

Bayway Homes

WELCOME TO YOUR NEW HOME

Thank you for trusting Bayway Homes, Inc. to build your family's new home. We're proud to have been a part of this special time in your lives and look forward to having you in our community of satisfied homeowners of a Bayway Home.

In the coming days, you may have questions regarding your new home and the preparations that need to be made for your move. This package contains information to help answer some common questions about arranging for utilities, requesting service once you've moved in your home, and basic home maintenance. A member of Bayway Homes' Construction Team will browse through this booklet with you so you'll have an opportunity to get a clear understanding of the information it contains.

If at any time in the future you have any questions or concerns, please contact us at **281.648.2425**. We'll be happy to assist you in any way we can.

Thank you again for trusting Bayway Homes, Inc. to build your family's home. We're glad to have you in our community.

Sincerely,

Jon Skeelee
President

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CLOSING PROCEDURE

Congratulations on buying a Bayway Homes, Inc. Home. We are excited about your move into your new home. To help ensure a smooth transition into your home, please review this Closing Procedure.

You will have two New Home Introduction Meetings with the construction manager prior to closing.

The first meeting (**FIRST WALK**) is scheduled a few days before closing. The primary objective of the meeting is to inspect the home and make a list of any unacceptable items that you, the homeowner, would like corrected. The construction manager leads this inspection and reviews with you the warranties, utility transfers, and other helpful information about the operation and maintenance of your home.

Time: _____ Date: _____

The second meeting (**FINAL WALK**) is usually conducted a few hours before the actual closing, allowing you enough time to receive your final figures from the title company and go to your bank to get a cashier's check. The primary objective of the process is to make sure the home is completed and in a satisfactory condition. The paint card is also signed at this time. The construction manager and homeowner review the inspection list to make sure all items are complete. This is not a re-inspection of the home; it is a qualifying of the first meeting. Any new items found at this time will be addressed on a warranty list. Any remaining questions the homeowner might have are answered at this time.

IMPORTANT

Be sure to choose your *hazard insurance company* two weeks prior to closing. Then, notify your mortgage company to inform them of the details of your hazard insurance coverage. **You cannot close without your hazard insurance.**

IMPORTANT

Funds due at closing **must** be in the form of a cashiers or certified check made out to Texas American Title Company.

OPERATIONS OF YOUR NEW HOME

PLUMBING

1. Instruction on use of faucets (cleaning of aerator and water cut-offs).
2. Instruction on the use of shower and tub drain.
3. Hot water heater.
 - a. Pop-off valve and line.
 - b. If water is not hot, check pilot light and/or thermostat on the water heater.
4. Location and instruction of main house water cut-off.
5. Tub inspection locations and purpose.

Note: If plumbing is stopped up and service man finds foreign objects in the line, the homeowner will be billed for service call.

ELECTRICAL

1. Location and operation of thermostat.
2. If heat or A/C does not operate:
 - a. check thermostat setting.
 - b. check breaker box to be sure breaker is in the " ON " position.
 - c. check pilot light.
3. Location of filters (should be replaced every 30 days).

APPLIANCES

1. Instruction on use and care of dishwasher.
2. Instruction on use and care of disposal.
 - a. Reset button on bottom.
 - b. To un jam, move with allen wrench.
3. Instruction on use and care of microwave (if applicable).
4. If appliances do not operate properly always check breaker box.

GENERAL-INSIDE

1. Floor tile is not covered under warranty if damaged by neglect, such as casters not being used under furniture.
2. Carpet has a tendency to loosen in damp weather, but will stretch again in dry weather.
3. Paint:
 - a. Not covered under warranty (We do not do touch-ups).
 - b. Do not scrub latex painted interior walls.
4. Cracks in tile grout are not covered under warranty – use DAP brand or equivalent caulk.
5. Inside doors – variance of ¼" to ½" is normal depending on weather conditions.
6. Landscaping around your home is not covered under warranty (except for plants 30 days after closing).

After closing, if you should have further questions concerning your home or the Bayway Homes, Inc. One Year Warranty, call the Customer Service Department @ **281. 648.2425** for clarification or instruction.

I have discussed each of the above items with a Bayway Homes Representative and understand them. I have also been instructed in the use and care of the above listed items in my new home.

Address: _____

Bayway Homes

Homebuyers Acceptance Statement Items to be Completed After Closing

NAME: _____

STREET ADDRESS: _____

COMMUNITY: _____

The homebuyer(s) hereby acknowledge that the premises have been satisfactorily completed and are fully acceptable to them, save and except the following Items:

DESCRIPTION

WARRANTY INFORMATION SHEET

1. All warranty claims will be addressed to Bayway Homes' main office in letter form.
2. The only warrant matters to be handled on a verbal basis will be those involving emergency situations.
 - a. Power outage – partial or total (not associated with Reliant Energy.)
 - b. Roof leaks – damaged carpet, furniture, walls, etc.
 - c. Plumbing leaks – causing damage to carpet, etc.
 - d. Leaks in exterior underground plumbing lines.
 - e. Any gas leaks.
 - f. Complete sewage back-up. (See #8)
 - g. Heater not functioning in weather below 50 degrees.
 - h. Air conditioning not functioning in weather above 75 degrees.
3. Bayway will handle warranty claims under your extended warranty program guidelines.
4. Items commonly affected by “wear and tear” or other circumstances outside Bayway Homes’ control will only be repaired as specified on the orientation (First New Home Introduction Meeting) tour document.

