

Anasca Homebuyer's Guide

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Ansca Homebuyer's Guide

Continuing Service

Welcome to your new Ansca home

We hope the building experience was enjoyable and wish you the best as you settle into your new home.

Your new home has been carefully designed and constructed to provide you and your family with a safe, comfortable home that needs a minimum of upkeep. In order to maintain your home in top condition, some periodic homeowner maintenance is necessary. The following pages are intended to help inform you of the maintenance required in and around your home and the proper procedures to follow.

Ansca has provided you with the following guide that will ensure your home is properly maintained. This guide will help familiarize you with the variety of maintenance aspects common to home ownership. In this guide you will discover a tremendous amount of information that will allow you to effectively handle most maintenance and service requirements.

Ansca's Service Guide Contents

In order to make the maintenance of your new home run as smoothly as possible, we have organized this section of the guide in an easy to reference fashion. We hope that you will find the guide informative and easy to use.

The Service & Maintenance Guide is broken down into five main sections. They are:

Ansca Service Policies: This section provides instructions on how to request service for your home as well as the procedures for handling emergencies.

Homeowner Maintenance Checklist: This provides an easy to read reference of important preventative maintenance procedures and establishes a time schedule as to when these maintenance items should be performed.

Service and Maintenance Guide: During the first year, keeping your home in good condition is a shared responsibility between Ansca and you, the new homeowner. This section will help better familiarize you with the major mechanical systems and components of your home, from air-conditioning and heating to the plumbing and electrical systems; from the exterior construction of the roof and finishes to the interior construction of the home. The Service and Maintenance Guide presents a range of subjects, all listed in an easy to reference manner.

In addition, the **Service and Maintenance Guide** defines Ansca's responsibilities to you, and explains your maintenance responsibilities as a homeowner.

Each section is broken down into four main parts:

1. The **Introduction** to each section provides general information specific to each topic.
2. **Ansca's Warranty Coverage** defines coverage and responsibilities, covered items, the length of coverage provided, and outlines the specific repairs we will make should corrections be necessary.
3. The **Homebuyer's Maintenance Guidelines** provide you with maintenance and operation procedures, tips, and ideas to keep your home in operating condition.
4. **Solutions to Common Problems** is a handy reference chart in each section that can save you time, money, and many unnecessary service calls.

A **Glossary** that defines building industry terms used throughout the Service and Maintenance Guide is located at the end of this document.

Community Directory: This section provides you phone numbers of contractors that may need to be contacted in case of an emergency. It also provides you with other important addresses and phone numbers related to your community.

It is highly recommended that you take the time to review this material. It will be helpful in assuring the enjoyment of your new Ansca Home.

Again, we would like to thank you for choosing Villages of Windsor by Ansca Homes LLC. as your homebuilder. We are proud of the homes we build and are dedicated to providing the service you demand. We hope that your home delights you to the point that you recommend us to your friends.

Ansca Homebuyer's Guide

Homebuyer's Service Policies

Ansca prides itself on providing quality service to our homeowners. We truly believe that customer satisfaction does not end at closing, but continues after you have settled into your new home.

The Customer Service Office will be your primary contact for any questions for additional service that may arise after you have closed and moved into your new home. Most of your questions concerning additional service will be answered at your Final Orientation prior to closing. In addition, most routine maintenance questions are addressed in the following pages of this Guide.

Villages of Windsor by Ansca Homes LLC. Limited Warranty Guidelines

Villages of Windsor by Ansca Homes LLC. provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards. In the event of a conflict or inconsistency between this manual and the Limited Warranty, the Limited Warranty will control.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home.

You will receive the signed Limited Warranty document at your closing. We do however, include a specimen copy in your Declaration of Protective Covenants and Restrictions. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact your sales associate.

