



REDAHOMEBUILDERS.COM

THANK YOU AND WELCOME!

On behalf of the Reda Home Builders family, we would like to thank you for your business and welcome you to the neighborhood! Making your dream home a reality has been our pleasure! It is our hope that you will be as proud of your new home as we are, and that you will make it a place where lasting memories are created. Reda Home Builders is always striving to make your time while owning a Reda home a positive experience, so that in turn we can be assured you will tell all of your friends, associates, and family members that we are who they should hire to build their new home ☺

BUILDER'S ONE YEAR WARRANTY

As stated in the Warranty of Completion that buyer and seller will acknowledge at closing; Reda Home Builders provides a one-year warranty (from date of close or occupancy whichever occurs first). This warrants the home against defects in equipment, material or workmanship, and materials performed by the builder; or any subcontractor or supplier at any tier resulting in noncompliance with standards of quality as measured by acceptable trade practices. The warranty shall continue for a period of one year from the date of original title of conveyance or from the date of full completion of any item completed/corrected after conveyance of title.

* Reda Home Builders does not warrant against any normal wear and tear, cosmetic or landscaping issues after the conveyance of title, unless otherwise agreed upon by both parties in writing. As a homeowner it is your full responsibility to properly care for your home, its systems and perform preventative maintenance. Reda Home Builders will not perform any preventative maintenance on your home and does not warrant against homeowner/occupant neglect, error, or further damage caused by a defected item that has gone unreported (for any reason). If an item or system needing repair or replacement is found to be the cause of homeowner/occupant neglect, error, or lack of required preventative maintenance, this warranty will be void in regard to that particular item or system.

* Please read your owner's manuals, register your appliances, and HVAC systems to understand and maintain any manufacturer warranties. A warranty item for some systems and all appliances may be fulfilled by the vendor or manufacturer warranty rather than the builder. The 1-800 #'s for appliance service will be located in owner's manuals or registration forms.

* Reda Home Builders does not warranty any item after it has been; changed, replaced, altered or serviced by a buyer/occupant, serviceman or any third-party, or such damages caused by doing so.

*Reda Home Builders does not warranty any alterations to thermostats or HVAC units. Example: If an alarm company changes your original thermostat to a digital("smart") thermostat. WE DO NOT COVER ANY DAMAGES THAT MAY OCCUR BY DOING THIS.

* **Reda Home Builders does not warranty any damages whatsoever that are cause by an Act of God. (i.e. storm damage, cold weather damage, flood damage, tornado, earthquakes)**

* **Reda Home Builders does not warrant and is not responsible for personal property, loss or damages to the property, or secondary damages caused by or resulting from a warranty issue or system malfunction. Reda Home Builder's is only responsible for correcting, repairing or replacing the warranty item. Any damages or secondary damages caused as a result of a system malfunction are not covered under this warranty.**

* Reda Home Builders does not warrant against any loss or damage caused by soil conditions or soil movement, including but not limited to cracks in concrete, drywall (nail pops), mortar, bricks or tile, and/ or damage to plumbing.

* After the conveyance of title **ANY & ALL** warranty repair request must be submitted via email (with the exception of emergencies only) and **must include the following: your name, address, phone number (with contact name), and the subject line "Warranty Repair"**. You may email your request to warranty@redahomebuilders.com or post mail to 2510 Lylewood Road, Woodlawn, TN 37191. Upon receipt of warranty request you will receive a reply within three to five business days.

ALL REPAIRS WILL BE MADE BY APPOINTMENT ONLY, DURING NORMAL BUSINESS HOURS, EXCLUDING WEEKENDS, UNLESS OTHERWISE AGREED UPON BY BUILDER.

The builders warranty is not transferable. The builders warranty is only valid with the original home owner. If the home owner sells the home or rents the home the builders warranty is null and void.

For emergency services that require a HVAC technician you may also contact: (These services are NOT 24 hours)

Dawson & Dawson Heating and Cooling (Heat & Air) (931)906-4570

*******Wood doors are not under warranty. Homeowners are responsible for maintenance and care.*******

******* Concrete is not covered under warranty! Concrete can be damaged by many factors beyond home builder's control. Damage from wear and tear, de-icers, chemicals, equipment, vehicles and other things that are not liable for repair, especially, when caused by misuse or abuse, ground settlement, winter conditions, accidents or acts of God. *******

* **Any warranty requested service that is performed and is found to be a non-warranted item or the result of homeowner error will be charged to the home owner/occupant for services rendered. (i.e. Blown Light Bulb, Clogged Toilet)**

*Any other questions, concerns, or suggestions warranty@redahomebuilders.com.

