On Top of the World

Welcome HOME

Homeowner's Orientation Guide



COLEN BUILT
DEVELOPMENT

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New Homebuyer Process



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New Homebuyer Process

Dear New Homebuyer,

Congratulations on your new On Top of the World home! We greatly appreciate your business and thank you for choosing On Top of the World Communities, a Colen Built Development.

At On Top of the World Communities, we are committed to your satisfaction at every level. This enables us to act in the most hands-on, timely and value-conscious manner on your behalf. Our quality assurance process ensures that your home is constructed to meet the highest possible standards while exceeding your expectations. All of the products in your home were chosen to provide excellence and lasting value.

Your On Top of the World Sales Associate, Construction Superintendent and Sales Transaction Coordinator will be your points of contact throughout the construction and closing process. At your Construction Orientation, the Construction Superintendent will review your paperwork, along with the details of your new home Purchase Agreement, to ensure any optional items you selected will be installed in your new home. This close attention to detail in the construction of your new home will be evident again during your Pre-Drywall Orientation, where you will again meet with your Construction Superintendent on-site before installation of drywall, allowing you an opportunity to view the structural, electrical, and mechanical components of your home. Later, when your home is complete, your On Top of the World Warranty representative will be available for assistance in handling any warranty items post-closing.

We have created this Guide to ensure that your home buying experience is a pleasant one. It will be an invaluable reference tool for you to familiarize yourself with the home-building process. This guide explains the Purchasing Process, Construction Process, and Closing Process in detail, and it would be helpful if you read these sections immediately.

Please keep this Guide in a handy location so that you may refer to it as often as you need, and be sure to bring it with you to each of your orientation meetings. And if by some chance you can't find the answer to your question in the Guide, please do not hesitate to contact us.

We wish you all the happiness that life can bring you in your new On Top of the World home.

Sincerely,

On Top of the World Communities, LLC.

New Homebuyer Process

RECEIPT OF THE HOMEBUYER ORIENTATION GUIDEBOOK

To ensure that your experience is pleasant, we designed this guide to help you through the New Home Process to understand both your responsibilities as our customer and our responsibilities as your builder. All members of our team are committed to your ongoing satisfaction through the sale and construction of your home.

I (We) hereby acknowledge receipt of the On Top of the World Homeowner Orientation Guide (Guide).
I (We) understand that this document contains important detailed information concerning the purchase of my (our) new home in On Top of the World Communities.

It also contains policies concerning the purchase, construction and closing processes for your new home. Policies referencing job site visits and the hiring of private home inspectors are also included in this Guide.

I (We) agree that after the completion and closing on my (our) new home that we will refer to this guidebook should I (we) have any questions concerning:

- Maintenance & Care
- Troubleshooting
- Limited Warranty

Purchaser: _____ Date: _____

Purchaser: _____ Date: _____

I hereby acknowledge that I have thoroughly reviewed this Guide with the above Purchaser(s).

Sales Associate: _____ Date: _____

HOME BUILDER'S LIMITED WARRANTY
(Acknowledgement of Receipt and Agreement to Read)

I/we hereby certify that on, or prior to, the date of this Agreement, I/we have received a sample of the Home Builder's Limited Warranty which commences on the date the title for the home is transferred to the first homeowner and expires 10 years from the date the title for the home is transferred to the first homeowner. I/we agree that, prior to closing on the home to which this Agreement relates, I/we will read the sample Home Builder's Limited Warranty in its entirety and will contact the builder with any questions I/we have about my/our or the builder's duties, rights and obligations under the Home Builder's Limited Warranty or the coverage, limits or exclusions contained therein.

I/we understand that I/we have the right to have the Home Builder's Limited Warranty and any and all other documents related to my/our purchase of the home reviewed by an attorney of my/our choosing at my/our sole expense. This review does not allow the purchaser to alter the terms of the warranty, delay, or cancel the closing on the contracted home.

I/we agree that my/our failure to read the sample Home Builder's Limited Warranty and to obtain any needed assistance in understanding the Home Builder's Limited Warranty document shall not in any way change my/our or the builder's rights, duties or obligations under this Home Builder's Limited Warranty.

Property Address: _____

_____

Signature of Homebuyer: _____ Date: _____

Signature of Homebuyer: _____ Date: _____

Signature of Homebuyer: _____ Date: _____

New Homebuyer Process

HOMEBUYER'S HOME INFORMATION & APPOINTMENT SCHEDULE

Your cooperation in attending each appointment as scheduled will help us achieve our estimated completion date for your new home.

HOME:

Purchased Agreement Date _____ Loan Application date _____

Neighborhood _____ Lot #_____ Floor Plan _____ Elevation _____

Street Address_____ Ocala, FL _____

Home Owner Association _____ Phone # _____

CONTACTS:

	Contact	Email Address	Phone#
Sales Office	8447 SW 99th Street Rd, Ocala, FL 34481		352-854-3600
Sales Associate			
Design Consultant			
Transaction Coordinator			
Construction Superintendent			
Closing Coordinator			
Resident Services			
Warranty Rep			
Warranty Department			
Home Owner Association			

APPOINTMENTS:

Design Studio	Date:		Time:	
Construction Orientation	Date:		Time:	
Pre-Drywall Closing	Date:		Time:	
Pre-Closing Orientation	Date:		Time:	
Closing with Marion Title	Date:		Time:	
Community Orientation	Date:		Time:	
Warranty 30 Days	Date:		Time:	
Warranty 3-Month	Date:		Time:	
Warranty 9-Month	Date:		Time:	

QR CODE (ON IPHONE AND ANDROID)

On the following pages we utilize a QR code to make submitting Construction or Warranty requests easy.



What is a QR code?

A QR code is an individual, unique code that stores a small amount of data that can be accessed by scanning an image. Each QR code carries an instruction, which could be anything from opening a website or data to WiFi passwords, or login information.

Steps to scan QR code:

1. Open the camera app.
2. Focus the camera on the QR code by gently tapping the code you want to open.
3. At the top of the screen, there will be a notification alerting you of the source of the page – if you click this, it will take you to the page.
4. Follow the instructions on the screen to complete the action.

New Homebuyer Process

CONSTRUCTION COMMUNICATION FORM

For Homes under Construction Only – Not for Resident Service Requests
We encourage all Construction Communication forms to be completed online by scanning the QR code with your phone or visiting **OTOWConstructionSupport.com**. All handwritten forms maybe emailed to **CBCCustomerSupport@ColenBuilt.net**. No verbal requests will be honored.

HOMEBUYER(S): _____ DATE: _____

NEIGHBORHOOD: _____ LOT#: _____

PHONE: _____ EMAIL: _____

HOMEBUYER(S) CONCERNS: _____

_____

_____

_____

_____

_____

HOMEBUYER(S) SIGNATURE: _____ DATE: _____

For internal use only:

Is the above concern(s)

Yes___ No____ Purchase agreement concern

Yes___ No____ Color selection / Missed option concern

Yes___ No____ Quality concern

Yes___ No____ General concern

Manager responsible for follow-up:_____

CBC notes / Course of action: _____

_____

Purchaser contacted date and time: _____

Concern resolved: Yes____ No_____ Provide Explanation: _____

_____

_____

_____

MANAGER'S SIGNATURE:_____ DATE:_____

Warranty Request

WARRANTY REQUEST FORM

We encourage all Warranty Request forms to be completed online by scanning the QR code with your phone or visiting OTOWWarrantyRequest.com. All handwritten forms maybe emailed to **Warranty@OTOWFL.com**. No verbal requests will be honored.

Homeowner _____ Today's Date _____

Neighborhood _____ Block #_____ Lot #_____

Closing Date _____ Street Address _____

Phone # _____ Email _____

Best Day/ Time to perform work: _____

Homeowner Completes		Warranty Representative Completes		
Item	**Description**	**Qualified by**	**Date**	**Corrective work to be done by**

Signature of Homeowner _____ Today's Date _____

About The Builder



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About the Builder

BUILDING QUALITY HOMES FOR OUR CUSTOMERS

We understand that each of our homebuyers expects the best in their home and in their neighborhood. Our Quality Assurance team at On Top of the World Communities ensures that your home is constructed to meet the high standards of our company. All of the products installed in your home were chosen for product excellence and value that lasts.

All members of our team, through their contribution to the sale and construction of your home, are committed to your ongoing satisfaction. In the beginning, you will meet your Sales Associate, Transaction Coordinator, and Construction Superintendent. As each milestone in your new homes construction progress draws near, you will be contacted by your Transaction Coordinator and/or Construction Superintendent. Once you move into your home, you will be introduced to our Warranty department. Details on each phase or process of the sale, construction, closing and ownership of your new home are included in this Homeowner Orientation Guide. The first three sections (Purchasing Process, Construction Process and Closing Process) should be read immediately, although we encourage you to review the entire Guide as soon as possible. The remaining sections on Emergencies, Warranties, Maintenance & Care, Troubleshooting Guide and a Glossary of Terms will become very important once you have moved in to your new home.

Please take the time to read each section carefully.

THE FIRST THREE SECTIONS (PURCHASING PROCESS, CONSTRUCTION PROCESS AND CLOSING PROCESS) SHOULD BE READ IMMEDIATELY

The information about caring for your home is very important. You should read this section thoroughly to become familiar with the general maintenance that your home requires.

You may need other parts of this Guide from time to time. We designed the sections to answer most questions that may arise and to help you get the most from this important purchase. We suggest that you keep this Guide in a convenient location for easy reference.

We appreciate the confidence you have shown in purchasing a home at On Top of the World Communities!

Congratulations from all of us!

About the Builder

OUR COMMITMENT

Buying a home is an important decision, and we know that many factors influence your decision. The size of the home, the floorplan and the location are primary factors. One factor that is both visible and invisible and one that we think is important is the high standard of excellence built into every On Top of the World home.

WHAT HAPPENS NEXT?

This summary will give you a snapshot of what to expect next in a condensed form. More detailed information follows throughout the Guide.

While we are preparing to begin construction of your home, you can participate by taking care of several very important aspects of your purchase. The chronological list that follows outlines the typical events that take place during the purchase and construction phases of your new home. Where time frames are specified, it is vital that they be observed in order for us to meet our delivery date commitment to you.

Resident Application - A new buyer is to complete a Resident Application and a background check within five (5) days of Purchase Agreement for both new construction or Move-In Ready homes.

Mortgage Application – A pre-qualification or pre-approval letter is required within five (5) days of signing the Purchase Agreement for both a new construction or Move-In Ready home.

Deposits – Deposits made prior to the start of your new home's construction. All deposits must be received by On Top of the World in accordance with your Purchase Agreement.

Transaction Coordinator - Each homebuyer is assigned a Transaction Coordinator who will be your contact person regarding your executed Purchase Agreement. They will also schedule your Pre-Closing Orientation and closing date as well as coordinate with your lender and title company to ensure your closing process goes smoothly.

Construction Superintendent – Each homebuyer is assigned a Construction Superintendent to oversee the construction of their home and conduct the Construction and Predrywall Orientations.

Construction Orientation – During the early stages of construction a meeting will take place with your Construction Superintendent, and all parties to the Purchase Agreement to confirm all selections and review your paperwork. **Please bring this Guide to your Construction Orientation.**

About the Builder

Visiting Your New Home While Under Construction – Job sites can be dangerous. You must be accompanied by an On Top of the World representative to visit your home while under construction. Please refer to your Guide for proper procedure.

Pre-Drywall Orientation – Prior to installation of drywall, a meeting is necessary to confirm that all of your options are being installed correctly and to allow you an opportunity to view the structural, electrical and mechanical components of your home. **Please bring this Guide to your Orientation.**

Closing Date – This will be provided to you by your Transaction Coordinator once it has been determined when your new home will be completed. This date may vary according to circumstances beyond our control. However, the date can normally be determined once Cabinet installation is complete.

Your Homeowner Insurance Policy – This will need to be ordered a minimum of 30-days prior to your anticipated closing date. Please refer to your Guide for details.

Pre-Closing Orientation – This is a very special time showing you your newly completed home for the first time. This assures your satisfaction and will help you become familiar with your completed home's many features. Many important maintenance items will be addressed. **Please bring this Guide to your Orientation.**

Closing - Your visit to the title company for the closing process consists of signing all of the necessary documents to transfer ownership from On Top of the World to you.

Community Orientation - A representative from Resident Orientation will contact you to schedule a convenient time for your Community Orientation. This is typically scheduled as close as possible to your Pre-Drywall Orientation meeting.

Enjoying Your New Home – This is easy with your Guide! Refer to sections relating to suggested periodic maintenance, warranty service, a troubleshooting guide and your Limited Warranty.

Referrals – Referrals are always appreciated. We know you will be delighted with your new On Top of the World home, tell a friend who may be interested in making a move.

Purchasing Process



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Purchasing Process

SALES ASSOCIATE

One of the first people you will meet in your search for a new home is a Real Estate expert. On Top of the World Communities takes great pride in the Licensed Real Estate Sales Associates who represent us. They are thoroughly knowledgeable in all areas regarding the purchase of your new home.

The purchase of a new home is a unique and emotional experience. We are committed to making the home-buying process pleasant and exciting. One way to achieve this is to consolidate as many activities as possible under the responsibility of one person. Your Sales Associate will act as your point of contact during your purchasing process.

We encourage you to visit with your Sales Associate, and please feel free to bring your family and friends. Your Sales Associate will spend as much time with you as circumstances allow. Certain times, especially weekends, are much busier than others and your Sales Associate is dedicated to serve other customers and potential buyers. Therefore, it is always best to schedule an appointment with him or her in advance. If you wish to visit your new home-site, please refer to the Construction Process section for policies and guidelines.

DESIGN STUDIO

Your Sales Associate will schedule your Design appointment. Once that is done you will receive an email from the Design Studio confirming the date and time of your appointments. You will have up to two (2) days to complete the design process. Our Design Studio has a staff of professional consultants who will help you choose your selections. Customer assistance through the Design Studio is another example of our commitment to personalized service throughout the entire home-buying process.

By completing this appointment promptly, it will expedite your mortgage loan processing by identifying any additional costs to include in your loan.

- At the end of your appointment, your selections at the Design Studio will be finalized.
- Only colors, patterns, styles, and brands offered by the Design Studio may be ordered. We make every effort to offer a diversified selection in all categories.
- In the event you have purchased a home under construction (“Move-in Ready Home”), any Design Studio selections that have already been ordered **cannot be changed.**

Purchasing Process

YOUR CUSTOMER SUPPORT TEAM

Each homebuyer is assigned a Transaction Coordinator and a Construction Superintendent. They will be your points of contact for important communications during your home's construction and through the closing of your new home. The Transaction Coordinator's purpose is to verify that all paperwork for the Purchase Agreement is complete and shared with relevant parties. The Transaction Coordinator will notify you of your Pre-Closing Orientation and closing dates provided by Construction. If you are financing, you as the homebuyer are responsible for submitting all paperwork to your lender on time to avoid delays with your closing. The Transaction Coordinator will also coordinate with your lender and the title company to ensure your closing process goes smoothly.

The Construction Superintendent will communicate milestones in your home's progress and ensure your new home is built in accordance with the architectural plans. Your Construction Superintendent will review the structural options and upgrades you have chosen with you during your Construction Orientation, and will remain your point of contact throughout the construction process. Once your home is completed, the Construction Superintendent will introduce you to your Warranty Representative.

YOUR BUILDER

On Top of the World Communities has a highly qualified staff of Architectural Draftsmen, Construction Superintendents and Production Managers. Their responsibility is to ensure that your new home is built according to all applicable building codes and to our high standards. The primary goal for the construction staff is to eliminate any defects found during your home's construction that might turn into frustrations for you later on by monitoring the day-to-day activities and inspecting all levels of work to ensure that quality is paramount during all phases of construction.

YOUR CONSTRUCTION SUPERINTENDENT WILL ACT AS THE "POINT OF CONTACT" FOR ALL PHASES OF THE CONSTRUCTION PROCESS.

