**Exterior Door Selections (appointment with vendor or house seen)**  
**Roof Color / Selection (appointment with vendor or house seen)**  
**Windows Selections finalized (see Parkview)**

### 2. Phase 2 — Framing

Frame the House  
Install Roof  
**Electrical Walkthrough (1-2 hours with Parkview)**  
Plumbing Top Out  
HVAC Rough  
Electrical Rough  
Install Fireplaces  
Security Pre-wire  
Set Exterior Doors  
**Walk for Cabinets (1-2 Hours needed with Parkview)**  
City Inspections  
Insulation Install  
Insulation Inspection

Decisions needed during this phase:

**Appliances Finalized (appointment with vendor)**  
**Handrail Baluster Selection (See Parkview)**  
**Wood Floor Selection (see addendum or Parkview)**

### 3. Phase 3 — Sheetrock / Interior Trim

- Brick/Stone Start
- Sheetrock Tape Bed and Texture
- Install Hardwood Floors
- Install Trim
- Install Tile
- Paint Selections Needed
- Install Garage Doors
- Install Flatwork (per plot plan)
- Install Cabinets
- Countertop Selections due
- Painter Start Interior
- Exterior Color Selection Needed
- Paint Exterior
- Order Gutters

Decisions needed during this phase:

- Decorative Lighting (appointment with vendor)***
- Hardware Selections (appointment with vendor)***
- Mirror Selections (appointment with vendor)***
- Shower Door Selections (see Parkview)***
- Tile Selections (appointment with selections designer)***
- Countertop Selections (appointment with selections designer)***
- Paint Selections (appointment with selections designer)***

### 4. Phase 4 — Final Phase

- Install Gutters
- Install Countertops
- Electrical Final
- Plumbing Final
- HVAC Final
- Install Hardware
- Security Final
- Clean House
- Wood Floor Stain (meeting with vendor on job-site)
- Painter touch-ups
- Install Mirrors
- Install Shower Doors
- Final Inspections
- Customer Walk

**MOVE IN !!!!**

## **Timeline of Events and Selections**

### **Grading the Lot Meeting**

A Parkview Homes representative will meet with you on your lot to discuss the orientation of your home and mark any trees needed for clearing.

### **Foundation Meeting**

- Project Manager will meet with you to explain the foundation process.
- We will layout the house based on the site plan. (this could change due to in field measurements)

Actual construction is now underway on your home. There are a few things to remember during this exciting process. A custom home is one of very few products that the purchaser can watch being created and modify the final outcome while the project is in-process. Like every manufacturing process, an occasional issue may arise that requires correction. In home construction, the purchaser becomes aware of these situations as they happen. Sometimes what appears to be an issue is not an issue at all, but only a misunderstanding of the situation.

Issues that do occur will be approached with the following in mind:

1. Is the area of concern within quality standards?
2. Does the cost of correction outweigh the value of the issue?
3. What is the simplest way to correctly address the issue?
4. What is the proper time table for correction? Is more time required to explore options for correction?
5. Will the issue affect the appearance or function of the completed home?
6. Once a method for addressing the issue has been determined, you will be notified of the method of correction and the schedule for correction.

## **Plumbing Fixtures, Front Door, Appliance Selections, Brick/Stone Selection, Roof Choice**

Typically, these selections take the longest; however, the information gained from these selections are vitally important since many of your home's framing and mechanical work are based on these early selections. On each Selection Sheets, you will be provided with the vendor(s) contact information to set up an appointment as well as notes that may aid you in your selection process.

- Complete the Plumbing Fixtures Selection.
- Complete the Brick/Stone Selection.
- Complete the Roof Choice/Color Selection.
- Complete the Front Door Selection. *Note: This is also the time to make any exterior door and/or window changes for just the cost of the material, as opposed to incurring framing costs and having extra, non-returnable doors and/or windows.*
- Complete the Appliance Selection.

Note: These these selections must be completed before start of framing begins on your home.

## **Wood Floor Selection, Cabinet Walk, and Electrical Review Meeting**

This the first of a few onsite meetings with Parkview Homes, you will review wood floor locations, walk the layout of the cabinets, and review the electrical plans for any changes.

### *Cabinetry Walk*

Cabinetry plans will be created from the plans' interior elevations and presented to you for approval. This is the time to confirm cabinetry layout/design and to discuss any options not already included in your custom home.

- After receiving cabinet drawings please Approve and sign off on the cabinet layout drawings and options (these drawings are vital; our trades cannot finish their work without these finalized drawings).



### *Electrical Walk-through Meeting*

- When the carpenters near the completion of framing your home, Parkview Homes will schedule an on-site Electrical Walk Through with you, the Project Manager, and possibly the electrician.
- Parkview Homes will direct the walk through, marking switches, plugs, and light fixtures per the electrical plans (or revised plans) and building codes. You will have the opportunity to add, delete, or move switches, plugs, and light fixtures during this walk through. Remember: modifications to the suggested electrical layout will change the price of wiring your home.
- If changes are made, then the Change Request Process will be used to confirm charges or credits resulting from the change.

### **Security and Audio/Visual Selection (if applicable)**

- The structured wiring company will contact you and schedule a meeting to review security and audio/visual pre-wiring options for your home. *(if included in the contract)*
- Return the structured wiring company's signed proposal as a selection form to Parkview Homes.

### **Mechanicals and Pre-Drywall Meeting**

- When the majority of all mechanical work is mostly complete, the Project Manager will walk through the home with you to verify placement of everything inside your walls.

### **Interior Finish Meeting**

- Towards the end of drywall installation, Parkview Homes will schedule a meeting with you. We will walk through the home and confirm interior trim details.
- We will help you fill out your Interior Trim Selection Sheet for you. Note: Extra crown moldings, trim details, ceiling details, etc. not covered in the contract or specifications or on the plans will require a Change Order.
- If applicable, Parkview Homes will help you with the Interior Stair Parts Selection.
- After sheetrock, Parkview Homes will meet with you for closet layouts.

## **Interior Colors and Design Meeting**

This is the second meeting with selection designer. Depending upon the size of the home, this meeting may be split into two design meetings. In this second meeting, you will select interior colors and finishes. Remember, magazine clippings and photos are helpful in conveying your personal style.

The selections designer is skilled at drawing out and interpreting your personal style, but the process is streamlined when you can cite examples (i.e. magazine clippings, photos of homes, and addresses of nearby homes). Remember we are here to assist you. We are happy to research homes you've seen and like, and identify the materials and colors used.

- Complete all Exterior Color Selections. Note: There will only be a cost difference if you vary from the materials shown on your final plan or specifications.
- If granite countertops are specified in your home, then complete the Granite Countertops Selection Sheet and return it to the selection designer or Parkview Homes with approval and signatures.
- Complete the following selections with the assistance of the selections designer:

Interior Colors Selection

Flooring Selection

Tile and Countertop Selections

## **Lighting Selection Meeting**

This is the last meeting with selection designer. Depending upon the size and/or the complexity of your home, this selection meeting may be combined with the Interior Colors and Design Meeting.

- Complete the Lighting Selection with the assistance of selections designer.

## **Final Selections**

Complete the following selections per the Selection Information Sheets:

- Bath Accessories Selection;
- Door Hardware and Lockset Selections;

- Shower Door Selections; and
- Mirror Selections.

### **Driveway and Walkways Meeting**

- Meet with Parkview Homes to layout driveway and walkways. Note: Work in excess of what is in the contract, specifications or plans will require a Change Order.