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

Requests for Additional Service

We are aware that you may find a few items that you feel require service after you have settled into your new home. That is why Ansca has provided you with the Customer Service Request Form. We ask that you live in your new home for thirty (30) days before you submit your Customer Service Request Form. This form can be found in the Community Directory Section of this guide. This will better enable us to respond to one service request instead of numerous requests as they are discovered. It also provides ample time for you to become accustomed to your home, thus ensuring your concerns are addressed. **We require that all service requests be in writing.**

The Customer Service Request Form must be fully completed to insure proper Customer Service. Once completed, the form can be mailed, dropped off, or faxed to our Customer Service Office. **The address, fax number, and phone number for the Customer Service Office is located in the Community Directory section of the guide (Page 16).**

After your Customer Service Request has been received, your Customer Service Representative may contact you to review your requests. Your requests will be qualified and you will be informed as to what action will be taken.

We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

The agreed work will be entered into our Service system. Computer service tickets will then be generated and given to the appropriate subcontractor for servicing. This contractor will contact you personally to set up an appointment to complete the service. In most cases, service will be completed between 8:00a.m. and 5:00p.m., Monday-Friday. After the service has been completed to your satisfaction, we ask that you sign the computer ticket indicating that the service has been done.

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. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverages.

Service Appointments

Servicing your home is not unlike servicing a car. In most cases, appointments must be set up to complete the service calls. Anasca Customer Service is dedicated to providing our homeowners with reliable service appointments. Please let your Customer Service Representative know if a standing appointment has been broken by either an Anasca representative or a subcontractor.

We are aware that service work must take place in your home. We strive to insure that our workers are clean and considerate. If any Anasca representative or subcontractor fails to meet either of the above, please let your Customer Service Representative know so we can avoid such an occurrence in the future.

In order for Anasca to provide reliable service appointments, we also need your cooperation. In most cases, advanced notice is needed in order to assure service appointments are met. If you are not able to make an appointment, advance notice is appreciated. Your cooperation concerning these matters will help us provide the level of customer service you deserve.

Emergencies

Most emergencies are either electrical, plumbing, air conditioning, or heating related, and can be handled by contacting the contractor directly. However, we do ask that you contact the Customer Service Office first to inform us of any problems you are experiencing.

Before calling for help with an emergency, please review the appropriate electrical, air conditioning, heating, or plumbing section in this Guide to better determine if there is a simple solution to the problem. This helps limit the amount of unnecessary emergency calls that may delay the response to a genuinely critical situation.

24 hour Emergency Plumbing Services Available:

- Plumbing Emergencies:** An emergency exists if your home is completely without water or if all toilets are stopped. If there is some water, and at least one toilet working, your service call will be handled during regular service hours.

Window or roof leaks: In the unfortunate instance that a leak in a window or in the roof shall occur, we ask that you call as soon as possible to inform us of the problem. Although this may be an emergency situation, usually repairs cannot be made until the weather clears up. If a leak should develop, your cooperation in reducing possible damage by absorbing incoming water is in your own interest, and greatly appreciated.

Responsibility to Limit Consequential Damage

Any water leaks should be reported immediately to Anasca; failure to do so may cause further damage not covered under Anasca's warranty. As the Homeowner, you have a responsibility to limit consequential damage both to your personal property and to the home itself. For example, if there is a plumbing leak you must immediately shut off the water supply to prevent further damage; if a roof leak is allowing water to soak the carpet, you should pull the carpet back and place a bucket under the leak. Anasca is not responsible for damage that has been aggravated by the Homebuyer's failure to take reasonable actions.

Modifications To Home May Void Warranties

Any modifications to the home may void the warranty. For example, if you had folding shutters installed on your home after closing and your contractor damages the roof flashing, causing a roof leak, the repair of the roof leak and any consequential damage is not covered by Anasca's Warranty.

Service Calls at Homebuyer's Expense

Occasionally a request for customer service turns out to be an item which is not covered by the warranty and was the result of action by the homeowner, or someone working for the homeowner.

In the event that it is determined that the repair work was not covered by the warranty, the cost of the repair is the responsibility of the homeowner. An example of this is the unclogging of a sewer line caused by some foreign object being lodged in the drain after closing (i.e., paper towels, sanitary products, etc.).