ESTIMATED COMPLETION

Your Sales Associate will provide you with an estimated date range, which refers to the estimated date range that your new home should be ready for occupancy. This date range is determined by considering the best possible scenario for your selections and for the construction process to flow smoothly without interruption and/or delays. There are many factors that influence the completion of your new home that are extremely difficult to predict, such as, weather, material deliveries, labor disputes, scheduling conflicts, inspection holdups, etc. Therefore, the estimated completion date range is to be considered an estimate and will not always occur in the month(s) specified in the Purchase Agreement. Therefore, we ask that you envision the estimated completion date range as our goal that we intend to strive for but is subject to change.

Purchasing Process

Your actions influence our ability to complete your home on time. In order to avoid any delays in starting your home, your cooperation is critical in completing your loan application and Design Studio selections within the time frames specified. Any delay in starting your home will, in turn, result in a delay in the completion of your home.

Approximately 30-45 days before your closing, the Transaction Coordinator will provide written notice to you of your Pre-Closing Orientation date and time, along with relevant information on the closing of your new On Top of the World home. The written notice will allow you to be prepared and make necessary arrangements for the closing.

SECURITY PERIOD

After completing your Pre-Closing Orientation, your home is placed within a Security Period until the closing, to assist with protecting your investment. Your home will be re-keyed during the Security Period, so only your Construction Superintendent and authorized scheduled trade contractors will have access. This policy will be strictly enforced to protect the new products, materials, and quality in your home. Please refer to the section of this guide titled “Construction Process” for further information about this Security Period.

MODEL PRESENTATION

On Top of the World offers many of its more popular models in several neighborhoods. However, different neighborhoods and price ranges include different features. Building codes, setbacks, material availability, local aesthetic requirements, landscaping, and a host of other factors may vary from one neighborhood to another. We invite you to view our various models so that you may get an understanding of the floor plan in general, the use of space and light, the approximate room sizes and the traffic pattern of the home.

Please take care to verify the specifications as outlined in your Purchase Agreement and the floor plan as presented in your particular neighborhood. We will make every effort to clearly communicate the differences in each neighborhood, but ultimately will only accept the responsibility for delivering the home in accordance with the floor plan and specifications as outlined in your Purchase Agreement, as they are unique to your neighborhood.

Please note there are some items displayed in the model presentation as an option or upgrade in an effort to show their availability. Some other upgrades are designer-inspired items that are not available for purchase.

Purchasing Process

As a neighborhood develops and floorplans are updated an option or upgrade may become available that was not available previously to earlier purchasers. Due to the complexity in obtaining the necessary approvals to construct a home, we cannot approach previous purchasers about changing their construction specifications to include newly added features, options, or upgrades.

As the community develops, included features may be added, and prices increased to meet market demands. Alternatively, to avoid a price increase, an included feature may be deleted. Therefore, the features included in your home's base price may be different from those included for an earlier purchaser, or for a home purchased more recently.

Please rely on your Purchase Agreement to determine which included features are in your home.

OPTION SELECTION DEADLINES

We feel we have met the challenge of balancing flexibility for the homebuyer along with the need to maximize quality control while still offering a variety of options. A policy was created that is fair to everyone which also ensures schedules are being met, construction errors are kept to a minimum, and costs remain under control. We have achieved a good balance with the following policies governing the quantity and type of options available:

- The Design Studio provides all options available for your home. All options must be selected during your scheduled design appointment time. This is extremely important as it allows us to complete your home on a timely schedule and ensure you receive a product that maintains the high quality demanded by our commitment to excellence. Any delays after completing your design appointment will affect your estimated completion date and penalties could be assessed.

AFTER YOUR FINAL DESIGN APPOINTMENT AND ALL SELECTIONS ARE MADE, NO CHANGES WILL BE ALLOWED.

- In order to maintain quality, safety, and control, only those trade contractors specifically under contract with On Top of the World are allowed to participate in the construction of your new home. **Prior to closing, buyers are not permitted to make any changes and/or add any wiring, insulation, materials, etc. In addition, no outside suppliers or unauthorized contractors may be used for any items and are not permitted access to the home.**

- No changes may be made after your final design appointment is complete. This is to ensure that your building permit is obtained in a timely manner and that we can honor your estimated completion date to the best of our ability.

Purchasing Process

WRITTEN AGREEMENTS AND REPRESENTATIONS

It is On Top of the World's policy to maintain our reputation for honesty and integrity in all of our transactions. For your protection and ours, it is absolutely necessary that any agreements between you and any On Top of the World representative that depart from the standard On Top of the World Purchase Agreement be documented and signed by all authorized parties. These agreements would include any changes to your payment type, options, and/or closing date. **Please refer to your Purchase Agreement, Section 11, Page 9, for details relating to Representations.**

PUT IT IN WRITING! To eliminate any confusion, misunderstandings, or even forgetfulness that is sometimes a result of verbal communication. All changes or modifications must be in written form and signed by the Builder and Purchaser.

SUBSTITUTIONS BY ON TOP OF THE WORLD

Occasionally it may be necessary for us to deviate from the original specifications due to the availability of any of the materials included in our homes, and we will be required to make substitutions for certain products, equipment, appliances, brands, etc. We reserve the right to substitute the new model, color, style or pattern for the old. We will substitute the closest possible match of equal or greater quality. When this happens, our new selection becomes the standard in production. Our purpose is to choose a new material rather than stop construction and delay completion of your new home. Homebuyers are notified of any substitutions. **Please refer to your Purchase Agreement, Section 31 (c), Page 20, for details relating to Substitutions.**

Further, we always reserve the right to make substitutions, without advance notification, of a material or process when such changes will avoid construction delays, improve quality, eliminate future service problems, lower maintenance costs and/or generally enhance the livability of your home. In addition, a slight modification to the design of your model, which may not appear on the sales plan brochure, On Top of the World website or plans viewed at your design appointment, might necessitate a change. We make every effort to keep the sales literature up to date, but occasionally a change occurs too rapidly to incorporate it into current sales information.

CONSTRUCTION ORIENTATION

After On Top of the World Communities has received the permitted plans from Marion County, your Construction Superintendent will contact you during the early stages of construction to schedule your Construction Orientation. This meeting can be done in person or as a conference call and will take about an hour. During your Construction Orientation you will meet with your Construction Superintendent and any other parties associated with the Purchase Agreement that wish to review your selections and discuss interior features, such as drywall textures, baseboards, and trim.

Purchasing Process

You may walk your home-site with your Construction Superintendent to review features specific to your home-site. This meeting also sets expectations of all parties during the building process in order to ensure a positive customer experience.

On Top of the World wants to be sure that the information and instructions provided to our trade contractors and suppliers are accurate and complete, so that there is no confusion relative to your home.

The Construction Orientation is a final opportunity for us to confirm that your chosen selections are correct. This meeting is not a time to add or change options, as the start instructions have already been distributed to our trade contractors and are reflected in your permitted home plans.

Your Construction Superintendent will schedule your Pre-Drywall Orientation about two weeks before drywall installation.

THERE WILL BE NO CHANGES, ADDITIONS OR DELETIONS ALLOWED AT THE ORIENTATION.

PRE-DRYWALL ORIENTATION

At your Pre-Drywall Orientation, you will meet with your Construction Superintendent at your new home-site once the home is framed, and prior to drywall installation. The purpose of this meeting is to confirm your structural, plumbing, and electrical selections have been correctly installed, and provide you an opportunity to view the quality construction built into your home. This meeting should take approximately one-hour.

THERE WILL BE NO CHANGES, ADDITIONS OR DELETIONS ALLOWED AT THE ORIENTATION.

PRE-CLOSING ORIENTATION

Your Pre-Closing Orientation is one of the most important and exciting phases of your new home purchase. You will be notified of the exact date and time approximately 30-45 days prior to the Pre-Closing Orientation date by the Transaction Coordinator and is scheduled one week prior to your closing. The purpose of this meeting is to welcome you to your completed home for the first time and discuss how the home functions, it's many features, homeowner maintenance and assure your satisfaction prior to your closing.

BRING THIS GUIDE TO THE PRE-CLOSING ORIENTATION AND CLOSING.

NOTE: If you are unable to make it to the Pre-Closing Orientation and do not have a designated representative, it will be completed by your realtor or Sales Associates without you present. The Pre-Closing Orientation will take about two hours and will be conducted by your Warranty Representative and/or appropriate On Top of the World representative.

Purchasing Process

ALL PURCHASERS SHOULD ATTEND THE PRE-CLOSING ORIENTATION!

At this orientation you will become acquainted with your new home. This is your opportunity to learn exactly how it functions, where all of the systems ON/OFF controls are located, and to ask any questions that you might have concerning your new home prior to moving in.

A great deal of information will be covered in a short amount of time, so it is important that we have your complete attention. Therefore, if you are attending the Pre-Closing Orientation we respectfully request that you do not invite friends, relatives, or others to attend with you.

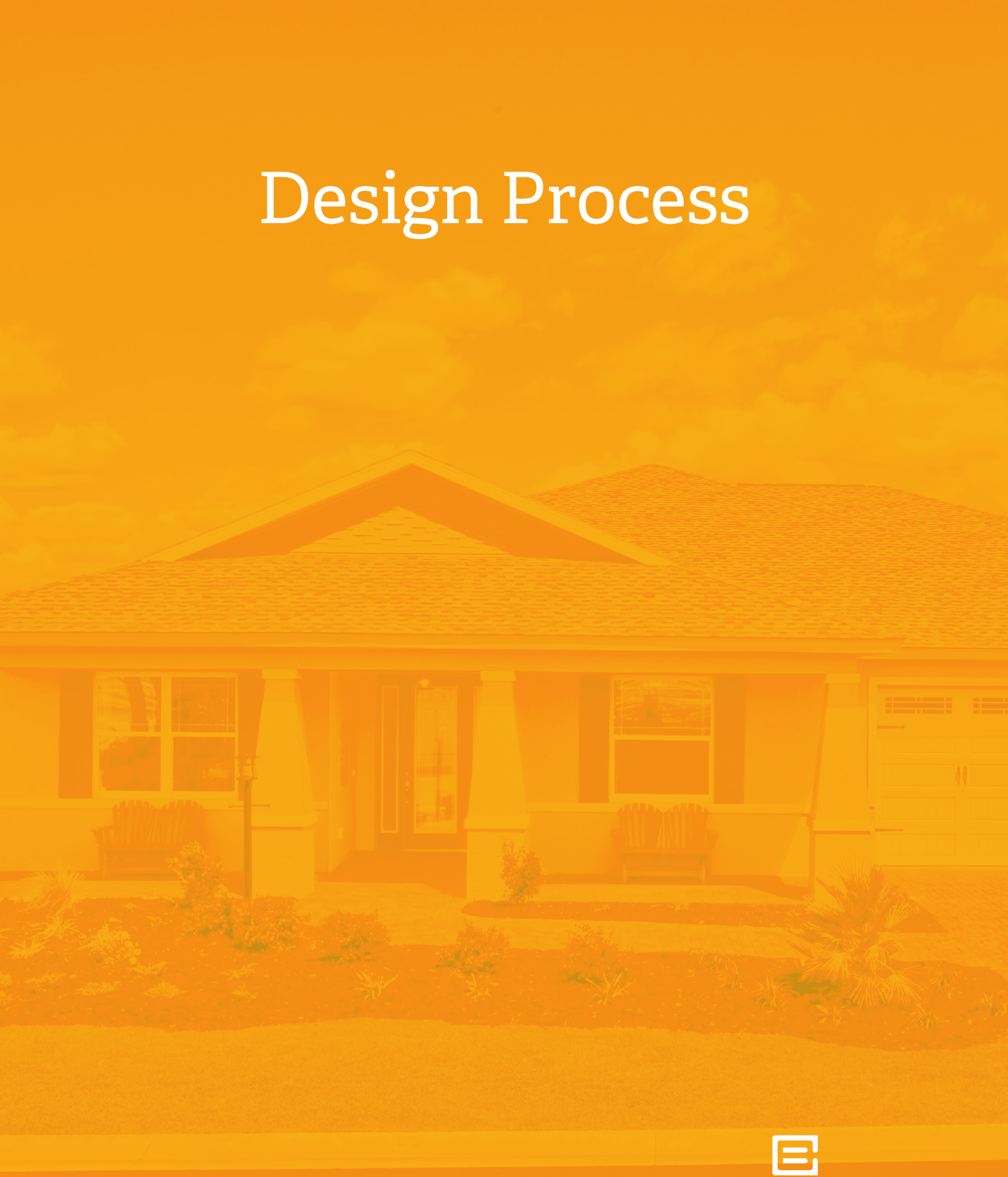
During the Pre-Closing Orientation and Closing, manufacturer's warranty materials will be given to you. Please review these materials so that you are familiar with proper operation of all of the systems. This will make you aware of all the features and benefits of your appliances and other systems. It is especially important that you know the location of the utility controls and shutoffs. These locations will be pointed out during your Pre-Closing Orientation.

KNOW THE LOCATIONS OF ALL UTILITY CONTROLS AND SHUTOFFS.

Our policy is to address all items needing attention, if there are any, before your closing. When the items are complete, your Warranty Representative will contact you to meet at your new home to verify all items needing attention are complete. If you have any discrepancies regarding any of the following items, they must be noted on the Pre-Closing Orientation Checklist, as these items may have been damaged during move-in. On Top of the World Communities will not be responsible for damages after your closing and you have accepted the keys to your home.

ISSUES CONCERNING THE PRE-CLOSING CHECKLIST ITEMS MUST BE NOTED AT THE PRE-CLOSING ORIENTATION WITH YOUR CONSTRUCTION SUPERINTENDENT.

Design Process



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DEVELOPMENT

Design Process

Your On Top of the World Transaction Coordinator will forward your Purchase Agreement to the Design Studio team. The Purchase Agreement includes the neighborhood, home site, floor plan, exterior elevation and any structural modifications you selected.

If your schedule permits, a short browse appointment may be set before your actual design appointment. This one-hour appointment is where you can browse the Design Studio and discuss your budget, style and preferences with one of our Design Liaisons. If you are unable to browse first, don't worry. There is plenty of time during your design appointment to see everything available to make your selections.

DESIGN APPOINTMENT

Here is where the fun really begins! Your Design Consultant will be prepared and ready to assist you with putting together the interior design elements of your new home. Your Design Consultant will guide you through your interior selection process, answer your questions and assist you with any changes you need to make before finalizing your options. Once all options have been selected your Design Consultant will print and review your final options sheets and related documents with you. After your review, your Design Consultant will ask you to sign as confirmation that your final selections are correct and provide you with a copy of everything you sign at the Design Studio.

Following this appointment, your Design Consultant will forward your final selections to our Drafting department and your home will be ready for the next step – your Construction Orientation.

Please understand while we want to enable you to make your home uniquely yours by offering a variety of design choices, we may not be able to accommodate all your desired modifications or design item requests during the construction of your home. Often there are limiting factors such as the availability of materials, production limitations or scheduling concerns which could affect our ability to complete your home on time. After closing, you can choose to make additional modifications to your home through World Home Improvements.

Your Design Consultant will provide you with the all the available options for your specific floor plan and neighborhood. Some options may only be available on a particular floor plan or in a specific neighborhood.

Design Process

AFTER THE DESIGN APPOINTMENT IS COMPLETE

Your Transaction Coordinator will send you a revised payment schedule with the amount of your next deposit. No deposits are received at the Design Studio.

Your home plans will be sent to the Drafting department and will be redrawn to include any structural and electrical modifications you selected. Afterwards, your home plans are sent to Marion County for permitting.

The Construction Orientation can be done in person or as a conference call and will last about an hour. Your Construction Superintendent will contact you about two weeks before drywall installation to schedule your Pre-Drywall Orientation. At your Pre-Drywall Orientation, you will walk the home with your Construction Superintendent before drywall installation to confirm your structural and electrical options have been installed as requested.