### **Change Requests and Change Orders**

Changes during the course of construction are common when building a custom home and Parkview is very flexible in accommodating those changes or variations. In order to manage the complexities of the multiple decisions that go into a custom home, we have developed a system of Selection Confirmations and Change Orders to build flexibility into your contract.

We devised these systems to process changes and implement them in both a cost and time effective manner. If the system is not followed, delays, cost overruns, and frustration may occur. Keep in mind that changes may cause unforeseen problems, usually result in price increases, and almost always cause an increase in the construction schedule.

This section applies to any and all changes to plans, specifications, and/or allowances. The sooner you decide on a change, the better. There is a rising curve when it comes to changes: the longer we wait to implement a change, the greater the time and cost to implement and complete your change.

The following is our Change Order process:

1. Fill out a Change Order Request Form and submit it to Parkview Homes. We are available and happy to discuss possible changes, but in order to implement them you must submit the change in writing. Change Order Request Forms are available as hardcopies and in electronic format.
2. Within three business days, Parkview Homes will return a Change Order which will describe the change in detail and provide a price quote (labor and materials) to make the change as well as the approximate number of days your change may add to the project.
3. If you accept the change, approve the Change Order and return it to Parkview Homes along with a check for the amount listed on the change order. The Project Manager will then implement your change as quickly as possible based on the construction schedule. If you decide against the change, please let us know as soon as possible. You have four days upon receipt of the Change Order to accept or reject the change. If you do not make a decision regarding the Change Order, the Project Manager will proceed as if the change was rejected.

If you want to accept a change order at a later date (longer than four days), you will have to approve a modified Change Order (Due to the longer approval deadline, modified Change Orders may incur higher costs and/or more days than the original Change Order).

## **CLOSING PHASE**

The Construction Phase is now winding down and Parkview is preparing to turn the keys over to you. Just before we do that, your Project Manager will put the finishing touches on your home and then have it cleaned prior to our Pre-Closing Walkthrough. Closing will occur soon after the walkthrough, so ensure that permanent funding (if any) is in place.

### **Pre-Closing Walkthrough**

- Approximately one week prior to closing you will meet with Parkview Homes and the Project Manager to demonstrate the operation of appliances and mechanical systems in your new home.
- Parkview Homes will explain homeowner maintenance responsibilities and review the Limited Warranty Agreement.
- Parkview Homes will provide the homeowner with any manufacturer warranties.
- You will be given an opportunity to make notes prior to our Pre-Closing Walkthrough with a complete Punch List is important at this time. Parkview Homes will complete your written Punch List according to the construction schedule and will not return for additional Punch List repairs until the 30-day check-up. Emergency situations are the exception.

After the walkthrough, the Project Manager will address the Punch List and then schedule a final cleaning. Upon final cleaning, the homeowner will be responsible for all trash or cleanup not related to construction on the home.

### **Closing**

In preparation for closing, Parkview Homes will update the Job Summary Report with all charges and credits resulting from Change Orders (if any) and allowances minus selections. The result is a total for permanent financing and/or a final payment due Parkview. Once the Job Summary Report is agreed to and finalized, then permanent financing will close (if applicable), Parkview will receive final payment, and you will move into your new, completely-personalized home.

## **WARRANTY PHASE**

### **30-Day Home Review**

- After 30 days, at your convenience, you may call and schedule a Home Review with Parkview Homes.
- Parkview Homes will address each request on a case-by-case basis and help direct you to the appropriate contractors for repair.



SECTION 3

SELECTION SHEETS SECTION

Customer Selections Vendors Sign Off

The following document is our policy relating to customer suggested purchases with a vendor or supplier that we do not have an open account or work with closely.

We are not responsible for the following:  
par

1. Quality of Product
2. Warranty
3. Payment (products must be pre-paid by owner)
4. Delivery of product to site is the responsibility of owner/supplier
5. Owner/ Supplier is responsible for order to be complete, all parts included. If delivery is incomplete and labor has to make any additional trips to complete install there will be added charges
6. We do not have storage to store products until needed. All shipments/ deliveries shall be made directly to the site at the time of install.

\_\_\_\_\_  
Owner Name Print

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Owner Name Print

\_\_\_\_\_  
Owner Signature

Selections Designer : Brenda Hammett 469-865-3399

[brenda-hammett@sbcglobal.net](mailto:brenda-hammett@sbcglobal.net)

Selections Designer will work alongside builder and client on the selected items listed below.

Selections Designer policy is as follows: The selections designer will accompany you to your initial vendor/supplier visits, while spending time with you on your particular selections. You will work directly with the vendor/supplier rep on any return visits needed to finalize your selections. All selections need to be finalized within 7-10 days of initial visit. All selections will be communicated back to the selection designer, Parkview Homes, and the supplier/vendor.

\*\* Please refer to scope of work addendum for budget allowances\*\*

Order of Selections	Who to Contact	Schedule	Comments
Appliances	Vendor/Supplier	Prior to Framing	
Plumbing Fixtures	Vendor/Supplier	Prior to Framing	
Front Door	Builder : Vendor	Prior to Framing	
Garage Door Selection	Selection Designer	Prior to Framing	
Fireplace Design	Selection Designer	Prior to Framing	
Tile Selections	Selection Designer	Prior to Sheetrock	
Granite Selections	Selection Designer	After Cabinet Install	
Kitchen Backsplash	Selection Designer	After Cabinet Install	
Paint Colors	Selection Designer	Prior to Paint	
Lighting Selections	Selection Designer	Prior to Paint	
Hardware	Vendor/Supplier	Prior to Paint	
Carpet Selections	Selection Designer	Prior to Paint	
Mirrors	Selection Designer	Prior to Finals	

NOTE: Tile Selections and Interior Paint selections will be made at the same meeting, please allow 1-2 hours for these selections.



## *Tile Selections*

**Address:** \_\_\_\_\_

**Owner:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Owner:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Location	Name	Size	Grout color	Layout
Kitchen floor				
Kitchen Backsplash				
Entry floor				
Master bath floor				
Master Tub Deck				
Master Bath Shower Walls				
Master Bath Deco / Soap				
Master Bath Shower Floor				
Powder Bath Floor				
Utility Floor				
Utility Countertop				
Halls:				
Bath #2 Floor				
Bath #2 Shower/ Tub Walls				

Location	Name	Size	Grout Color	Pattern
Bath #2 Shower Floor				
Bath #2 Deco/ Soap				
Bath #3 Floor				
Bath #3 Shower/ Tub Walls				
Bath #3 Shower Floor				
Bath #3 Deco/ Soap				
Bath #4 Floor				
Bath #4 Shower/ Tub				
Bath #4 Shower Floor				
Bath #4 Deco/ Soap				
Bath #5 Floor				
Bath #5 Shower/ Tub				
Bath #5 Shower Floor				
Bath #5 Deco/ Soap				
Formal Living Floor				
Formal Dining Floor				
Fireplace				

1/2 Bath				

NOTES:

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**COUNTERTOP SELECTIONS**

**ADDRESS :** \_\_\_\_\_

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Location	Type	Color	Edge detail	Sink Specs
Kitchen				
Master Bath				
Bathroom #2				
Bathroom #3				
Bathroom #4				
Bedroom #5				
Laundry				

Powder				
Kitchen #2				
Outdoor Bar				
Game Room Bar				
Media Room Bar				
1/2 Bath				

**INTERIOR PAINT & STAINS / EXTERIOR COLOR**

**ADDRESS:** \_\_\_\_\_

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*\* ALL WALLS AND CEILING FLAT UNLESS NOTED**  
**\*\* ALL CLOSEST TO BE LIGHTEST TRIM COLOR**