Accessing Your Home for Service

When repairs are necessary, an Anasca representative and/or contractors will need access to your home. Keep in mind that construction is like any other industry and does maintain normal business working hours. This means that we will need your cooperation in making your home available for servicing. If a family member cannot be made available, we ask that you authorize, in writing, a neighbor or friend to provide access.

Private Home Inspections

Villages of Windsor by Anasca Homes LLC takes every effort to provide a quality home. We strive for excellence during all phases of construction and meet and or exceed all building codes. As a homeowner, you may choose to hire a home inspector. Please note that some reports are not always reflective of being a professional builder and may contain erroneous facts and discrepancies. If a defect is reported by your inspector and was found to have passed the required inspections at the time of construction, the item(s) will not be considered a warranty repair.

Ansca Homebuyer's Guide

Service Procedures Summary

The following is a summary of the procedures to follow if additional service is needed on your new Ansca home. These procedures must be followed in order for us to efficiently service your needs. We appreciate your anticipated cooperation concerning these issues.

- Requests for all non-emergency items that arise after closing **are to be submitted in writing** using the Customer Service Request Form provided in the Community Directory Section of this guide.
- Drop-off your Customer Service Request Form at the Customer Service office located in your Community.
- Your Customer Service Representative will contact you with a service appointment.
- Sign Service tickets for subcontractor service when completed to your satisfaction.
- Please limit phone calls to emergency situations.

Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you do not know whom to contact, call our office and we will guide you. Please have your manual handy to follow along when calling.

Appliances	Contact the manufacturer directly with model and serial number, closing date, and description of problem. See Community Directory
Emergency	During our business hours (Monday through Friday, 8 a.m. until 5 p.m.), call the warranty office; Emergency calls after hours or on holidays, call the necessary trade contractor directly. Their phone numbers are listed on the Emergency Phone Numbers sheet you received at orientation. See Community Directory After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you received at your orientation.
Storm damage or other natural Disaster	Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.
Hours	Office: Monday through Friday, 9 a.m. until 3 p.m. Inspection appointments: Monday through Friday, 8 a.m. until 4 p.m. Warranty work: By appointment
Questions?	Call the warranty office during normal business hours. The phone number is listed on the Community Directory page.

HOMEOWNER MAINTENANCE CHECK LIST

Introduction

The importance of maintaining your new home on a regular basis is directly comparable to maintaining a brand new car. If you never change the oil or get the car tuned up, little problems will eventually become big problems.

Many homeowners unfortunately spend less time and money maintaining their \$200,000 home than most lesser valued possessions. In addition, your new home is designed and built to last for many years and yet it has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible.

To help you pinpoint when specific maintenance items should be performed, this check list is divided into distinct time periods. After Move-In, Every Month, Every Six Months, and Annually. For additional information regarding the subjects presented here, please refer to the appropriate Manufacturer's Operating Instructions where applicable.

AFTER MOVE-IN CHECK LIST

BATHROOMS

- Apply silicone based grout sealer to ceramic tile grout if you wish to give the grout additional protection against discoloration from spills and stains.

ELECTRIC

- Locate and label (if not already completed) the main circuit breaker in the electric panel box and show family members how to turn it off in case of emergency.

FIRE EXTINGUISHER

- Purchase a general purpose fire extinguisher for each floor of the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency.

FIRST AID KIT

- Keep first aid materials and a book on first aid procedures in an accessible location.

FLOORING

- Attach furniture protectors underneath furniture legs to protect flooring finishes.

HOUSEHOLD TOOLS

- Acquire basic tools to help you with normal home maintenance chores to include: pliers, adjustable wrench, flat-blade and Phillips head screwdrivers, claw hammer, hand saw, tape measure, caulk and caulking gun, putty knife, paint roller and brush, power drill and drill bits, assorted nails, brads, screws, nuts, bolts, sandpaper, utility knife, toilet plunger, ladder, flashlight and batteries.

LANDSCAPING

- Review and implement recommendations in the Landscaping and Grading Section of this guide.

PLUMBING

- Locate and label the main water line shut-off valve and all individual valves and show all family members how to close them in case of a plumbing emergency.