These affected items are:

- a. Chipped, cracked or dented sinks, tubs, or shower enclosures.
 - b. Torn, gouged, stained or loose floor tile or carpeting.
 - c. Chipped, scratched or cracked cabinets, counter or vanity tops, ceramic or Italian tile.
 - d. Cracked or scratched window glass, or mirrors or light fixtures.
 - e. Scratched or dented appliances or water heater.
 - f. Missing or damaged windows, doors or screens.
 - g. Inoperative or maladjusted sliding closet doors or sliding glass doors or windows.
 - h. Sticking doors.
 - i. Improperly adjusted weather-stripping.
 - j. Minor drywall, masonry or stucco cracking.
5. All home components mentioned in the above list are warranted for a period of one year for latent defects in workmanship and materials as specified in the extended warranty program documents. Problems with such

components resulting from abuse, misuse or neglect, in the sole judgment of Bayway Homes, Inc. and your extended warranty program are not covered.

6. Normal homeowner maintenance items are excluded in accordance with your extended warranty program.
7. Cracks in concrete walks, driveways, and patios due to expansion, contraction, and settling are, to some extent, normal characteristics of concrete. The determination of an abnormal occurrence requires professional expertise. Any such repairs will be done only when deemed necessary by Bayway Homes, Inc. and in accordance with the quality standards section of your extended warranty documents.
8. If a drain stoppage is reported to Bayway Homes within 72 hours after occupancy, Bayway Homes will clear the drain. After 72 hours, and for the remainder of the warranty period, drain stoppages will be handled in accordance with the quality standards section of your extended warranty program documents.
9. Plants and grass are warrantied for a period of 30 days from the date of occupancy. Plants and grass showing signs of dying due to improper care will not be replaced.
10. All warranty claim letters will be logged in at the main office in the WARRANTY LOG BOOK.
11. The Construction Manager will promptly correct items after receiving the letter from the main office to correct the matters described in the letter.

Construction Manager: _____ Date: _____

Homeowner: _____ Date: _____

Homeowner: _____ Date: _____

MAKING ARRANGEMENTS FOR UTILITY SERVICE

During your New Home Introduction you will be given a list of the utility companies that service your community. You will want to contact each of the utility companies and ask them to set up your service so that is activated with three working days of your closing. Bayway Homes will disconnect its utility service.

For instance, if your closing is scheduled for Monday, contact the utility companies on Friday and ask that they begin your service on Tuesday or Wednesday. Bayway Homes will have already requested our service be disconnected on Thursday. Scheduling your service to be turned on before Thursday would prevent any possibility or temporarily being without utility services in your new home.

HOW TO REQUEST WARRANTY SERVICE ONCE YOU'VE MOVED IN

There are two basic types of service request for your new home. Emergency Service and Non-emergency Service. In either event, we will be happy to help you in any way we can. Emergency situations, because they need immediate attention, will be handled most effectively if you, the homeowner, follow the guidelines below and contact the appropriate company to address the situation. This will enable you to handle the situation in the event Bayway Homes' office is closed, or our construction staff is temporarily away from their offices. For non-emergency situations please send a letter to our Customer Service Department, P.O. Box 1244 Friendswood, Texas 77546. A Customer Service Representative will be happy to assist you.

EMERGENCY SERVICE

Simply put, emergency situations are those that affect your ability to live in your home safely and comfortably. Examples of emergency situations would include: loss of electricity, major plumbing leaks, smell of gas inside or outside the home, water damage, loss of heating in the winter or air-conditioning in the summer.

During your New Home Introduction (**FIRST WALK**) you will be given a list of important telephone numbers. This list will provide the names of the utility companies that service your community and the companies that handle emergency situations like those mentioned above.

Certainly, we hope you never encounter these situations. If you do encounter difficulties, please follow the guidelines below and then contact the appropriate company so the situation can be remedied immediately.

LOSS OF ELECTRICITY:

1. Check your breaker box first. The breaker box is located outside your home and was indicated during your New Home Introduction. Flip all the breakers to the off position, then one by one (**main breaker first**), turn each one back on. If your power is not restored, call your electric provider for further assistance.
2. If you notice the power is off in the surrounding area, call your electric provider to report the situation.
3. If your underground service has been cut, Bayou Housing is responsible only if one of our subcontractors was responsible for the digging that led to a line being cut. If you or a neighbor needs to dig in your yard, you must call the utility coordinating committee, so they can mark utility line locations and help you avoid potentially dangerous and inconvenient situations.
4. In some instances your electricity provider may need to run an over ground emergency cable to temporarily connect electricity to your residence. There may be a fee for this service, and the electric company will request you be at home to sign for this service at the time it is connected.
5. If both the oven and the range-top are not working, this is an emergency. You can call the appliances company listed in your important phone numbers. If, however, either the oven or the range-top is operable this is not considered an emergency and should be reported to our offices as soon as possible. Dishwashers,

garbage disposals, individual light fixtures and individual electrical outlets that may not work should also be reported to our office as soon as possible. Our office number is 281.648.2425, we'll be here to assist you in any way we can.