Main Wall Color: \_\_\_\_\_

Trim Color: \_\_\_\_\_

Optional Accent Colors: \*\* \$300 per paint color change per addendum

Room: \_\_\_\_\_ Color: \_\_\_\_\_

Room: \_\_\_\_\_ Color: \_\_\_\_\_

Room: \_\_\_\_\_ Color: \_\_\_\_\_

Room: \_\_\_\_\_ Color: \_\_\_\_\_

Room: \_\_\_\_\_ Color: \_\_\_\_\_

Room: \_\_\_\_\_ Color: \_\_\_\_\_

**CABINET FINISH:**

Kitchen:

Circle: Stain or Paint Color: \_\_\_\_\_

Bathroom Vanities:

Circle: Paint or Stain Color: \_\_\_\_\_

INTERIOR WOOD RAILING: (generally same as cabinet finish)

Paint or Stain Color: \_\_\_\_\_

FRONT DOOR COLOR:

Paint or Stain Color: \_\_\_\_\_

EXTERIOR PAINT COLOR (CHOOSE FROM GUTTER SAMPLES)

Color: \_\_\_\_\_

NOTES:

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## FLOORING SELECTIONS

ADDRESS: \_\_\_\_\_

Approved: \_\_\_\_\_ Date: \_\_\_\_\_

Approved: \_\_\_\_\_ Date: \_\_\_\_\_

<b><i>WOOD FLOORING:</i></b>
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Brand: \_\_\_\_\_  
Color: \_\_\_\_\_  
Species: \_\_\_\_\_  
Locations: \_\_\_\_\_

<b><i>CARPET</i></b>
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Brand: \_\_\_\_\_  
Color: \_\_\_\_\_  
Series: \_\_\_\_\_  
Locations: \_\_\_\_\_  
Padding type: \_\_\_\_\_

Brand: \_\_\_\_\_  
Color: \_\_\_\_\_  
Series: \_\_\_\_\_  
Locations: \_\_\_\_\_  
Padding type: \_\_\_\_\_

Brand: \_\_\_\_\_  
Color: \_\_\_\_\_  
Series: \_\_\_\_\_  
Locations: \_\_\_\_\_  
Padding type: \_\_\_\_\_

Brand: \_\_\_\_\_  
Color: \_\_\_\_\_  
Series: \_\_\_\_\_  
Locations: \_\_\_\_\_  
Padding type: \_\_\_\_\_

NOTES:  
\_\_\_\_\_  
\_\_\_\_\_



## MIRROR SELECTIONS

**ADDRESS:** \_\_\_\_\_

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Location :	Size:	Selection:	Quote:
Master Bath:			
Powder Bath			
1/2 Bath			
Bedroom #2			
Bedroom #3			
Bedroom #4			
Bedroom #5			

# Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features and is a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review of information on its maintenance.

## Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, 8 a.m. to 2 p.m. We meet at your new home. The orientation occurs several days before closing. **Expect your orientation to take approximately two to three hours.**

## Orientation Forms

We have included copies of the forms we use at the orientation at the end of this section. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation.

## Preparation

Allow enough time. We expect the orientation to take two to three hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read Caring for Your Home, Section 8 of this manual, before the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. 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. If you would like to have a friend or real estate agent view the home with you, we encourage you to do this **before** our scheduled orientation.

## Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and Parkview Homes to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms. Samples of these forms are located at the end of this section.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, ***after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:***

- Sinks, Tubs, and Plumbing Fixtures
- Countertops, Ceramic Surfaces and Vanity Tops
- Windows, Doors and Screens
- Floor Coverings
- Drywall, Trims and Finishes
- Light Fixtures
- Cabinets and Trims

## **Completion of Items**

Parkview Homes takes responsibility for resolving any items noted. We will complete most items before your move-in.

### ***Sign Off Walkthrough***

You will be asked to participate in a sign off walkthrough usually scheduled on the day of closing. This gives us the opportunity to demonstrate to you that the orientation repairs have been completed. This meeting usually only takes 30 minutes and you will be asked at this time to sign the orientation acceptance form. A sample is located at the end of this section.

### ***Attachment A List***

Some items on your orientation list may not be completed by closing due to backorders or other similar factors. These items will be added to an Attachment A List and construction personnel are available for appointments Monday through Friday, 7 A.M. to 4 P.M. Under normal circumstances, you can expect us to resolve these items within 15 working days. Please note that we will correct only those items listed on your Attachment A form at this time. No verbal commitments of any kind will be handled by Parkview Homes.

## **Future Service**

Parkview Homes responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review the section, Caring for Your Home.

***Note to Home Buyer:***

At your homeowner orientation, you will receive:

- The manufacturer's literature for the furnace, water heater, and other consumer products.
- Copies of completed orientation forms. We suggest you insert them here.

**EMERGENCY SUPPLIER PHONE NUMBERS**

***Emergency Service***

As defined by the limited warranty, “emergency” includes situations such as:

Total loss of heat when the outside temperature is below 32 degrees F.

Total loss of electricity. (Check with the utility company before reporting this circumstance to Parkview Homes or electrician.)

Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area before reporting this circumstance to Parkview Homes or Plumber.)

Plumbing leak that requires the entire water supply to be shut off. Gas leak. Leave your home immediately then (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.) Any Condition that endangers the occupants of the home.

During business hours, call Parkview Homes at (972) 226-7489.

## *Routine Care & Maintenance Introduction*

A home is one of the last hand-built products left in the world. Home building is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the natural and man-made materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and regular maintenance.

We are proud of the product we build and the neighborhoods in which we build. We strive to create long lasting affordability. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors such as 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 can also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every aspect that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and care. Some components may be discussed here which are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have owned in the past. The information contained in the manufacturers' material is not repeated in this manual. Make sure to activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interests to be familiar with such coverage.

By caring for your home attentively, you insure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

## 1. Appliances

Read and follow all manufacturer requirements for each appliance in your home.

- A. *Dishwasher* – Your dishwasher and disposal share the same drain. Make sure the garbage disposal drain is empty before starting the dishwasher.
- B. *Dryer Vent* - Remove the dryer hose from the dryer vent stack. Check for lint build up or blockage. This will help increase the life expectancy of the dryer.
- C. *Electric Stove* – An electric stove will usually have a separate circuit. If your range should fail to work, check the circuit breaker for its circuit. (See #9-A, Breakers).
- D. *Garbage Disposal* - Do not load the disposal unit with food items before turning it on. For proper operation, turn on the cold water and start the disposal unit. Then, drop the food items slowly into the unit. When the unit sounds clear, turn it off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines. Only foods that are non-fibrous and easily pulverized should be placed into the disposal unit. Examples of foods not to place in the disposal unit are cornhusks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures. Turn off the disposal unit and the cold water. Wait three minutes for the disposal unit to cool, then press the reset button usually located on the bottom of the unit. If this does not correct the problem, your disposal unit is probably obstructed. In that case, follow manufacturer instructions for clearing it.
- E. *Clogs* - Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal. Allow the water to run a minimum of 15 seconds after shutting off the disposal. Clogged traps (P-traps) can usually be cleared with a “plumber’s helper” (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.
- F. *Gas Stove* – If the burners on your stove, oven or broiler fail to light, check your burners for clogs and clean. If clogs are encountered consult the manufacturers recommendations for cleaning them.
- G. *Range Hood* - Remove and clean the filter. Clean accumulated grease deposits from the fan housing.
- H. *Ranges, Ovens and Broilers* – The outside of your stove, oven or broiler can be cleaned with a non-abrasive cleaner such as baking soda sprinkled on a damp cloth

or sponge. Never use harsh abrasive cleaners on the outside of stoves, ovens or broilers.