Construction Process



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Construction Process

ESTIMATED COMPLETION DATE

Once the Construction Process has begun, the estimated completion date is a goal; your Construction Superintendent will provide updates as each construction stage is completed. However, as mentioned earlier, in a business with as many variables as there are in residential construction, it is virtually impossible to quote the exact completion date in advance. Construction delays can be caused by numerous factors, a few of which include material delivery delays, weather, labor disputes, scheduling conflicts, and inspection holdups. **When your home is approximately 30-45 days prior to completion, your Transaction Coordinator will provide you written notification confirming the date of your Pre-Closing Orientation and closing date.** We are aware of your timing concerns but insist on having sufficient time to finish your new home to our standards. Therefore, we request that you keep your moving plans flexible. To save your family worry, inconvenience and money, please do not make any final commitments until we have made a firm commitment to you by scheduling your Pre-Closing Orientation.

VISITING THE CONSTRUCTION SITE

Due to project safety concerns, On Top of the World Communities does not permit access to the construction site during the building process. Your Construction Superintendent will be happy to answer your questions and guide you on how to handle any specific concerns you may have. We recommend you participate in your Pre-Drywall Orientation after the interior framing has been completed and the home is ready for drywall. You will be able to observe the majority of the structural members, the rough-in for plumbing, HVAC, and electrical during your Pre-Drywall Orientation.

Many new homebuyers want to “check things out” on their own without the accompaniment of an On Top of the World representative. Again, for the safety of our homebuyers, this is not allowed unless accompanied by an On Top of the World representative. Although we do not encourage this practice, we feel obligated to state some simple facts and guidelines to govern this activity:

- Please schedule with either your Sales Associate or your Construction Superintendent to plan a visit to your home under construction.
- Please be aware that the home you are purchasing does not become your property until the closing and transfer of title.
- It is not permissible for you to make any changes, alterations or additions to your future home until it becomes your property. On Top of the World reserves the right to deny any unauthorized changes, to cancel your contract without refund, and to charge the homebuyer(s) for any cost incurred.

- The trade contractors are given very firm orders that they are to build each home according to the working drawings, specifications and written orders from our Superintendent. Therefore, please do not approach any of these workers with requests or suggestions. Any discrepancies between what you ordered and what has been installed should be immediately brought to the attention of your Construction Superintendent.
- After appliances have been installed in your home, it will be rekeyed and locked for security purposes until closing. PLEASE BE AWARE THAT YOU WILL NOT BE ALLOWED ACCESS TO YOUR HOME DURING THIS SECURITY PERIOD EXCEPT FOR YOUR SCHEDULED PRE CLOSING ORIENTATION AND FINAL SIGN-OFF. Upon completion of your Pre-Closing Orientation, the home will be locked and will remain in Security Period until closing, when you will be presented with the keys to your home.
- Due to liability issues, trade contractors are instructed to discontinue working when anyone enters the jobsite (other than authorized personnel). **Violating this policy will place you in breach of contract and can result in cancellation and forfeiture of deposit.**

SAFETY AWARENESS POLICY

Now that you have entered into a contractual agreement with On Top of the World Communities to construct your new home, it is important that we explain our Safety Awareness Policy that will apply during the construction process.

Safety on the construction site is important to On Top of the World, therefore, we require that your visit is with the supervision of trained personnel. Every safety procedure required must be followed.

Please be advised that construction sites are private property and they are not open to the public at any time.

Purchasers are only permitted to visit the home **they have purchased** based on the following:

- You schedule with either your Sales Associate or your Construction Superintendent to plan a visit to your home under construction.
- You must wear a hard hat. NO EXCEPTIONS.
- You must wear appropriate shoes and attire. No loose fitting clothing, flip flops, sandals, open-toed shoes, or shoes with heels greater than one inch.
- You must not have children under 18 years old or pets with you.
- You must drive with or follow our representative to the construction site.
- You must not bring family members or friends with you to any appointments. They will not be allowed on the construction site; only those that are Purchaser(s) on the Purchase Agreement.
- You must not enter any other homes that are under construction.

Construction Process

INSPECTIONS

On Top of the World follows all applicable local and state building codes. There are two things to remember:

- Inspections are required at certain stages of construction in order to assure that the codes and standards of quality are being met. There are times when an inspection cannot be scheduled immediately following completion of one of these stages. To the homebuyer, it may seem that no progress is being made on your home for several days. However, these delays are accounted for in our estimated completion date. Also remember that the inspectors really are your emissaries in that they represent your interests!
- Due to Code Requirements, some changes or alterations that you would like to have incorporated in your new home cannot be made.

We are aware that you are vitally interested in the progress of your home. All we ask in return is that you acknowledge safety issues, our professionalism, and expertise to build the quality home that you envision.

HOME INSPECTION SERVICES

Some purchasers choose to hire an independent home inspector at their own expense.

In the event Purchaser elects to hire an independent home inspector at Purchaser's sole expense, Seller agrees to allow Inspector access to the Residence based upon the following criteria to which Purchaser hereby agrees that Purchaser and Inspector shall comply:

- Carry workman's compensation insurance and general liability insurance in an amount of not less than $1,000,000, $2,000,000 per aggregate requirement and provide Seller with an insurance certificate naming Seller as an additional insured.
- Be licensed in the state of Florida.
- Perform inspections at a time which is reasonably convenient to Seller provided that Seller receives no less than 72-hours notice of inspection.
- Provide the results of any inspection to Seller in writing within 24-hours detailing any alleged violations of the applicable building code with citation of the relevant sections.
- If any inspection shall be performed, it must be in the presence of an authorized representative of the Seller.
- Inspections shall be visual only, no disassembly or removal of construction materials shall be allowed.
- Inspection results should be provided to seller at a minimum of three (3) days prior to Pre-Closing Orientation.

Closing Process



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Closing Process

This section will familiarize you with the Closing process. Please read this section carefully so that you understand the various steps that are required for you to close on your new home.

NOTIFICATIONS

There are several notifications that you will receive throughout the construction of your new home.

- Executed Contract:
  - o Your final executed Purchase Agreement will be automatically emailed to you via DocuSign.
- Construction Orientation Notification:
  - o The Construction Superintendent will contact you to schedule your Construction Orientation meeting.
- Pre-Drywall Orientation Notification:
  - o The Construction Superintendent will notify you of the date for your scheduled Pre-Drywall Orientation meeting.
- Community Orientation:
  - o A representative from Resident Orientation will contact you to schedule a convenient time for your Community Orientation. This is typically scheduled as close as possible to your Pre-Drywall Orientation meeting.
- Closing Letter:
  - o The Transaction Coordinator will provide you with specific information approximately 30-days before your closing, including, the scheduled time for your Pre-Closing Orientation, and your closing.

PLEASE BE AWARE OF THE FOLLOWING: THE TRANSACTION COORDINATOR WILL NOTIFY YOU OF THE PRE-CLOSING ORIENTATION DATE AND CLOSING DATE PROVIDED BY CONSTRUCTION. (The Pre-Closing Orientation is scheduled one week before the Closing date.)

MORTGAGE PROCESSING

Should you choose to finance, you will need to provide the Transaction Coordinator with the lender's contact information and a pre-qualification letter within five (5) days of signing your Purchase Agreement. The Transaction Coordinator will work closely with your lender and title company to ensure an efficient and timely closing. The homebuyer is responsible for promptly providing the lender with all required documentation to avoid any delays to your closing. Wire transfers are required for closing; this process will be provided to you by the Title company.

Please note: Proof of funds is required for all cash closings within five (5) days of signing contract. The Sales Associate and Transaction Coordinator will assist you with any additional questions you may have.

Closing Process

HOMEBUYER RESPONSIBILITIES: UTILITIES

Your Transaction Coordinator will provide you with a closing letter detailing the name, address and phone number of utility companies in your area. Please contact the utility companies prior to your closing date. Your new address will be provided to you after the construction of your home begins. Prompt notification will minimize any delays in your service. Below is additional information for your utilities and the approximate time frame that you should order the service based on your home completion date:

- **Internet Service**
  - o Basic internet service is included through your Master Association. On Top of the World includes state of the art Fiber to the Home Active Ethernet (FTTH-AE) in every new home we deliver. FTTH-AE bandwidth speeds do not decrease at peak usage periods. Your bandwidth is exclusive to your home. Ultra-High internet speed capabilities makes higher bandwidth plans possible. Please contact Bridgenet Communications for more details on the upgrade plans that are available.
- **Telephone Service**
  - o Your new home has been pre-wired for telephone service. Please contact Bridgenet Communications to set up service.
- **Satellite Television Service**
  - o Your home has been prewired for the number of TV outlets specified in your Purchase Agreement. Please contact Bridgenet Communications to establish service. A modification request is required by your Homeowner's Association prior to installation and can be initiated after you close on your home, at the Modification and Compliance office. The one-time modification fee for your satellite service will be paid by the developer. Please allow 24-48 hours for the modification to be processed prior to the scheduled installation.
- **Water and Sewer**
  - o The Bay Laurel Center Community Development District (BLCCDD) installed a water meter at your new home. You will need to contact BLCCDD and apply for water and sewer service, prior to the closing on your home. The irrigation account is transferred on the date of your closing. Your home is built to Florida Water Star standards and is currently equipped with a pre-programmed Hydrawise™ irrigation timer and Solar Sync system, designed to promote water efficiency and help reduce future water bills. Please note: we are in the process of transitioning to the Hunter X-Core 400 with Solar Sync, which will be standard in all homes moving forward.
- **Electrical**
  - o Please contact your provider and request that the electricity be transferred into your name seven days prior to your scheduled closing. Power companies typically require two or three days prior notification to do a final meter read on the following day, with the exception of weekends and holidays. Your initial electric bill will include an establishment fee. Should you have any questions regarding this procedure, please contact the service provider directly.
- **Natural Gas**
  - o Your home is equipped with natural gas. Please contact your provider within seven days of your scheduled closing.
- **Refuse**
  - o Depending on your specific neighborhood, your trash will either be picked up curbside or it will need to be taken to a central collection facility by you.

Closing Process

HOMEBUYER RESPONSIBILITIES: INSURANCE

- **Insurance**
  - o A Homeowner's Insurance Policy, as well as flood insurance (if applicable) is advisable to ensure your new home. Please consult your insurance agent. Policy requirements vary by community and/or neighborhood. Consult your Homeowner's Association documents for details.

HOMEOWNER INSURANCE POLICY: "CERTIFICATE OF INSURANCE" NEEDED BY LENDER.

CLOSING

During the Pre-Closing Orientation, any necessary adjustments to the home will be noted and addressed accordingly.

Your visit to the title company for the closing process consists of signing all of the necessary documents to transfer ownership from On Top of the World to you. If you chose to finance, the loan documents will be delivered to the title company, who will calculate the amount of your down payment and closing costs. Your title company will provide you with payment instructions and the exact amount that will be required to wire for closing. You will also need to bring some form of ID, (preferably a Driver's License) to your closing appointment.

After your closing, a deed for your property will be recorded in the Official Records at the Marion County Clerk's Office. The original recorded deed will be mailed to you four to six weeks after closing. If title insurance is purchased, promptly following the recording of the deed, the title agency prepares a "Title Insurance Policy," which protects you from an unmarketable title, i.e., encumbrances, liens, etc., on your property. You will receive your title insurance policy anywhere from two to three weeks following the closing.

Once all funds have been deposited and/or your loan has funded, you will be presented with the keys to your new home. On Top of the World only releases the keys after all documents have been signed and the home has been paid for in full or fully funded by your lender.

COMMUNITY ORIENTATION

- **Pre-Orientation**
  - o Your Community Pre-Orientation will be conducted at the Resident Orientation office located in Friendship Commons, Suite 200. A Resident Services Liaison will be in contact with you to schedule your appointment. For your convenience, we will make every attempt to schedule this in conjunction with your drywall walk through. The orientation will consist of a presentation regarding the community, warranty information, Homeowner's Association standards, amenities, and association rules in addition to completing the initial Homeowner's Association documents.

- **Final Orientation**
  - o After your closing is complete, the title services office will direct you back to Resident Orientation for your Final Orientation meeting. At this meeting, you will receive your resident ID cards, vehicle decals, and mailbox keys, if applicable. All final Homeowner's Association documents will be completed at this time and we will answer any additional questions that you may have.

SUMMARY

On Top of the World has established the following policy governing actual occupancy of your new home:

- All purchasers named in the Purchase Agreement should participate in the Pre-Closing Orientation.
- All necessary mortgage papers, notes, and other required forms must be executed by the buyers.
- All funds due to On Top of the World must be paid in full via wire transfer prior to closing.
- The property and home must have final clearance by all concerned inspection agencies. On Top of the World will arrange for the final inspection.

THE REMAINING SECTIONS OF THIS GUIDE CONCERN THOSE TOPICS THAT YOU WILL NEED TO KNOW ONCE YOU ARE ALL SETTLED IN YOUR NEW HOME, SUCH AS, EMERGENCY AND WARRANTY INFORMATION, MAINTENANCE & CARE OF YOUR NEW HOME, TRADE CONTRACTOR CONTACTS AND COMMUNITY/CLOSING SERVICES LOCATED IN YOUR AREA. PLEASE TAKE THE TIME TO READ THROUGH THESE SECTIONS AND THEN KEEP THE GUIDE AVAILABLE FOR A READY REFERENCE.

Warranty Information



COLEN BUILT
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A Colen Built Homes Warranty Overview

1-YEAR WORKMANSHIP & MATERIALS WARRANTY

Covers defects in workmanship and materials installed in your Colen Built home, including manufacturer and installation issues. Excludes: homeowner maintenance items, damage caused by the homeowner or their contractors/agents, cosmetic concerns, and acts of God (as defined in the Homeowner Guidebook).

2-YEAR MAJOR SYSTEMS WARRANTY

Covers defects in major home systems, including HVAC, plumbing, electrical, and roofing. Excludes: damage caused by the homeowner or their contractors/agents, and acts of God

10-YEAR LIMITED STRUCTURAL WARRANTY

Covers major structural components of your home, including beams, columns, floor systems, foundations and footings, roof framing, and load-bearing walls/partitions. Excludes: damage caused by the homeowner or their contractors/agents, and acts of God

APPLIANCE WARRANTY

Whirlpool® appliance package includes a 1-year manufacturer's warranty (registration required).

HVAC Warranty

- 10-year manufacturer parts warranty (from date of closing).
- 1-year labor warranty provided by trade partner.
- Homeowner may purchase an extended labor warranty (up to 2 years after closing) directly from the trade partner.

Warranty Information

INTRODUCTION

On Top of the World is committed to building every home using the highest quality materials and workmanship. This commitment is as important to us after you move in as it is the day you purchase your home. The On Top of the World Warranty Representative is responsible for administering the terms of our Home Builder's Warranty provided by Colen Built and ensuring your satisfaction within this program. Our Warranty Representatives are trained to respond to your needs promptly and professionally.

During the Pre-Closing Orientation, the Warranty Representative will discuss our Limited Warranty program administered by Colen Built. Please review the Warranty information and direct any questions to the Warranty Representative.

To assist us in handling your requests efficiently, please review this section of the Guide carefully before contacting Warranty. In many cases, the answers to your questions are in this Guide.

If a repair is necessary to an interior, you must be at home to allow our Warranty Representative to enter. If a repair is necessary to the exterior, often times you do not need to be home. We will attempt to schedule the repairs at your convenience, according to the times indicated below. Warranty work can be delayed because of special scheduling requirements.

We encourage all Warranty Request forms to be completed online by scanning the QR code with your phone or visiting OTOWWarrantyRequest.com. All handwritten forms maybe emailed to Warranty@OTOWFl.com. No verbal requests will be honored. This form is in this book under "Forms and Schedules".

Warranty calls are scheduled between normal business hours, Monday through Friday 8am-4pm. The Warranty department will be responsible for coordinating repairs with outside subcontractors when necessary. The Warranty Representative will contact you to schedule any necessary repairs.

WARRANTY CALLS ARE SCHEDULED BETWEEN BUSINESS HOURS:
MONDAY-FRIDAY 8AM-4PM.

WARRANTY POLICY

Our policy is to help you enjoy the lifestyle you moved to On Top of the World to experience. To achieve the most efficient method of servicing your home warranty needs, we established scheduled check points to meet with you and address your questions and concerns. Typical warranty requests will be addressed on this scheduled timeline to provide you an organized method of how warranty work will be performed. This will allow you to predictably set your schedule so that you are free to fully enjoy everything On Top of the World has to offer.

