



# HOME OWNERSHIP HANDBOOK

WELCOME TO THE SPOSEN FAMILY!

SPOSEN SIGNATURE HOMES, SWFL  
A CASTLE REAL ESTATE COMPANY  
2311 SANTA BARBARA BLVD, SUITE 111  
CAPE CORAL, FL 33991  
239.244.8886

## **OUR COMMITMENT TO YOU:**

Our clients are our number one priority. Our goal is to provide a favorable homeownership experience for every customer. We build superior homes that meet our clients' needs and enhance their diverse lifestyles. We will strive to ensure product excellence, customer satisfaction and lasting value. Sposen Signature Homes would like to thank you for selecting us as your preferred home builder, we anticipate that this was an exciting and pleasurable experience and we will do everything in our power to ensure that your ownership experience continues to be pleasant. We believe that each of our clients expect the best in their home. Our construction and quality assurance teams make certain that our homes are built to meet our high company standards within each houses budget. All the products installed in our homes were chosen for product excellence and value that lasts. The result will be a beautiful, quality built home that stands the test of time. Our dedication to delivering a quality product does not stop once we deliver your house.

## **OUR HANDBOOK OVERVIEW:**

To make this a pleasing and positive experience, this Handbook was designed to outline the ***New Home Ownership Process*** and give a better understanding of both the clients' and Sposen Signature home's responsibilities with warranty and home maintenance. All members of the Sposen team are committed to your ongoing satisfaction throughout your home ownership

We designed this book to answer most questions that may arise and to help you get the most from this relationship. You may need other parts of this Handbook from time to time so we suggest that you keep the Handbook in a convenient location for easy reference. ***Please remember to bring this Handbook with you to all meetings with your warranty concierge or Construction Manager.***

We appreciate the confidence you have shown in purchasing a Sposen home. Congratulations from all of us!

## **PURCHASER CLOSING RESPONSIBILITIES:**

Please keep this link handy as it has great information for local utility companies, emergency contact numbers and a link to your warranty claim booklet. <http://www.sposenhomes.com/sposen-home-ownership/>

To ensure that all systems are in proper running order, Sposen Signature Homes (SSH) will have the electrical, water and sewer turned on prior to your closing date. Please arrange to have these utilities transferred into your name effective no later than the 36 hours following closing. The utilities will be discontinued after that date. To avoid any interruptions in services, please do not procrastinate. SSH will not be responsible for discomfort or damage as the result of discontinued utility services.

### **Water:**

For homes with city water, the water meter will already be installed when you close on your home. However, you must transfer the service into your name to avoid loss of service after the three-day grace period. SSH will not be responsible for any discomfort or inconvenience caused if your water is disconnected. These services usually take one to three days to activate once you request service. We suggest you make these arrangements on your day of closing. Simply tell the utility company what your effective date will be. Thank you for your cooperation in this matter.

### **Sanitation:**

You must inform your local sanitation company that you wish to begin service. Please make sure that you do so on your closing day so that all of your packing materials can be picked up as soon as possible after you move in.

### **Telephone**

Your home is pre-wired for telephones unless otherwise requested in the purchase Agreement. Service activation can take from one (1) to ten (10) days. We recommend you contact the local provider well in advance for an estimated time frame.

### **Cable/Satellite Television**

Your home has been pre-wired for the number of TV outlets specified in your purchase Agreement. Service activation can take from one (1) to ten (10) days. We recommend you contact the local provider well in advance for an estimated time frame.

### **Natural Gas**

If your area is serviced by natural gas or if you opted to have a gas tank installed on your property, you will need to set up an account in your name. Service activation can take from one (1) to ten (10) days. We recommend you contact the local provider well in advance for an estimated time frame.

## **WARRANTY SERVICE:**

SSH is committed using the highest quality materials and workmanship in every home we build. This commitment is as important to us after you move in as it is the day you purchase your home. The SSH Warranty Concierge (WC) is responsible for administering the terms of our Limited Warranty program. Our WC are trained to respond to your needs promptly and professionally.