PLUMBING LEAKS:

1. In case of a major plumbing leak, first try to turn off the water at the cut-off valve on the leaking fixture. These valves were indicated to you during your New Home Introduction. If the water does not stop, or if you can not find the cut-off valve, you can turn off the water at the main water valve located outside your house. The main valve is the one that comes out of the ground and goes into your house. This valve was also indicated during your New Home Introduction. It is important that these steps be taken to prevent further damage due to the leaking water.
2. A slow drip is not an emergency. Use a receptacle (bucket, pots or pans, etc.) to catch water until the next business day, at which time you should report the drip to our office as soon as possible.
3. If all commodes are inoperable, this is an emergency and should be immediately reported to the plumbing company designated on your phone list. If at least one commode is working, continue to use that commode and call our office as soon as possible. The same applies to tubs, showers, vanities, and sinks.
4. As per your homeowner's warranty, the builder is not responsible for secondary damages, so the homeowner is advised to protect all personal belongings and other items in the home in the event of a leak.
5. Remember that an unknown source of leaking water could be a roof or flashing leak. Not much can be done when these types of leaks are discovered except protecting other items in the home until the source of the leak can be identified and repaired. A plumber will charge for a service trip if the leak is not due to a plumbing defect.
6. Frozen pipes are the responsibility of the homeowner. If the pipes are frozen, you should not leave the house unattended or you should turn off the main water supply. The pipes may not leak until thawed, usually mid-day, and then tremendous damage could result if the water was left on.
7. To help prevent the pipes from freezing, we suggest that several faucets be left partially open to keep the water moving during freezing weather, alternating from cold to hot water. Usually, cutting off the main supply and draining the pipes does not remove all the water and pipes can still burst.

WATER DAMAGE:

Be careful of electrical shock. If possible, turn off the source of the problem, either at the fixture or at the main valve. Wet carpet should be pulled up and propped up to air out. Wet padding should be thrown away. Other items should be moved or protected to prevent further damage. You should report this to the main office at 281.648.2425 as soon as possible.

AIR CONDITIONING & HEATING SYSTEM MALFUNCTION:

1. Check your breaker box first. If this does not restore operation to your air conditioner, then check the A/C cutoff switch located above the condenser unit outside your home.
2. If other electrical problems exist at the time of your air conditioner or heating unit is not working, the problem is most likely an electrical one (for instance, if your air conditioner is not working and you notice your oven is also not working). In this case you should contact your electric company.
3. Other examples of emergency situations regarding your air condition and heating would be either air conditioner not working during extremely hot weather or heating not working during extremely cold weather. In cases where your air conditioning or heating stop working during mild temperatures every effort will be made to correct the problem as soon as possible.

4. If extreme weather conditions exist and you must leave your home, you should protect your home from freezing pipes if the heating unit is not working in the winter. In the summer, turn off the air conditioner to prevent damage to the compressor.

SOME OTHER CASES AND REQUIRED ACTIONS:

FIRE: Call the Fire Department at **911**. If time permits, call the Police Department or Sheriff's Department. It would also help if the main electrical breaker could be turned off at this time.

HOME MAINTENANCE

A. INTERIOR HOME CARE

MAINTAINING AIR CONDITIONER, HEATER and WATER HEATER:

Your air conditioner and heater are operated through the thermostat control units. The fan of the air conditioner unit operates on AUTO and ON. Filters for the air conditioner should be changed once a month to insure proper heating and cooling of the unit. These filters may be purchased at various variety and home improvement stores. The size of the filter will be printed on the one initially installed behind the return air grill. In the off season, turn on your air conditioner briefly once a month. Seasonal inspections by the installers are a good preventative maintenance practice.

An emergency condensation drain is installed in the soffit of your home. If you detect water leaking from this drain the A/C company should be notified to correct this problem.

The water heater is located in the attic of your home. The water heater should be set to a comfortable setting by adjusting the control on the heater. Draining the heater with a garden hose connected to the outlet at the bottom every 6-9 months will prevent calcium buildup and prolong the life of the unit. The safety relief valve is located at or near the top of the water heater and is pressure operated. If this valve drains hot water through the outside drain you should notify the plumber at once.

KITCHEN EQUIPMENT:

A use and care manual as well as warranty information for each of your appliances will be left in one of your kitchen drawers. Please read through this information carefully.

Some things to remember when using your dishwasher: run hot tap water before starting the dishwasher. You may want to hand wash plastic dishes because high temperatures may melt plastic dishes. You will want to pre-rinse dishes before loading the dishwasher to reduce sediment in the dishwasher during the wash cycle. Running the garbage disposal before each use of the dishwasher will also reduce the amount of sediment in the dishwasher during the wash cycle.

The operation switch for the garbage disposal is located on the wall above the counter closest to the disposal. Always run the tap water when operating your garbage disposal. Bones, large seeds, etc. should not be put into the disposal because these items may cause a jam. If this occurs, follow these instructions:

(1) Turn off the disposal at the switch; (2) remove all materials from the disposal; (3) press the reset button on the bottom of the disposal until it will stay depressed; (4) turn the disposal on at the switch; (5) after trying this, if the disposal is still not turning, turn the disposal off at the switch; (6) press the reset button until it stays depressed; (7) and use the allen wrench for your disposal to manually turn the blade counter clockwise several times. Finally, turn on the disposal at the switch. The disposal should then be working.