- I. *Stainless Steel Sinks*- Stainless steel sinks should be cleaned with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface since prolonged contact with product can stain the finish.

## **2. Attic Access & Care**

The attic space is not intended for storage (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

## **3. Brick and Masonry**

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. This type of expansion and contraction is also applicable to the masonry and concrete portions of your home.

a) *Color Variations* - If any repairs or changes are made to your brick, variations in the color of the brick and/or mortar may result.

b) *Settlement Cracks* - Settlement cracks are common and should be expected within certain tolerances in bricks and mortar joints.

c) *Tuck-pointing* - After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

d) *Weep Holes* - You may notice small holes in the mortar along the lower row of bricks or over the door and window openings. This allows moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or permit landscaping materials to cover them.

e) *Efflorescence* - The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. It is the growth of salt crystals on a surface caused

by evaporation of salt-laden water. Excessive efflorescence can be removed by scrubbing with a recommended product.

#### **4. Cabinets**

a) *Cleaning* - Products such as lemon oil, Liquid Gold, Old English Furniture Polish and Scratch Cover are suggested for caring for wood finish cabinets. Follow the container directions. Use such products a maximum of once a month so as to avoid excessive build-up. Stay away from using paraffin-based spray waxes or washing cabinets with water as both of these items will damage the luster of the finish.

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

c) *Moisture* - Damage to cabinet surfaces and warping can be caused by operating appliances that generate large amounts of moisture -- such as a crock pot. When operating such appliances, place them in a location that is not directly under a cabinet. While cooking food on your stove, be sure to turn on the vent hood.

d) *Separations* - Gaps which develop between cabinets and the ceiling, or cabinets and walls, are normal and may be corrected by caulking (and paint touch up, if applicable).

e) *Warping* - Exposure to extreme temperature, humidity changes, or moisture may cause warping of cabinet doors and drawer fronts.

f) *Wood Grain* - Readily noticeable variations in wood grain and color are expected and are normal in all style selections.

#### **5. Concrete**

*Foundation* - The foundation of your home has been designed and installed in accordance with standard local practices, or by a professional engineer. The city and/or the designing engineer inspect it before it is placed in order to assure conformance. Our area experiences very high plastic soils, which means the soil swells and shrinks greatly with seasonal moisture changes. You should expect to experience movement of your foundation, and resultant aesthetic effects such as sheet rock and masonry cracking, wood trim separation, and tile grout cracking. However, developing good watering habits around your foundation, which creates consistent moisture levels in the soil year round, can minimize these symptoms. Whatever you do in watering, the goal is to create consistent moisture levels evenly around the perimeter of your home. Symptoms of poor watering include dead grass, the soil pulling away from the foundation, and movements in the wood trim at the top of brick walls.



a) *Garage Floor* - Cleaning of the garage floor by hosing can also cause settling and increase soil movement by allowing water to penetrate any existing cracks. Parkview Homes will not be responsible for repairs needed due to such action.

b) *Flatwork* - To properly care for your exterior concrete, always be aware of areas where water is collecting adjacent to flatwork and fill these in. Do not allow downspouts to drain in such a way that the water can get under the concrete.

c) *Cracks* - Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. Most cracks are not covered by the limited homeowner warranty. When cracks are covered, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

d) *Drainage* - By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

e) *Heavy Vehicles on Concrete* - Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete work. This concrete is not intended to bear the weight of these types of vehicles.

## **6. Countertops**

a) *Caulking* - The caulking between the countertop and the wall, along the joint at the backsplash 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 under the laminates and prevent warping.

b) *Cleaning* - Avoid abrasive cleaners that will damage the luster of the surface.

c) *Cleaning Granite Countertops and Ceramic Tile* - The granite countertops and ceramic tile installed in your home may be washed with any non-abrasive soap or detergent. Abrasive cleansers will dull the finish. At a minimum, a yearly application of sealer is necessary to preserve and protect granite countertops. Granite is a natural stone and each piece reacts differently with cleaners, food and beverages, and acidic items. Please use caution. With any natural stone, variation in color is to be expected. Variations in color are not covered under homeowner's warranty.

d) *Cultured Marble Countertops*- Because of mineral deposits and soap scum, it is important to clean your cultured marble regularly. Cultured marble countertops should be cleaned with non-abrasive soap or detergent. Sealer is not necessary for cultured marble products. Marble and man-made marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Equal care should be given, however.

Avoid abrasive cleansers or razor blades on man-made marble; both will cause certain damage to the surface. Read product labels for safe use on both natural and synthetic marble.

## 7. Doors & Locks

The doors installed in your home are wood products subject to the natural characteristics of wood such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, interior doors may require minor adjustments. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in the door trim. Follow with painting.

a) *Bi-fold Doors* - Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a silicone lubricant to the tracks can minimize this inconvenience.

b) *Door Adjustments* - Due to normal settling of the home, doors may require minor adjustments for proper fit. Panels on wood doors will normally expand or shrink due to changes in humidity and temperature. It is a homeowner's responsibility to touch up paint or stain on unfinished areas resulting from such expansion or contraction.

c) *Exterior Finish* - To insure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than a painted door. Treat the finish with a wood preserver quarterly to preserve the varnish and prevent the door from drying and cracking. Reseal the stained exterior doors whenever the finish begins cracking or crazing.

d) *Failure to Latch* - if a door will not latch due to minor settling, this can be corrected by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

e) *Hinges* - A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it can gum up. Graphite works as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

f) *Locks* - Lubricate door locks with graphite or other waterproof lubricant. Avoid oil as it will gum up.

g) *Sticking* – The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

h) *Weather Stripping* - Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

## 8. Drywall

Slight cracking, nail “pops” or seams may become visible in walls and ceilings. The normal shrinkage of the wood, foundation movement, and normal deflection of rafters to which the drywall is attached cause these.

a) *Repairs* - Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

## 9. Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a subpanel with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and subpanel. The wiring in your new home meets the code of requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances, which require your personal attendance for their operation, may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or of many small appliances on the same circuit, may cause an overload of the circuit and trip a circuit breaker.

Each breaker is marked to help you identify which breaker is connected to which major appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel boxes first.

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

b) *Breaker Tripping* - Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of 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, an electrician is needed. If the circuit

remains on, one of the items that was unplugged is defective and requires repair or replacement.

c) *Buzzing* - Fluorescent fixtures use transformer action to operate them. This action sometimes causes a “buzzing” sound.

d) *GFCI Breakers* - GFCI, stands for Ground Fault Circuit Interrupter. This breaker is designed as a low voltage breaker and installed as a safety feature to control the electrical current to the “wet” areas of your home. The breaker controls the plugs in the baths, garage and any outside plugs. Their function is to sense any extra load on this circuit and to cut power to the circuit to prevent electrical shock. Because of this design, it is unlikely that the circuit will allow the use of power tools or appliances such as freezers. If you are going to place a freezer in your garage it will be necessary for you to add another 110V plug using a Certified Electrician. Test and reset the GFCI outlets monthly by using the test button on the outlet.

e) *Electrical Modifications* - Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrical contractor that is listed in the Subcontractor Contact Section.

f) *Electrical Service Entrances* – The electrical services entrance, which provides power to the service panel has been designed for the electrical needs of the house. Do not tamper with the cable.

g) *Outlets* - If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI).

h) *Power Failures* – In case of complete power failure, first determine if your neighbors have power. If not, notify the power company. If the power failure has occurred only in your house, check the main circuit breaker.

i) *Power Surges* - Power surges can result in damages to sensitive electronic equipment such as televisions, alarm systems, computer and the like. STYLE CRAFT Builders, does not warrant against damages caused by power surges and recommends you install surge protectors (available at retail stores) for added protection.

j) *Underground Cables* - In areas with underground utilities, check the location of buried service by contacting your local utility 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 this service.

