One year has gone by since you closed on your new home. We hope you have found your home and The Villages to be a fantastic place to live.

As you are aware, the materials and workmanship portion of your One-Year Limited Warranty has expired. We hope you have had the opportunity to read through your Homeowner's Use and Care Manual that describes in detail the use and care of items throughout your home. If you have not had the chance to read through this we highly encourage you to do so.

Click the following link to view: **Homeowner's Use and Care Manual**

I would also like to take this opportunity to introduce you to the Construction Services still available to you through our Warranty Department. They will be responsible for the remainder of your 2-year systems warranty and the remainder of your structural warranty. We have enclosed a copy of the descriptions of these warranties and these services for your review. If you have any issues with these items you can call our Warranty office at (352) 753-6222.

We have also attached a link for our survey that we would like for you to please fill out. A large portion of our success here in The Villages is dependent on customer feedback. Please use these guidelines when answering the questions.

- Use the following scale, 6 (Extraordinary) to 1 (Below Average), when completing the "Rating" portions of the survey.
- When sharing your thoughts and observations in the "Comments Box," please tell us what behaviors or features impressed you or should be changed.

Click the following link to fill out the survey: **Home Warranty Survey**

I hope you have enjoyed your first year with us here in The Villages.

Sincerely Yours,

Dennis Stradinger
Vice President of Residential Construction

Home Warranty Office
Construction.Services@TheVillages.com

Construction Services

The Warranty Department also acts as a resource for Villages Homeowners whose homes are over one year old. The department maintains a listing of independent contractors which homeowners can contact to handle the typical maintenance and repair situations associated with home ownership.

Many items selected by homeowners for their houses have individual product warranties. The Warranty Department maintains a list of these manufacturers and their representatives to assist any homeowner who may want to contact the manufacturer directly. In some cases, should a homeowner experience difficulty in communicating with a manufacturer, The Warranty Department can attempt to intervene on the homeowner's behalf.

Warranties are typically subject to certain conditions and time limits. In order to be able to take full advantage of warranties, The Warranty Department encourages Homeowners to get to know their entire new home. For example, guest rooms, baths and closets should be explored and used. This will ensure that you'll be aware of any attention need as it arises, while giving you full enjoyment of your home.

Home Warranty Office
Construction.Services@TheVillages.com

Home Owner's Maintenance

Continually review your Villages Use and Care Manual which is now available online by visiting **www.thevillageshomewarranty.com**

Carpet • Professionally cleaned: Manufacturer recommends heat extraction method	Once a year
GFCI Outlets/Breakers and ARC Fault Breakers • Test and re-set	Monthly
Caulking • Areas to inspect: » *Counter tops - Sinks - Tile Showers - Exterior Thresholds*	Inspect every few months; caulk as needed
Lint Filter in Dryer • Lint in air filters may cause vent to clog up and cause dryer to work improperly	• Clean vent periodically on roof (Every 6 months) • Clean lint from dryer on every load
Change Batteries in Smoke and C/O detectors-9-volt	Every 6 months
Change Air Filter - Call your HVAC contractor	Every 6 months to 1 year
Flush HVAC Condensation Drain Line with warm water-1 gallon	Every 6 months
Garage Overhead Doors • Inspect for possible maintenance or lubrication needed	Check Annually
Block Homes • Areas to inspect » *Exterior cracks: Caulk and repaint as needed* » *Check caulking around exterior windows* » *Your home may need to be re-painted within 3-5 years* • Block homes require cleaning with a mild detergent	Inspect Every Few Months Once a year
Frame Homes • Siding will need to be washed	Every 6 months

Tips

- Scented candles can put smoke into your air system and cause darkening around doors and air vents.
- When adding landscaping stay out of drainage swales and away from utility set backs.
- Consider adding donuts around your sprinkler heads to protect them from damage or over growth.
- Avoid using toilet bowl cleansers with bleach additives as they will deteriorate the working parts of the tank.

Home Warranty Office
Construction.Services@TheVillages.com

The Villages

Appliance Information

WARRANTY ON YOUR GE APPLIANCES PRODUCTS

Your home is equipped with appliances from one or more of our brands: GE, GE Profile, Cafe, or Monogram. As part of your purchase, these appliances include extended warranty coverage designed to provide added peace of mind.

GE APPLIANCES
a Haier company

- GE, GE Profile, and Cafe appliances include a **two-year warranty**
- Monogram appliances include a **three-year warranty**

The warranty period begins on the closing date of your home.

GE Appliances provides a written product warranty for each appliance. Full warranty details can be found in the Use & Care Manual that accompanies each product, or by visiting:
www.bodewell.com/schedule-repair-service

If you need to schedule service with a GE Appliances Factory Service Technician, please call **844-450-1813.** When calling, please have your appliance model number and serial number available to help us assist you as quickly as possible.

