



Glenwood Homes LLC

Home Owner Manual
&
New Home Care Guide

Dear Glenwood Homes Homebuyer,

Congratulations and welcome to the distinguished Glenwood Homes Family, and to the even larger family of Glenwood Homes homeowners. We are very proud and thankful that you have chosen one of our homes.

Glenwood Homes takes great pride in ensuring outstanding customer satisfaction with your new home transaction. In selling, building and servicing your new home, we set defined standards of performance in order to satisfy you, our valued customer. It is our intent to promptly correct anything that falls below these performance standards.

We hope that by supplying you with the following information in advance, you will clearly understand what to expect from Glenwood Homes during the building process and Post Settlement.

In addition, we have constructed this book to clearly label those items, which fall into the area of homeowner maintenance. We have even included a homeowner maintenance grid to help you organize your efforts in this regard.

Other features of this book you might find useful are the safety tips and helpful hints we have generated over the years from our experiences with our own homes, and the experiences of our many buyers.

We hope you enjoy your new home as much as we have enjoyed building it for you. Welcome to your Glenwood Home.

Sincerely,

Tom Quackenbush
President
Glenwood Homes LLC

Table of Contents

“What can I expect during the building process?”	5
General Listing of the Phases of Construction	6
Your home is ready!	6
Customer Care Manual	7
Introduction	7
Trade Partners.....	7
Substitutions	7
Selection Process.....	8
Colors and Samples	8
Construction of Your New Home	9
Building Permits	9
Products and Changes	9
Site Visits and Safety	9
Addressing Concerns	9
Homeowner Meetings during the Construction Process	10
<i>Pre-Construction Meeting</i>	10
<i>Pre-Drywall Conference</i>	10
<i>Getting Ready for Settlement</i>	10
<i>Pre-Settlement Demonstration</i>	10
<i>After Closing on Your Home</i>	11
Pre-Settlement Demonstration and Inspection Checklist	Error! Bookmark not defined.
Pre-Construction Meeting Checklist.....	13
Pre-Drywall Meeting	16
Post-Settlement Inspection	17
Obtaining Customer Care Service.....	18
<i>After Closing or Post-Closing Customer Care Policy</i>	18
<i>Approved Standards of the Warranty Coverage:</i>	18
Service Procedures	19
<i>After You Move In</i>	19
<i>11 month Walk-Through</i>	19
<i>Seasonal Items</i>	19
<i>Emergency Service</i>	19

Caring For Your Home 20

 Homeowner Use and Maintenance Guidelines..... 20

 Guidelines for Emergency Service 21

Electrical 21

Plumbing 21

Heating and Air Conditioning 21

Kitchen Appliance Warranties 22

 Emergency Service Request Procedure..... 22

 Service Request Procedure 22

 Important Information About Your New Home Limited Warranty 23

 Homeowner Maintenance List 23

 Your 11 month Walk-Through..... 25

INTRODUCTION

“What can I expect during the building process?”

Once the details of your purchase have been finalized, we will begin the construction of your home. The New Home Sales Counselor in your community will fill you in on all the details regarding construction and a timeline.

Below is a glossary of terms related to the building and purchase of your Glenwood Home.

- **Punch List:** A written list of items, which need to be fixed, repaired or replaced prior to a final settlement inspection.
- **Walk-through or Final Settlement Inspection:** A buyer's final inspection of a newly built home prior to move-in.
- **Warranty:** A plan provided by the homebuilder to fix or repair specific items on your home according to the warranty terms.
- **Closing:** The meeting between the buyer, seller and lender or their agents where the property and funds legally change hands.
- **Closing Costs:** All up-front fees and charges related to the home purchase, excluding the down payment.
- **Appraisal:** An estimate of the value of property for a specific purpose, such as obtaining a mortgage loan.
- **Prepaid Expenses:** Necessary to create an escrow account or to adjust the seller's existing escrow account. Can include taxes, hazard insurance, PMI and special assessments.
- **Escrow Account:** An account held by a mortgage company into which the homebuyer pays money for taxes, insurance, etc.
- **Title Insurance:** A policy, usually issued by the title insurance company, which insures a homebuyer against errors in the title search.
- **Recording Fees:** Money paid to the lender, title company or escrow agent for recording the home sale with the local authorities, thereby making it a part of the public records.
- **Survey:** A measurement of land prepared by a registered land surveyor, showing the location of the land with reference to known points, its dimensions, and location and dimensions of the building.
- **Pre-settlement Demonstration & Final Settlement Inspection:** The Construction Associate will explain and demonstrate the features and functions of your new home. Our goal is to deliver a home that meets or exceeds your expectations.