## 10. Fireplace

a) *Ventless Fireplace Units* – The majority of Parkview Homes that contain fireplaces have a ventless (no chimney) fireplace unit. (If you are unsure whether your fireplace is ventless or wood burning, please check with your superintendent or refer to the fireplace instructions.) Ventless fireplaces are designed for gas logs only. These manufactured logs do not actually burn, but give the appearance of a “real” fire. The heat source of this unit is natural gas. A porcelain log set is provided with your home purchase. Do not, under any circumstances, burn wood in this type of fireplace. This type of unit requires special operation and maintenance procedures that are different from those of wood burning fireplaces. Please refer to the fireplace instructions to determine the proper use of this ventless unit.

b) *Wood Burning Fireplace* – In homes where gas is not available, wood burning fireplaces are used. If you are unsure whether your fireplace is ventless or wood burning, please check with your superintendent or refer to the fireplace instructions. Your objective in building a fire in a traditional wood burning fireplace should be a clean, steady, slow-burning fire. Always begin with a small fire first to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper under the grate; stack two or three layers of logs with air space between them and place the largest logs to the rear. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs six inches in diameter or larger should be split. Do not burn trash in the fireplace and never use any type of liquid fire starter. Old ashes and coals should be removed from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

Fresh Air Vent and Damper- A fresh air vent has been installed to provide the fire with combustion air and reduce the amount of heated air the fire draws from your home. Open this vent prior to starting the fire as you do the damper. When not in use, the damper and the fresh air vent should be closed. Leaving them open is equivalent to having an open window in your home. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

Glass Doors - do not close glass doors over a roaring fire, especially if you are burning hard woods (e.g., oak or hickory) because the fire could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

c) *Do not use* - Duraflame, Presto or any type of chemical logs. Their extremely high burning temperatures could cause damage to the firebox. Be sure screens are closed during all operations of fireplace, and open only to load or unload firebox.

d) *Gas Log Lighter* - Please refer to the fireplace instructions to determine the proper use of a gas log lighter.

## 11. Flooring

Read and follow the manufacturer's instructions for ALL types of flooring. The following information is general guidelines as to use and care.

a) *Carpet* - One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum. The dirt particles abrade the fibers like sandpaper and dull the carpet.

Carpet Seams - Carpet seams will be visible. 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.

Cleaning - Refer to the manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the color of floor coverings in your home. Please retain this information for future reference.

Vacuuming - Vacuuming high traffic areas frequently helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on an "out of the way" area of the carpet, such as a closet, to check for any undesirable effects. Professional cleaning should be performed regularly.

b) *Vinyl/Resilient Flooring* - Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the color of the floor coverings in the home. Please retain this information for future reference.

Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. This damage is permanent and cannot be repaired.

Limit Water - Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with

water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl.

Moving Furniture - Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed under furniture legs to prevent permanent damage. Moving furniture, dropping heavy or sharp objects, and high heels can cause dimples and scratches.

Shrinkage or Warping - Some shrinkage or warping can be expected; especially around heat vents or any heat providing appliances.

No Wax - The resilient flooring installed in your home is the no-wax type. No wax means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow all manufacturer's specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

Ridges – This applies only to second floor installations. The joints of underlayment (sheets 4' x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance for this condition.

Scrubbing & Buffing - Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff. Clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.

Seam Lifting - Seams can lift or curl if excessive moisture is allowed on the floor. A 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.

Yellowing and Warping - Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

c) *Laminate* – DO NOT USE wet mops, wet jets or general mopping on Laminate floors. They are not sealed wood floors. Vacuum or sweep your floor periodically. Do not apply floor polishes, detergents, soaps or waxes to your Laminate flooring. Never use scouring pads or steel wool to clean your floor. Put doormats inside the entrances to your home and place floor protectors under furniture legs to prevent scratches.

Limit Water - Wipe up spills immediately to avoid damage and vacuum crumbs instead of washing Laminate floors frequently with water. Mopping or washing

with water should not be done; excessive amounts of water on laminate floors can penetrate seams and get under edges causing the material to swell.

Laminate floor is a floating floor and will expand and contract with changes in humidity. Occasionally pieces will separate during this expansion and contraction. Experienced floor installers can repair this fairly easily.

Cleaning – DO NOT USE wet mops, wet jets or general mopping on Laminate floors. Please refer to Consumer Product Warranties for the manufacturer websites. Parkview Homes recommends Bona products for cleaning and caring for your floors. Bona products are available at most home repair and general merchandise stores.

d) *Ceramic Tile* – Is one of the most durable floors on the market today with many styles and shapes to choose from. Cared for properly, your floor should last for many years to come. Ceramic tile floors are one of the easiest floor coverings to maintain.

Cleaning - The ceramic tile installed on floors, walls or countertops in your home may be washed with any non-abrasive soap or detergent; abrasive cleansers will dull the finish.

Grout Discoloration - Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. Also, be careful what you use to clean the flooring; it may have a tendency to stain the grout since it is not sealed.

Separations - Expect slight separations to occur in the grout between tiles. These slight separations in the grout are commonly due to normal shrinkage conditions. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled by using “tub caulk” or premixed grout that can be purchased from flooring or hardware stores. Follow package directions. This maintenance is important to protect the underlying surface from water damage.

Sealing Grout - Sealing grout is a homeowner’s decision. Once sealed, ongoing homeowner maintenance of that seal will be necessary. Please be aware that sealing grout will void the warranty coverage on such grout.

Vacuum - as needed. Occasional 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 dishwashing liquid. Rinse thoroughly.

e) *Hardwood Floors* - In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.



Cleaning - Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.

Humidity - Wood floors will respond noticeably to changes in the humidity level in the home especially in the winter. A humidifier will help but will not completely eliminate this reaction.

Mats - Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood flooring's worst enemies.

New Wood Floors - When new, splinters of wood may appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots).

## 12. Garage Overhead Door

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation.

a) *Thirty (30) Weight Oil* - Every six (6) months, apply a thirty (30) weight automobile oil or similar lubricant to all moving parts -- track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent dripping on cars and the concrete flooring.

b) *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.

c) *Opener* - To prevent damage to the garage door opener, be sure the door is completely unlocked and the rope pull has been removed before using the opener.

d) *Painting* - The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.

e) *Safety* - 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 around the door. For your safety, after the expiration of the one year limited warranty, have any needed adjustments made by a qualified specialist. The

door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe service. Have the door inspected by a professional garage door technician after any significant impact to the door.

f) Clean safety sensors periodically to allow proper function

### 13. Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage.

a) *Positive Drainage* - IT IS ESSENTIAL THAT YOU MAINTAIN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN AWAY FROM THE FOUNDATION. FAILURE TO DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID ANY WARRANTY.

b) *Roof Water* - If you have gutters with downspout extensions, do not remove them from underneath the downspouts. Keep these in place and sloped at all times; this enables the water to drain away from your home quickly.

c) *Rototilling* - Be cautious when rototilling. This can significantly change drainage swales. If rototilling is done, it should be done parallel to the swales rather than across them.

d) *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, contact Parkview Homes by using our Warranty Claim Procedure.

e) *Erosion* - Parkview Homes is not responsible for weather related damage to yards after the closing date.