Emergency work order requests, such as roof leaks, will be handled on an as-needed basis.

Warranty Information

Warranty Request Time Line:

1. **Pre-Closing Orientation:** During your Pre-Closing Orientation, your Warranty Representative will perform a thorough new homeowner orientation that demonstrates the functionality of your new home. After your Pre-Closing Orientation, you should have a working understanding of how to operate your HVAC system, gas and electric appliances, doors, windows, and other components of your home. We will evaluate the interior and exterior of your home in accordance with the National Association of Homebuilders "Residential Construction Performance Guidelines." After your Pre-Closing walk through, your construction superintendent will facilitate the completion of any items that are listed on your Pre-Closing walk through list.

2. **30-Days Post Closing:** Your next scheduled meeting will be approximately 30-Days after closing on your home. This scheduled appointment will take place with your Warranty Representative.

   a. Your 30-Days post closing visit is to further demonstrate and clarify the proper maintenance requirements and care of your new home. It is also an opportunity to review the warranty process to further clarify the builders obligations and the homeowner's maintenance responsibilities. You may use this time to ask questions and address any concerns you may have regarding your new home. This visit should be approximately one (1) hour.

   b. Once your post closing meeting is completed, your Warranty Representative will work to resolve any lingering construction related items that require attention.

   c. A final evaluation of your home's sod will be performed during this meeting. Please note that your sod warranty is for 30-Days from your closing date.

3. **3-Month Post Closing:** During your 30-Days Post Closing appointment your Warranty Representative will schedule your 3-Month check-up meeting.

   a. Your 3-Month visit will once again further demonstrate and clarify the proper maintenance requirements and care of your home. It is also an opportunity to reiterate the homeowner's maintenance responsibilities as well as explain the proper procedures for obtaining warranty service. You may use this time to ask questions and address any concerns you may have. This visit should be approximately one (1) hour.

   b. Your Warranty Representative will coordinate any construction related repairs with the appropriate subcontractors following this meeting.

4. **9-Month Inspection:** Your 9-Month inspection will be performed with your Warranty Representative who will complete a homeowner assessment review. At this meeting, your Warranty Representative will explain the long-term care and monthly maintenance requirements for your home and address your home's current performance. This time is also used to set the correct expectations regarding the length of warranty service and to address any questions or concerns you may have.

a. Prior to your 9-Month inspection you should compile a list of concerns that need evaluation by your warranty representative.

b. The Warranty Representative will schedule your 9-Month inspection with you within seven (7) months of the date of your closing.

PRIOR TO CONTACTING WARRANTY, PLEASE TAKE TIME TO READ THE WARRANTY SECTION OF THIS GUIDE.

In case of a Warranty emergency, please refer to the Emergency section in this Guide.

If you Warranty Request is not an emergency, they will adhere to the Warranty Request Timeline outlined in this Guide under section 7 - Warranty Information.

When the Warranty department receives your Warranty Request form, they will determine if the Limited Warranty covers the requested item. For more details refer to this Guide under section 9 - Limited Warranty > How to request Warranty Service.

FOR YOUR PROTECTION, AND TO ASSURE QUALITY, ALL WARRANTY REQUESTS MUST BE IN WRITING.

All repairs will comply with building industry standards.

TRADE CONTRACTOR SERVICE

We take pride in the trade contractors who have been selected by On Top of the World. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our trade contractors, please contact our Warranty department immediately. Please be aware that you will be required to sign off on all warranty work upon its completion.

ON TOP OF THE WORLD WILL NOT BE RESPONSIBLE FOR EXPENSES THAT YOU INCUR FOR WORK THAT IS DONE BY OTHERS UNLESS THE WORK IS AUTHORIZED, IN WRITING, BY OUR WARRANTY DEPARTMENT. OUR WARRANTY REPRESENTATIVES DO NOT HAVE AUTHORITY TO AUTHORIZE REPAIR WORK BY OTHERS AND THEY DO NOT HAVE THE AUTHORITY TO EXTEND OR ALTER THE ORIGINAL LIMITED WARRANTY IN ANY WAY

RESIDENTIAL ENERGY GUARANTEE®

In addition to the Colen Built Limited Warranty provided with your home, On Top of the World also includes Colen Built's Residential Energy Guarantee. Every new home receives an annual estimated energy certification by RESNET: The Residential Energy Service Network, based on an inspection of each individual home. Based on the rating of your home, you will receive an estimated annual energy cost. During the first two years of ownership, if your home energy costs exceed the estimated energy cost by more than 15%, you will be reimbursed for the difference. This program is voluntary and requires enrollment. Information on the program will be provided at your Community Orientation.

Emergency



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Emergency

DEFINITIONS

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

- A total stoppage of the plumbing drain system. If your plumbing system ceases to work or none of your sinks, tubs or toilets function properly.
- A water leak which requires that the water supply to your home be shut off to avoid serious water damage. The main shutoff is usually located near the entry sidewalk, outside the garage or in a ground level box near the street. The exact location will be shown to you during the Pre-Closing Orientation.
- A total electrical failure within your home. An electrical failure of many houses indicates a neighborhood power failure and should be reported to the appropriate electrical utility for your area. (Such as, a severe weather event.) Also, refer to the Troubleshooting Section for more details on electrical outages.
- Loss of heating or air conditioning (cooling) during extreme weather conditions.
- Smell of gas. Please evacuate your home and call your local gas company immediately. Refer to your list of emergency phone numbers.

PRECAUTIONS

DO NOT DELAY IN 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. Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home.

Do not delay in reporting an emergency. Subsequent damage caused by a delay will not be the responsibility of On Top of the World. Damage to personal property is not covered by this Limited Warranty.

If your situation does not fall within the emergency guidelines, you should use the procedures outlined for requesting routine warranty service. If you believe that a delay in responding to your claim could result in further damage, contact our Warranty department.

- <u>During Business Hours</u>
  - o In case of a non-medical emergency, Monday-Friday, 8am-4pm, please contact the Warranty department directly at 352-854-3690 - option 5.
- <u>During Non-Business Hours</u>
  - o In case of a non-medical emergency, on a non-business day or hours, a holiday or on weekends, please contact the Warranty department at 352-854-3690 - option 5.

ITEMS NOT CONSIDERED AN EMERGENCY

- A leak which can be isolated by the shutoffs under the cabinet or plumbing fixture.
- The failure of your water heater.

Limited Warranty

INTRODUCTION

A new home is one of the most important purchases that most people ever make. The following is intended to make certain you have a clear understanding of the Limited Warranty, its coverage, limitations, exceptions, and the procedures for requesting warranty service. A complete sample copy of the limited warranty will be provided to you at closing.

This Limited Warranty specifies limits for responsibility and conditions, under which it is valid or applicable. Our On Top of the World Employees, Sales Associates, Trade Contractors, Vendors or other agents are not authorized to make any Warranty representation other than this one, nor can they extend or in any way alter this warranty. In any conflict between this document and the attached limited warranty document, the attached copy prevails.

This Limited Warranty gives you specific legal rights and you may also have other legal rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or even a limitation on how long an implied warranty lasts, and therefore, the limitation and exclusions contained herein may not apply to you.

OUR EMPLOYEES, SALES ASSOCIATES, TRADE CONTRACTORS, VENDORS OR OTHER AGENTS ARE NOT AUTHORIZED TO MAKE ANY WARRANTY REPRESENTATION OTHER THAN THOSE CONTAINED IN THIS GUIDE.

We assign and provide to you the manufacturer's warranties, if available, on all appliances and certain other manufactured items furnished with your home. We do not warrant, expressly or implied, any of these appliances or items ourselves.

This section of your Guide is an expressed warranty, which means that it gives the details of coverage for specific items, the warranty period, any limitations and/or exceptions and, lastly, how to request service. It consists of several warranties on specific parts of your new home and indicates how long each warranty remains in effect, who has responsibility and how requests for service are to be processed.

TIPS TO PRESERVE WARRANTIES:
MAINTAIN YOUR HOME. DO NOT MAKE ANY ALTERATIONS. DO NOT ABUSE YOUR HOME.

WHO IS COVERED?

This Colen Built Limited Warranty is on the home. If the home is sold, each successor in title to the home, including a mortgagee in possession, is entitled to coverage under the warranty for its unexpired warranty period. There is no limit under this Limited Warranty to the number of successions during the warranty period. It is the current owner's responsibility to notify Colen Built of the change in ownership to continue the warranty.

Limited Warranty



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Limited Warranty

GENERAL WARRANTY INFORMATION

The coverage of this Limited Warranty begins on the date of your closing. That date is referred to in this Limited Warranty as the Warranty Start Date. With the exceptions stated in this section, the coverage of this Limited Warranty generally ends one year after Closing. Implied warranties, whether of merchantability or fitness for a particular purpose or habitability or otherwise, if they exist, will last only as long as the term of the specific warranty period set forth below.

Warranty coverage ends automatically when each warranty period expires. Work done to correct defects or workmanship does not extend warrant coverage beyond the specified warranty period.

- **Exceptions to Limited Warranty when Purchasing a Model Home:**
  - When buying a home, the homebuyer(s) understands that although the home has not been a residence, there is a certain amount of wear and/or use that prevents On Top of the World from warranting the property as a new home. In most cases, the warranty start date begins on the date the certificate of occupancy was issued for your home. The homebuyer(s) accepts "as is" all options and features, including flooring, window coverings and draperies, wall treatments, landscaping, sprinkler system, concrete driveways, walks and patios, drywall and stucco "as is". However, the compressor and water heater may be covered under a specific manufacturer's warranty. Any remaining warranty offered through the appropriate manufacturer will be extended to the homebuyer(s).

WHAT IS COVERED?

- **Major Structural Defects (WARRANTY PERIOD – TEN YEAR STRUCTURAL WARRANTY)**
  - This warranty begins on the date of your closing, if a newly built home or on the certificate of occupancy date if the home was a move-in ready home. Your home is warranted to be free of major structural defects. A major structural defect is physical damage to the following designated load-bearing portions of the home which affects their load-bearing functions to the extent that the home becomes unsafe, unsanitary or otherwise, not suitable for occupancy.
- **Beams**
  - The original horizontal wood, concrete or steel support members that provide the basic support for the structure.
- **Columns**
  - The original vertical wood and steel support members that provide support for the structure.
- **Floor Systems**
  - The flooring structure that provides support for upper floors. This does not include decorative flooring such as carpeting, tiles and other flooring materials.
- **Foundation Systems and Footings**
  - This includes the original footers and piers.
- **Roof Framing Systems**
  - The trusses and roofing structural components.
- **Walls and Partitions**
  - The original interior and exterior bearing walls and dividers of the structure.
  - Warranty is limited to:
    - The repair of damage to the load-bearing elements to restore their function.
    - The repair of components of the home damaged by the major structural defect which make the home unsafe, unsanitary or otherwise unsuitable for occupancy. Personal property is not included.

- **Concrete and Masonry (WARRANTY PERIOD: ONE YEAR AFTER CLOSING.)**
  - On Top of the World Homes warrants all exterior cementitious coatings, concrete, brick, stone and other masonry in your home against substantial defects. Substantial defects means structural cracks in house and garage slabs, driveways, walks and other masonry which may reduce the required structural strength of the part.

  - Exceptions:
    - We will not repair hairline cracks in concrete, exterior coatings or other masonry or repair minor separation of grouting. Minor cracking in exterior surfaces, concrete and other masonry materials is normal. On Top of the World will not be responsible for minor cracking that falls within accepted industry standards.
    - On Top of the World will not repair damage that is caused by heavy machinery, heavy trucks or unusual loads on the driveway or adjacent soil. Minor cracking in concrete and other masonry materials is normal. On Top of the World will not be responsible for minor cracking that falls within accepted industry standards. If concrete is replaced, we, or our trade contractors, will not be responsible for matching original colors.

MINOR HAIRLINE CRACKS IN MASONRY, CONCRETE AND EXTERIOR COATING ARE NORMAL. DO NOT BE ALARMED.

- **Drains, Toilets and Faucets (WARRANTY PERIOD: 30-DAYS AFTER CLOSING FOR TOILETS AND FAUCETS; SEVEN DAYS FOR DRAINS.)**
  - On Top of the World warrants that the faucets and toilets will function normally and that the drain will flow properly.
  - Exceptions:
    - On Top of the World or their trade contractors, are not responsible for repairs of damage to drains, faucets and toilets that are caused by the homebuyer or others in the home and are not due to defects in materials and workmanship.
  - Caution:
    - Never use a chlorine or bleach-based product in the toilet tanks or bowls – it will damage rubber and plastic components.

- **Electrical System (WARRANTY PERIOD: TWO YEARS AFTER CLOSING.)**
  - On Top of the World warrants the electrical system, including all wiring, connections and electrical boxes.
    - This warranty is void if the homebuyer or anyone other than a licensed electrician performs work on the electrical system. Any additions to your electrical system during your warranty period that are not authorized by On Top of the World (whether such changes are made before close of escrow or after close of escrow) will void your warranty.
  - Exceptions:
    - The warranty does not cover light bulbs. Unauthorized electrical changes will void your warranty.

- **Heating and Air Conditioning (WARRANTY PERIOD: TWO YEARS AFTER CLOSING.)**
  - o On Top of the World warrants that the heating and air conditioning systems that are included in the selling price of the home were installed in accordance with good heating and air conditioning practices. We also warrant that they meet inspection standards and that they will operate properly in the original finished rooms of the home, considering its architectural style and other design features.

  - o Exceptions:
    - We do not cover the heat pump, gas fired furnace, air conditioning (cooling) unit or any other portion of the heating or cooling systems which are not part of the structural components of your home or which carry express warranties by the manufacturer or any consumer products as defined in the Magnuson-Moss Warranty Federal Trade Commission Improvement Act.

- **Plumbing System (WARRANTY PERIOD: TWO YEARS AFTER CLOSING.)**
  - o On Top of the World warrants the structural components of the plumbing systems. All pipes and their fittings should be free of defects in materials and workmanship.
  - o Exceptions:
    - This warranty does not cover the water heater or any other part of the plumbing system which is not a part of the structural component of the home or which is warranted by its manufacturer. On Top of the World is not responsible for repairs of damages to the plumbing systems which are found to be caused by the homebuyer or others in the home that are not due to defects in materials or workmanship.
  - o Consult On Top of the World or a plumber before readjusting the preset water heater temperatures. Adjustments made by the homebuyer could possibly void the water heater warranty.

- **Roof (WARRANTY PERIOD: ONE YEAR AFTER CLOSING.)**
  - o On Top of the World warrants that the roof covering and the flashing will be free from leaks and defects.
  - o Exceptions:
    This warranty does not cover defects which happen because of acts or circumstances beyond our control. For example, damage caused by the homebuyer in attaching holiday lights and damages to the roof by winds in excess of normal for the area or by blown or falling objects are not covered under this warranty.

WHAT IS NOT COVERED?

This section identifies items that are not covered by the Limited Warranty. Generally, these are minor problems that do not affect the structural integrity of the home or are caused by circumstances that are beyond our control.

- **Owners' Routine Usage, Repairs or Alterations**
  - o On Top of the World is not responsible for repairing damage that is caused by the homebuyers and/or trade contractors chosen by the homebuyer, including attempted repairs to items that might otherwise be covered by the Limited Warranty.
- **Solar Panels**
- **Ordinary Wear and Tear**
  - o Day-to-day living in a home can result in damages due to ordinary wear and tear on the components. On Top of the World is not responsible for such damages.