General Listing of the Phases of Construction

- 1. Pre-construction Meeting:** At this time, you will meet the Construction Associate that will be in charge of crafting your new home. In this meeting, you will confirm your structural options, walk the home site, and have any questions regarding the homebuilding process answered.
- 2. Crawl/Slab Completion:** The foundation is complete and framing will be starting.
- 3. Framing Completion:** The shell of the home is completed. Siding, roofing, plumbing, electrical and HVAC rough-ins will be starting.
- 4. Rough-in's Complete:** The plumbing, electrical and HVAC rough-ins are complete. Insulation will be starting. Set up pre-drywall meeting.
- 5. Pre-drywall Meeting:** This meeting is to confirm that all electrical options are in the desired location; i.e., phone, cable, ceiling fan locations, other upgraded lighting, etc.
- 6. Drywall and Paint Completion:** The interior of the home has been painted but not cleaned. The cabinets and flooring will soon be starting. Typically flooring will be installed in this order: soft flooring (vinyl), hard flooring (hardwood flooring or ceramic tile), and carpeting.
- 7. Cabinets and Flooring Complete:** At this time a pre-settlement demonstration will be scheduled.

Your home is ready!

At this phase, your home has met or exceeded all inspections, including buyer paid inspections, government agency inspections, and lender required inspections.

Although we strive for 100% Customer Satisfaction and no open items at closing, Glenwood Homes takes seriously its obligation to correct any unfortunate defects in original construction or workmanship as covered in this manual. We hope that this helps in answering the questions common to many new homeowners. Please read the following pages carefully, and be sure to bring this manual to meetings we have during the construction process.

Customer Care Manual

Introduction

At Glenwood Homes we work to ensure that your home is not only of the highest quality, but that your experience along the way is an informative and satisfying one. We feel that sharing our homebuilding experience with you will result in a higher level of satisfaction and also help you protect one of the largest investments you will make. The information provided in this Customer Care Manual is meant to ensure that you have many years of enjoyment and comfort in your new home.

Now that you have signed your purchase agreement and received your Customer Care Manual, the journey of building your new home begins. In order to help you understand the home building process and make it go as smoothly as possible, please refer to this manual and bring it with you to all meetings. We have put a great deal of work in putting this manual together and we will stand by what is outlined for matters of planning and building your home. First, we must build it on paper (or in our case – in our computer system).

It takes over 35,000 man-hours from more than 80 of the best suppliers and trade partners in our market to craft your home. We not only work with our trade partners, but with city and/or county officials to ensure that your home is built to the highest standards in the industry. The construction process can take anywhere from three to five months, depending on the type of home we are building.

We take pride in building each home with the utmost quality. It is built by men and women in the field under all types of weather conditions; therefore, your home will be unique. We have standardized checks and balances to ensure your home is constructed properly.

Trade Partners

In order to maintain the highest possible quality, we subcontract each part of building your home to specialty trades. For example, a trade partner who specializes in interior trim installs the interior doors, interior handrails and baseboards.

By having each part of your home constructed by specialists in each trade, we are able to provide you with the highest quality. In order to insure the highest possible standard of construction, only Glenwood Homes' personnel and qualified trade partners are allowed to perform work in your home. If you have any questions or concerns, please bring them to the attention of your New Home Sales Counselor.

Substitutions

The new home industry and building trades are continually watching for improved methods and better products. In addition, manufacturers sometimes make changes that can impact construction. As a result, we may use methods or materials in your home that differ from those in the model home.

From time to time, city or county agencies adopt new regulations. Such changes are usually made in the interest of safety. We must comply with the codes and requirements that are in effect for each individual area. Therefore, processes of construction may differ from home to home.

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

Selection Process

One of the most exciting parts of the homebuilding process is selecting the options and final finishes in your home. We have developed this process to make everything go as smoothly as possible.

