



CLOSING AND WARRANTY OVERVIEW

Saussy Burbank is committed to providing our homebuyers with quality customer service throughout the building, closing and warranty process. The purpose of this document is to summarize the closing process, warranty responsibilities and your maintenance responsibilities as the homeowner, because homeowner maintenance responsibilities begin day one.

Pre-Settlement Walk Through

Your pre-settlement walk through/new home orientation will take place approximately 1 week prior to closing. At this meeting, you will be able to perform a thorough inspection your home.

THIS IS THE LAST CHANCE FOR ALL CHIPS, SCRATCHES, SMUDGES AND GOUGES TO BE ADDRESSED:

* Countertops	* Walls	* Hardwood Floors	*Tile Floors	* Trim
* Built ins	* Cabinets	* Tile Surrounds	* Appliances	* Mirrors
* Windows	* Faucets	* Light Fixtures	*Shelving	* Porches & Steps
* Siding				

Corrective work on all identified items will be scheduled immediately. Scratches, chips, smudges and gouges will not be covered as warranty items.

Final Walk Through and Closing

Your home should be looking great. You will have a final walk through prior to closing to verify that work on all items identified at the walk-through has done or scheduled.

Warranty Department

After closing, you will be in the care of our warranty team. The Homeowner Handbook you received at your walk through will be your guide to performance standards expected for your home. It details expected home maintenance and warranty coverage.

Homeowner maintenance responsibilities begin on day one. The following list addresses homeowners' most common questions:

Homeowner Maintenance and Warranty Guide

- 1) Chips, scratches, smudges & gouges: All chips, scratches, smudges & gouges must be addressed at your pre-settlement walk through prior to closing. After closing, the homeowner assumes full responsibility for these items and they will not be accepted on warranty requests.
- 2) Concrete Cracks: Minor concrete cracks are normal and should be expected as the home settles. However, disintegration of the surface exposing aggregate or cracks exceeding the performance standard set in the Homeowner Handbook are warranted and will be corrected during the warranty period. The damaged area is repaired, using surface patching and color matching of concrete is not guaranteed. Do not allow heavy vehicles such as moving vans on your driveway. This can cause cracking and will void the warranty.
- 3) Hardwood floors: Hardwoods respond to seasonal variations in weather and temperature, leading to minor cupping, squeaking, swelling and shrinkage which is all normal and to be expected. Homeowner maintenance includes keeping the floors dry and avoiding excess humidity and moisture in the home. Gaps and/or cupping that exceeds the performance standard set in the Homeowner Handbook are warranted and will be corrected during the warranty period.
- 4) Caulking, paint & nail pops: It is normal for separation to occur between joints in moldings, walls and adjacent surfaces due to settling, weather and seasonal changes. Nail pops can occur during this process and will be addressed during the warranty period. Caulking is a normal homeowner maintenance item and is not warranted. These items should be addressed at pre-settlement walk through. Only separations exceeding the performance standard in the Homeowner Handbook will be addressed during the warranty period.
- 5) Drainage, Gutters, Grass & Landscaping: Grading and swales have been established to ensure proper drainage away from your home. The homeowner is responsible for maintaining such grades and swales. Drainage not meeting the performance standard set in the Homeowner Handbook will be addressed during the warranty period. Examples of altering the grade or drainage pattern include adding dirt around the foundation to build planting beds, planting shrubs, and installing fencing or irrigation systems in a way that alters the flow of water within the swale.
 - a) After closing, all landscaping elements of the home, including sod, seeded and strawed grass areas, existing and new trees and shrubs become the responsibility of the homeowner to maintain.
 - b) Keeping gutters clear after closing is a homeowner maintenance item.

