

NGC

Next Generation Contracting Inc

One call does it all

505-989-5855



Dear New Homeowner:

I want to take this opportunity to thank you personally for purchasing your home from **Next Generation Contracting Inc.** and becoming a member of our family.

Next Generation Contracting Inc. combined have over twenty years of home building experience takes pride in creating homes that offer architectural design excellence, lasting value, and beauty. Your new home comes with a limited builder's warranty with the complete support. Our number one priority is customer satisfaction.

This homeowner's guide has been prepared to provide you with some useful information on your new home and to help you better understand the procedures that have been established to address customer service and warranty issues.

Your homeowner's guide also contains important facts on care, use and maintenance of your home, as well as warranty coverage, service and other information we hope you will find useful.

Once again thank you again for selecting **Next Generation Contracting Inc.** as your builder of choice! We look forward to being of service to you and wish you many years of happiness in your new home.

Sincerely,

Next Generation Contracting Inc.

NEXT GENERATION CONTRACTING INC.

PO Box 28700 Santa Fe, New Mexico 87592 (505) 989-5855 Telephone

INTRODUCTION

This Homeowner Manual has been assembled to assist you by providing useful information on your new home and to help you fully understand the established procedures regarding customer service and warranty issues.

The material in this book is the result of our efforts to answer many of the questions you will have after the delivery of your new home. Since no guide could possibly address every situation or question you might have, we encourage you to call us or email us for personalized assistance as the need arises.

To be sure, you receive a prompt response to your questions, we ask you to observe the following guidelines.

After you have completed your Buyer Orientation and have closed escrow on your new home, your contact with Next Generation Contracting Inc. will be through our Customer Service and warranty Department. These department oversee all repair-related matters, including inquiries about your Homeowner Orientation, emergency repairs.

Some of the information in this Homeowner Manual was prepared specially to help you become aware of the maintenance responsibilities you will have as a new homeowner. From the time you close escrow on your home, there are items in your home that will need regular maintenance by you. We urge you to read this book thoroughly. Now and then read each section again as you progress through the various stages of your ownership. You will want to refer to the section on maintenance regularly throughout your occupancy.

On behalf of your Next Generation Contracting Inc., we would like to wish you many years of enjoyment with your new home and to say once again how much we appreciate your decision in having selected NEXT GENERATION CONTRACTING INC. as your builder of choice.

Things You Should Know Before Moving Into Your New Home

What is the purpose of the Buyer Orientation?

This appointment is an opportunity to accomplish three things: 1) To acquaint you with your new home and answer any questions you may have, 2) To review the responsibilities that Next Generation Contracting inc. has as your home builder and the responsibilities you have as the homeowner. Next Generation Contracting Inc. Representative will fully explain the warranty procedures and offer suggestions on homeowner maintenance. As you walk through the house, any questions or concerns will be noted on an Orientation Form and addressed prior to Close of Escrow. 3) to celebrate your achievement of becoming a homeowner of a home.

When should the utilities be turned on in our new home?

Next Generation Contracting Inc. will already have the utilities turned on, but only for a temporary basis, prior to your orientation. We do this so we can show you how to operate appliances and other mechanical items in your home. You will need to have the utilities transferred in your name as soon as possible after close of escrow. Next Generation Contracting Inc. will terminate its utility account approximately **72 hours** from close of escrow or release of keys (whichever comes first). By transferring the accounts while utilities are still on will often save you costly start up fees required once services have been turned off. PNM 1-(888)-342-5766 NMGC 1-(888)-664-2726, we have provided you with contact information to assist you with setting up your utilities and other service accounts.

When will I get my new house keys?

Once the Buyer Orientation has been signed-off, funding is verified, and the house is recorded in the buyer's name, the Sales Representative will be notified to release keys. At this time, you will be called to pick up your new keys.

How do I get my mailbox keys?

All communities have mailbox clusters. All mailboxes are installed, owned and maintained by the U.S. Postal Service. Please be aware, the U.S. Postal Service has all final decisions on the location of their mail box clusters including which box number a Homeowner will receive. Once you have closed on your home, the sales team can advise where your local Post Office is located to get your keys; expect to show proof of ownership, such a copy of your closing papers.

Will our house keys be on a master key system when we move in?

During construction, Next Generation Contracting. has their homes on a community master construction key allowing trades access especially during the final stages of completion. It is very important to use your new key immediately upon receipt, which will tumble the pins in the lock

making it solely unique to the key in your hands. Be sure to use your key on the front door and the garage door (also any French doors off the kitchen).

Can we have repairs done on weekends or during evening hours?

The normal working hours for your Next Generation Contracting Service personnel are 8:00 AM until 4:00 PM Monday through Friday. Most of the subcontractors will do repairs only until 3:30 PM, Monday through Friday. It is the homeowner's responsibility to arrange access to the home during these hours, either by providing a key, being home, or having a friend or relative (who is over the age of 18) provides access.

What should we do about making arrangements for telephone installation?

The local phone company handles the commencement of phone service to your home and it is the homeowner's responsibility to set up an account to have the service started on an agreed date. Because this work is done by an outside source, circumstances and service schedules can be expected to change from time to time.

If I get a flat tire on my vehicle while visiting a community, what should I do?

Next Generation Contracting Inc. will not accept any responsibility for tire damage. If your car insurance has a road hazard clause, your insurer may pay for any replacement that is required. Most tire companies would repair flats at no cost to you if you purchased your tires from them.