You will have a short time to select your options. Structural options (which need to be on the building permit application) are the most important and the most critical. *You will have 7 days from the contract date to select structural options and locations for additional pre-wires, such as phone and cable.*

After the selection of your home's structural options are complete we will assist you with selecting cabinets, countertops, fixtures, flooring and exterior colors, etc. *You will have 14 days to make your interior selections.*

We will provide you with a list of all available options during this time, and assist you with reviewing and determining the appropriate selections for your new home.

Colors and Samples

Samples in models or design centers are representative of the materials that will be used in your home. Please understand that variations between samples and the actual materials can, and will, occur.

Items such as wood cabinets and hardwood flooring may have different grain patterns; tile or marble may have a vein running through it. These are natural products and, as such, variations cannot be avoided.

Flooring may also vary due to dye lots, as they may be manufactured at different times.

We may have to change manufacturers of suppliers from time to time. It is also possible that one of your selections may be discontinued. This is part of our industry and, as such, we reserve the right to have you change your selection if a product is discontinued or no longer available.

Construction of Your New Home

Building Permits

Depending on the city or county, the building permit process and timing will vary. If you have asked us for custom options, the process of obtaining the permit may be longer than normal as we are required to submit revised plans and specifications. We ask for patience during this timeframe as we gather all the paperwork needed to start your home.

Products and Changes

We have partnered with the finest manufacturers in the industry to guarantee supply and favorable pricing, which we have passed along to you, our customer. Due to supply issues or changes in products by our manufacturers we may have to substitute a product in your home, but only after we have determined it is of the same or better quality, and that we can stand behind its performance.

Site Visits and Safety

A home construction site is an exciting place to visit; however, it is a construction site and, as such, can be very dangerous. We value you and your family's safety. Because our insurance does not cover homeowners, you are not allowed on a Glenwood Homes construction site without a Glenwood Homes New Home Sales Counselor or other Glenwood Homes Representative present. Additionally, should you wish to visit your new home during the construction process please contact your New Home Sales Counselor or Glenwood Homes ahead of time to schedule an appointment. Please refrain from instruction with our Trade Partners; they are under contract with Glenwood Homes and must receive their instructions from one person, the Glenwood Homes Representative. Please direct any concerns or questions to a Glenwood Homes Associate.

Addressing Concerns

You can feel confident that we have systems and personnel in place to ensure that errors are caught and corrected. We remind you that these corrections take place at pre-determined stages of construction. We understand your interest in your new home while it is being built and welcome your input. To avoid duplication of efforts or misunderstandings, we ask that you do one of two things:

- Bring your concern up at one of the scheduled orientations (pre-construction, pre-drywall, or pre-settlement), and/or
- Between these meetings, if you feel your concern is urgent, please contact your New Home Sales Counselor.

Homeowner Meetings during the Construction Process

Pre-Construction Meeting

The time has finally arrived to begin construction of your new home. It will most likely be the first time you have met your Glenwood Homes Builder. She/he is responsible for directing the Trade Partners and will also interact with city/county building officials. At this time we will be able to provide you with an estimated completion window; however, it is far too soon to guarantee a settlement date.

At this meeting your Realtor (if you have one) is welcome to attend but it is not required. Please do not bring children, friends or other relatives to this meeting, as we need your undivided attention. At this meeting the homeowner will be given the Glenwood Homes Customer Care Manual.

Please be sure to bring your copy of the ratified contract and any subsequent change orders. We like to review all selections together.

This meeting is of particular importance because your Glenwood Homes Builder will be covering many important items such as your home siting, confirming your selections, options, color schemes, etc. to ensure she/he has a clear understanding of what will be going into your new home. The meeting will last approximately 1 to 1 ½ hours. Your New Home Sales Counselor will call you approximately 1 week prior to the start of construction to schedule your appointment.

Pre-Drywall Conference

This is our second scheduled meeting, and you will be able to view your home before we install drywall. It takes less than an hour and your attendance is encouraged; however, it is not mandatory. At this meeting we will review the options you selected and the various components that make up the structure of your new Glenwood Home. At this time you will be given your closing date.(this date may move depending on weather, trade delays, material shortages ect.)

This is a great time to bring up any questions or concerns regarding the construction process to your Glenwood Homes Construction Representative. We will show you the structural components, the HVAC, plumbing and electrical systems and confirm that the phones, cable TV and other wiring details are in the proper locations.