- **Catastrophes**
  - o On Top of the World is not responsible for damages that are caused by Acts of Nature, natural catastrophes, acts of war and other circumstances that are beyond our control.
- **Lack of Timely Maintenance**
  - o On Top of the World is not responsible for damages that result from the lack of normal maintenance to the home and its components.
- **Alterations**
  - o On Top of the World is not responsible for alterations, changes or additions by the homebuyer and/or trade contractors chosen by the homebuyer, and any damage resulting from the same.
- **Landscaping, Drainage and Grading**
  - o Your home site has been graded to drain water away from your home into the street or to the rear toward greenbelt areas and, in most cases, to storm retention areas. The grading plan for your lot has been carefully engineered and graded to standards that have been established by local governmental agencies to ensure proper drainage. Failure to maintain drainage can result in damage to your home, your lot and to neighboring property. Any alteration of the drainage plan for your lot voids the landscaping and drainage sections of your Limited Warranty.
  - o Due to the immediate impact of maintenance practices, landscaping and sod are not warranted unless adverse conditions are noted prior to closing.
- **Underground Fiber lines**
  - o On Top of the World is not responsible for cost of repairs to underground fiber lines cut or da aged due to homeowners or their contractors making modifications to driveways and/or landscape.
- **Abuse**
  - o On Top of the World will not repair damages that are caused by abuse or by any use for which the damaged part is not intended.
- **Abuse**
  - o On Top of the World will not repair cracks in wood or the minor separation or opening of wooden joints such as those in paneled doors, mitered casings or solid paneling that are caused by the normal shrinkage of wood during the drying process of your home.
  - o On Top of the World is not responsible for cracking, checking, twisting or turning of wood beams unless such a condition prevents the beam from meeting industry structural standards.
- **Exterior Painting**
  - o On Top of the World is not responsible for normal fading, chalking or checking of exterior paint If On Top of the World does paint touch up, the perfect match of colors is not guaranteed. The homebuyer should do touch up painting annually or as needed.

PAINT TOUCH-UPS: ON TOP OF THE WORLD CANNOT GUARANTEE A PERFECT COLOR MATCH.

- **Defective Appliances**
  - o Appliances, equipment and other consumer products that are in the home are not covered by this Limited Warranty. Most are covered by specific warranties from their manufacturers. Please follow the guidelines in the manufacturers' publications to request service.

MANY APPLIANCES WILL CARRY A MANUFACTURER'S WARRANTY. PLEASE CONTACT THE APPROPRIATE MANUFACTURER DIRECTLY.

- **Other Items**
  - o Notwithstanding anything in this Homebuyer Orientation Guide, On Top of the World does not provide any coverage for any consumer product as that term is defined in the Magnuson-Moss Warranty Federal Trade Commission Improvement Act.

  - o The following is a partial list of items that are considered consumer products or are not part of the structural components of the home and are not, therefore, covered by this Limited Warranty:

- A/C Compressor
- A/C Handler
- Alarm System
- Barbecue Grill
- Central Vacuum
- Dishwasher
- Doorbell Chimes
- Electric Meter
- Exhaust Fan
- Fire Alarm
- Fire Extinguisher
- Furnace
- Garage Door Opener
- Garbage Disposal
- Gas Meter
- Heat Pump
- Hydrawise Irrigation Timer
- Ice Maker
- Intercom
- Landscaping
- Microwave Oven
- Oven/Hood
- Range
- Refrigerator
- Smoke Detector
- Swimming Pool
- Thermostat
- Trash Compactor
- WAP (Wireless Access Point)
- Washer/Dryer
- Water Heater
- Water Meter
- Water Softener
- Whirlpool Bath

Limited Warranty

HOW TO REQUEST WARRANTY SERVICE?

If your home has a component which is covered by this Limited Warranty, please notify our Warranty department in writing on a Warranty Request form. The Warranty Request form is included in this Guide under section 1 - New Homebuyer Process > Forms and Schedules. It is important that you notify them as soon as possible when you discover any problem.

When the Warranty department receives your Warranty Request form, they will determine if the Limited Warranty covers the requested item. They will adhere to the Warranty Request Timeline outlined in this Guide under section 7 - Warranty Information. An inspection visit to your home may be necessary to determine if the claim is within the specifications of the Limited Warranty. If your claim is valid, they will attempt to replace or repair the item at our sole discretion and at no charge to you. On Top of the World's responsibility is limited to restoring the home to its condition at the date of the closing except, as previously indicated, color match. The work will be done by On Top of the World or by a trade contractor of our choice. Weather conditions, problems with labor and materials shortages can extend the time that is needed to complete the repair or replacement.

ALL WARRANTY REQUEST ITEMS MUST BE PROMPTLY REPORTED ON THE WARRANTY REQUEST FORM AND ARE SUBJECT TO APPROVAL BY ON TOP OF THE WORLD.

On Top of the World will not provide reimbursement for any repairs, replacements or work that is done by the homebuyers, and/ or trade contractors chosen by the homebuyers or others who are not specifically authorized by On Top of the World in writing.

As stated above, On Top of the World will not be responsible for delays in repairs and replacements due to weather conditions, material shortages, labor disputes, litigation and/or other circumstances beyond our control. On Top of the World will not be responsible for the warranties of trade contractors and manufacturers.

Maintenance and Care



COLEN BUILT
DEVELOPMENT

Maintenance and Care

INTRODUCTION

Your new home has been built with modern materials by professional tradespeople. It was designed with the needs of your family in mind. It will require regular preventive maintenance by you to preserve its beauty and value. 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 Guide to become familiar with procedures for maintenance.

Your new home is located in a sub-tropical environment which accounts for the changes in temperature and humidity that we experience each day. These temperature variations combined with expansive soils that are common in the area affect our building practices and your home.

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. 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 does not effect its structural integrity.

REMINDER: NATURAL BUILDING MATERIALS SUCH AS WOOD AND CONCRETE ARE SUBJECT TO EXPANSION AND CONTRACTION AS TEMPERATURES FLUCTUATE.

Before you perform maintenance such as repainting and replacing exterior items, please consult your Homeowner's Association. This will ensure 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, and when you install window coverings that are visible from outside the home.

CONSULT THE HOMEOWNER'S ASSOCIATION OR ARCHITECTURAL REVIEW COMMITTEE PRIOR TO MAKING ANY MODIFICATIONS.

DESCRIPTION OF MAINTAINABLE ITEMS

We have provided an overview of the features and materials that may exist in your new home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires.

Maintenance and Care

WINDOW AND SLIDING GLASS DOOR FRAMES

These products are made to last for years, but they do require routine maintenance. Perhaps the most important step is to keep the window and door tracks free of dirt and debris. The aluminum tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuum thoroughly, as a part of your regular cleaning routine, then use a silicone spray. Avoid using abrasive cleaners as they may scratch. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If the windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use an oil-based rollers. Oil attracts dust and dirt which become embedded in the lubricant and may damage the frames.

DO NOT USE OIL-BASED LUBRICANTS ON WINDOW AND DOOR TRACKS.

Window and door frames have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. While cleaning, avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home. Please note that your sliding glass doors are more difficult to slide during the last six to eight inches of movement. This is normal and is due to requirements for a tight seal when the door is closed. We cannot make adjustments to make the doors easier to close.

During high winds, air will penetrate your windows, especially around the sashes; the area that holds the glass and framework of your window in place. This is normal. The small amount of infiltration is desirable for proper ventilation.

French doors should be examined frequently for signs of paint chipping and peeling. The paint on south and west facing wood surfaces, including doors, are particularly subject to damage by the sun. We recommend frequent inspection and prompt attention to damaged paint. Use touch up paint as needed and repaint French doors at least annually. Be sure to paint the sides, top and bottom of each door.

APPLIANCES

The appliances in your new home were selected for their durability, ease of use and appearance. Information about each appliance can be found in the literature that is supplied by the manufacturer. Copies of these booklets are provided with your new appliances. Fill out and mail the warranty cards provided for each appliance. Please read the manufacturer's instructions on usage and care before you use your appliances. Your appliances are covered by warranties from the manufacturers. Contact the appropriate manufacturer or distributor for service or questions regarding the use and care of the appliances.

Maintenance and Care

CABINETS
Your cabinet fronts are made of finished hardwoods, medium-density fiberboard (MDF) or durable melamine. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatters promptly to avoid permanent stains. We recommend that you do not place a coffee pot under the cabinets. The steam from the coffee pot will deteriorate the finish of the cabinets and is not covered by your Limited Warranty.

The beauty of the wood can be preserved by using a Guardsman product, according to manufacturer's guidelines every two months. The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the first 30-days, please notify our Warranty department in writing. After that period of time, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores.

The hinges on your cabinet doors can be lubricated, if necessary, with a hinge specific lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

CAULKING AND GROUTING
Repair to caulking and/or grouting is a maintenance item and is the responsibility of the homeowner. Over time, caulking dries out, especially around windows and doors. When this happens, you should re-caulk with a good grade caulking compound available at home supply or hardware store. All caulking should be inspected and replaced, if necessary, at least once a year.

Grouting is installed in ceramic tile joints. It may shrink or crack and is available at home supply and hardware stores. Grout will have a tendency to discolor in your bathrooms. Excessive amounts of bleach and just the normal mineral deposits in Florida's water will cause your grout to change colors. This is a normal occurrence and is the responsibility of the homeowner.

Colored grouts may sometimes fluctuate in shades. The builder is not responsible for this occurrence because we have no control over the amounts of tints added to each bag of grout by the manufacturer.

CEILINGS
The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning.

Maintenance and Care

CONCRETE

Concrete is a major structural material in your new home. It provides strength and durability for the foundation, driveway and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed promptly. Concrete cleaners are available at hardware stores and home centers.

With the extreme variations of temperature in this area, minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are the result of contraction and expansion of the concrete, do not affect its performance or durability.

Discoloration in cement products are due to the additives cement manufacturers use. In time, as the concrete cures, the color variation might dissipate. Stains on the concrete are generally from the mineral contents of the soil around your home or from minerals contained in the water used to irrigate your landscaping. These situations are not covered by your warranty.

The driveways and walkways in your new home are designed for residential use. Do not allow large trucks and delivery vans to use your driveway. Do not install outdoor carpeting or tile on your concrete walks as it inhibits the drainage of water and voids that part of your Limited Warranty.

Remove plant growth from the expansion joints when they appear. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a home supply or hardware store and follow the directions on the package for proper repair. Patches in concrete will vary in color from the original material. This is normal and cannot be avoided and are not covered by the Limited Warranty.

The white, powdery substance that sometimes accumulates on stucco and paver surfaces is called efflorescence. This is a natural occurrence and cannot be prevented. In some cases, it can be removed by scrubbing with a stiff brush and strong vinegar. Consult your home supply or hardware store for commercial products to remove efflorescence.

TIPS ON CONCRETE CARE:

- **REMOVE ALL PLANT GROWTH FROM CONCRETE EXPANSION JOINTS.**
- **DON'T PARK HEAVY VEHICLES ON CONCRETE.**
- **DON'T COVER CONCRETE WITH CARPETING.**
- **DRAIN WATER AWAY FROM CONCRETE.**
- **DO NOT DRILL OR CUT YOUR CONCRETE SLAB IN ANYWAY. THIS COULD RESULT IN SEVERE DAMAGE TO YOUR SLAB AND INJURY TO YOU.**

Maintenance and Care

COUNTERTOPS

The countertops in your home may be constructed of cultured marble, granite, quartz or solid surface. They are designed to provide years of use. Any flaws or damage to your countertops must be noted during your Pre-Closing Orientation to be covered by the Limited Warranty. After you have moved in, the care of your countertops is your responsibility.

We offer the following instructions to assure that your countertops remain beautiful and functional for years:

- Always use a cutting board to protect your countertops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest surface.

- Never place hot objects (e.g., pots/pans from stove) directly on a countertop.

- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on granite, quartz, and cultured marble. In time, the stains can accumulate an become unsightly.

- Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface.

- Keep all joints well sealed.

- Solid surface
  A durable, manmade product designed especially for use in countertops. However, it can be stained and damaged and requires regular cleaning to maintain its beauty. Solid surfaces are susceptible to burns, so do not place hot pans or a cigarette directly on the counter. Like any surface, it is best to clean up spills immediately. As it tends to scratch easily, use non-abrasive cleaners and dry with a soft cloth to enhance the luster.

- Granite/Quartz
  Some of the most commonly used surfaces in new home construction, granite, and quartz are extremely popular due to the magnificent clusters of color and the hard durable surface. Granite and quartz are especially popular for kitchen use due to it's resistant to almost all acids and it rarely scratches because of its hardness. Refrain from placing hot pots and/or pans directly on the granite/quartz surface as this can mar the surface and/or dull the finish of your granite/quartz. Routine care of granite/quartz countertops includes warm water and soft cloth or sponge. A simple stone sealer will help preserve the natural beauty of this unique surface.

DOORS

Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes.

Small cracks may also develop during a dry season and may disappear during the wet months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler, obtained at your local home supply or hardware store.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Lubricate the hinge pin with a silicone spray available at your local home supply or hardware store.

- Exterior Doors

  Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. Use touch up paint and repaint, as needed. If you notice that the finish is beginning to crack or peel, refinish the door promptly. Consult your Homeowner's Association before making structural or cosmetic changes to your exterior doors. Unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Reposition sprinklers that spray doors and other wood surfaces. Water can damage wood surfaces severely and result in their loss.

  Inspect the weather-stripping on your exterior doors frequently. Weather-stripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of doors can leave a small gap in the weather-stripping. This is normal. The small gap will close when the humidity increases and door expands. Re-glue or replace rubber and synthetic weather-stripping that has worked loose. Use an a propriate commercial weather-stripping cement or glue. Do not use super glue type adhesives.

  Metal weather-stripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with small nails or tacks. Replace metal weather-stripping that has been damaged beyond this simple repair procedure.

  Close your garage doors during rain. If the garage door is left open during rain, water will collect on the door and may cause damage to the door and door hardware. Lubricate the hardware on your garage doors every three months or so. Use a light lubricating oil and wipe away the excess oil.

  If you have a garage door that is used infrequently, you should open it periodically to inspect for needed maintenance and to make sure it is operating properly.

  Do not drill or nail anything to your doors. Puncturing the surface of the door ruins the integrity of the door and allows moisture to enter it. This is particularly important with exterior doors. Pet doors are a good example of potential damage to your doors.

- Interior Doors
  It is a good idea to keep duplicate keys for the bathrooms and other locking doors. This will be convenient in the event the doors become locked accidentally. Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch up paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

If your closets feature sliding bi-pass doors, you can be confident that they will give you years of trouble-free service. Keep clothes and other items away from doors so they do not obstruct its proper operation. The roller and tracks should be lubricated with a dry silicone lubricant.

NEVER DRILL HOLES IN OR NAIL ANYTHING TO YOUR DOORS.

ELECTRICAL SYSTEM

The electrical system in your new home was designed by professionals to comply with stringent local, state, and national building standards. It is intended for normal residential use. Any changes or additions to your electrical system can result in damage to your home by fire and may void that part of your Limited Warranty.

We highly recommend that you consult a licensed electrician to make such changes and additions to your electrical system. Please note that a permit from Marion County is required for changes and additions to your electrical system. Please contact them directly for more information on the permit process.

- Circuit Breaker Panel
  During the Pre-Closing Orientation, the circuit breaker panel's location will be pointed to you. There will be one MAIN (or master) circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position, pausing for a moment, and then to the ON position. In the event of a loss of electrical power in any part of your house or the entire house, please consult the Troubleshooting section of this Guide for details to do a step-by-step analysis of the problem. The following are general statements regarding power losses:
  - o If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has tripped. Follow the instructions in the Troubleshooting section to isolate the cause and to take corrective action.
  - o If electrical power is lost throughout your home, check the MAIN circuit breaker. If the MAIN circuit breaker has tripped, reset it.
  - o If the MAIN circuit breaker trips repeatedly, refer to a licensed electrician to diagnose and address the problem. If the MAIN circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, contact the electric utility company to report the problem.

• Ground Fault Interrupt Devices

During your Pre-Closing Orientation, the location of the ground fault interrupt devices (GFI outlets) will be pointed out to you. Usually, GFI outlets are located near tubs and bathroom sinks and in the kitchen and garage. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock. When this occurs, the GFI outlets must be reset according to the manufacturer's instructions. Do not plug appliances such as freezers and refrigerators into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit.

DO NOT PLUG APPLIANCES SUCH AS FREEZERS AND REFRIGERATORS INTO GFI OUTLETS.