During the Pre-Closing Orientation, our WC will discuss the Limited Warranty program. Complete details are included in the Warranty booklet given to you at the time of your contract. If you would like another copy, please let your sales person know. Please review the Warranty information and direct any questions to your WC. However, before you contact Warranty Service, refer to the subject of your concern found in this book. In many cases, the answers to your questions can be found in this Handbook.

If items needing repair are discovered, please make a list of your concerns and discuss your findings with your WC during your One Time 60/90 Day Preventative Maintenance Program for Adjustments and Repairs. When our WC is scheduled to perform warranty work, please remember that you must be at home to allow WC access. We will attempt to schedule the repairs at your convenience and according to the times indicated below. Service work can be delayed because of special scheduling requirements. Some of our Trade Contractors may call you directly for scheduling.

Service calls are scheduled between the hours of 8:00 a.m. and 5 p.m., Monday through Friday. The WC will coordinate between you and the specific vendor assigned to your home to the day to enter your home to do the necessary repairs.

## **WARRANTY SERVICE POLICY:**

Should the need for repairs arise during the warranty period, we will attempt to schedule work as soon as possible after our receipt of your written request. Delays however, may occur due to material shortages, back ordered parts from manufacturers, labor shortages, weather or difficulties in arranging home access. We will keep you informed of the completion date. In some cases, more than one service call may be necessary to complete a job. For example, drywall repairs might be done at one time and painting will be scheduled later since two different Trade Contractors are involved in the repair. This enables the WC to complete repairs correctly.

If you believe that you have a warranty claim, we suggest that you review the limited Warranty section of this Handbook before you request service. This will help you decide if the claim is covered by the SSH Limited Warranty, one of our Trade Contractors or is considered homeowner maintenance.

***Prior to calling us on a warranty item, please take time to read the warranty section of this Handbook. Thank you.***

If you believe you have an emergency requiring immediate attention, please refer to the Emergency section in this Handbook. If your situation is not an emergency, please follow the steps below for requesting service.

## REQUESTING SERVICE:

**REQUESTS FOR SERVICE MUST BE SUBMITTED IN EMAIL** to assure quality service and maintain a paper trail about any service issues in your home ([warranty@sposenhomes.com](mailto:warranty@sposenhomes.com)). This allows us to maintain complete records of all repairs and make sure that all work is completed in a timely manner.

***When making a warranty claim please include the following information in your email:***

- ***Your name***
- ***Best number to contact you at***
- ***Your property address***
- ***Brief description of the work requested and its location in your home.***
- ***Feel free to include any pictures as well that may better outline the claim.***

For example, please indicate the room, the location in the room and a general description of the problem.

***FOR YOUR PROTECTION AND TO ASSURE PROMPT SERVICE, ALL REQUESTS FOR SERVICE MUST BE IN WRITING***

## EMERGENCY SERVICE – DEFINITION AND PRECAUTIONS

We define emergencies as problems that require attention to protect you and your family from harm and to avoid damage to your property, your home or your lot. These problems include but are not limited to:

- A total stoppage of the plumbing drain system: If your system ceases to work or none of your sinks, tubs or toilets functions properly. A stoppage of one plumbing fixture does not constitute an emergency.
- A water leak that requires the water supply to be shut off to avoid serious water damage: The main shutoff is located on the front garage side of the home. The exact location will be shown to you during your Pre-Closing Orientation. A leak, which can be isolated by the shutoffs under the cabinets or plumbing fixture, is not an emergency. ***Please NOTE that the failure of your water heater does not constitute an emergency.***
- A total electrical failure within your home: An electrical outage in many houses indicates a neighborhood power failure. Report this to your electrical service provider. Refer to the Troubleshooting Section for details on electrical outages.
- Loss of heating or air conditioning during extreme weather conditions
- Smell of gas: Report a gas leak to your gas company immediately. Get everyone out of the home, including pets, until help arrives.

## REPORTING AN EMERGENCY:

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency. Turning off the water to a fixture or turning off the water main to your home can minimize damage from a water leak.