All kitchen countertops, whether formica or ceramic tile, can be cleaned with a kitchen cleanser such as "Fantastik", "409", or "Glass Plus". Strong abrasives are not recommended because they might scratch the finish on your countertop.

BATHROOM MAINTENANCE:

The cultured marble used in the baths of your home should be cleaned with a non-abrasive cleaner and a soft cloth or sponge to prevent scratching.

Grouting around the tile, the tub areas, and the water closets should be replaced as needed to seal wet areas. Grouting is warrantable for the first thirty days after closing. After this time it is part of regular home maintenance.

MAINTAINING INTERIOR PAINTED SURFACES:

All painted surfaces inside your home are painted with interior latex or enamel. The enamel surfaces can be cleaned with mild soap and water. The latex paint is water based and may wash off. We have provided a paint touch-up kit at the time of your final New Home Introduction Meeting (**Final Walk**) for touching up smudges on the latex paint in your new home.

Touch-up – Interior Flat Wall Paint

Listed below are some helpful instructions that should be used to help insure good touch up of wall paints. Due to the lighter textures being used on the interior walls as well as the darker decorative colors, it is more important than ever to follow these instructions.

1. Apply wall paint evenly when coating the walls to help insure good coverage of the wall paint. Materials should not be thinned. Adding water only decreases the hide of the wall paint. Without proper hide of wall paint good touch-up cannot be obtained.
2. When doing touch-up, thin the wall paint by approximately 20-30%. With the lighter textures not being used it is important not to put the touch-up paint on too thick. Our wall paints are very thick (approx. 95 k.u.) when opened. If touch up paint is applied too thick, it can change the texture slightly on the wall causing the light to reflect off these spots differently. When this happens you will see a difference in the touch-up spot when you look down the wall.
3. Feather touch-up spots out. It is important not to leave a defined edge in your touch-up spot. Without this edge it is harder to notice any touch-up spot.
4. When the wall or area to be touched-up is not very large, it is recommended to run corner to corner. This takes very little extra time and eliminates several small touch-up spots in a “small” area.

Sherwin Williams Paint Company is committed to supplying quality products to Bayway Homes. If you have any problems please call Bayway Homes’ main office at 281.648.2425. We will be glad to come out and help find a solution to any problem you may be having.

Washing Wall Paints

Bayway Homes uses Sherwin Williams Flat Wall Paint for its walls and ceilings. Sherwin Williams Flat Wall Paint is a high quality latex wall paint with good washability. Homeowners often inquire about the proper way to wash painted walls.

Flat latex wall paints are composed primarily of Titanium Dioxide, various inert pigment (used to impart flatness), and latex resin. Small quantities of wetting agents and other additives are used. It is the inert pigments which are sensitive to washing and scrubbing. All of the pigments which have the ability to impart flatness are by their very nature somewhat fragile and tend to burnish when subject to vigorous scrubbing. This occurs because the actual pigment particles are fractured during the scrubbing process if too much force is used. Even the most scrub-resistant paints can be affected.

It is entirely possible to wash walls to remove dirt and other foreign substances from walls which have been coated with flat latex paints. It is important to remember that these paints are somewhat sensitive, however, particularly when compared to enamels.

If one wishes to remove dirt or other soil from a wall painted with a flat latex paint, one should use a cloth dampened with water only during the first attempt. A gentle wiping motion should be employed. The temptation to use patent cleaning solutions (Windex, Formula 409, Fantastik), should be resisted since these compounds contain strong solvents and wetting agents which can actually attack the latex resin itself. Mild soap may be used if water alone does not remove the dirt or soil.

Flat wall paints are also considerably more porous than latex enamels due to the pigment loadings necessary to make them flat and allow them to have good touch-up qualities. Large quantities of water and soap or the use of patent cleaners can penetrate these coatings and cause any texturing material which is on the walls beneath them to soften and be loosened. In these cases, it would appear the paint has failed when actually the texturing material has been re-wetted and softened. The topcoat comes off with the texture.

The use of too much force when washing flat wall paints can cause burnishing of the coating. These marks appear as a shiny spot on the wall. The force used during scrubbing actually fractures the pigment particles and causes these fractured particles to be removed from the coating. When these pigment particles are removed, the surface profile of the coating is destroyed and the scrubbed area develops more sheen and appears as a shiny spot. This problem is common to ALL flat wall paints regardless of the manufacturer.

MAINTAINING FLOORS:

Regular vacuuming of your carpet will enhance and prolong its beauty and life. If needed, spot cleaning is recommended with a product called "Incredible".

A small note about vinyl floor coverings: Many homeowners like to decorate with floor rugs. Many area rugs are backed with rubber to prevent the rug from slipping. Rubber backing will discolor the vinyl floor covering over time. To prevent discoloration, a foam pad can be used beneath floor rugs to hold them in place.

MAINTAINING DOORS AND WINDOWS:

DOORS: Bayway Homes provides a quality front door on each home that is built. Each door is painted with a hard sealing enamel paint that can be cleaned with just soap and water.

Seasonal inspection of caulking around the windows is suggested to prevent leaks and rattles that result from the normal cracking and chipping of caulk. After extreme weather seasons, check weather-stripping around doors and windows.