• Lighting

The LED lighting fixtures in your new home are designed to last longer than traditional incandescent bulbs and are more energy efficient.

To avoid excessive heat, you should not exceed the recommended wattage labeled on the fixture. In most cases, the bulbs should not exceed 60 watts. The garage door opener is also labeled with the recommended wattage. Replacing LED lights with any other fixture will void your warranty.

• Outlets and Switches

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the capacity of electrical outlets and multiple extension cords can cause a fire. If an electrical outlet does not have power, there are three possible explanations:

- o Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.
- o Check the circuit breaker. If the circuit breaker has been tripped, reset it and have it checked by a licensed electrician.
- o All outlets are child-resistant, the initial plug-in could be more difficult but should become easier with use.

CAUTION: SMALL CHILDREN CAN BE INJURED BY POKING SMALL METAL OBJECTS INTO WALL OUTLETS. YOU CAN PREVENT THIS BY INSTALLING CHILD PROOF DEVICES ON ALL FLOOR LEVEL ELECTRICAL OUTLETS. THESE DEVICES ARE AVAILABLE IN GROCERY STORES, DRUG STORES AS WELL AS HOME SUPPLY AND HARDWARE STORES.

Maintenance and Care

EXTERIOR FINISHES
The primary exterior finishes on your new home are vinyl, aluminum fiberglass and cementitious coatings. These finishes were chosen for their beauty and durability in this area. Because they are exposed to constantly changing weather conditions, the exterior finishes on your new home require routine maintenance and care.

We recommend that you inspect the exterior surfaces of your home every three months or as needed.

EXTERIOR CEMENTITIOUS COATINGS
A cementitious coating is a brittle cement product that is subject to expansion and contraction due to the environment in this area. Minor hairline cracks can develop in the outer layer. This is normal and does not reduce the function of the cementitious coating in any way. On Top of the World will not be responsible for normal hairline cracks in exterior surfaces.

The white, powdery substance that sometimes accumulates on exterior surfaces is called efflorescence. This is a natural occurrence and cannot be prevented. In some cases, it can be removed by scrubbing with a stiff brush and strong vinegar. Consult your local home supply or hardware store for commercial products to remove efflorescence.

Other suggestions for maintaining the exterior of your home are: Avoid spraying water from irrigation or watering systems on exterior surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on exterior surfaces.

- Other exterior surfaces
  The exterior surfaces of your home are designed for durability. It is recommended to pressure wash these surfaces annually. Over time these surfaces may require repainting.

  Surfaces that receive direct sun in the morning and midafternoon will require more frequent repainting. Inspect these surfaces every six months. Repaint every year or as needed.

  Screened Lanais are considered exterior spaces and as such are exposed to dust, wind, and rain. Please anticipate minor puddling on textured concrete floors.

FLOORS
The floor coverings in your new home will last longer if you provide routine maintenance and care. The coverage of the Limited Warranty is limited to flooring materials that were provided and installed by On Top of the World.

- Wood
  Natural hardwood or laminate flooring may squeak from time to time. Squeaky floors are usually caused by a change in the weather, the shrinkage of the wood materials or settlement of your new home.

- Carpeting

  Vacuum carpeting frequently (we recommend two to three times weekly, more if possible) to avoid the buildup of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

  Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for about two to three months. This is known as fluffing or shedding. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

  Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. As your carpet wears, the fibers will meld together, eliminating many of the seams. Visible seams are not a defect unless they have been improperly made or the material is defective. Vacuuming in heavy use areas and controlling static electricity (increase humidity) will contribute to relaxing carpet fibers and making seams less visible.

  - Remove spills immediately

    Stain removal is easier if it is done promptly. Consult a home center or a carpet professional for stubborn stains. Cleaning products should be tested on a section of carpeting that is not in obvious view. Do not use cleaners that have not been tested and certified for the carpeting materials in your home.

    Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials and experience will add years of life to your carpets. It is a good idea to consult the carpet manufacturing for recommended cleaning procedures prior to cleaning. Familiarize yourself thoroughly with the stain protection warranty that relates to your carpeting, if applicable.

TIPS ON KEEPING A BEAUTIFUL CARPET:

- **VACUUM TWO TO THREE TIMES EVERY WEEK.**
- **ELIMINATE SHEDDING FIBERS.**
- **REMOVE SPILLS IMMEDIATELY.**
- **PROFESSIONALLY CLEAN ANNUALLY.**

Maintenance and Care

• Ceramic Tile or Porcelain

Tiles are available in a wide variety of colors and sizes.
Tile is recognized by its shiny, smooth finish. Wash glazed tile with warm water and an approved cleaner to eliminate spotting and hard water buildup, or use a commercially prepared product.

Due to concrete curing in your home, it is not uncommon for the tiled areas to develop stress cracks. The builder will replace any tiles, which crack due to this drying process one time during the period of one year from the closing date of your home. These replacement tiles cannot be guaranteed to be a perfect match due to dye lot changes solely controlled by the manufacturer.

Bath tiles should be cleaned with a non-abrasive cleaner. A one-to-one solution of white vinegar and water leaves a nice shine without damaging the tile finish or the grout.

• Hardwood Flooring

Please follow the following tips to care for your hardwood floor.

- o Clean your hardwood floors as often as you clean your carpets.
- o Sweep the floors and mop with a soft dry mop or cloth.
- o Do not use water, water-based detergents, bleach or one-step cleaners on hardwood floors.
- o Do not permit water to stand on hardwood floors, e.g. from indoor flower or plant containers, rain, spills, etc. Water will cause stains, warping, and destruction of the flooring.
- o Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish will result. Ladies' high-heeled shoes can dent hardwood flooring.
- o Waxing and buffing hardwood floors should be done according to the manufacturer's instructions for materials and procedures. Consider having this done by a professional.

• Luxury Vinyl Plank Flooring

Modern, resilient luxury vinyl plank flooring adds beauty and comfort to your home. The following are tips for proper care of your new luxury vinyl plank floor:

- o Luxury vinyl plank flooring can be damaged by chairs, heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired. Ladies' high-heeled shoes can also cause permanent dents and gouges.
- o It is best to use a mild Ph Neutral detergent and water solution to damp mop your luxury vinyl plank floors, per manufacturer's instructions. Do not use abrasive cleansers or full strength bleach. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.
- o Remove spills immediately to avoid staining by using a sponge or soft cloth. Dry the floor after removing the spill.
- o When moving appliances please exercise caution so that the luxury vinyl plank is not damaged.

Maintenance and Care

GARBAGE DISPOSAL

Follow the manufacturer's instructions for proper operation of your garbage disposal unit. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines. Do not look down into the disposal when it is running. Occasionally, the disposal may force discarded items upward if it is not used properly.

Only foods that are non-fibrous and easily pulverized should be placed into the disposal. Examples of foods not to place in the disposal are corn husks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, refer to the manufacturer's instructions.

PROPER USE AND CARE OF GARBAGE DISPOSAL:

- **NEVER "PRE-LOAD" IT.**
- **ALWAYS HAVE COLD WATER ON WHILE IT IS RUNNING.**
- **DO NOT LOOK DOWN INTO IT WHILE IT IS RUNNING.**
- **PUT ONLY NON-FIBROUS FOODS IN IT.**

HEATING AND AIR CONDITIONING (COOLING) SYSTEM (A/C)

Your new home is equipped with a high quality heating and cooling system that complies with local and state energy codes. The rated capacity of your system has been sized to accommodate the heating and cooling loads of your new home. With proper care, the system will provide many years of enjoyable, dependable service. Please read the instructions provided by the manufacturer and become familiar with the use of both the heating and cooling cycles before you use them.

Your heating and air conditioning systems can play an important role in the "settling in" during your first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home. In addition, the following suggestions are intended to assist you in getting monthly maximum usage and enjoyment from your heating and cooling system:

- Change filters as needed or according to the manufacturer's directions. In areas with heavy dust, homes with pets, and higher usage, more frequent changes, perhaps every 30-days may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system. Never attempt to operate your unit without a filter.
- Flush the condensate line to keep it free of algae buildup.
- Check the operation of your system well in advance of peak operating seasons. Notify the appropriate trade contractor of problems before seasonal service demands are the greatest.
- DO NOT block any air intakes at the compressor or air handler.
- Keep all vents and registers clean and free of dust, cobwebs and debris.
- Keep plants and grass trimmed well away from the outdoor unit.
- Consider installing solar screens on windows facing south, southwest and west.

Maintenance and Care

Before calling for service on your A/C, please check the following items:

- Filters should be in place and clean.
- Check circuit breakers in the A/C disconnect boxes at the air handler and compressor.
- Check the circuit breaker in the electrical panel.
- Check to make sure the thermostat is on either the heating or cooling cycle.
- Please remember never to touch any electrical components which could be live. If in doubt, please contact a licensed contractor.

Condensation drain lines should be checked yearly by an A/C service company. Algae can build up inside condensation drain lines, creating leaks. Since accessibility to the condensation is limited, cleaning should be done by a licensed contractor.

Candle burning will produce soot that will stain materials in the home, such as curtains, carpets, clothing, etc., and will settle on flat surfaces causing a build up of debris. Soot by nature cannot be just wiped clean and will generally smear and is quite difficult to remove from most surfaces. Eventually the build up will accumulate to such a degree that permanent staining will occur, of course this is directly related to the amount of candles which are burned as well as frequency. The deposit of soot is also picked up and circulated throughout the home by the air conditioning system and will deposit debris in the duct work and mechanical components of the system. This leads to a build up in all areas of the home, even though the candles are not burned in those areas. The burning of candles can be a potential problem for the general cleanliness of the home and could have an affect on the air quality, as well. Should you wish to burn candles on a regular basis, investment in good filters and regular maintenance will keep problems to a minimum, however they will not entirely eliminate soot build up problems.

HEAT PUMPS

The homes in On Top of the World are equipped with heat pumps. This is a very quiet, clean way of providing heat to your home. The manual that accompanies this unit should be examined carefully prior to operating the system. Please observe all precautionary procedures that are cited in the manufacturer's manual. Also, read the Troubleshooting section of the Guide.

All questions and requests for warranty service on your heating and cooling system(s) should be directed to the trade contractor who installed them.

INTERIOR WALLS

The walls in your new home are constructed of wood and/or metal which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and drywall is minimal and is the responsibility of the homeowner. Replace warped moulding and trim. Reset nails that have popped out of position. Use touchup paint and, if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. The drywall will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home supply or hardware. Always repair nail holes with a dab of spackle or putty.

The walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap. Wash gently, especially on areas covered with a flat wall paint, with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the drywall to become soaked with water. Larger spots will require paint touch up if they cannot be removed.

Maintenance and Care

LANDSCAPING, DRAINAGE AND GRADING

Plants, shrubs and small trees are not covered under the home warranty. All vegetation, when transplanted will go into shock, to a degree. Depending on the neighborhood where your home is located, fertilization and pest control may be the sole responsibility of the homeowner. To neglect these applications will result in the loss of your landscaping. The builder will not replace any landscaping due to neglect.

Your home site or the area adjacent to it may have certain items that are related to the infrastructure of your neighborhood. These items include electric transformer boxes, lift stations, switch cabinets, water valve boxes, hydrants, and telephone and fiber boxes.

It is very important that these items remain accessible at all times. For example, hydrants should be kept clear by a minimum of 8' (feet). Water valve boxes need to be accessible in the event that the line needs to be shut down in an emergency.

CALL 811 BEFORE YOU DIG! IT'S THE LAW!

It is required you contact the appropriate utility company or your builder prior to any grading or planting around these areas. It is also required for you to call 811 before you dig and you must contact Modification and Compliance for modification request.

Your home site has been graded to drain water away from your home toward retention areas and, in most cases, into the storm drains that are located on the streets. The grading plan for your home site has been professionally engineered and graded to standards that have been established by local government agencies to ensure proper drainage. Failure to maintain drainage can result in damage to your home, your home site and to neighboring property. Any alteration of the drainage plan for your home site voids the landscaping and drainage sections of your Limited Warranty.

The contours and features of your home site have been designed by professional landscape architects and civil engineers. Their goals were to provide an ideal setting for your home and to give the maximum protection from water erosion and damage. The landscape architects and civil engineers use small hills and valleys called berms and swales to direct water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains. Berms which are designed to direct the flow of water away from slopes are especially important and must not be altered.

A system of underground drainage facilities may be provided in some homesites. On these home sites, at the rear of the yard a dedicated grading is installed to accept the water run-off. The grading must be kept free of debris so that the flow of water is not impeded. Check your grading monthly.

Landscaping can change the grade of your home site. We suggest that you consult a professional landscape contractor when the time comes to re-landscape your home site. You will need to submit an application for the modification with Resident Services prior to the start of any work on the property. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home, damage to the foundation and plantings will result. The water also could seep into your home and damage the interior and furnishings.

LANDSCAPING CAN CHANGE THE GRADE OF YOUR LOT. BE VERY CAREFUL!

Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area and you live in a maintenance free (leasehold) neighborhood, contact Resident Services.

Consult with a landscape contractor if you live in an owner-maintained (fee simple) neighborhood before such drainage features are begun. Always keep drains free of debris, leaves and lawn clippings.

If your landscaping projects require that additional soil be added to your lot, be especially careful that the drainage is not altered significantly. Keep the surface of the soil at least six inches below the level of the finished floor of the home. This will assist in preventing wood rot and termites. NOTE: Please refer to the special information on termites in this section.

In addition, other changes and additions can alter the drainage of your home site and cause water damage. These changes include walkways, patios, spas, pools, fences, walls, and planters. Before you make any changes or additions to your home site or the structures on your home site, give careful consideration to the effect the changes will have on drainage.

Flower beds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flower beds. Keep plantings in flower beds a minimum of two to three feet from the foundation. This will prevent excessive water from collecting at the base of the foundation.

EXTERIOR MODIFICATIONS REQUESTS: MUST BE APPROVED BY RESIDENT SERVICES.

Please consider that any changes you make in the grading and drainage of your home site could affect neighboring properties. Damages to your property and a neighboring property will be your responsibility. Also, refer to the Owner's Documents for your neighborhood prior to any changes. If you have any questions, consult a professional before you begin the project or contact Modification and Compliance.

- Leasehold Residence
  The management company provides maintenance according to reasonably acceptable standards During the growing season, routine grooming such as fertilizer application and disease/insect control is included in the service. The items not maintained by the management company are as follows: irrigation systems for a single family residence and additional mulch applications.

- Fee Simple Residence
  The homeowner is responsible for maintenance for their property in its entirety.

- Watering
  When landscaping is first installed, it requires a lot of water. Typically, your landscape requires additional watering for the first four (4) weeks after installation to prevent shock to the landscape material, resulting in the turf or plants dying. Your initial water bill can be significantly higher than subsequent months due to the daily irrigation required to establish your new landscaping. The

landscaping irrigation needs to run regularly year-round. Always refer to watering restrictions issued by the local water management authority. The irrigation system should be set to run during the evening hours to reduce water loss due to evaporation. Our sandy soil types allow all of the water applied during an irrigation cycle to be rapidly absorbed into the soil or run off into the community stormwater system, leaving no trace of excessive watering.

Historically, the months of April and May are the hottest and driest months of the year. Your monthly water bill for these months may be higher than usual due to increased run times based on Solar Sync increases to watering times.

- Fertilizing
  Depending on the neighborhood where your home is located, lawn fertilization could be included. One application is normally scheduled around March or April, and another in September or October. If you reside in an owner-maintained neighborhood, please follow the guidelines located in the Marion County Fertilizer Ordinance 08-35.

- Palm Fertilizing
  Palm trees should receive fertilizer formulated for following Marion County Ordinance 08-35.

- Maintenance
  Trees and shrubs can be lightly pruned any time. Removal of dead, dying, or damaged wood and diseased or insect infested plant parts is an effective way to stop the spread of decay, disease, and insects to other portions of the plant or neighboring plants. You should consult with a Certified Arborist for more complicated pruning, such as removal of main branches, if you are trying to control size, rejuvenation or transplanting.