### 14. Gutters and Downspouts

Check gutters periodically and remove leaves or other debris (twice a year and after each heavy rain or wind storm). Materials that accumulate in gutters can slow down the draining of water from the roof and cause overflows or clog the downspouts.

a) *Clean Gutters* - Maintain the gutters and downspouts so that they are free of debris and able to drain precipitation quickly and efficiently from the roof. It is the homeowner's responsibility to check gutters periodically to insure proper functioning.

b) *Splash blocks* - Extensions should discharge outside of the rock or bark beds so that water is not dammed behind the edging materials that might be used.

- c) *Ladders* - Use caution when leaning ladders against gutters as this may cause dents.
- d) *Leaks* - If a joint between sections of gutters drips, caulk the inside joint using a commercial gutter caulking compound, which is available at hardware stores.
- e) *Overflow* - Gutters are installed with a slight slope so that roof water will flow to the downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water (up to 1 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.
- f) *Downspouts* - Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for protection of the foundation and it is the homeowner's responsibility to maintain them. They should discharge water away from the foundation without eroding any of the ground around them.

## 15. HVAC - Air Conditioning & Heating

a) *Air Conditioning* – (See Specific Revisions/Exclusions from NAHB Guidelines for Design and Expectations of A/C System).

Since the air conditioning is combined with the heating system, the maintenance suggested for your furnace should also be followed.

Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system. All of our homes are designed with a central air distribution system, which handles both the heating and cooling of your new home. The following information is designed to help you get the maximum performance from this system.

**Whole House System** - To fully and efficiently utilize your air conditioning system, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows.

**Zoned System** - Some systems are designed using a zoned system. They use one air conditioning unit and two thermostats to control the system. With this type of operation, a series of dampers control air flow to the zones. You will not feel air out of all registers at the same time as air is directed to various zones for proper operation.

**Closed System** - 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 in 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. Your air conditioning design also intends for all interior doors to remain open for air circulation.

Time - Time is of paramount importance in your expectations of an air conditioning system. Unlike a light bulb which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set a thermostat. For example, if you come home at 6:00 p.m. on a day when the temperature has reached 90°F, and then set your thermostat to 75°F, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the entire day, the sun has been heating not only the air in the home, but the walls, the carpet and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet and furniture release heat and nullify this cooling. In order to reach the desired temperature, the air conditioning unit must have time to cool the walls, carpet and furniture in addition to the air in your home.

Temperature Differential – HVAC systems are designed using Energy 2000 Guidelines. These guidelines call for a minimum 21° temperature difference (96° outside and 75° inside) between the ambient outside temperature and the inside temperature. This design is based on the most efficient operation for our part of the country. Tonnage is calculated based on an average of 550-600 square feet per ton as indicated by the Energy 2000 Guidelines. This is only a rough estimate as there are adjustments for ceiling height, window size and placement and direction the house faces.

Evening Cooling - 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 throughout the day. The temperature setting may then be lowered slightly when you arrive home, with better results. Setting the thermostat at 60°F will not cool the home any faster and can result in the unit “freezing up” and not performing at all. Extended usage under these conditions can damage the unit.

Humidifier - If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

## Homeowner General Maintenance

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system. We recommend that air filters be changed every thirty (30) days or as needed. In areas with heavy dust, more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system. You must place all panels back securely in their place or the system will not operate properly or not at all. While using your air conditioning system, every sixty (60) days pour one cup of bleach down the condensate line to kill any algae that may grow on the inside of the drain line. This keeps the condensate line free from obstruction and minimizes the chances of it backing into your home. Parkview Homes recommends an inspection by a heating professional every year.

Insulation – Your home has been designed with the proper insulation for our climate. Open windows, doors, fireplace flues, and clogged filters are often the cause of inadequate cooling (or heating) and these items should be checked prior to making a warranty request.

Secondary Drains - The secondary drain exists as a safety valve and is connected to the drip pan under your furnace. If there is an excess of water from this drain, it is probable that your primary drain is clogged. The secondary drain exits your house from the soffit, or siding, usually over a window. This is done so that you can see if there is an excess of water coming from this drain. If you suspect a clog in your primary drain, call your A/C contractor.

Thermostats –Our homes are designed to provide a comfort range of a minimum of 21° difference from the outside temperature during the air conditioning season. During the winter, if you live in a two story home, the overall ambient temperature will vary 3°-8° between upstairs to downstairs (upstairs being hotter) due to heat rising.

Check the operation of your system well in advance of peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest.

The thermostat for your home is either a digital or a programmable, setback thermostat.

### *b) Heating System*

The heating system design was planned with a furnished home in mind. For example, draperies, blinds, screens and the like will contribute to the efficiency of your system. 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 to you than you would expect. Good maintenance of the furnace can save energy dollars as well as prolong the life of the furnace itself. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include general information.

Gas Odor - If you smell gas, exit your home and call the gas company immediately.  
Odor - The heating system typically emits an odor for a few moments when it is first turned on after an extended period of not being used (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.

Furnace Pilot - The furnace has no pilot light. It is equipped with a Hot Surface Ignition System (electronic ignition) that eliminates the waste of a constantly burning pilot. The radiant sensor ignition control lights the main burners upon a demand for heat from the thermostat. If the unit fails to function, please contact your heating contractor.

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

Temperature - Normal temperature variations from floor to floor (depending upon the style of home) can be 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 of time during severe cold spells.

Thermostats - 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 any faster.

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

Filters - Remember to change or clean the filter every month. A clogged filter can slow air flow 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 normal furnace care. Buy filters in large quantities for the sake of convenience.

## **16. Insulation**

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (e.g., the installation of a television antenna) should be to confirm that the insulation lays smoothly and evenly. Do not step on drywall ceilings; personal injury or damage to drywall can result.

a) *Building Codes* - Insulation installed in your home meets or exceeds the building codes applicable to your home at the time of construction.

## 17. Landscaping

Parkview Homes recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies.

Landscaping can change the drainage pattern of your lot. Consult a professional landscape contractor in the event you desire to add landscaping to your lot.

a) *Additions* - Before the installation of patio additions or other personal improvements, review the soils and consider soil conditions in the design or engineering of your addition.

b) *Downspout extensions* - should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. These extensions should direct flow a minimum of 5 ft away from the foundation. Rainwater should not be directed to planting beds or other areas around the foundation as this can cause uneven moisture levels. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit.

c) *Bark or Rock Beds* - Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be used between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

d) *Irrigation* - Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system.

e) *Sprinkler heads* - should be directed away from the home. Water may cause mineral deposits to appear on your brick. Drain and service sprinkler systems on a regular basis.

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

g) *Planning* - Locate plants and irrigation heads out of the way of pedestrian and bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed. Do not plant trees near the home. Group plants with similar water, sun and space requirements together.

h) *Requirements* - Check with your local building department, your Architectural Control Committee and your Homeowners Association, if applicable, prior to designing, installing or changing landscaping for any regulations you may be required to follow.

i) *Swales* – In many cases, drainage swales do follow property boundaries. Parkview Homes will not alter drainage patterns to suit individual landscape plans. Typically a lot receives water from and/or passes water on to other lots. For this reason, homeowner

changes in grade often affect those adjacent or nearby. Parkview Homes advises against making such changes.

j) *Trees* - (See Specific Revisions/Exclusions from NAHB Guidelines for Trees).