A note about the frosted glass windows in the bath areas of your home: This decorative glass appears to be opaque and obscure vision into your home. It is in fact transparent. The frost on the glass is strictly for decorative purposes and does not prevent passersby from seeing into these areas of your home. From several feet away clear silhouettes of objects, persons, or movement in these rooms are visible. It is for this reason, as well as for your comfort and security, that we strongly recommend window coverings in these areas in your home.

B. EXTERIOR HOME CARE:

LAWN DRAINAGE:

The grading of your home and drainage has been approved and certified by a licensed surveyor. Any alteration of this drainage could nullify your warranty. A few helpful tips are listed below:

- Flowerbeds should not be built above the slab line. In times of heavy rain, water can drain from flowerbeds into the home if the beds are too high. Any water damage caused by these circumstances is not warrantable.
- Trees should not be planted within 5 feet of your home.
- Drainage around your home should run away from the house. After a heavy rain, water may accumulate in the yard and take as long as 24 hours to drain away. It may take as long as 72 hours in the swales.

CONCRETE MAINTENANCE:

Your concrete driveway is built to accommodate vehicles weighing less than ½ ton. Vehicles weighing over ½ ton (heavy moving vans, concrete trucks, sand trucks) and other heavy equipment should not be driven onto or over the driveway.

Hairline cracks in your driveways, patios, and sidewalks may appear as time passes. These cracks are caused by natural movement of the earth and settlement. They are common to this geographical location and are not significant.

EXTERIOR HOME MAINTENANCE:

There are openings between the bricks on the bottom row of the masonry on your home. These spaces (or holes) are to allow any moisture that may collect between the walls to drain. Please insure that these “weep holes” are kept open.

Small hair line cracks may appear in the brick and the mortar. These are caused from settlement and movement of the house and are normal and insignificant.

You will want to frequently inspect the gutters on your home to keep debris from lodging and causing blockage in the gutter and downspout. Leaves and other such debris can usually be washed out with a water hose. By frequently cleaning your gutters you will also help prevent the gutters from pulling away from the house. Splash blocks are provided for your home so that water draining from the gutters don't wash out your flowerbeds. We strongly recommend these splash blocks remain in place because they direct water run-off away from the house and prevent future slab problems.

MILDEW – AND WHAT TO ABOUT IT:

Mildew is the visible result of a fungus growth. All fungi propagate microscopic spores which float through the air and after landing on a hospitable surface, germinate. Fungi feed on organic matter – wood, paper, leather, plastic, or paint to mention a few – and in the process, decompose and eventually destroy the surface on which they are growing. Mildew will also feed on superficial films of dirt, grease or other organic matter frequently found on inorganic surfaces such as metal or porcelain enamel. Often, mildew is thought to be growing on paint itself, but it is actually growing on a surface film which has collected on the paint, instead on the paint film itself.

There are many species of molding differing in color, growth habits and other characteristics. They develop on warm, humid or shady locations. Many species of mildew are black and are frequently confused with dirt. To identify mildew, dampen a cloth or sponge with common household bleach and apply it to the discolored surface. If the bleach causes the surface to lose its dark appearance, mildew is probably growing on the surface. If the surface retains its color, dirt collection is the likelier contaminate. In either case, where there is extensive discoloration, a good cleaning is in order.

The recommended method for removing the mildew is to scrub affected area with a household bleach and detergent solution, mixed as follows:

1 quart	Jonax
1 gallon	5% sodium hypochlorite (Clorox, or Purex, for example)
3 gallons	Warm Water

There are many prepared mildew removers available on the market. Jonax is probably the most popular and in our opinion the most effective. These chemicals are usually concentrated and easy to mix. Follow the package

instructions, mixing the water and bleach first and adding the concentrate last. Treatment material should be applied with a low pressure sprayer (e.g. Hudson, plastic type). High pressure application is not required.

Usually, the discoloration will disappear in a few minutes. In several cases, additional applications may be required. Remember chlorine bleach kills existing mildew but does not prevent future contamination and growth. After all traces of discoloration have vanished, RINSE THE AREA THOROUGHLY.

Our paints are formulated for the Texas climate and contain a high level of mildewcide. However, there is no guarantee that mildew will not appear if the conditions are favorable for its growth. Because mildew is not caused by paint, we cannot be responsible for damage or unsightly appearance resulting from mildew growth on our products.

GARAGE DOOR MAINTENANCE:

You will want to keep the tracks and locking mechanism on your garage door lubricated. This allows your garage door to open and close smoothly. Lubricating the lock prevents sticking. We recommend cup grease for the garage door tracks and WD40 for the locking mechanisms. A small amount of lightweight gear oil is recommended for all door locks to prevent sticking.

TIPS FOR THE HOME ON FOUNDATION MAINTENANCE

The foundation of a home transfers all weight and load of the structure to the ground and is supported by the soil underneath and surrounding it. You, or one of your friends, have probably heard a story or two concerning foundation problems in someone's home. Although it is not important that homeowners understand how a foundation works, it is important to know that a foundation's strength and ability to perform its intended purpose can rely directly on some simple maintenance items that the homeowner can control.

In the Greater Houston area, the soil that supports the foundation shrinks and swells during extreme rainfall and dry weather associated with seasonal changes. In order to reduce the shrinking and swelling of the supporting soils, it is recommended that a homeowner maintain a constant moisture level around the home. To help you accomplish this, here are some simple guidelines for care and maintenance of your home's foundation.