PAINT

The latex paints on some exterior and interior surfaces were chosen for their excellent durability, protection and resistance to moisture and chemical penetration. The paint must be maintained in good condition at all times. Chips, scratches and other breaks in the surface of the paint must be repainted or serious damage to the underlying surface could result. Be advised that all exterior and interior paints used by On Top of the World and our paint trade contractors are non-leaded and also require “water only” for cleanup.

PATIOS

Enclosed patios and other structures that you add or modify to your home after your closing are not the responsibility of On Top of the World Communities. On Top of the World Communities requires before you begin any change to your home, you check with your Homeowner’s Association and local building officials. Please contact Modification and Compliance to complete and receive an approved Modification form prior to work being started at your home. Also, ensure your plans comply with state and local building codes and Owner’s Documents. Building permits and Homeowner’s Association approval are required. A licensed and insured contractor is best qualified to perform this work.

PESTS

Our sub-tropical climate makes this an ideal home for many unwanted pests. If your yard includes slopes, you may find that some burrowing animals may be present. Unfortunately, these animals can wreak havoc with slopes by creating tunnels or burrows. These burrows, while only a few inches in diameter, allow soil erosion to begin deep in your slope. During a rain, or with the use of irrigation, water will enter the burrow and carry loose soil away. Over time, the burrow can enlarge and collapse, destroying your slope. It is important that a professional pest control expert be contacted for proper removal of burrowing animals. On Top of the World is not responsible for removal of these animals or pests.

PLUMBING SYSTEM

Your plumbing system features modern designs and materials. It will provide trouble-free service for your family for many years. We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shutoff and individual shutoffs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff at once. Flowing water can cause severe damage to your home and its contents.

KNOW WHERE THE MAIN WATER SHUTOFF IS LOCATED. TURN IT OFF IN CASE OF A PLUMBING EMERGENCY!

You will be shown the location of the main water shutoff and other system shutoffs during your Pre-Closing Orientation. The main shutoff is usually located near the entry sidewalk, outside the garage or in a ground level box near the street. Other water shutoffs are normally located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff valve is located on top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drain pipe designed to provide a water barrier between your home and the sewer. The drain pipe, or trap, is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. If you detect the odor of sewer gas from a sink, contact a plumbing specialist immediately.

The following suggestions will promote long and reliable service from your plumbing system:

- Bathtub and Shower Stalls
  Some homes have fiberglass tubs and showers. Fiberglass is a lightweight, durable material which adds beauty and style to bathroom tubs and showers. It requires minimal care. You can preserve the original high gloss finish by regular cleaning with a liquid soap or detergent (e.g., Soft-Scrub). Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use. Most stains can be removed with bleach. For both steel and marble tubs, follow the same cleaning procedures as given above for fiberglass.

- Plumbing Fixtures

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. Most of the fixtures are plated with polished nickel, brass, bright chromium or a combination of the two. These are materials which are resistant to water corrosion. The plating materials are, however, relatively soft and can be damaged with abrasive cleansers, scouring pads and tools. Clean the fixtures with a DRY cloth. If moisture is needed, use water only and wipe dry promptly to prevent spotting.

If water is permitted to accumulate and stand at the base of the fixtures, such as in sinks, corrosion, and tarnishing can result. Use a product such as Soft-scrub to clean your stainless steel sinks. Always wipe the area dry. Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid excessive force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.

Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator back onto the faucet. Perform this homeowner maintenance as needed, usually every several months.

- Toilets

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean our toilets with a toilet bowl cleaner and a brush or cloth. You can use a Pumice stone for those hard water rings that might build up in the bowl; however, china is brittle and will easily break or shatter if hit with a hard object.

Due to county and state building code requirements, the amount of water used to flush the waste through your toilets has been dramatically decreased. You will find it necessary, at times, to flush your toilets more than once, in order to clear the lines. It is recommended that each homeowner purchase a plunger.

Always keep a plunger on hand to use in the event of a stoppage in a toilet. (NOTE: On low-water usage toilets, an extra flush may be required!) If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur within the first 30-days and/or are construction related are covered by the Limited Warranty. Stoppages that occur after 30-days or that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you contact a plumber. Do not use a chlorine or bleach based product in toilet tanks. The harsh chemicals can damage the rubber and plastic components and cause leaks.

The flush valve in your toilet tank should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home supply or hardware store. If you are not entirely comforable with this do-it-yourself project, a plumber can perform this task. It is not recommended to use any toilet bowl cleansers (e.g., Tidy-bowl, 10,000 Flushes, etc.) in the tank portion of your toilet. These cleansers may cause damage to all of the rubber parts in the tank.

- Water Heater
  Your gas hot water tank is preset at the factory to a temperature of 120 degrees, which is the minimum to run the dishwasher safely. DO NOT attempt to reset the thermostat. Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. In the event of a leak in your water heater, close the shutoff valve on top of the water heater, be sure to turn off gas to the heater, or turn off the circuit breaker if it is an electrical heater. Prior to re-igniting the pilot light after turning off the gas to your heater, have the plumber verify that it is in proper working order. Contact the manufacturer listed on the front of the water heater or a registered plumber to request service. Recall from the Warranty section that only a qualified person should reset the water heater temperature selections.

BE SURE TO TURN OFF THE GAS TO YOUR HEATER WHEN SERVICING!

ROOF

The roofing materials installed on your new home are fiberglass shingle. Fiberglass shingles are extremely durable.

You should avoid walking on your roof under any circumstances. Although the roofing materials are extremely durable, they are not designed to support the weight of a person. If access to your roof is required, contact a professional roofing contractor for advice and assistance.

Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, inspect for signs of damage. Inspections and repairs should always be made by a professional roofing contractor.

SMOKE AND CARBON MONOXIDE DETECTORS

The selection of the smoke and carbon monoxide detector, the installation procedure and the location of the detectors are in accordance with the requirements of local and state building codes. Please do not move or disable the detectors. They are wired directly into the house electrical system and have a battery backup. To ensure your family's safety, please remember to check your detectors often for fully charged batteries. The purpose of your detectors are to alert you to the possible presence of fire by sensing smoke or a gas leak early enough that you will have time to evacuate the house and call for help. At the first indication of fire, evacuate your family and call the Fire Department from a neighboring home.

A good reminder is to check batteries when turning clocks either forward of backwards during daylight savings.

SWIMMING POOL

If you choose to have a pool or spa installed after closing on your property, we suggest that you give careful consideration to the eventual drainage problems that could be created (see the section in this Guide on "Landscaping, Drainage and Grading"). Also, please be aware that construction of your pool may require special equipment (and additional cost) for tight access or hard digs, depending on your home site characteristics.

TERMITES

Around the perimeter of your home is SENTRICON bait system that protects your home against termites. This barrier CAN BE BROKEN which could result in a termite infestation. Please be aware that termites are a common occurrence in Florida.

In order to maintain the integrity of the termite protection around your home, please be aware of the following situations that can either break or bypass this barrier:

- Construction
  Any new construction activity, such as a swimming pool, room addition or sidewalk, which involves placing concrete against the original foundation.

- Digging
  Any digging within one foot of the foundation, such as for sprinkler lines, planting of shrubs, etc.

- Planters
  A planter built against the side of a house can also bypass the existing barrier.

- Moisture
  Any consistent moisture source near the foundation can attract termites and may cause the barrier to break down. A faulty grade, which does not allow water to flow away from the house, will also contribute to this problem.

Any treatment must be done in accordance with applicable Federal and State requirements by a licensed pest control company.

In the event your barrier is disturbed or compromised in any way, it is imperative that it be re-established immediately, or you will risk cancellation of the guarantee covering termite protection. Contact On Top of the World to determine the proper exterminating company to contact. You will be responsible for the cost of the re-installation if due to any of the causes cited above.

TERMITE PROTECTION REQUIRES PERIODIC MAINTENANCE AND CAN BE COMPROMISED IF THE AREA SURROUNDING THE FOUNDATION IS DISTURBED IN ANY WAY.

WINDOWS

A few simple maintenance tasks will help your windows provide years of trouble-free service:

- Do not apply window tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. The excessive heat will destroy the seals and permit water condensation to form between the panes. This is similar to the seal formed with wood frames and glazed glass. This seal may be broken by natural expansion and contraction and the windows should be re-glazed immediately. A home supply or hardware store can provide glazing materials and complete instructions.

- Aluminum foil also causes a heat buildup between window panes and should not be used.

- Check with your Owner's Documents before you install window awnings or coverings that are visible from the street or other areas of your neighborhood.

- Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture and enhance the service life of your windows.

- Inspect the interior and exterior paint on your windows and window trim annually. Use touch up paint as required. Repaint every two years or as necessary.

PAVERS

The pavers around your home are warranted for sinking only (settlement). Color variation in the brick as well as the aggregate which will often show is normal and is within Industry Standards. No two pavers are alike. If a repair is done to your pavers and new bricks are used, there will be a dye lot difference. Eventually these repairs will blend in. If you have applied sealer to your paver areas, the builder is not responsible for sealing any new pavers due to a repair:

- Colors
  The colors of pavers will vary. This is due to the inherent qualities of raw materials used to produce pavers.

- Color Blends
  A combination of two or three solid colors mixed together. This gives pavers a variegated appearance. When colors are mixed during the manufacturing process each batch creates a unique color mix. When choosing a color mix be sure you like each color used in the mix, since there is no control of the distribution of color. Every brick will vary from mixed color pieces to solid pieces. Actual colors may vary from samples shown due to the inherent qualities of raw materials. Sample colors represent the closest match to normal production runs.

- Appearance
  Pavers are not intended, nor warranted to be perfect material solely from an aesthetic standpoint. Since pavers are a concrete product, surface texture variations will occur. Paver units shall be sound and free of defects that would interfere with the proper placing of the units or impair the strength or performance of the construction. Minor cracks incidental to the usual methods of manufacturing, or minor chipping or scratching resulting from customary methods of handling in shipment, delivery, and installation, shall not be deemed grounds for rejection. There is a 3% defect allowance per industry standard.

- Old World
  Old World is a term used to describe a look that is achieved by installing certain pavers on the reverse side. This method is used to create an older, distressed look. These pavers will have more noticeable chips, cracks, a rougher texture, and muted or less color.

- Efflorescence
  Efflorescence is a condition that may be present on the surface of the concrete paver. Efflorescence is a cement by-product and will usually wash or wear off in the course of time. It is not a permanent condition that manufacturers consider unacceptable. Any normal concrete contains calcium hydroxide which is inevitable when cement (and/or lime and water) are mixed together. Calcium hydroxide combines with carbon dioxide in the air to form calcium carbonate which then appears as a whitish film. This is normal.

- Surface
  The surface texture and/or the color density of pavers will vary from one production run to another. However, the pavers used in the construction of your home are of the highest quality, meeting all industry standards.

- Sealer
  Sealer is recommended to maintain the beauty of the pavers. Sealer will help to enhance colors, penetrate the pores of the pavers and protect them from environmental factors. This form of protection also helps to prevent some staining to the pavers.

MOVING IN/WHILE YOU ARE GONE

The warm Florida climate is the perfect environment for the growth of mildew. If your furniture and other belongs have been in storage, please check them carefully for mildew before bringing them into your new home. Mildew spores spread quickly and can lodge on previously unaffected items, if their growth is not inhibited prior to transferring your belongings to your new home.

ON TOP OF THE WORLD WILL NOT ACCEPT ANY RESPONSIBILITY FOR MILDEW ATTRIBUTABLE TO HOMEOWNERS NEGLIGENCE.

Some additional precautions to inhibit the growth of mildew are listed below:

- Do not leave your home locked up and totally dark. Your A/C should be left on Automatic, no warmer than 78 degrees and the humidistat, if applicable, around 70%. Leave window treatments open slightly.
- Do not leave damp items (i.e. shoes, umbrellas, towels) lying on carpeted areas where there is no air to circulate around them.
- Report any water leaks to the Warranty department as soon as possible.

If you will be leaving your new home for several weeks or several months, it would be advisable to enlist an independent party to check your home on a periodic basis. It is suggested you attend to the following items:

- Flush toilets.
- Check for leaks at toilets and sinks.
- Ensure the A/C is functioning properly.
- Breakers can be shut off for all unused items (i.e. appliances, hot water heater). Be sure to leave all A/C breakers on. Be sure exterior soffit lights, where applicable, are activated to continue protection from your smoke detector.

If you are unable to retain someone to check your home, it is suggested that all water to the house be turned off, including the hot water heater, at the main shut-off valve. This valve is located outside the house by the hose bib. However, please be sure that your sprinkler system is still operational.

SMART HOME AUTOMATION

Your new home is equipped with smart devices that work with Amazon Alexa to automate daily tasks, provide more control over your home and allow you to live your life with hands-free convenience.

To activate your new home, schedule an activation appointment by calling 352-266-5582. Amazon Activation Specialists are available 9 am – 4:30 pm, Monday through Friday. For technical assistance after your activation up until day 90 please call Amazon support at 888-282-9655. Your activation appointment must be completed within 90 days of your closing date. After 90 days, On Top of the World is not responsible to provide Smart Home equipment or complete a Smart Home activation appointment to any new customer and no refunds or credits will be provided to homeowner.

For additional support after your 90 day Amazon support has expired, contact Bridgenet Communications at 352-873-4817 to have a technician visit your home and troubleshoot your devices; a $50 service charge will apply.

For a list of these smart devices, contact Bridgenet Communications at 352-873-4817.

Troubleshooting



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Troubleshooting Guide

INTRODUCTION

This Troubleshooting Guide is provided to assist you in solving common occurring problems. Some can be quite serious and require an expert to correct them. Others, perhaps, you may be able to solve yourself. This section will save time and help you to 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 the On Top of the World Warranty department.

PLUMBING

- If a large water leak develops inside the home, turn OFF the main shut-off valve to the home. Typically this is located outside of the garage below the hose bib in a green circular box below ground level. During the Pre-Closing Orientation, you will be shown the location of the main shut-off valve to your home. However, in an emergency with a water leak outside the home, between the water meter and the main shut-off valve to the home, a valve is located inside the water meter box that can be shut off. Please note this water meter box is the property of the Utility Company. Please contact a plumbing contractor to report a plumbing emergency and make necessary repairs.
- 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, then contact a plumbing contractor 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 and/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, by a plumbing contractor.
- 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 contact a plumbing contractor for service.
- If you choose to adjust the temperature of your hot water heater, do not set the water temperature high enough that you might accidentally scald yourself. (120 degrees is recommended.)
- If you notice water spots (darkened areas) on your walls or ceilings, there may be a leak within the home. If possible, determine the source of the water and take steps to prevent further damage. If you can isolate the source to one location, turn off the water to that fixture, and contact a plumbing contractor for service. If the leak cannot be isolated, turn OFF the main water service to the house, and contact a plumbing contractor to report a plumbing emergency. There is not a shut-off valve for tubs or showers like with a toilet or sink, only the fixture itself. So if a leak develops before the fixture the home shut-off valve will need to be utilized to stop the leak.

NATURAL GAS

If you smell gas or detect a leak anywhere in the natural gas line, everyone should immediately go outside. Turn off the gas at the gas meter outside. Contact the gas company to report the leakage.

Troubleshooting Guide

ELECTRICAL

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

1. If there is no power to an electrical outlet, make sure that the outlet is not controlled by a wall switch that may be turned off. If this is not the problem, go to step 5 below.

2. If a 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 5 below.

3. If there is no power a bathroom, kitchen 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.

IMPORTANT NOTE:

- **DO NOT PLUG POWER TOOLS OR APPLIANCES INTO GFI OUTLETS.**
- **DO NOT PLUG AN APPLIANCE WITH A SEPARATE TRANSFORMER OR AN ITEM WITH A TIMING DEVICE INTO GFI OUTLETS.**

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4. Inspect all circuit breakers, including the MAIN breaker. If a breaker appears damaged, leave it OFF and contact your electrical contractor listed in this Guide.

5. 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. Contact your electrical contractor listed in this Guide if your home is still covered under our Limited Warranty; otherwise contact a licensed electrician. If the breaker did not trip with 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, contact your electrical contractor - as mentioned above!