NEW HOME ORIENTATION/INFORMATION

As a new home owner there are some subjects that you will need to be made aware of. The subjects outlined in this New Home Orientation may seem to be common knowledge, but if you need further instruction or have questions about anything during this time, please bring it to the attention of your representative. It is our expectation that you will not have any repairs or concerns during the time you live in your new home, but if any should ever arise, it is our goal to respond and resolve them in a professional manner.

Reda Home Builders New Home Orientation is not required but is a courtesy provided by the builder for informational purposes only. Buyer understands that the individual performing this walkthrough is an employee and or designated agent of Reda Home Builder's, who may have proper authority to remedy concerns or delegate any business on their behalf. Until the close of this transaction it is the responsibility of the buyer to consult his/her representative for response to any and all questions, concerns, repairs or touch-ups found during this walkthrough (to include any inspection repairs). **For a proper response from the builder or their representatives, these concerns must be provided in writing at least 10-business days prior to close.**

Utilities - All future utility costs become the responsibility of the homeowner at occupancy. A buyer's failure to properly transfer utilities into their name after key transfer will result in interruption of utility services.

Keys- Keys to all exterior doors will be provided at closing or at the time of occupancy. All exterior doors are keyed alike with the exception of any sliding or storm doors, which may have a separate key and lock system. If your home has a garage door opener, these remotes can be located in a kitchen drawer of the home.

Air Filters- Excess construction dust may settle in the floor registers and cause your return air filters to become polluted, it is recommended that you change your filters as often as every 3-4 weeks and vacuum into the floor registers to remove any dust. Failure to keep your return air filters clean could damage your units and void any warranties.

Appliances- Manuals can be found in the kitchen drawers. All appliances have independent warranties. Service and repair for appliances is not coordinated through the builder but is to be performed directly through the manufacturer or supplier. Please locate the 1-800 #'s on your appliance manuals to schedule service. It is highly recommended that you read your appliance manuals for proper care and maintenance instructions and register your new appliances with your manufacturer immediately.

Garbage Disposal- Be careful about what types of things you throw into the garbage disposal. Things such as fat from meats and their bones (no matter how tiny) should never make their way into your disposal.

GFCI Receptacles- Ground fault circuit interrupt outlets are a safety device that breaks a circuit if a current imbalance occurs. Its purpose is to switch off immediately if there is a power surge or short somewhere in the line, or in the appliance plugged into the receptacle. They should be tested at least once a month. These outlets provide a "Test" and "Reset" button on them for easy testing of whether or not the circuit interrupt function is working. Resetting a GFCI outlet is required if the circuit trips or after you have tested the outlet. If you experience an area in the home where an outlet seems to be nonworking (e.g. bathroom outlet or overhead light) look for all GFIC outlets and push the reset button on all GFIC outlets in the home. Baths may be wired with circuits in other rooms like the laundry or kitchen. Even outside and garage outlets may be wired together in the GFIC circuits. Typically, if an outlet is found to be non-functional resetting the GFCI will resume power.

Smoke Detectors- Alarms are wired to intercommunicate so that all detectors will sound if one is triggered. Removing the batteries from your smoke detector will not silence the alarm sound. If the battery in a device needs replaced a sound will chime. Be sure all construction covers are removed and battery strips are pulled from all devices.

Lighting Fixtures- Always maintain the required minimum wattage when installing light bulbs to avoid an electrical hazard. Using higher wattage bulbs may cause your electrical system to trip or shut off.

Insulated Tilt-In Windows- **RAISE THE BOTTOM SASH UP THREE INCHES ABOVE THE SILL.** Using the tilt release latches at the top corners of the sash, push them towards the center of the sash and tilt the sash inward and allow it to rest on interior window sill. This will allow you to clean and it will not become disengaged from the pivot shoe.