The grade on your home provides one of the most vital aspects of your foundation's soundness. The grade of the home is intended to direct water away from the slab to the street. You will notice that the slab of your home is exposed around the entire periphery. Grading requirements specify that the slope away from your home is to fall six inches in the first ten feet of runaway from your home. Many homes have only five feet of distance between the home and side yard property line or fence; therefore, the six inches of fall required has to be established in the five feet available. This is for the reason you may see a seep slope on the side of your house.

Swales behind and along both sides of the home are established when a home is completed. These swales are the troughs or ditches you generally see formed around the back and side yards of your home to help direct water away from the slab. The swales need to be maintained in order for the water to continue moving away from the foundation. Many new homes do not have grass in the back or side yards when they are first occupied. Subsequently, heavy rainfall will usually cause silt to form in the swales. This silt will need to be removed from the swales to allow proper water flow, and can be used to fill low areas that erode.

It is recommended that you establish your yard in the back and side yards as quickly as possible. This can be accomplished by sodding the yard, sprigging the yard, or even spreading grass seed. Ground cover (grass) not only holds your grade and swales intact, but helps retain moisture in the soil beneath it, giving more consistency to the soil surrounding the foundation. If you sprig your yard, you may want to strip sod areas around your swales to minimize the erosion or silt deposits.

Another consideration for a home's grade is animals. Dogs often dig holes during hot summer days in search of cooler ground. It is important to fill these areas in so that water doesn't pool around your foundation. If the problem persists, there are products on the market that you can spray on your yard to deter dogs from digging.

FOLIAGE FACTS THAT AFFECT THE HOME:

Establishing and properly maintaining a yard significantly reduces the risk of foundation related problems for the home. The following guidelines will help homeowners protect foundations:

Proper watering is essential. If your yard is complete in the front, but not in the back, the tendency is to water the grass or flowerbeds you have established. It is very important during extreme dry periods that you keep a **consistent** level of moisture in the soil around the entire perimeter of the foundation. The most convenient means of accomplishing this is a properly installed sprinkler system. However, a hose and lawn sprinkler will provide the same result as long as you monitor the amount of time you let the sprinkler run on each side of the foundation. Remember, the key is equal distribution of water which gives consistency to the soil's moisture content.

Trees or shrubs planted near the home's foundation require special attention. During extremely dry periods, trees and shrubs will seek out water. These plants may drain excessive amounts of water from the soil in surrounding areas causing the soil to lose moisture and become inconsistent. Remember that trees and shrubs require larger amounts of water than grass.

Prune trees back that are close to the home. This will reduce root growth near or under the foundation.

Make sure that flowerbeds, trees, storage sheds, decks, or spas do not impede the grading or drainage of your yard. Flowerbeds should always slope away from the foundation to avoid over saturation of that area. If flowerbeds cover the discharge area of a gutter, extensions should be attached to ensure water flows properly from that area.

These maintenance tips will help your home's foundation serve its intended purpose and reduce the risk of foundation related problems now and in the years to come.

DETAILED INFORMATION ABOUT YOUR HEATING & AIR CONDITIONING SYSTEM

**** Please study carefully ****

SOME HELPFUL INFORMATION ABOUT YOUR HEATING AND AIR CONDITIONING SYSTEM

Comfort is defined differently by many people. Some like a home very cool and some like it more temperate. We have sized your air conditioning system to comply with the latest requirement of the Air Conditioning Contractors Association of America using their Manual "J" (which assumes drapes and all windows, no mini blinds, etc.) as the standard, along with the requirements of the Department of Energy and the specifications of the manufacturer of your equipment.

Your air conditioning system removes humidity first, then, removes the heat from within the house. The more heat and humidity in the home from showers, cooking, windows not covered with drapes (especially on the sunny side), and activity in the home, the more running time becomes long and off time becomes very short. On 94 to 96 degree days, the unit will probably run continuously from late morning until late evening with no stops or almost stops. This is not bad. This is the design criteria and is the most efficient method of cooling. Think of it like cruising at 55 mph on the freeway as compared to stop and go traffic.

Short run time for an air conditioner creates stress to the parts and does very little to remove humidity. Long run times remove the most humidity. Please keep in mind that high humidity even in cool air is uncomfortable.

Once the temperature outside reaches 95 degrees, the temperature inside will start to exceed 75 degrees and will increase at approximately 1.5 degrees for each one (1) degree in outside temperature. At **100** degrees outside, you can expect **80 to 84** degrees inside.

Air conditioning systems are sized with factors that include drapes on all windows. Uncovered windows or windows with mini blinds add tremendously to the heat in the home. Mini blinds take the light rays from the sun and convert

them to radiated heat waves within the living space. They are solar radiators. They are not acceptable window coverings for air conditioned spaces. We recommend linen drapes or multi-cell pleated shades. Fabric or wood blinds are also acceptable.

Homes with two air conditioning systems **MUST** have both systems operating to achieve optimum performance. Having on unit off will not save energy but will cause stress to the other unit and discomfort with the home. The heat that enters the home cannot be removed by a single system when the systems are sized with the combined capacity equal to the required capacity. Running only one system also causes a humidity build-up in the unconditioned area that will deteriorate the structure of the home.