Getting Ready for Settlement

As we approach completion of your new home, our Settlement Coordinator will send your settlement date in writing. Glenwood Homes' Settlement Coordinator will determine the official dates roughly 2 weeks prior to your *Pre-Settlement Demonstration* date. You will also be provided with the contact information for utilities and local services at this time.

Pre-Settlement Demonstration

This is probably the most exciting meeting during the construction of your new home. Today the home is complete; it is the culmination of 80 plus contractors and suppliers' hard work and more

than 35,000 man hours coming to fruition. At this meeting we will review the use and care of your new home. We will explain in detail how to effectively care for your new home, your maintenance responsibilities, and the Glenwood Homes Customer Care process moving forward. This meeting will take approximately 2 hours and will be scheduled during our normal construction hours between 7:30 am and 4:00 pm, Monday through Friday.

A member of the construction staff who built your new home will inspect the home with you prior to settlement. If you observe any details needing attention, the Glenwood Homes Representative will note it on the Pre-Settlement Paperwork. At this time we will also examine the home for cosmetic issues. Please be aware that after the walk-through, cosmetic items are not covered by Glenwood Homes. The same Glenwood Homes Representative will be responsible for completing any adjustments noted during your demonstration within ten (10) days following the demonstration, with the potential exception of weather-related items, items requiring materials to be ordered and seasonal items such as landscaping. Once the list is complete you will be asked to sign off, acknowledging that all items have been completed to your satisfaction. **NOTE:** Your signed acceptance does not relieve Glenwood Homes of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the Glenwood Homes Representative work has been completed. Glenwood Homes will provide any applicable manufacturer's warranties, care and maintenance instructions for future reference. We will also review with you any emergency contact information.

We will make every effort to complete the walk-through list prior to closing. If your home is complete, as evidenced by the Use and Occupancy permit issued by the local jurisdiction, you will need to go to settlement.

If you have a Realtor, they are welcome to attend; however, we would like your undivided attention. Please make alternative arrangements to leave children, friends and family at home. If you have a home inspector, their appointment should take place prior to the Pre-Settlement Demonstration in order to give our Glenwood Homes Representative a chance to review the list. Any agreed upon items from the home inspector's list must appear on Pre-Settlement paperwork. No side lists will be honored.

After Closing on Your Home

Once you have closed on your new home, it is our goal to provide you with prompt, courteous and effective Customer Care Service.

The following section outlines our commitment to Customer Care.

Construction Checklist

Subdivision:	_____
Lot Number:	_____
Date Started:	_____
Date Completed:	_____
Owners' Representative:	_____

PRE-CONSTUCTION MEETING PACKAGE

CHECK LIST:

- HOME PLANS
- PLOT PLAN
- SELECTION SHEETS
- CUT SHEETS
- OPTION SHEETS
- CHANGE ORDERS
- CONSTRUCTION CHECK LIST PACKAGE

DATE OF PRE-CON MEETING: _____

START DATE: _____

PROJECTED COMPLETION DATE: _____

APPROVAL FOR RELEASE:

VP OF SALES & MARKETING: _____

CONSTRUCTION MANAGER: _____

Pre-Construction Meeting Checklist

HOMEOWNER: _____ DATE: _____

CELL NUMBER: _____ DATE: _____

EMAIL ADDRESS: _____ DATE: _____

SUBDIVISION: _____ Lot #: _____

NEW HOME SALES COUNSELOR: _____

CONSTRUCTION MANAGER: _____

HOME PLAN: _____ ELEVATION: _____

ANTICIPATED START MONTH: _____

ANTICIPATED COMPLETION MONTH: _____

REVIEW WITH HOMEOWNER:

- PLANS
- SPECIFICATIONS
- OPTIONS
- SELECTIONS
- PLOT PLAN
- WALK SITE

INTRODUCTION:

- GREETING AND PURPOSE
- REVIEW SELECTION
- REVIEW OPTIONS
- REVIEW SPECIFICATIONS
- REVIEW CHANGE ORDERS(OUTSTANDING)
- REVIEW CHANGE ORDER POLICY AND STAGE CUT OFF'S
- REVIEW OPTION LOCATIONS(CUT SHEETS)
- REVIEW PLANS
- REVIEW POINT OF CONTACT PROCEDURE

MEETINGS:

- 1-1 ½ HOUR EACH MEETING(ATTENTION)
- REVIEW THIRD PARTY INSPECTION POLICY
- REVIEW CONSTRUCTION CHECK LIST PROCESS
- REVIEW PRE-DRYWALL PROCESS
- REVIEW PRE SETTLEMENT PROCESS
- REVIEW POST SETTLEMENT PROCESS
- REVIEW ADDITIONAL REQUESTED MEETING PROCESS

CONSTRUCTION TIME FRAMES:

- REVIEW SCHEDULE PROCESS
- REVIEW DURATION AND LEAD TIME
- REVIEW CITY/COUNTY INSPECTION PROCESS
- VARIABLES(CHANGE ORDERS, WEATHER)
- KEY DATES(MEETINGS AND EXPECTATIONS)

SAFETY:

- REVIEW SAFETY STANDARDS
- REVIEW WHEN HOMEOWNER CAN VISIT SITE PROCESS
- NO CHILDREN(OSHA AND INSURANCE)
- NO ONE IN HOME WITH VENDERS ON SITE WORKING
- PROPER ATTIRE WHEN VISITING SITE(HARD HATS, SHOES, DRESS)

PRODUCT EXPECTATIONS:

- DRYWALL
- PAINT AND CAULK
- WOOD
- FLOORS
- CABINETS/TOPS
- SITE DEBRIS

CUSTOMER CARE:

- GIVE HOMEOWNER THE GLENWOOD HOMES CUSTOMER CARE MANUAL
- REVIEW CUSTOMER CARE STANDARDS
- REVIEW WARRANTY PACKAGE
- CUSTOMER CARE AND EMERGENCY CONTACT INFO
- MAINTENANCE OF A NEW HOME
- CUSTOMER CARE POST CLOSING

SCHEDULING EVENTS:

- REVIEW SCHEDULE PROCESS
- TIME FRAMES FOR ADDITIONAL MEETING
- NO WEEKEND WORK/MEETINGS
- SLABS/FOUNDATION
- LUMBER SHRINKAGE
- CONCRETE CRACKS/EXTERIOR CONCRETE POLICY
- OPEN WINDOWS AND WEATHER(EXPOSED)
- GRADING EXPECTATIONS
- REVIEW PLOT PLAN
- REVIEW LANDSCAPING
- COMMUNITY RESPONSIBILITIES OF BUILDER AND HOMEOWNER

HOMEOWNER ISSUES/QUESTIONS:

DESCRIPTION OF ITEM: _____
 ACTION PLAN/RESPONSIBILITY: _____
 DUE DATE: _____ COMPLETED DATE: _____

DESCRIPTION OF ITEM: _____
 ACTION PLAN/RESPONSIBILITY: _____
 DUE DATE: _____ COMPLETED DATE: _____

DESCRIPTION OF ITEM: _____
 ACTION PLAN/RESPONSIBILITY: _____
 DUE DATE: _____ COMPLETED DATE: _____

DESCRIPTION OF ITEM: _____
 ACTION PLAN/RESPONSIBILITY: _____
 DUE DATE: _____ COMPLETED DATE: _____

DESCRIPTION OF ITEM: _____
 ACTION PLAN/RESPONSIBILITY: _____
 DUE DATE: _____ COMPLETED DATE: _____

FINAL COMMENTS OF MEETING: ALL ATTENDEES COMMENTS:

FOLLOW UP EMAIL TO HOMEOWNER OF ISSUE/QUESTIONS DATE: _____

COMMENTS AND COPY OF EMAIL: _____

ATTENDEES:

HOMEOWNER SIGNATURE: _____
DATE: _____

NEW HOME SALES COUNSELOR SIGNATURE: _____
DATE: _____

Pre-Drywall Meeting

- DESCRIBE THE PURPOSE OF THE PRE-DRYWALL MEETING
- REVIEW SELECTIONS
- REVIEW OPTIONS
- REVIEW SPECIFICATIONS
- REVIEW CHANGE ORDERS
- REVIEW OPTION LOCATIONS WITH CUT SHEET
- REVIEW TO DATE CONSTRUCTION CHECK LIST
- POINT OUT EVIDENCE OF QUALITY CHECKS AND WORKMENSHP
- REVIEW FRAME CHECK LIST AND CRITICAL WALL LOCATIONS
- REVIEW PRE SETTLEMENT PROCESS
- REVIEW WARRANTY AND POST SETTLEMENT PROCESS
- REVIEW SITE AND GRADING
- DISCUSS CONCRETE, DRYWALL, LUMBER SHRINKAGE, CAULKING
- DISCUSS LAWN AND DRYWALL/PAINT PROCESS'
- DISCUSS WEATHER AND HOME EXPOSURE
- REVIEW SAFETY PROCESS
- DISCUSS EXPECTATIONS FROM THIS POINT