Washer/Dryer Connections- Locate the shut off valves. Washing machines are supplied with PVC hoses to link the water inlet at the back of the appliance to special valves connected to the household plumbing. When connecting your waste hose make sure that the hose does not manipulate itself out of the waste pipe with water pressure (*!! will cause flooding!!*), sometimes a fastener is needed to hold hose in place. If your dryer plug in does not match the electric receptacle, they are usually interchangeable (see your appliance manual). Confirm that your vent hose is securely fastened to keep dryer exhaust from entering home. Make sure your dryer exhaust vent and hose remain unclogged both on the interior and exterior of your home.

Plumbing Fixtures- Locate the shut off valves for toilets and sinks. Tub and shower plumbing fixtures may have safety scald guards that can be adjusted. The builder will not adjust your scald guards. Toilet paper and other waste can easily clog waste lines, builder does not warrant against a homeowner's responsibility to maintain clear water lines. Exterior water spigots are prone to freezing in low temperatures and may cause pipes to split, if you fail to remove your water hose.

Vent less Fireplace- Fireplaces are fueled by gas or propane. The units don't require electricity therefore, they are a good source of heat should the electricity ever go out. Because they vent into the room, these fireplaces are designed to burn very efficiently to reduce the amount of carbon monoxide that is released. Carbon monoxide detectors and oxygen level monitors are standard features on vent less fireplaces to ensure safety. The owner's manual for your gas logs will properly instruct you on how to light and properly care for your fireplace and explain the manufacturer's warranty. It is suggested that you use a fireplace screen. The fireplace hood can become hot when gas logs are burning. Builder does not install propane fuel tanks. They can be purchased or leased locally.

Paint- You will be provided an interior paint touchup-kit. If you would like to purchase additional paint, the name /number should be listed on your paint touch-up kit. **Paint, sheetrock settlement cracks, nail pops, or other imperfections are NOT warranted after completion and performance of final walkthrough unless otherwise agreed upon.**

Floor Coverings- Care of your floor covering and warranty guidelines are determined by the manufacturer of the product. Sweep or dust to remove any dirt from your **hardwood floors. !!!HARDWOOD FLOORS ARE A NATURAL PRODUCT. SCRATCHES, SEPARATING, SQUEAKING, AND BOWING ARE A TYPICAL OCCURANCE OVER TIME AND ARE NOT COVERED UNDER THE WARRANTY!!!** You can use a damp cloth to clean up spills. Never pour water directly onto your wood floor, and only use cleaners that are specifically for finished hardwoods. To clean your **ceramic tiles** use a damp sponge mop. You would not want to use oil based cleaner on tile or anything that has ammonia in it. **Vinyl flooring & Laminate** should be cleaned with a mild spray cleanser, never use an excessive amount of water. Consult the vendor or manufacturer for care, warranty and maintenance of your specific type of **carpet**.

Grout & Caulking- In time your grout and caulking WILL crack or pull loose, especially where walls or joints come together or with change of seasonal temperatures. Natural setting may also cause cracks in joints of tray ceilings. **Areas of hairline cracks and cracks in caulking, and grouting will be expected over time, they are the responsibility of the homeowner to remedy and are not warranted by the builder.** Tile grout can become stained or discolored over time; it is recommended that you seal your grout initially to prevent this.

Distribution Board or Fuse Box- A component of your home's electricity supply system which divides an electrical power feed into subsidiary circuits, while providing a protective fuse or circuit breaker for each circuit, in a common enclosure. When a particular circuit in the house is not working or is tripped, firmly push the breaker to the "off position" and then turn the breaker back to the "on" position. A properly reset breaker will typically "snap" into place when returned to the "on" position. Typically, if any system using electricity is found to be non-functional resetting the breaker will resume function.

Heat Pump- Essentially, a central air conditioning system that also has the ability to heat your home during cold weather months. It's called a "heat pump" because it pumps heat into your home in winter, and pumps heat out of your home in summer. Its ability to both heat and cool makes it a very economical and efficient home comfort system. During the winter months, you should try to

make it a habit of looking at your outdoor heat pump. Check for signs of excessive ice or snow build-up on or around the heat pump. If there is something wrong with first-stage heating [the Heat Pump itself] and you start to notice your house is cold, and it isn't heating properly, you can switch to emergency heat (located on your thermostat) until your unit is serviced. NOTE: Any finished rooms located above or below an unfinished space, such as bonus rooms may maintain a varied temperature difference as compared to the majority of the home. Heat and Air Conditioning is supplied only to finished spaces.