IMPORTANT NOTE:

- **IF YOR MAIN CIRCUIT BREAKER TRIPS OR IS TURNED OFF, WAIT TWO TO THREE MINUTES BEFORE TURNING IT ON. THEN, RESTORE POWER TO OTHER CIRCUITS ONE BY ONE, THIS AVOIDS OVERLOADING THE SYSTEM.**
- **EVACUATE YOUR HOME AND CALL THE FIRE DEPARTMENT IMMEDIATELY IF THERE IS ANY POSSIBILITY OF A GAS LEAK OR A FIRE OR IF AT ANY TIME YOU NOTICE SPARKS OR SMELL BURNING.**

Troubleshooting Guide

HEATING AND AIR CONDITIONING (COOLING) 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 breaker is in the ON position. For gas heating systems, make sure that the gas service is on and check to see that the gas valve is in the ON position and the pilot light or intermittent sparking device is working. If you are unable to isolate any of these problems, contact your heating and air conditioning contractor for service.

If your cooling system is continually running, which it may do on particularly hot days, check to see that your thermostat is set to no more than about 15 degrees Fahrenheit below peak outside air temperature. Your cooling system is designed to cool your house to about 15-20 degrees Fahrenheit below the outside air temperature and unit capacities are determined by square footage of your home.

Glossary



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Glossary

INTRODUCTION
The following section deals with terminology and common words or phrases used in the homebuilding industry. On Top of the World deems 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 which you might be unfamiliar with and might encounter in other sections of this Guide.

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.

Air Handler
A unit that is part of the air conditioning system located in either the garage or interior closet that circulates conditioned air from the condenser through the house.

Ball Cock
A device in a flush toilet consisting of valve connected by a lever to a floating ball. The valve closes when the ball is raised and opens when it is lowered.

Baseboard and Shoe Mold
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. The shoe mold is the final base trim that provides a clean finish on top of all floor surfaces.

Bearing Wall
A wall that supports any vertical load in addition to its own weight.

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

Blacktop
Asphalt material used for streets.

Casing
Molding of various widths and thicknesses used to trim door openings at the jambs.

Caulking
This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames, interior trim, and other exterior interfaces.

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.

Glossary

Circuit Breaker
A switching device, located in the main electrical panel that opens and closes electrical circuit. It also automatically shuts off electricity to a circuit should it become overloaded. Once the electrical load is reduced the breaker switch can be turned back on to resume normal service.

Common Areas
Most neighborhoods have areas that are common property and owned by the Homeowner's Association. These areas may include streets, parking areas, walkways, slopes and recreational areas. They are maintained by and their use is governed by the Homeowner's Association.

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

Conduit for Electrical
A pipe, made of metal or plastic, in which insulated wire is installed.

Construction Superintendent
The person who oversees the construction of homes is called the Construction Superintendent. The Construction Superintendent is responsible for making sure that the trade contractors perform their work on time and to the standards established by On Top of the World.

Construction Orientation
A meeting scheduled prior to the start of construction to allow the homebuyer, the Construction Superintendent to review the options you have selected and layout of your home. Date and time is scheduled between the Purchase Agreement and the early stages of construction.

Corner Bead
An angled metal or plastic edging, used to protect and form an edge where drywall panels meet at outside corners in the home.

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

Dehumidifier
An appliance that removes moisture from the air. It is used most frequently during the summer months.

Drywall
The interior walls of a home are usually constructed of drywall. This material is made from plaster, wood pulp, or other material, used especially to form the interior walls of houses; also known as gypsum board or sheetrock. The material can be textured and painted to complement the style of any home.

Glossary

Efflorescence
The white, powdery substance that sometimes accumulates on stucco, concrete, 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; and natural gas leaks. 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. Most erosion can be prevented by maintaining the original grading of the yard.

Expansive Soil
The expansive soils in this area are subject to significant contraction and expansion in times of rain or drought. Compaction techniques and other measures were taken during the site preparation of your lot. Avoid excessive watering and standing water in areas with expansive soils.

Face Frame
The front of kitchen and bathroom cabinets, to which the hinged doors attach.

Fascia
The exterior horizontal trim around rafters. Also positioned directly behind gutters and over gable trim boards.

Filler Board
Cabinet-grade wood used to fill gaps that occur between cabinets and wall openings.

Final Sign-Off
Your meeting with the Warranty Representative to verify that your home is ready for closing. Your final sign-off will take place approximately three to five business days after your Pre-Closing Orientation and just prior to yourtitle company appointment.

Flashing
Sheet metal or other material used in roof and wall construction to protect a building from rain water penetrating the house structure.

Footing
A masonry section, usually concrete in a rectangular form wider than the bottom of the foundation wall or pier it supports.

Fresh Air Exchange
Most modern homes feature an almost airtight seals, the heating and air conditioning systems require fresh air vents to draw air back to the heating and cooling system.

Glossary

Gable
The portion of a wall above the eave line which encloses the end of a pitched roof.

Galvanized
Steel which is covered with a zinc coating to prevent rust is called galvanized steel.

GFI
Abbreviation for Ground Fault Interrupt device. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFI's are located in all "wet" areas inside and outside of a home. GFI's are usually located near bathroom sinks and tubs. 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 it.

Granite
A hard, natural igneous rock formation of visibly crystalline texture formed essentially of quartz that is used for countertops. As granite is a natural product, inconsistencies in color and veining should be expected.

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 door locks.

Grout
Grout is the cement-like material visible between squares of ceramic tile.

Gypsum Board
See Drywall.

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

Header
A relatively heavy, structural piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

Hip Roof
A roof that rises by inclined planes from all four sides of a building.

Hollow-Core Door
Interior doors are frequently constructed of thin plywood or 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 the various features of your home. Many of these maintenance items are addressed in the Maintenance & Care section of this Guide. This continuing maintenance is the responsibility of the owner.

Glossary

Hose Bib
An exterior faucet connection for lawn and garden hoses.

Humidifier
The opposite of a dehumidifier. It restores moisture to the air during dry, winter months and is usually needed in those areas where outside air is below freezing.

Insulation
Any material high in resistance to heat that, when placed in walls, ceilings or floors of a structure, will reduce the rate of heat flow.

Jamb
The side and head-lining of a trimmed doorway, window or other opening.

Joists
The solid wood structural components of the ceiling of your home.

Keeper Plate / Strike Plate
The metal plate that keeps a door latch firmly in place.

Louver
An opening with a series of horizontal slats so arranged as to permit ventilation but to exclude rain, sunlight, or vision.

Pre-Drywall Orientation
A meeting with the homebuyer, Construction Superintendent, which is scheduled once the home is framed, but prior to drywall installation to confirm that all options have been correctly installed.

Rafter
One of a series of structural members of a roof designed to support roof loads. The rafters of a flat roof or sometimes call roof joist.

Resilient Flooring
The attractive 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 may also be referred to as luxury vinyl plank flooring. It is similar in appearance to the linoleum floors of years past, but it is easier to care for and maintains its appearance for a longer time.

Ridge
The uppermost portion of your house. It spans the peak areas of your roof.

Ridge Vents
Screened openings provided to ventilate an attic space.

Roof Sheathing
Boards or sheet material fastened to roof trusses on which the shingles or the other roof covering is laid.

Glossary

Scuttle Hole (Attic Access)
The opening in the ceiling which gives access to the attic space, also known as a scuttle hole.

Sealant
Commercial products which are used to seal porous materials such as concrete, grout and mortar and protect them from penetration by moisture.

Settling
In the first months and for years after a new home is built, some settling may occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.

Sheathing
The structural covering, usually wood boards or plywood or oriented strand board (OSB), used over studs or rafters of a structure. Structural building board is normally used only as wall sheathing.

Shingles
Roof covering of fiberglass reinforced asphalt shingles.

Siding
The finish covering on an outside wall of a frame building, whether made of horizontal weatherboards, vertical boards with battens, vinyl siding, shingles or other material.

Silicone
A synthetic lubricating compound with the high resistance to temperature change and water. When added to caulking, it extends elasticity properties and increases the life of caulking.

Sill
The lowest member of the frame of a structure, resting on the foundation and supporting the floor joist or the upright of a wall. The member forming the lower side of an opening, as a doorsill or windowsill.

Sill Plates
A support member laid on the top of the foundation wall that serves as a base for the wall framing.

Soffit
Usually the underside of an eave or overhanging roof.

Soffit Vent
A vent located on the ceiling of a roof overhang that allows air to pass through attic.

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

Glossary

Stucco
The mortar-like material that covers the exterior of many homes in this area is called stucco (Cementitious). 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 wood or metal members in the interior and exterior walls of a home.

Sub-Flooring
A wood sheet flooring that place directly over the floor joist that supports the underlayment or floor covering.

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 Strips
The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

Target Close
The estimated months in which your new home should be ready for occupancy. This estimate is arrived at by considering the best possible scenario for your selections and for the construction process. There are many factors that may influence the completion of your home. Therefore, please accept the Estimated Completion date as our goal, one that we fully intend to comply with, but one that is subject to change.

Termite Control
The system installed in or around the perimeter of your home to prevent infestation of termites. See the Maintenance & Care section of this Guide for vital information on maintaining this barrier.

Thermostat
The wall-mounted device that controls the individual heating and cooling units is a thermostat. By cycling these units on and off, it will maintain a desired temperature and humidity control for the home.

Trade Contractor
Most homes in our area are built by specialized trades people who contract with us to perform their area of specialization. This allows On Top of the World to select those trades with the highest standards and the best reputation. Competitive bidding, careful screening and measuring experience ensures that we are getting the best trade contractor to do the job. Examples of trade contractors are plumbers, roofers and electricians.

Trim
The finish materials in a building, such as moldings, applied around openings or at the floor and ceiling of rooms.

Glossary

Trusses
Engineered wood structural members used to construct floors and roofs.

Underlayment
A flooring layer over the base sub-flooring, over which tile or resilient flooring covering is laid.

Vacuum Breaker
Also called a backflow preventer, this device is placed on exterior faucet to allow water to only flow out of the home.

Valley
The internal angle formed by the junction of two sloping sides of a roof.

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 Department
A services and/or repairs that are covered by the Limited Warranty are handled by the Warranty department. The Warranty department is solely responsible for reviewing warranty claims and acting upon them.

Warranty 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.

Washers
Round, rigid rubber or plastic discs used as a sealing device in water faucet valves.

Washouts
An area where water has produced soil erosion.

Weather Stripping
A weather-insulating strip of material placed around doors and windows to reduce water entry into home. Also reduces air infiltration into home or the escape of air conditioned air out of the home.

Weep Holes
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.

Wireless Access Point (WAP)
A networking hardware device that allows other Wi-Fi devices to connect to a wired network. The WAP usually connects to a router (via a wired network) as a standalone device, but it can also be an integral component of the router itself.

Homeowner Maintenance Checklist



COLEN BUILT
DEVELOPMENT

The Homebuyer's Maintenance Checklist

Additionally, you may be provided with manufacturer manuals and operating instructions for various appliances and systems in your home. The suggested maintenance procedures in these manuals should be closely adhered to.

AFTER MOVE-IN CHECKLIST

- **Bathrooms and Main Floors**
  - o Apply grout sealer to ceramic tile grout if you wish to give the grout additional protection against discoloration from spills and stains.

- **Electric**
  - o Locate the main circuit breaker in the electric panel box and show family members how to turn it OFF, in case of an emergency.

- **Fire Extinguisher**
  - o Purchase a general purpose fire extinguisher for the home plus one small kitchen extinguisher in case of grease fires. Demonstrate proper usage to family members in case of emergency.

- **First Aid Kit**
  - o Keep first aid materials and a book on first aid procedures in an accessible location.

- **Flooring**
  - o Attach furniture protectors underneath furniture legs to protect floor finishes.

- **Landscaping**
  - o Review and implement recommendations in the Landscaping and Grading Section of this manual.

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

- **Gas**
  - o Locate the gas shut-off valve by the gas meter and show all family members how to close it in case of an emergency.

EVERY MONTH CHECKLIST

- **Air Conditioning and Heating**
  - o Check air filters to clean or replace as necessary
  - o Vacuum air supply and air return registers to remove dust and lint.

- **Garbage Disposal**
  - o Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds.
  - o Test and reset Ground Fault Circuit Interrupters (GFCI) breakers.

- **Interior Caulking**
  - o Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, counter tops, back splashes, ceramic tile walls, 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 relevant sections of this manual.

- **Range Hood Fan**
  - o Clean or replace dirty filter.

- **Sprinkler**
  - o Adjust sprinkler heads for proper coverage.

EVERY SIX MONTHS CHECKLIST

- **Cabinets**
  - o Clean and apply a light coat of wax to wood-finish cabinets.

- **Caulking/Painting**
  - o Check all areas originally caulked by the builder, especially to exterior windows and doors.
  - o Check exterior paint and stain surfaces and refinish, as needed; especially for stained doors.

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

- **Electric**
  - o Check electrical extension and appliance cords. Replace frayed or split cords.

- **Exterior Finishes**
  - o Check for cracks and voids in exterior caulking and re-caulk as necessary. Follow the maintenance instructions contained in the painting section of this manual.

- **Roofing**
  - o Visually inspect roof from the ground for broken or missing shingles and/or gaps in flashing.
  - o Check and clean gutters and downspouts, if installed.

- **Air Conditioning System**
  - o Have HVAC contractor perform six-month maintenance checkup if you live in the high temperature, high humidity area.
  - o Ensure that air supply registers are not blocked by rugs, draperies or furniture.
  - o Make certain the concrete foundation that the A/C unit sits on is level.
  - o Remove excess leaves from vents.

The Homebuyer's Maintenance Checklist

- **Plumbing**
  - o Check assessable water supply lines and valves to sinks, toilets, refrigerator, and clothes washer; tighten if loose or leaking.
  - o Clean out faucet aerators, spray nozzles, and drains.
  - o Check pipes and drains for water leakage.

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

- **Fire Extinguishers**
  - o Check fire extinguishers to ensure they are fully charged.

- **Smoke Detectors**
  - o Test smoke detectors and change batteries if needed. If you live in the part of the country that has Daylight Savings Time, when you change your clocks would be a good time to change your batteries.
  - o Clean and/or vacuum the smoke detectors.

ANNUAL CHECKLIST

- **Attic**
  - o Check attic vents to ensure that soffit vents are not blocked with insulation. Move insulation back to its original location, if there are voids on the attic floor.
  - o 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.

CAUTION: Be extremely careful entering, exiting, and walking in the attic. If you are unsure performing this task, you should contact a contractor.

- **Cabinets**
  - o Check drawers and hinges for proper alignment; tighten and adjust as needed.

- **Doors**
  - o Check weather stripping on exterior doors, repair or replace as necessary.
  - o Tighten all bolts on garage door.
  - o Check the fit of exterior doors at their thresholds. Many designs are adjustable.

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

- **Air Conditioning System**
  - o Have HVAC contractor perform annual maintenance check-up.

- **Clothes Dryer**
  - o Check dryer hose for lint. A clogged hose may decrease the drying efficiency of the dryer.

- **Plumbing**
  - o Remove water heater residue following instructions in the Plumbing Fixtures Section of this manual.

- **Pressure Cleaning**
  - o Clean roof tiles and asphalt shingles (where applicable) of mildew and dirt as necessary.
  - o Clean pool deck and reseal as necessary.
  - o Clean pavers, driveways, patios, and walks as necessary.
  - o Clean exterior finishes such as siding, stucco, brickwork, stone of mildew and dirt as necessary.

SEASONAL CHECKLIST

- Follow all instructions for safe operation of any fireplace or wood-burning stove.
- Brush leaves or debris from gutters and away from downspouts, as applicable.
- Decorate safely for the holidays. Do not overload circuits or use worn extension cords.
- On pleasant days, open windows to allow house to breathe.
- If your home has hurricane accordion shutters, tracks should be lubricated and shutters, tested prior to the start of the hurricane season.

On Top of the World®

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From I-75 take Exit 350 (SR 200) southwest 6.5 miles. Turn right at SW 99th St. Rd.

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COLEN BUILT DEVELOPMENT

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