An air conditioning system in the costal Texas areas runs enough hours each year (approx. 2400 hours) to equal the equivalent of your car being driven over 132,000 miles (2400 x 55mph). Would you drive your car that many miles without changing fluids and filters and replacing tires, shocks, etc. ? Fortunately, your air conditioning system is designed better than that. But, you must take an active role in maintaining your system. Change filters at least monthly, clean the outdoor unit two or three times a year and have a licensed air conditioning contractor properly service your unit every year. Maintenance is the secret to good performance and longer life.

You are fortunate enough to have purchased a home with a high efficiency air conditioning system. Proper care should be taken to keep it at its peak performance. We can provide you with the proper maintenance and repairs by factory authorized servicemen. We are happy to service your system while under warranty. You are covered by a limited warranty. A copy may be obtained by a written request sent to our office. In general, you are covered against defects in material or workmanship for one (1) year. The compressor (part only, no labor or incidentals) is warranted by the manufacturer for an additional four (4) years. Abuse, damage, acts of God, etc., are not covered. Your new air conditioning system requires an active maintenance effort on your part to reduce the likelihood of damage due to neglect, improper maintenance or abnormal use. We also maintain the system as stated in the "R.W.C." booklet provided by Bayway Homes. Certain systems we provide enhanced warranties. Ask your sales counselor to explain your warranty.

Test your air conditioning system early each spring on a warm day. Set the thermostat to "cool" and the temperature to 3 to 5 degrees lower than the actual room temperature. This will allow you to feel if it is cooling. If any repairs are necessary, they can be completed before the hot weather begins.

Set the thermostat to a reasonable comfort level rather than an exact number. You cannot have maximum energy savings and maximum comfort at the same time. Thermostats are designed with a 3 to 5 degree variation.

In addition, if the outside temperature is 20 degrees higher than the thermostat setting inside your home, do not expect the unit to cycle off. Also, there is a lag time in the evening when the heat in the attic and walls affects the inside temperature even though the outside air has cooled.

Programmable thermostats – they are helpful in saving energy, but have a number of limitations. In the summer season, the temperature should not be set to rise more than 6 degrees above normal cooling temperature and in no situation should the high setting be above 83 degrees. Allow at least two (2) hours for recovery to normal setting. If the "Set-Up" temperature is not for at least eight (8) hours, the energy to cool the home down will offset any savings you might have.

SPECIAL NOTES:

Drain Lines must be cleaned each spring. Check them often. The drain is properly installed if it works the first 30 days of the first cooling season after installation. Any failure after that time is caused by mishandling or neglect. We

recommend Clorox be poured into the drain each spring, mid-summer, and fall to kill natural algae that forms in drain lines.

Drain Noises are usually not the fault of the air conditioning but originate in the plumber's P-trap and overflow pipe if you have drain noises.

Electrostatic Air Filters – we do not recommend them. If you install them in your home you must increase the number of grills in your home to at least double the filter area. You can seriously damage your system with electrostatic filters. Air balance can not be properly completed unless the specified filter area is installed.

Air Balance is the responsibility of the homeowner. We are happy to assist you with instruction on air balance and will have a technician assist you if necessary. All windows must be covered with drapes or insulated shades before air can be balanced. Mini blinds are of no benefit to the temperature in a home. In fact, they convert light energy to radiated heat inside the living area. We discourage their use. A three (3) degree variation between rooms is allowed by specifications. It is often necessary to readjust the grills in the ductwork as the seasons change, especially in the two-story homes. Adjust the grills to change air volume. "Air Balance" is just another word for "air flow control" to any room.

Keep the doors to the bedrooms open or partially open to allow air to leave the rooms. *Closed doors* prevent air from entering through the duct. Turning the thermostat switch "on" will keep air moving in the home, which creates comfort and evens the temperature throughout the conditioned space. It also filters the air better. The fan operates at a lower (economical) speed in the on position. It is normal for room temperature to vary by 3 degrees from room to room.

Before you call for service be sure you have completed the following:

1. Check all operating conditions described above.
2. Be sure your filter is clean. This should be checked and cleaned or replaced every month.
ANY SERVICE CALLS MADE THAT ARE FOUND TO BE CAUSED BY A DIRTY FILTER WILL BE BILLED AT OUR REGULAR SERVICE CALL CHARGE.
3. You *must* double the area of your filters if you install Electrostatic Air Filters.
4. Be sure your thermostat is set properly for the desired results. For example, selector switch should be in "cool" position and temperature indicator set to the desired inside temperature.
5. You can expect a 3 to 5 degree variation in your thermostat. The thermostat keeps the indoor fan from running from 1 to 3 minutes after air conditioning or heat cycled off. This increases efficiency and comfort.
6. Do not turn the unit off and on in rapid succession. It could seriously damage your compressor. Wait three (3) minutes before restarting.
7. Check to see if the outside unit is running. If not, turn the thermostat to "off" position and throw your condenser circuit breaker to "off" position. Wait 20 minutes, then, firmly return the breaker to "on" position and the thermostat to "cool" position. This should return your air conditioning unit to normal operations.
ANY SERVICE CALL THAT IS ONLY A TRIPPED BREAKER WILL BE BILLED AT REGULAR SERVICE CALL CHARGE. If compressor is off due to rapid "off/on" of the thermostat, turn breaker off for two (2) hours before restart. Breakers are often tripped during thunderstorms. If your unit does not cool after an electrical storm, the breakers are probably off. You should turn your system off at the thermostat during electrical storms and time of power failure. Wait a minimum of 20 minutes after power returns to normal before turning thermostat back on.
8. Be sure the electrical switch to the furnace, near access in attic or closet, is "on" **IF THE SERVICE MAN FINDS THIS SWITCH OFF, YOU WILL BE BILLED A REGULAR SERVICE CALL CHARGE.**

Check and clean condenser coil (outside unit) each Spring and periodically during the Summer to insure it is clean. Trim back grass, weeds and bushes, pick up paper, etc., to keep them from interfering with air flow.