SHUTTERS (where applicable)

- Ensure that the removable panels and track are safely stored but readily accessible. Practice installing the shutters so that all adult occupants of your home are familiar with the procedure. Purchase any equipment (such as ladders, work gloves, cordless screw driver, etc.) that will be required for installation.

EVERY MONTH CHECK LIST

AIR CONDITIONING AND HEATING

- Check air filters and clean or replace as necessary.
- Vacuum air supply and air return registers to remove dust and lint.
- Make sure condensation line on exterior home is not clogged.

FIRE EXTINGUISHERS

- Check fire extinguishers to ensure that they are fully charged.

GARBAGE DISPOSAL

- Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds. Do not use melon rinds!

INTERIOR CAULKING

- Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, counter tops and back splashes, ceramic walls, resilient and ceramic floors, window sills, and any other areas originally caulked by your builder. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the Plumbing Fixtures Section of this Guide.

RANGE HOOD FAN

- Clean or replace dirty filter.

SMOKE DETECTOR

- Test smoke detectors.
- Clean and/or vacuum detector openings as necessary.

EVERY SIX MONTHS CHECK LIST

CABINETS

- Check screws on door lock set and hardware and tighten as necessary.

DOORS

- Check screws on door lock set and hardware and tighten as necessary.
- Lubricate bi-fold and by-pass doors as necessary.
- Clean sliding door track and apply silicone spray to tracks as necessary. **Caution:** only use silicone lubricant; oil will cause the rollers to deteriorate. Take necessary steps to protect adjacent flooring from the silicone, as it may discolor.
- Oil moving parts of garage door.

ELECTRIC

- Test and reset all GFCI (Ground Fault Circuit Interrupter) receptacles.
- Check electrical extension and appliance cords. Replace frayed or split cords.

EXTERIOR FINISHES

- Check for cracks and voids in exterior caulking and re-caulk as necessary.
- Check exterior painted surfaces for damage and weathering. To repair, follow the maintenance instructions contained in the Painting Section of this Guide.

ROOFING

- Visually inspect roof from ground for missing tiles and gaps in flashing. Contact roofing contractor should repairs be required.
- Check and clean gutters and down spouts and repair gaps in flashing and soffits.

PLUMBING

- Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.
- Clean out faucet aerators, spray nozzles and drains.
- Check pipes and drains for water leakage.
- Remove water heater residue following instructions in the Plumbing Fixtures Section of this Guide.

WINDOWS

- Check sills for caulking cracks or separations and re-caulk as necessary.
- Check weather-stripping around windows and repair or replace as necessary.
- Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.
- Inspect window screens and repair or replace as necessary.

ANNUAL CHECK LIST

AIR CONDITIONING SYSTEM

- Have HVAC Contractor perform seasonal maintenance check-up.
- Ensure that air supply registers are not blocked by rugs, draperies, and furniture.

ATTIC

- Check attic and crawl space to ensure that soffit vents are not blocked with insulation and move insulation back to its original location if there are voids on the attic floor.
- Check inside attic for signs of roof leaks. Be extremely careful not to damage or disturb electrical wiring or plumbing pipes that may be in the attic.

CABINETS

- Check drawers and hinges for proper alignment. Tighten and adjust as needed.

DOORS

- Check and repair or replace weather-stripping on exterior doors as necessary.
- Check and tighten door hardware and lubricate as necessary.
- Tighten all bolts on garage door.

TERMITE TREATMENT

- Contact exterminator to set up termite treatment.

WINDOWS

- Check all windows for gaps in caulking on the exterior of the house.

SHUTTERS

- Ensure that all components are present and properly stored for safety and accessibility.
- Practice installing the shutters so that all adult occupants of your home are familiar with the procedure.
- Make sure you have the proper tools for installation (ladders, work gloves, etc.).

When You're Away

Absentee Ownership

Since some Florida homeowners travel or use their home only part of the year, we would like to pass along some useful advice on how to prepare your home for an extended leave.

The most common and possibly the most destructive problem is mildew when a home is left unoccupied for an extended period of time. Humidistats are also available through most heating and air conditioning contractors to help control mildew.