ISSUES/QUESTIONS TO ADDRESS/RESOLVE:

FOLLOW UP EMAIL FOR RESOLVED ISSUES/QUESTIONS - DATE: _____

ATTACH COPY OF EMAIL

SET ESTIMATED COMPLETION DATE: _____

SET ESTIMATED PSD: _____

SET ESTIMATED HOME INSPECTION DATE: _____

SET ESTIMATED APPRAISAL DATE: _____

GIVE THIS INFO TO THE SETTLEMENT COORDINATOR - DATE: _____

ATTENDEES:

HOMEOWNER SIGNATURE: _____

DATE: _____

NEW HOME SALES COUNSELOR SIGNATURE: _____

DATE: _____

CONSTRUCTION MANAGER: _____

DATE: _____

Pre-Settlement Inspection

The items listed below have been noted during this post-settlement inspection for corrective action. Glenwood Homes will correct these items as quickly as possible. I agree that there are no verbal agreements regarding this inspection.

By _____
GLENWOOD HOMES Representative Date Customer's Signature
Date

Customer's Signature Date

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____

The above listed items have been corrected. I (we) understand that future drywall and landscape items as well as other maintenance is the responsibility of the homeowner to the extent that it does not meet industry requirements for builder responsibility as set forth in the Homebuyers Warranty Manual.

By: _____

GLENWOOD HOMES Representative Date Customer's Signature
Date

Customer's Signature Date

Service Procedures

After You Move In

After you move into your new home, you may occasionally find problems that affect the function or safety of your home. If this occurs please see the following section on Emergency Services. Problems which are cosmetic in nature and do not affect the function of your homes will be addressed at your 11 month Walk-through.

11 Month Walk-Through

The 11 Month Walk-through is provided to take care of any non-emergency Customer Care items that develop after your settlement. Between your settlement and the day of your 11 Month Walk-through, please keep a written list of items you wish to have addressed so that all non-emergency items can be addressed at one time. For your convenience, we have included a page at the back of the Customer Care Manual for that purpose. Your Glenwood Homes Representative will schedule this walk-through about 90 days after your settlement date. As with your Pre-Settlement Demonstration, your Glenwood Homes Representative will be responsible for completing any adjustments noted during your demonstration within ten (10) days following the demonstration; weather and material availability permitting. When the work, except seasonal items, is complete, you will be asked to acknowledge acceptance of the work by signing the off on the 11 Month Walk-Through form.

NOTE: Your signed acceptance does not relieve Glenwood Homes of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the Glenwood Homes Representative work has been completed. Glenwood Homes will re-adjust any warrantable repair that proves ineffective.

The 11 month Post-Settlement Walk is the only time we will contact you to schedule service. Your One Year Warranty covers you for 365 days after settlement; however, you will need to contact customer Care Department at **1-800-811-8787** or glenwoodhomeswarranty@2-10.com moving forward.

Seasonal Items

Often during the winter months we are unable to do finish work on the exterior of your home. This can happen during timeframe of November 1st through May 1st. These winter completion items include, but may not be limited to, exterior painting, driveways, concrete work, grading, seeding/sod and landscaping. Glenwood Homes will not escrow monies for the winter work items but will commit to you that in the spring, as weather and work crew staffing permit, we will work to get the items completed as quickly as possible.

Emergency Service

Before you call the Customer Care Line to report an emergency, please evaluate the problem and the conditions carefully in conjunction with the Guidelines for Emergency Service detailed in the following section. Unnecessary calls may interfere with more critical calls or result in a charge to you for service. Immediately following the Guidelines for Emergency service is the Emergency Service Request Procedure.