Lubricate blower motors each Spring and Fall for longer life. Use SAE 20W non-detergent oil only.

Do not expect your system to give you adequate performance without running 15 to 20 hours each day, especially in hot weather. This much running time is necessary to keep humidity and temperature under control.

HEATING OPERATIONS

When fall weather first appears, open your window and turn the system switch to heat. This will allow you to verify that the heater is working and to “burn off” the dust on the heat exchanger. Do not store any items within three feet of a furnace. If heat does not come on, check to see that the valve on the gas line is open and the internal gas valve in the furnace is turned to “on”.

Remember when using the heating system, the fan does not come on immediately when the thermostat is turned up. It takes time (as immediately as five (5) minutes) for the heater to reach the temperature necessary to turn the fan on. Also, when you turn the furnace off it must cool before the fan will shut off. The fan will run continually if the fan switch is in the “on” position.

The indoor fan will come on even if there is no flame present in the heat exchanger.

The new high efficiency gas furnace has an electronic ignition which lights the burners each time heat is called for by the thermostat. If there is air in the natural gas line the furnace will attempt to purge the line by three (3) attempts to ignite. It then locks out for (1) hour. You may over ride the lock out by switching the thermostat to “off” then back to heat. It will make three (3) attempts to ignite each time you override the lockout.

Once your home is two (2) years old, have your furnace checked by a qualified technician and serviced each fall. A faulty furnace can **KILL** members of your family. A faulty furnace can cause fires. **Do not risk lives.**

Visually check your entire system twice each year to see that the equipment and duct work are intact and no defects are present.

WARRANTY

Please submit your warranty claim by filling out the Warranty Request Form on the website or the Warranty Request Form in your Customer Service Manual and fax it to our Customer Care Department at 281.648.2462. A Bayway Homes construction manager will contact you within 72 hours to schedule a meeting to review and determine the nature of each warranty claim. The appropriate contractor will then be scheduled to complete the service item(s). Homeowners must be present for all warranty work to be completed between 9:00 a.m. and 4:00 p.m. Monday through Friday. **If you are not contacted within 72 hours (excluding weekends and holidays), please contact our Customer Care Department at 281.648.2425.** Please review your Customer Service and Maintenance Manual to insure that each warranty request is a valid claim.

Warranty claims dealing with the major mechanicals (i.e. Electrical, Air Condition/Heater, Appliances, and Plumbing) of your home require that you contact them directly to schedule appointments. You will find their numbers listed below.

EMERGENCY SERVICE:

Emergency warranty service is available after hours, on weekends and holidays by calling the numbers listed in your Customer Service and Maintenance Manual and also listed below under your community name. Examples of emergencies include gas leaks, no heat in cold weather, no air conditioning in hot weather, major electrical problems, or severe plumbing leaks that cannot be isolated.

WARRANTY NUMBERS

Steeplechase Terrace

Electrical	MSF Electric 713.944.1164
Plumbing	D & E Plumbing 281.550.1763
HVAC	Cinco Cooling & Heating 281.578.2665

Utilities: Please verify with the sales counselor when you should request utilities be put in your name. When we are completing construction on a home near the time of closing, it can cause delays in receiving final occupancy and you being able to move into the home.

For additional information on schools, electric, gas, and water service, please see sales counselor for complete details.

Gas- Centerpoint 713.659.2111
Electric- Reliant Energy 713.207.7777
Comcast Cable/ Phone 281.802.7440
(Ask Latif- Comcast sales mgr.- about FREE month program)
Advantage Water 281.807.9500
AT&T is NOT available in the community

Schools: (School information should be verified for accuracy/changes)

Bang Elementary- 8900 Rio Grande/ 281.897.4760
Cook Middle School- 9111 Wheatland/ 281.897.4400
Jersey Village High School- 7600 Solomon/ 713.896.3400

Other:

Jersey Village/ Cy-Fair
Chamber of Commerce 281.955.1100
Library- Northwest Branch 281.890.2665
Texas Dept. of Public Safety 713.681.6187
Voter and Registration 713.224.1919

Emergency Numbers:

Emergency 911
Harris County Sheriff 713.221.6000
Jersey Village Police Chief 713.466.2116

Garbage Pick Up is Tuesday. Please place in cans at end of driveway. Loose boxes are okay. Bags of garbage should be in can.

Post Office: Willow Creek Post Office assigns which box if for home, as well as issues key(s). Homeowner must register with post office, cannot be done through Bayway Homes. USPO/
Willow Creek: 281.890.2392
12955 Willow Place Dr. West, Houston, TX 77070

Steeplechase Terrace HOA phone: 281.648.2425, ext. 21
Fax: 281.648.2462

Please phone or fax your HOA questions or complaints to the above numbers.

Bayway Homes website for reporting warranty issues: **www.baywayhomes.com**