In case of an emergency between 8 a.m. and 5 p.m. during the week, please call SSH warranty office at 239-244-8886. After hours or on weekends call the trade **EMERGENCY** numbers below. Please report emergencies immediately to the service department the next working day so they can follow up with the trade partner.

## EMERGENCY CONTACT NUMBERS:

If you have an emergency, please contact the following vendors directly:

### Electrical:

|                           |                          |                  |                          |
|---------------------------|--------------------------|------------------|--------------------------|
| West Florida Wireman, LLC | <input type="checkbox"/> | Division 16, LLC | <input type="checkbox"/> |
| Jimmy                     |                          | Jessica          |                          |
| 239-265-6475              |                          | 239-288-7957     |                          |

### Plumbing:

|                           |                          |   |                          |
|---------------------------|--------------------------|---|--------------------------|
| A+ Plumbing Professionals | <input type="checkbox"/> | Advanced Plumbing & Installations, Inc. | <input type="checkbox"/> |
| Shane Sullen              |                          | Chad                                    |                          |
| 239-303-3333              |                          | 239-458-0026                            |                          |

### Air Conditioning:

|                               |                          |                                   |                          |
|-------------------------------|--------------------------|-----------------------------------|--------------------------|
| AC Joe Heating & Cooling, LLC | <input type="checkbox"/> | AC Professional Cooling & Heating | <input type="checkbox"/> |
| Joe McNall                    |                          | Patricia Martinez                 |                          |
| 239-233-6434                  |                          | 239-293-9373                      |                          |

## **SUGGESTED HOMEOWNER PERIODIC MAINTENANCE:**

Your new home is probably the biggest investment you will ever make. It stands to reason that you would want to protect that investment by keeping the individual components in top condition. Your home will require you to perform regular preventive maintenance. An understanding of how to care for each feature in your new home will prevent costly repairs and replacements later. Preventive maintenance on your new home should begin when you move in. Read the following sections of this Handbook to become familiar with the procedures for maintenance.

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from the day to day variation in the temperature. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

If your home is in a community, you should consult your Homeowner's Association before you do maintenance such as repainting and replacing exterior items. This will assure the work you do meets the regulations and guidelines that have been established for your neighborhood. Be especially careful when you repaint with a different color, erect new structures or fences, add to or change your landscaping, pour any additional concrete or install window coverings that are visible from outside the home.

The following periodic maintenance should bring years of added pleasure to you in your new home. Please read it through and enter key dates on a calendar.

### **EVERY 30 DAYS OR AS NEEDED:**

- ✓ **Wood Cabinets** – Apply lemon oil based wood protection product.
- ✓ **Furnace / Air Conditioning** – Clean or replace filters as monthly.
- ✓ **Plumbing** – Check under kitchen and bathroom cabinets for leaks. Check the area around the water heater for leaks.
- ✓ **Kitchen Exhaust Fan** – Remove and clean the filter. Run the filters through a dishwasher. Clean accumulated grease deposits from the fan housing.
- ✓ **Faucet Aerators** – Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two (2) months, the faucet aerators could require more frequent cleaning.



## REPORTING AN EMERGENCY:

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency. Turning off the water to a fixture or turning off the water main to your home can minimize damage from a water leak.

In case of an emergency between 8 a.m. and 5 p.m. during the week, please call SSH warranty office at 239-244-8886. After hours or on weekends call the trade **EMERGENCY** numbers below. Please report emergencies immediately to the service department the next working day so they can follow up with the trade partner.