GE Appliances looks forward to serving you and helping you enjoy your new home at The Villages.

Home Warranty Office
Construction.Services@TheVillages.com

The Villages

HVAC

Your HVAC is key to your comfort in your home in Central Florida's climate. The Villages Home Warranty office would like to take this opportunity to remind everyone that it is a good idea to have a regular maintenance agreement with the original installer of the equipment.

Regular maintenance of your home's heating and cooling system can optimize its efficiency, prevent future problems and help troubleshoot comfort issues. Scheduling off-season check-ups with a qualified heating and cooling professional will help keep your system running at peak performance and help prevent system failure during the heating and cooling season.

We also would like to make you aware of our Extended Service Plan on your builder installed refrigerant lines. The Villages will repair or replace your HVAC copper refrigerant lines if there is leaking/failure due to corrosion for 7 years from the original closing date of the home.

Specifically excluded from this Extended Service Plan would be any parts manufactured by the HVAC Company (i.e. Carrier). These parts would be covered under the manufacturer's warranty or extended warranty if purchased by the original homeowner under its terms.

Also specifically excluded from this Extended Service Plan would be any leaks caused by severe weather, lawn maintenance, other damage or some homeowner or their affiliates' action. All request for work under the Extended Service Plan must go through The Villages Warranty Department so that the obligations of the manufacturers and installers can be maintained. All future service work not going through The Villages Warranty Department will void this Extended Service Plan.

SECTION IV.
YOUR DISTRIBUTION SYSTEMS WARRANTY

Your distribution systems warranty provides protection against defects to how electrical, plumbing, and mechanical functions are delivered throughout your home during the warranty term. An overview of the items covered by your distribution systems warranty is illustrated below. For additional information about your distribution systems warranty, please review Section IX – Construction Performance Guidelines.



OVERVIEW OF ITEMS COVERED

1. Supply piping
2. Waste piping
3. Ductwork
4. Electrical wiring

Note: Your home may not have a basement.

REPORTING A DISTRIBUTION SYSTEMS DEFECT

To report a claim for items covered under your distribution systems warranty, contact your builder/seller. They will investigate and remedy all covered defects pursuant to the Construction Performance Guidelines.

You must provide notice to your builder/seller prior to the expiration of the distribution systems warranty term. If you have questions related to your coverage or if your builder/seller fails to remedy reported defects within a reasonable time, you may contact the warranty administrator at warrantyadministration@2-10.com or call 855.429.2109.

YOU WAIVE YOUR RIGHT TO COVERAGE UNDER THE DISTRIBUTION SYSTEMS WARRANTY IF DEFECTS ARE NOT REPORTED WITHIN THE TIME LIMITATIONS. IT IS YOUR RESPONSIBILITY TO MAINTAIN ADEQUATE PROOF THAT YOU REPORTED EACH CLAIMED DEFECT WITHIN THE TIME LIMITATION.

SECTION V.
YOUR STRUCTURAL WARRANTY

Your structural warranty provides protection during the warranty term against structural defects to the designated load-bearing elements of your home. The designated load-bearing elements that are covered under this warranty are limited to the items identified in this Section V. Damage to the non-load-bearing elements of your home is not a structural defect. A non-exclusive list of non-load-bearing elements that are not covered under this warranty is listed below.



Note: Your home may not have a basement.

DESIGNATED LOAD-BEARING ELEMENTS

1. Roof framing systems
2. Load-bearing walls and partitions
3. Beams
4. Columns
5. Footings and foundation systems
6. Floor framing systems
7. Girders
8. Lintels (Not pictured)
9. Masonry arches (Not pictured)

EXAMPLES OF NON-LOAD-BEARING ELEMENTS

Damage to these items is not considered a qualifying structural defect.

- Roof shingles, roof tiles, sheathing, and underlayment
- Non-load-bearing walls, drywall, and plaster
- Flooring and underlayment material
- Plumbing, electrical, and mechanical systems
- Any type of exterior siding, stucco, brick, and stone veneer, including but not limited to, veneer attached to arches supported by internal framework
- Basement, garage, and other interior floating ground-supported concrete slabs

Your structural warranty is for catastrophic failure of the designated load-bearing elements. Your structural warranty addresses structural defects caused by soil movement to the extent not otherwise excluded in this booklet. As set forth in Section VIII, all of the following are required to qualify as a structural defect:

1. There must be actual physical damage to one or more of the designated load-bearing elements of your home.
2. The actual physical damage must be caused by the failure of a designated load-bearing element.
3. The failure of the designated load-bearing function of the element renders your home unsafe, unsanitary, or otherwise unlivable.