Caring For Your Home

Glenwood Homes has constructed your home with quality materials and labor-experienced Trade Partners. Before we use any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and this means it will require future care and maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to enjoying a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

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

Many times a minor adjustment or repair done immediately prevents a more serious, time consuming and sometimes costly repair later. **Note also that neglect of routine maintenance can void applicable Customer Care coverage on all or part of your home.** By caring for your new home attentively, you ensure your enjoyment for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

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

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

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Specific manufacturer's warranties may extend beyond the first year and it is in your best interest to be apprised of such coverage.

Guidelines for Emergency Service

Electrical

An emergency condition exists when any part of the electrical system in your home is not functioning properly except when one of the following three conditions exists:

- Circuit Breakers are not in the full “ON” position.
- Appliances are not operating properly (call for appliance service during normal business hours).
- Power outage outside your home.

Plumbing

An emergency condition exists only when one of the following conditions exists:

- No water supply is available. As long as you have fresh water at some point inside your home, an emergency does not exist and corrective action will be taken during normal business hours.
- If you have water flowing into the home from a broken or backed up pipe.
- All toilets in the home are stopped up. If this condition results from improper use by the homeowner, a charge will normally be made for the emergency service call.
- The homeowner is also responsible for applicable charges when calls made to subcontractors for repairs are caused by homeowner neglect (i.e. clogged toilets).

Heating and Air Conditioning

An emergency condition exists in the following cases:

- **Heating** – when heat is lost due to malfunction in the air handler or furnace (not in the heat pump, since the furnace will heat the house until a serviceman can respond during normal business hours if the heat pump itself malfunctions), and when the outside temperature is 30 degrees Fahrenheit and falling. All service calls placed after normal business hours and before midnight will be taken care of as soon as possible. Calls placed after midnight will be handled the following morning.
- **Cooling** – all calls will be handled during normal business hours. Cooling failures do not constitute an emergency condition unless a health problem requires conditioned air in the home. It is a good idea to own a window A/C unit and keep it stored in case you need it in the future; should a prolonged A/C outage occur.

Kitchen Appliance Warranties

The manufactures of the kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and Care Materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Always call or email the Glenwood Homes **Customer Care Line** to report your appliance issues.

Emergency Service Request Procedure

- **Contact the applicable Trade Partner** from the list of Trade Partners given to you in your settlement package. You can also find the Emergency Subcontractor List attached to the inside of your cabinet door under your kitchen sink.
- Contact the Glenwood Homes **Customer Care Line** (see below) so that we can monitor the progress of your service request.
 - a. phone: 1-800-811-8787 or Glenwoodhomeswarranty@2-10.com

NOTE: if you call a Trade Partner to your home outside of normal business hours for a non-emergency service item, you may be asked to pay the Trade Partner's representative the applicable charges for the call before the work begins.

Service Request Procedure

- Please review the Customer Care section of your Manual before making a service request.
- Call the **Customer Care Line** (see above). Service requests must be received through the Customer Care Line in order to receive appropriate and prompt attention. Service calls are not accepted directly through the Sales, Corporate or Construction staff. The calls are logged into our database so a service ticket can be generated and tracked to completion. Although your call is accepted on this line 24 hours a day, the messages are attended to Monday through Friday, 8:00 am to 5:00 pm, excluding holidays. When leaving a message it is important that you state all pertinent information including your name, address, lot number, the best contact number and email to reach you, along with a detailed explanation of your service request. THIS IS NOT AN EMERGENCY LINE! For any emergencies, please refer to the *Emergency Trade Partner Contact List* provided for you at the walk-through.
- Service Requests will be processed by the Customer Care Department and will be assigned to the appropriate Owners Representative.
- Your Owners Representative will contact you to evaluate the service request and determine the scope of service required.
- Service repairs are made Monday through Friday, 8:00 am to 5:00 pm, except for emergency service.
- Our policy is to complete all service requests within ten (10) days, whenever possible. In order for Glenwood Homes to provide service for your home we must be able to access your home during normal business hours Monday through Friday, 8:00 am to 5:00 pm. The Owners Representative and appropriate Trade Partners will contact you to schedule a time when service can be completed.

- Upon completion of the service request, you will be asked to sign the service request Work Order to acknowledge the completion of the service. Your signed acceptance does not relieve Glenwood Homes of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the service work has been completed. Glenwood Homes will re-adjust any warrantable repair that proves ineffective.