Trees planted in close proximity to the foundation can damage the structural integrity of the foundation. Trees planted in close proximity to the foundation can develop a root system that can penetrate beneath the foundation and draw moisture from the soil. Precautionary measures such as the installation of a root shield or root injection system must be taken to maintain moisture equilibrium. These items are not a part of your original contract.

k) *Waiting to Landscape* –The homeowner is responsible for establishing a lawn where no sod is provided to prevent erosion. Correcting erosion that occurs after closing is the homeowner’s responsibility. Damages to neighboring property caused by unlandscaped ground on your lot will be your responsibility.

l) *Watering* - Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing a moisture content imbalance. During extreme hot and dry periods, close observations should be made around the foundation to insure adequate watering is being provided, preventing soil from separating or pulling back from the foundation.

## 18. Lighting

a) *Flickering Lights* - Any flickering of an individual light other than fluorescent lights should be reported to the electrical contractor. In the event all of your lights are flickering repeatedly, please contact your local utility provider.

b) *GFCI (Ground Fault Circuit Interrupter)* - GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a sensitive indoor circuit breaker. Installation of these receptacles is required by building codes in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). Heavy appliances such as refrigerators, freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFIC controlled outlet because it is likely that the GFCI will trip and ruin the contents. This will not be the responsibility of Parkview Homes.

c) *Reset Button* - Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If the test button does not trip, the outlet does not have GFCI protection and must be replaced. The outlet, however will continue to provide power. If a GFCI breaker trips during normal usage, it may be an indication of a faulty appliance and some investigation is in order. Continued tripping by a faulty appliance will weaken the ability



of the outlet to function normally. Please remember that one GFCI breaker can control up to three or four outlets.

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

e) *Light Bulbs* - You are responsible for replacing any burned out bulbs other than those noted on the walk through list.

f) *Light Fixtures* - Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches, circuit breakers and GFCI breakers. Fluorescent fixtures will emit a buzzing sound which is normal. Fluorescent bulbs that are darkening at one or both ends should be replaced for optimum lighting.

g) *Ceiling fans* - will give you extended, trouble-free service, if a small amount of maintenance is performed. All ceiling fans are installed by screwing the threaded part of the extension rod into the fan housing. Then, a setscrew is installed to keep the fan from rotating. Over a period of time, if not checked and tightened, the set screw can become loose causing the housing to unscrew and the fan to fall. Periodic tightening of the set screw will prevent this problem.

## **19. Mirrors**

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate. Also, avoid pushing or leaning on your mirrors. This can cause chips or cracks at the mounting brackets.

## **20. Paint and Stain**

Expansion and Contraction - All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, where tile grout meets the tub or sink and so on. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, especially in the Central Texas area known for extreme fluctuations in temperature and humidity. Shrinkage of the wooden members of your home is also 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, paint and caulking is all that is needed to conceal this minor evidence of a natural occurrence. Properly installed caulking will shrink and must be maintained by the homeowner. Caulking is not permanent and must be maintained by the homeowner.

a) *Paint*

The walls in your new home have been painted with latex paint, unless specifically requested otherwise. They should give you long service if cared for properly. DO NOT scrub walls painted with flat latex paint. Only walls painted with “scrubbable” paint may be cleaned with warm soapy water. Gently rub the area to be cleaned instead of hard scrubbing. Excessive force will tend to remove the paint.

Interior - The interior woodwork has been painted with latex enamel that can be cleaned with a wet sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a wet sponge. Spackle may be used to cover any small defect prior to paint touch-up. It is recommended that you wait a minimum of thirty days prior to washing any enameled surface. Do not use soaps, abrasive cleansers, scouring pads or brushes.

Exterior - Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home’s exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every three years or as needed. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

Fading - Fading due to sun and weather is normal. Periodic repainting will be required.

Maintenance - When you wish to repaint exterior woodwork on your home, popped nails should be reset; the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded and spotted with primer. The entire area can then be repainted. Be certain to apply a top quality exterior paint that has been formulated for local climate conditions. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering and other types of damage to the home. Trim painted white or light colors will more readily show grain and cracks and, therefore, requires additional maintenance.

Severe Weather - Hail and wind can cause a great deal of damage in a severe storm, and your home should be inspected after such weather. Report damage caused by severe weather to your insurance company promptly.

b) *Stain For interior stain touch-ups*, Old English Furniture Polish and Scratch Cover is inexpensive, easy to use and blends in with the wood grain. Follow directions on the bottle when using.

## 21. Plumbing

Your main water shut-off is located in the front of your meter box or inside a metal box in the garage. When closed, it will cut-off all water supply in your home. It is located in your front yard in an underground box near the street. Access is gained through a hinged access panel in the top. If a leak occurs shut off this valve and contact your plumbing contractor.

This is helpful to know if you install a sprinkler system or if you plan an addition to your home. It is also important to know and remember the location of the shut-off for emergencies such as a water line freeze or break. Other water shut-off valves are located under the sinks in the bathroom and the kitchen. Each toilet has a shut-off valve behind the toilet bowl on the wall.

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 plumbing contractor. If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. If you notice a leak in the tub or shower, turn off the water at the main shut-off valve and do not use the shower or tub until service can be provided.

### a) *Plumbing Fixtures*

Bathtubs, Sinks and Showers – The tubs, sinks and showers in your new home are composed of one or more of the following materials: porcelain, fiberglass, ceramic tile, cultured marble and/or glass. All of these materials are vulnerable to scraping, scratching and dulling if they are not cleaned with the proper materials. DO NOT use an abrasive cleaner such as Comet on any of the surfaces. There are many non-abrasive cleaners on the market that will do an excellent job of maintaining these surfaces. These surfaces can also be chipped, so be careful not to drop any heavy or sharp objects on them.

Care and Cleaning of Fixtures (Faucets) - Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleansers as they remove the protective finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water, (a non-abrasive cleanser such as Spic-N-Span or a liquid detergent is usually recommended by manufacturers) then polish with a dry cloth to prevent water spots.

Porcelain - Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non-abrasive cleanser designed for bathroom usage.

Stoppages – When the drainpipe from a tub, sink or shower stops up, first use a plunger. Be sure the rubber cup of the plunger covers the drain opening and that the water comes well up over the cup edge. Working the plunger up and down rhythmically 10 or 20 times in succession will build up pressure in the pipe and do more good than sporadic, separate plunges.

Toilet Tank/Bowl Care - Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak. Toilets which are designed to use less water, approximately 1.6 gallons, have been installed in your home in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. This has been required under Federal law since 1992. All of this results in a lower utility cost for you and an improvement to our environment. Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets have a tendency to become clogged more frequently than traditional toilets because of the newer toilet's reduced water flush capacity. On the occasions where one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet. Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. Usually a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the homeowner's responsibility. If you are unable to clear the obstruction yourself, we suggest that you call a plumber.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

Flush Valve - The flush valve in your toilet should last for many years. If it fails or begins to leak, a new flush valve can be purchased at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

Toilet Seat Lid - Do not stand on the toilet seat lid. It is not designed for this purpose and may crack.

Toilet Clogs - The main causes of toilet clogs are various domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, toys, etc.

b) *Freeze Prevention*- Develop a specific freeze prevention plan for you home, including care of the pipes in the attic, hose bibs and any other piping prone to freezing.

If your pipes should freeze - do not turn your water back on. When pipes freeze, they usually burst. When they thaw, if the water is on, they will cause an enormous amount of damage to your home.

Exterior Faucets - Outside faucets are not freeze proof. Hose bibs should be protected with insulated coverings that can be found in most home improvement stores. Repair of a broken line that supplies an exterior faucet is a homeowner maintenance item. Parkview Homes does not warrant exterior faucets against freezing.