Electric Hot Water Heater- Locate the shut-off valve that stops water flow into the water heater. It's a separate component from the heater located outside and above the unit. You can adjust the thermostat usually located underneath a protective cover plate and has a knob or dial you can turn to set the temperature. See the owner's manual for adjustment and warranty information. The builder will not readjust your water heater thermostat.

Garage Door- Your garage door has an automatic opener, safety sensors and one or two standard remotes. Refer to the owner's manual for warranty and instructions on how to operate these features.

Gutters- Gutters and downspouts carry runoff water off the roof and safely away from the home, preventing water damage to the structure and surrounding foundation. **Keeping gutters and downspouts in good condition will require seasonal maintenance and is very important.** Cleaning to remove debris from your gutters or clearing clogs in your downspouts is a homeowner responsibility. To prevent water from pooling around your home and downspout you can use a downspout extension, splash blocks, or a flexible outdoor tubing to divert water into the yard and away from exterior walls.

Roof- The roof system is arguably the most vulnerable part of a building's exterior. Ultraviolet radiation, wind, rain, hail, snow, and sleet all affect a roof system's performance. Roof systems can deteriorate from: normal wear; severe weather conditions (e.g., wind and snow loads); building movement (e.g., settlement, material contraction/expansion); and improper or poor maintenance. Any roof repairs not dealt with after the first signs of failure can result in increased damage to home, interior finishes and/or occupant safety. Roof maintenance is critical to preventing roof problems and keeping the roof in watertight condition. Early identification and repair of roof problems will help provide a long-lasting roof system. Be aware of any loose or missing shingles and wall/ceiling leaks or dampness.

Brick, Stone & Mortar- Even though brick requires little annual maintenance to sustain its quality and durability, there are preventive measures that homeowners must take to keep their brick homes beautiful and in good repair. Weep holes are small openings under windowsills and at the base of brick walls that allow any moisture that accumulates in the wall to get out. If these holes are blocked or clogged by vines or dirt, the moisture can cause damage to the walls. Check the weep holes in a brick home periodically to make sure they are clean and open. Mortar will crack over time and need to be repaired.

Exterior Vinyl Siding- Vinyl siding is close to maintenance-free, but anything exposed to the environment gets dirty and needs to be cleaned. You can save yourself a lot of work by regularly rinsing off your siding and taking care of stains before large areas are affected. Any holes or gaps will need to be repaired to avoid moisture entering under siding. Although very commonly used to clean exteriors, power washing and harsh chemicals are not recommended by the builder to clean your vinyl siding.

Mailbox- Not warranted against any damages past conveyance of title. (Most of the time is made of Cast Iron material)

Deck & Fencing- Your deck and or fencing structures are made of treated wood. Any wood exposed to the elements will eventually be adversely affected in the following ways; warping, discoloration, shrinking, splitting, rot, fungi & mold, insect infestation, etc. It is recommended that you seal your deck and or fence (within three months of key exchange) to prevent the inevitable from occurring prematurely. **Reda Home Builder's does not warranty deck or fencing after conveyance of title.**

Positive Drain and Vapor Barrier and Vents (Crawlspaces/ Basements)- Make sure that positive drainage away from your foundation is maintained. Do not over water plants near the foundation, patios or fence walls. Care should be taken when adding pool or landscaping improvements to ensure that any mounding or grade changes direct surface water away from the home and are in conformance with the general grading plans of the home site. Also any HVAC condensation pipes should always flow away from your crawlspace or basement. Maintain your gutter and splash blocks so that they divert water away from your crawlspace or basement. If you have a positive drain pipe, make sure that you have located it and it is kept clear of any debris. A vapor barrier

slows or prevents the evaporation of ground moisture into the crawl space air. Homeowner should make sure the barrier continues to cover the ground of the inside crawlspace.

CRAWLSPACES SHOULD NOT ACCUMULATE LARGE AMOUNTS OF STANDING WATER! Some water after large amounts of rainfall will be expected to drain out over a period of several days. It is suggested that your crawlspace vents and entry door remain closed. If your home has a basement it is recommended that the buyer provides a dehumidifier in unfinished areas to reduce humidity and condensation on block walls, floors, and concrete.