## EMERGENCY CONTACT NUMBERS:

If you have an emergency, please contact the following vendors directly:

### Electrical:

|                           |                          |                  |                          |
|---------------------------|--------------------------|------------------|--------------------------|
| West Florida Wireman, LLC | <input type="checkbox"/> | Division 16, LLC | <input type="checkbox"/> |
| Jimmy                     |                          | Jessica          |                          |
| 239-265-6475              |                          | 239-288-7957     |                          |

### Plumbing:

|                           |                          |   |                          |
|---------------------------|--------------------------|---|--------------------------|
| A+ Plumbing Professionals | <input type="checkbox"/> | Advanced Plumbing & Installations, Inc. | <input type="checkbox"/> |
| Shane Sullen              |                          | Chad                                    |                          |
| 239-303-3333              |                          | 239-458-0026                            |                          |

### Air Conditioning:

|                               |                          |                                   |                          |
|-------------------------------|--------------------------|-----------------------------------|--------------------------|
| AC Joe Heating & Cooling, LLC | <input type="checkbox"/> | AC Professional Cooling & Heating | <input type="checkbox"/> |
| Joe McNall                    |                          | Patricia Martinez                 |                          |
| 239-233-6434                  |                          | 239-293-9373                      |                          |

### **EVERY 2 MONTHS OR AS NEEDED:**

- ✓ **Exterior Doors** – Oil hinges if required. Inspect finish for cracks and peeling Use touchup paint where required. Lubricate locks with a dry lubricant (graphite powder).

### **EVERY 3 MONTHS OR AS NEEDED:**

- ✓ **Air Handler Unit Condensation Line** – Pour a 50% mixture of water and white vinegar (2 cups) into the condensation line to keep it free of debris and growth.
- ✓ **Exterior Finishes** – Inspect for paint peeling and stucco cracks. Caulk and paint immediately.
- ✓ **Windows** – Check for proper operation and check that the weep holes are not clogged. Inspect caulk at window frames for shrinkage and cracking. Re-caulk immediately.
- ✓ **Interior Doors** – Lubricate hinges.
- ✓ **Garage Door** – Lubricate hardware. Inspect mechanism for free travel. ***Do not try to make adjustments yourself.*** Call the Trade Contractor.

### **EVERY 6 MONTHS OR AS NEEDED:**

- ✓ **Smoke Detectors** – Vacuum with a soft brush attachment to keep dust free.
- ✓ **Kitchen Tile Grout** – Inspect for loose or missing grout. Re-grout if necessary.
- ✓ **Tiled Areas** – Inspect caulked areas for missing or damaged caulk. Re-caulk if necessary. This is especially important in wet areas.
- ✓ **Shower Doors** – Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.
- ✓ **Tub Enclosures** – Inspect fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.
- ✓ **Gutters** – Clean debris from gutters every six (6) months and after storms.
- ✓ **HVAC System** – Dust all registers and vents every six months to assure proper airflow.

### **EVERY 12 MONTHS OR AS NEEDED:**

- ✓ **Exterior Paint** – Inspect for cracked and peeling paint. Caulk and repaint if necessary. Consult your Homeowner's Association regulations before you change the exterior paint colors.
- ✓ **Roof** – Inspect for damaged shingles after storms and high winds.

For additional tips on homeowner maintenance please visit our descriptive page here:

<http://www.sposenhomes.com/homeowners-maintenance/>

## **TROUBLESHOOTING GUIDE:**

This Troubleshooting Guide is provided to assist you in solving commonly occurring problems. Some can be quite serious and require an expert to correct them. Others you may be able to solve yourself. This section will save time and help you take the actions that are required and appropriate. If you cannot find the answer to your question in this section, refer to the manufacturer's warranty or contact SSH Customer Service.

### **PLUMBING:**

- ✓ If a water main breaks or a major plumbing leak develops, turn off the main water valve. It is usually located on the front corner of the house closest to the water meter. The exact location will be shown to you during the Pre-Closing Orientation. Call the plumbing trade contractor to report a plumbing emergency.
- ✓ If you notice a leak under a sink or toilet, turn off the water to the fixture by using the shutoff valves located under or behind the unit. Call for service.
- ✓ If a toilet becomes clogged, turn off the water valve at the toilet. Follow the procedures outlined in the Maintenance & Care section of this Guide.
- ✓ If you notice a leak in the tub or shower, turn off the water at the fixture and arrange for service. Do not use the shower or tub until service can be provided.
- ✓ If there is a leak at the water heater, turn the shutoff valve on top of the heater to OFF. Turn off the pilot light and the main gas supply for gas-fired heaters, or the circuit breaker for electrical heaters. Then call the plumbing Trade Contractor for service.
- ✓ If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. Contact your plumbing trade contractor for service. If the leak cannot be isolated, turn off the main water service to the house. Call the plumbing trade contractor to report a plumbing emergency.