### c) *Plumbing Maintenance*

Bath Caulking – The grout around your tubs and showers over a period of time will begin to crack because of the settling forces in your home. When this occurs, we recommend that you use a brand name tub and tile caulk to repair the cracks. If this problem is left unattended, the water will seep behind the ceramic tile and cause the tile to become loose. This is a maintenance item that will require attention. Any defects that occur from neglect will not be warranted.

Debris in Pipes - 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. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

Dripping Faucets - A dripping faucet may be repaired 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 in the same manner. 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.

Low Pressure - It will occasionally be necessary to remove and clean the aerators on faucets to allow the proper flow of water; normally every three or four months is sufficient.

d) *Water Heaters* - If there is a leak in the water heater, turn the shut-off valve on top of the heater to "off." Turn off the gas if your water heater is powered by gas or the circuit breaker if you have an electric water heater; then drain the water heater. Never operate a water heater with an empty tank.

Carefully read and follow the manufacturer's literature for your specific model of water heater. Follow manufacturer directions for relief valve maintenance. Periodically check the drain pan under the heater to ensure it, as well as the drain outlet, are clear.

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.

Drain Tank - Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater.

Pilot Light - Never light a gas pilot or turn on electricity when the water heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at the top of the tank).

To Light the Water Heater – Read and follow manufacturer's instructions.

Safety - The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a heater should not be used as a storage shelf.

Temperature - Set the water heater thermostat at the recommended setting; higher settings waste energy and increase the chance of scalding injuries.

## 22. Roofing

Your roof will give you many years of good service if it is properly maintained. Flashing seals places where the roof abuts walls, chimneys, valleys and where two roof slopes meet. If a leak should occur after your warranty period, call a qualified roofer to make the repair. If it is repaired as soon as the roofing material has dried, the cost will be far less than if the job is postponed. If you have to walk on your roof for any reason, be careful not to damage the surface or the flashing. Be particularly careful when installing a TV or radio aerial to your roof; a careless job will cause serious leaks, which Parkview Homes will not be responsible for, thereby becoming the homeowner's responsibility.

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet, as they become extremely slippery.

a) *Severe Weather* - After severe storms, do a visual inspection of the roof for damages. Notify your homeowner insurance company if damage is noted. Even when properly installed, wind driven snow and rain may enter through vents. This is not a defect.

b) *Leaks* - If a leak occurs, try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

## 23. Siding

The siding on your home is cement fiber siding (non-flammable). This product will give you excellent service if proper maintenance is provided.

a) *Mold on Exterior* - The exterior of your home is painted with an exterior latex paint that includes a mildew/mold retarder. Due to the humidity levels, it is likely that some

mildew or mold will appear on the exterior of your home. There are a number of products on the market that kill mildew and mold and are easy to use.

b) *Paint Fading* - The areas of your home that are directly subjected to sunlight will fade over a period of time. When you decide to touch-up your siding, it is very likely that the paint will not match exactly.

c) *Re-caulking Joints* - All the joints in exterior wood trim are caulked with a latex caulk. This material is subject to shrinkage and cracking and will need routine maintenance. All caulking shrinks and replacement is a homeowner's maintenance item. Separation at the joints in the exterior trim and between the trim and the surfaces of exterior siding or masonry should not exceed 3/8 of an inch. Siding, trim and masonry must be capable of excluding the elements

## **24. Smoke Detectors**

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

a) *Cleaning* - Once every three months, smoke alarms should be cleaned (vacuumed) to prevent a false alarm or lack of response to smoke. After cleaning, push the test button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

b) *Protection* – Parkview Homes does not represent that the smoke detection device will provide fire protection. The homeowner is responsible for obtaining insurance.

## **25. Windows & Glass Doors**

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.

a) *Condensation* - on interior surfaces of the windows and frames is normal and results from high humidity within the home and low outside temperatures and inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures. Heavy drapes and blinds restrict air movement across these surfaces. Air movement across these surfaces greatly reduces the formation of condensation. Condensation that collects on windows and frames should be wiped up with a towel to prevent damage.

b) *Door Locks* - Acquaint yourself with the operation of the door hardware for maximum security.

c) *Sticking Windows* - Most sliding windows (both vertical and horizontal) are designed for a ten-pound pull. If sticking occurs or excessive pressure is required to open or close, apply a silicone lubricant. This is available at hardware stores. Avoid oil-based products, as these will attract dust and dirt, eventually causing problems with the operation of the windows.

## 26. Wood Trim

Due to the normal drying of the natural products used in your home, changes in temperature, humidity, and the movement of your foundation, separations in wood trim can be expected. This condition is not warrantable, and is a homeowner maintenance item and can easily be remedied by touch up caulking and painting.

## 27. Septic System

Septic systems are governed by the Local County Health Department and must be maintained by a certified septic installer. Please check the duration of the maintenance agreement provided with your system at purchase. It is the homeowner's responsibility to contract with a certified installer after the initial period. Consult with the County Health Department for a listing of qualified maintenance providers.

## CHECKLIST

1. A/C Not Cooling Properly Troubleshooting
  - A. Check breaker to the A/C unit
  - B. Check filter for cleanliness: See "Routine Care and Maintenance" for filter care.
  - C. Review Section II.2.C "Specific Revisions/Exclusions from NAHB Guidelines" for A/C design and expectations to evaluate the performance of your unit.
  - D. Contact the A/C Contractor
2. Water Coming from A/C Secondary Condensate Drain Located at Exterior Soffit
3. Check the drip pan under the A/C-Heating unit. If full, the primary drain is most likely clogged. Remove any debris from the drain outlet or contact the contractor.
4. Heater not Working
5. Check breakers to A/C/Heating Unit
6. Contact A/C – heating contractor



7. Note: modern units do not have an open flame pilot light
8. Electrical Outlets, Fixtures, or Appliances Not Powered

Check electrical distribution panel for tripped circuit breakers.

If outlet is on GFCI Circuit, check and reset all GFCI outlets.

Check bulbs on light fixtures of affected fixtures.

Call electrical subcontractor identified in “Subcontractor Contacts” that you received during your final walk through. (There is also a sticker inside the upper cabinet door, just to the left of the stove that contains subcontractor contact information.) It will be helpful to describe the nature of the problem and steps taken by you to remedy the problem.

**Circuit Breakers Trip**

To reset the circuit breaker, flip breaker switch to off and then back to on. See further information on breaker in “Routine Care and Maintenance – Electrical.”

**Water Leak in Plumbing Lines**

If a leak is in a supply line to a sink, toilet, water heater, ice maker, washing machine, or dishwasher, turn off the supply valve to that fixture.

If a leak is in a supply line at another fixture or an undetermined location, turn off the main water supply valve. This valve is usually located on the house side of the water meter.

If a leak is in a drain line, discontinue use of the fixture affected.

If a leak is in a drain line under a sink or lavatory, ensure that the piping connections have not become loose.

Contact plumbing subcontractor identified in “Subcontractor Contacts” that you received during your final walk through. (There is also a sticker inside the upper cabinet door, just to the left of the stove that contains subcontractor contact information.)

**Stopped up Drain**

See Routine Care and Maintenance, “Plumbing.”

**Garbage Disposal Stops Operating**

Check reset button on unit.

Check circuit breaker

See Routine Care and Maintenance, “Appliances.”

**Fireplace Flue Will Not Draw Smoke**

Check damper to make sure it is open.

See Routine Care and Maintenance, “Fireplace.”

**Septic Alarm Sounding**

Contact your septic service provider immediately.