Landscaping- You will need to maintain proper care and watering of your sod and landscaping. Until the yard is established, rain showers may wash around downspouts or sloped areas. It is the responsibility to take precautions to prevent yard washout. **The Builder does not warrant landscaping beyond noted repairs on Punch List or Final Walk through. If you have a sprinkler system it is your responsibility to maintain the equipment; this includes winterizing the system.**

Concrete- **Concrete cracks are unavoidable and will occur over time.** Although concrete is one of the most durable paving materials for driveway construction; the typical residential driveway isn't engineered to support heavy vehicles (like a huge moving van) and large construction equipment. Also use care when plowing or shoveling your driveway. Concrete is porous and fluids can seep deep into the concrete, so it is imperative to clean any fluid puddles as soon as they are noticed. **AVOID USING ROCK SALT FOR CONCRETE DE-ICING BECAUSE IT IS HIGHLY CORROSIVE, DAMAGES THE SURFACE, AND CREATES A CRATER LIKE APPEARANCE.**

Wood Destroying Insects- Any structure can be attacked by wood destroying insects. You should be aware of and try to eliminate conditions which promote insect infestation in and around their structure(s). Factors which may lead to wood destroying insect infestation include: earth to wood contact, foam insulation at foundation in contact with soil, faulty grade, improper drainage, firewood against structure, insufficient ventilation, moisture, wood debris in crawlspace, wood mulch or ground cover in contact with the structure, tree branches touching structure(s), landscape timbers and wood decay. If these or other conditions exist, corrective measures should be taken in order to reduce the chances of infestation of wood destroying insects and the need for treatment. You will receive a soil treatment letter warranted for one year from builder's vendor at close of transaction.

Mold - To prevent mold indoors and out: Make sure the ground slopes away from the building foundation, and properly maintain your gutters and crawlspace, so that water does not enter or collect around the foundation. Keep indoor humidity low. If possible, keep indoor humidity below sixty percent (ideally between 30 and 50 percent) relative humidity. Relative humidity can be measured with a moisture or humidity meter, a small, inexpensive (\$10-\$50) instrument available at many hardware stores. Any finished space that is located above or below an unfinished area, or any areas finished below grade level are susceptible to mold because of moisture and climate differences. If your home has a basement it is recommended that the buyer provides a dehumidifier in unfinished areas to reduce humidity and condensation on block walls, floors, and concrete.

Cold Weather - In the winter months it is important to perform certain homeowner maintenance items, in order to ensure no damage occurs to your home. When the temperature is going to drop below freezing it is important to double check the following: crawlspace door is on your home, and any water hoses are not connected to outside spigots. Also it is a good idea to keep your inside faucets at a drip when temperatures drop to the teens; If you have a spit foyer home open your door leading to the garage and heat your garage until the temperatures rise again. These items will help ensure that your pipes do not freeze & burst; potentially causing more damage to your home. **Reda Home Builders is not responsible for the lack of proper homeowner maintenance on any cold weather issues. This includes any damage caused from snow/ice buildup & dams on the roof. It is your responsibility as a homeowner to keep your home maintained.**

---- **Ice Dams -** What is an ice dam? An ice dam is a ridge of ice that forms at the edge of a roof and prevents melting snow (water) from draining off the roof. The water that backs up behind the dam can leak into a home and cause damage to walls, ceilings, insulation, and other areas.

Confirmation/ Final Walk-Through

Final Walk Through will confirm that all any and all repairs listed on the Punch List Walk Through have been completed by seller and accepted by buyer, and that the home is in the same or better condition as date of binding agreement date. **Final Walk Through must be completed prior to close or occupancy. At the Builders discretion: No occupancy will be granted until all Punch List and Walkthrough items are completed and accepted by the buyer.** **Note: All Items &/or Corrections will be made to Builders Grade/Standard.**

By signing this form buyer accepts property in its current condition, all Punch List Items have been satisfactory completed by seller and buyer confirms that the property is in the same or better conditions from Binding Agreement Date.

Note: This list of requested repair items expires at conveyance of title. Once this document is signed Reda will not come after closing to make any repairs not done from the punch list. No representative has the right to agree on behalf of the seller to make repairs after closing.

Lot# _____

Buyer: _____ Date: _____

Buyer: _____ Date: _____

Buyer Contact#: _____

Buyer Email: _____

Buyer Agent: _____

Listing Agent: _____

Reda Home Builders Representative: _____ Date _____

I verify that I have received a copy of the Reda Home Builders Warranty.

Address _____

Buyer _____ **Date** _____

Buyer _____ **Date** _____