***If you have small children, do not set the hot water heater temperature high enough that children might accidentally scald themselves. Your hot water heater is preset at 120°F which is considered a safe temperature to use when small children are in the house.***

## **GAS:**

***IF YOU DETECT A LEAK ANYWHERE IN THE NATURAL GAS LINE, EVERYONE SHOULD IMMEDIATELY LEAVE THE HOME. TURN OFF THE GAS AT THE GAS METER AND CALL THE GAS COMPANY TO REPORT THE LEAK.***

## **ELECTRICAL:**

If a complete power outage occurs, check to see if your neighbors have also lost electrical power. If the power is off in your neighborhood, call the Power Company to report the outage. If the outage is limited to a circuit in your house or your entire house, follow these steps:

- ✓ If there is no power to an electrical outlet, make sure that a wall switch that may be turned off does not control the outlet. If this is not the problem, go to steps 5 & 6 below.
  
- ✓ If a hanging light fixture does not work, note that some fixtures have an on/off switch located on the fixture. Make sure this switch is on. If your fixture doesn't have a switch, go to steps 5 & 6 below.
  
- ✓ If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any bulbs that are flickering or buzzing. Check wall switches go to steps 5 & 6 below.
  
- ✓ If power is out in a bathroom, kitchen, garage or outside outlet, these outlets may be connected to a Ground Fault Interrupt (GFI) device designed to interrupt the flow of electricity to prevent injury. Locate the nearest GFI outlet. If the reset button has tripped, press it in to restore power. If power is not restored, determine if the circuit is being overloaded. For example: Two hair dryers used simultaneously on one GFI circuit could cause the breaker to trip. **DO NOT PLUG A PERMANENT APPLIANCE (REFRIGERATOR OR FREEZER) OR POWER TOOLS INTO GFI OUTLETS**
  
- ✓ Inspect all circuit breakers, including the MAIN breaker. If a breaker appears damaged, leave it off and call your electrical trade contractor listed in this Guide.
  
- ✓ If the breakers are not damaged, but one of them is tripped, reset it. If the circuit breaker fails again, unplug or turn off all appliances in the affected area. Then reset the circuit breaker. If it again trips, you most likely have a short in the circuit. **DO NOT ATTEMPT FURTHER REPAIR.** Call the electrical trade contractor listed in this Guide if your home is still covered under our Limited Warranty, otherwise call a licensed electrician. If the breaker did not trip with the appliances disconnected, plug your appliances back in one at a time while someone monitors the breaker. If the breaker trips as an appliance comes on line, you most likely have a short circuit in that appliance. If you can positively isolate the appliance, leave that appliance disconnected. If the cause is not determined, you

believe it to be the circuit or you do not wish to troubleshoot an electrical problem, **CALL AN ELECTRICIAN** as mentioned above!

### **HEATING & AIR CONDITIONING SYSTEMS:**

If any of the heating systems are not working properly make sure the thermostat is set to a temperature higher than the room air. Check that the appropriate circuit breakers are in the ON position. If the cooling system is continually running, which it may do on particularly hot days, set your thermostat to no more than about 17° below peak outside air temperature. Your cooling system is designed to cool your house to about 15° below the outside air temperature and unit capacities are determined by square footage of your home. You should also check the breakers that control each piece of HVAC equipment. Sometimes the surge from the condensing unit cycling will trip the breaker for that unit. The condensing unit is the unit on the outside of your home. If that is not the problem and the system still runs continuously, call a professional HVAC contractor.

## **GLOSSARY:**

The following section deals with terminology and common words or phrases used in the homebuilding industry. We at SSH feel that the new homeowner will learn more about their new home if they understand some of the construction and system “jargon.” The Glossary also provides a ready reference of terms with which you may be unfamiliar with and may encounter in other sections of this Handbook.