Important Information About Your New Home Limited Warranty

Glenwood Homes provides you with a One Year Glenwood Homes Workmanship Warranty. Glenwood Homes would like to take this opportunity before you settle on your new home to point out certain key features in your new home warranty coverage.

You will complete a thorough examination of your new home with the Glenwood Homes Representative who built your new home. Items, such as cracked glass, scratches in counter tops, scratched or chipped plumbing fixtures, marked flooring and, marks on any paint surface must be noted at the time of your pre-settlement walk-through demonstration. After the demonstration, Glenwood Homes will not be responsible for cosmetic defects found on these types of surfaces. In an effort to ensure that you properly note all surface defects in your new home prior to settlement, Glenwood Homes has specifically outlined many of these areas on your Pre-Settlement Demonstration sheet. Only items noted on the Pre-Settlement form will be honored; no side lists will be honored.

In addition, the provision of your Glenwood Homes warranty does not apply to any part(s) of your new home that has been subjected to misuse, negligence, accidental damage, or lack of preventative maintenance by the homeowner. Items that have been repaired or altered in any way by the homeowner (or the homeowner's personal contractor) that, in the judgment of the builder, adversely affect its performance are not covered by your warranty. Glenwood Homes does not warrant against normal deterioration, wear and tear, or exposure.

- One year Coverage: your builder warrants that for a period of one (1) year after the Effective Date of warranty, warranted items will function and operate as presented in the warranty standards of year.
- Two year Coverage: your Builder warrants that for a period of two (2) years from the Effective Date of warranty, specified portions of the Heating, Cooling, Ventilating, Electrical and Plumbing systems, as defined in this Limited warranty will function and operate as presented in the warranty standards of years 1 and 2.
- Ten year Coverage: your Builder warrants all major structural defects for 10 years from the Effective Date of warranty.

Homeowner Maintenance List

This list is furnished to assist new homeowners in recognizing those types of maintenance activities that are not warranted and should be handled by the homeowner in order to properly protect his/her new home. The list below is not intended to be a comprehensive list of all normal homeowner maintenance requirements.

- Watering lawn and landscaping
- Replacing faucet washers beyond thirty (30) days after settlement

- Cleaning sump or ejector pump and crocks (where applicable). Please do not allow a water softener discharge to be piped to your sump. It will prematurely wear out your sump pump and the salt water will kill your grass.
- Checking circuit breakers
- Changing light bulbs or fluorescent tubes
- Repairing or replacing threshold or weather stripping
- Repairing glass or glazing
- Water sealing any pressure treated decks
- Lawn maintenance including fertilization, raking, and re-seeding bare spots and erosions.
- If your home has a septic system with a filter, the filter must be pulled and cleaned every 4 to 6 months.
- Unclogged toilets or drains beyond one (1) month of occupancy
- Repairing damaged concrete or asphalt due to the use of salt, deicers, or gas or oil leaks
- Sealing of asphalt or concrete driveways
- Re-grouting or re-caulking around tubs, sinks or vanities, etc.
- Repairing normal concrete cracks (cracks that do not leak)
- Changing furnace filters or cleaning of coils
- Flushing hot water heater
- Addressing condensation and icing during cold periods
- Turning off water supply to outside hose bib(s) in cold weather and bleeding the water from the hose bib to prevent freezing. Disconnecting all garden hoses.
- Repairing any material failure caused by homeowner alterations; such as roof or siding leak caused by antennae installation
- Controlling erosion from discharges from downspouts or sump pumps
- Resolving garbage disposal jams caused by misuse
- Removing foreign objects from gutters and downspouts. Rain gutter overflows against foundation walls will erode grading adjacent to the foundation and may cause basement leaks.
- Re-caulking of interior or exterior joints (interior trim and countertops) due to normal wear
- Adjusting all door units
- Repairing minor cracking of wall surfaces, trim, etc. due to normal settlement or normal material shrinkage
- Repairing nail pops
- All re-grading (except major re-grading) around the house foundation resulting from normal consolidation of backfilled soils.

To complete this homeowner maintenance list, we suggest that you assemble a simple toolbox to keep in your home:

- Adjustable wrench
- Standard pliers
- Screwdrivers (small, medium, large, and Philips head)
- Basic hammer
- Head saw
- Assorted brads, nails and screws
- Duct and electrical tape
- Quality interior and exterior caulk and caulk gun