**Aerator** – Located at the tip (mouth) of kitchen and bathroom faucets. It mixes air with water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

**Base/Baseboard** – The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

**Berm** – A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

**Caulking** – This material is used as a sealant around sinks, tubs, showers, windows and doors. It is also used as a transition between two differing materials.

**Circuit** – The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.

**Circuit Breakers** – Circuit breakers prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever OFF and then to the ON position once the source of overload has been corrected. Refer to the Troubleshooting section of this Guide for more information.

**CC&R** – CC&R is a real estate legal term that stands for Covenants, Conditions and Restrictions. CC&Rs are the various conditions that are stated on each deed to property. Homeowner Association restrictions, rules and regulations are included in the CC&RS.

**Common Areas** – Most neighborhoods have areas that are common property and owned by a Homeowner’s Association. These areas may include streets, parking areas, walkways, slopes and recreational areas. The Homeowner’s Association maintains and governs their use.

**Community Builder** – The person who oversees the construction of homes is the Builder. The Builder is responsible for making sure that the Trade Contractors perform their work on time and to the standards established by Encore Homebuilders.

**Condenser** – The unit of a heating and air conditioning system that is located outside.

**Cultured Marble** – This is a man-made product that has much of the durability and beauty of natural marble.

**Drywall** – The interior walls of a home are covered with drywall. This material also is called gypsum board or sheet rock. The material can be textured and painted to complement the style of any home.

**Efflorescence** – The white, powdery substance that sometimes accumulates on stucco, masonry and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

**Emergencies** – Emergencies are defined as situations in which a home and/or its occupants are in danger. Included are: electrical problems which present the danger of shock or fire; water leaks or complete stoppage of all drains, natural gas leaks, and failure of the air conditioning or heating unit in extreme temperature periods. Please refer to the Emergency section in this Guide.

**Erosion** – The flow of water from irrigation systems or rain can erode landscaping and change the drainage of the yard. Maintaining the original grading of the yard can prevent most erosion.

**Fluorescent** – The lighting fixtures that provide even, soft illumination in closets, kitchens, bathrooms and other areas of the home use fluorescent bulbs. These fixtures are more efficient than traditional incandescent lighting.

**Galvanized** – Steel that is covered with a zinc coating to prevent rust is called galvanized steel.

**GFI** – Abbreviation for Ground Fault Interrupter. It's similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFIs are usually located near water sources (kitchen or bathroom sinks and tubs), in garages or on the exterior of the home. In the event of a short circuit such as dropping an appliance into a filled tub or sink, the GFI will break the electrical circuit immediately and prevent a serious electrical shock should you try to grab the appliance.

**Graphite** – A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors and locks.

**Grout** – Grout is the cement-like material visible between pieces of ceramic tile.

**Hardware** – The hinges, locks, handles and other metal attachments to doors, cabinets and drawers.

**Header** – The header is a relatively heavy, structural piece of wood that spans open spaces such as doors and window frames. The header supports other structural members.

**Hollow-Core Door** – Interior doors are frequently constructed of thin plywood or molded Masonite sheets that are bonded to a frame. The inside or core of the door is hollow. This reduces weight, yet provides good insulation.

**Homeowner's Maintenance** – Your new home will last a lifetime if you routinely maintain its various components. Many maintenance procedures have been printed in the Maintenance & Care section of this Guide. This continuing maintenance is the responsibility of the owner.

**Homeowner's Association** – The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues used for maintenance of the common areas and / or special neighborhood projects.

**Incandescent** – Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting and exterior lighting.

**Joists** – The wood structural components of the second floor of your home are called the joists.

**Manufacturer's Warranty** – The appliances and certain other components of a new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you by Encore Homebuilders. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

**Masonry** – The stucco, stone or block work in a home.

**Nail Pops** – The natural expansion and contraction of wood can cause the nails that hold the drywall in place to move or pop out of place. The nails can be reset and, if necessary, touch up paint can be applied.

**Pre-Closing Orientation (PCO)** – Meeting you will attend with the Buyer Orientation Specialist prior to close of escrow to review the operation of your home and obtain warranty and maintenance information.

**OSB** – Oriented Strand Board is manufactured in 4' x 8' sheets and is used for roof and wall sheathing.



**Porcelain Enamel** – Your tubs and sinks may be constructed of porcelain enamel. It is made of a silicate paint, which is fired onto steel at high temperatures. It forms a durable smooth and shiny surface much like glass.

**Pre-Closing Orientation Form** – This form is used to certify your involvement in the Pre-Closing Orientation and record the condition of your home at that time. For more information, refer to the Closing Process section of this Handbook.

**Pre-Drywall Orientation (PDO)** – Meeting between you and the Builder, which is scheduled once your home is framed, but prior to drywall installation to confirm that all options have been correctly installed.

**Pre-Start Orientation (PSO)** – Meeting scheduled prior to the start of construction to allow you, the Sales Associate and Builder to review the options you have selected and the layout of your home. The PSO date and time is scheduled at the time of Purchase Agreement signing. Any change or delay in the PSO appointment may also result in a delay in starting your new home.

**Resilient Flooring** – The vinyl flooring that is used in kitchens and other high use areas of a home is called resilient flooring because of its cushion-like texture. It is similar to the linoleum floors of years past, but it is easier to care for and maintains its appearance for a longer time.

**Return Air Vent** – Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

**Ridge** – The uppermost structural member of your house. It spans the peak areas of your roof.

**Ridging** – A filled joint in drywall which becomes visible due to natural contraction and expansion of the materials.

**Scuttle Hole** – The opening in the ceiling, which gives access to inspect the attic space. This also is sometimes called an attic access.

**Sealant** – Commercial products that are used to seal porous materials like concrete, grout and mortar and protect them from penetration by moisture.

**Settlement** – In the first months and for years after a new home is built, some settlement can occur as the underlying soil gains and loses moisture. Minor settlement is normal, particularly in the first months after a new home is built.

**Sheathing** – The plywood or OSB that is installed on second floor walls and on roof trusses.

**Solid Surface** – This man-made product can be used for countertops in kitchens and bathrooms. It provides beauty, durability and an excellent working surface.

**Spackle** – The putty-like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

**Stucco** – The masonry material that covers the exterior of most homes in this area is called stucco. It provides excellent durability, insulation and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls. Turn sprinklers away from stucco to prevent water stains.

**Studs** – The vertical metal or wood structural members in the interior and exterior walls of a home.

**Swale** – A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

**Tack Strip** – The devices between the floor and carpet that hold wall-to-wall carpeting in place.

**Target Close** – The estimated month your home should be ready for occupancy. The estimate is arrived at considering the best possible scenario for your selections and the construction process. Many factors influence the completion of your home. Please accept the Target Close as a goal we fully intend to comply with, but one that can change.

**Termite Control** – A sprayed on wood treatment that forms a barrier against termite infestation. See the Maintenance & Care section of this [Handbook](#) for vital information on maintaining this barrier.

**Thermostat** – The wall-mounted device that controls the desired temperature in the home.

**Trade Contractor** – Specialized Tradespersons who contract with us to perform work in their area of expertise. SSHselects those trades with the highest standards and the best reputation. Competitive bidding and careful screening and measurement ensure that we get the best Trade Contractor for the job.

**Vitreous China** – The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

**Warranty Service Department** – The Warranty Service Department handles service or repairs that are covered by the Limited Warranty. The Warranty Service Department is solely responsible for reviewing warranty claims and acting upon them.

**Warranty Service Request Form** – A form used by the homeowner to request service under the terms of the Limited Warranty. All such requests should be in writing and on the proper form. Only those items covered by the Limited Warranty should be listed.

**Weep Holes** – The small holes in door and window frames and in masonry components that allow water to drain away are called weep holes. They should be kept free of dirt and debris.