Can I obtain a copy of the building plans used to build my house?

The building plans are the exclusive, proprietary, and copyright protected property of Next Generation Contracting Inc.; for this reason, we do not provide copies to homeowners. The approved building plans used in the construction of your home can be accessed at either the city building department, or in unincorporated areas at the county building department offices. They are also available for your review at the sales office for your community.

Can I get the layout diagram for my electrical, plumbing or sprinkler designs?

The building plans will only show the locations of electrical fixtures and plumbing fixtures. We do not have diagrams showing where the wires or pipes are run

CAUTION:

Any modifications made to your home may void a warranty. Please contact the Customer Service Department for clarification prior to any commencement.

Things You Should Know As You Are Moving Into Your New Home

These items are not covered under your warranty once you've moved in.

Paint:

Many times the walls, baseboard and doors of your new home may get scuffed or marked as you're moving into your new home. You will receive a one-hour “Touch up” with one of our team. Your certificate does have a time limit of 45 days from your close of escrow. A paint kit is also provided for any touch ups you may want to do in the future.

Vinyl Flooring:

Vinyl flooring is a soft product that is can be damaged if precautions are not taken. Please use care when placing or moving any furniture or appliances. Remember that high heeled shoes, roller skates and furniture legs may leave marks, indentions or tears that may require repair or replacement.

Drywall:

Hairline cracks may form in walls, ceilings, and corner areas throughout your new home. These cracks are a result of your home settling, normal shrinkage of framing materials due to temperature variations.

Drainage

Unplanted yards can wash out with one rainfall. Maintenance of established drain paths is a Homeowner responsibility. Please look at these areas carefully at your Orientation, know their location and refrain from disrupting these areas without taking appropriate measure to assure proper drainage.

Stucco

As your home settles, hairline cracks may form in the exterior stucco. This is a natural occurrence. Any stucco maintenance required is the responsibility of the homeowner.

Landscape

The care and maintenance of any installed landscaping is a homeowner responsibility. These items will require routine maintenance that may include fertilizer, sprays, mowing or trimming as well as seasonal adjustments to watering times and frequency. Next Generation Contracting Inc. will replace, if necessary, plants, trees, and/or irrigation system that are included in the Original Landscape Install Package during the 30-Day Landscape Warranty period. Once this warranty has expired, the homeowner will be responsible for all maintenance, repairs, and replacements regarding their landscaping and irrigation system.

Floors:

Occasional noises may be heard when walking on the upper floors or stairs of any wooden framed structure. Many conditions contribute to these noises including humidity and seasonal temperature changes. These noises are common and are to be expected.

Caulk:

A number of areas in your new home require the use of latex caulk or silicone sealer to fill small voids and seal many surfaces such as countertops, sinks, baseboard, shower stalls, bathtub area, and any trim. Over time, these sealants may shrink and require periodic touchups-this is a normal occurrence. This touch-up is the responsibility of the homeowner. If necessary, a member of our customer service staff will be glad to demonstrate the proper way to maintain these very important areas in your home.

YOUR CUSTOMER SERVICE DEPARTMENT

Owning a new home is the fulfillment of a dream for many families. That's why customer satisfaction is so important to the staff of Next Generation Contracting Inc. We take pride in our homes and want you to enjoy your new home for many years to come.

To ensure that you receive prompt and efficient service from Next Generation Contracting Inc., we ask you to read and become familiar with the following customer service procedures. This will help avoid miscommunications and misunderstanding regarding warranty claims in the future.

SETTLING IN:

It is common for our homeowners to request for a number of small items in their home be addressed shortly after moving in. To make the repair process more efficient, and to minimize any disruption of you enjoying your new home, Next Generation Contracting Inc. asks that all new homeowners wait until at least Fifteen (15) days after moving in before submitting your first warranty claim.

As you and your family unpack and get acquainted with your new home, jot down any questions or concerns on the provided preprinted warranty claim and once you have accumulated a list and are ready for us to assist you, submit your warranty claim.

HOW TO GENERATE A WARRANTY CLAIM:

It is important to remember that in order to protect your warranty rights all repair requests must be submitted to Next Generation Contracting Inc. In writing during the warranty period. Verbally advising any of our field or office personnel will not protect your rights, nor will it guarantee that the items in question will be inspected and/or repaired. Next Generation Contracting Inc will not take the responsibility of any verbal requests for warranty service.

Warranty Service Request forms are provided in the back cover pocket of your Homeowner Manual. If you are missing these forms or need additional ones, please call your Customer Service Coordinator, who will be happy to forward them to you by email.

Completed Warranty Service Request forms can be faxed or mailed/emailed to:

Next Generation Contracting Inc.
Customer Service Department
PO Box 28700
Santa Fe, New Mexico 87592
EMAIL: Warranty@nextgenerationcontracting.com

Be sure to include your name, address, and your home and business phone numbers. Please keep in mind that we will need access to your home within 5 business days of receiving your request. The normal customer service office hours are from 9:00 a.m. to 4:00 p.m., Monday through Friday. The field personnel working hours are from 9:00 a.m. to 4:00 p.m., Monday through Friday, but may be adjusted depending on homeowner contact availability. In case of any emergency, refer to the "EMERGENCY REPAIRS" page in this manual.

EMERGENCY REPAIRS

What is an emergency?

Should you have an emergency with your new home, your builder NEXT GENERATION CONTRACTING INC. Customer Service is only a phone call away. Please remember that if a situation arises and it is not a true emergency, you will get assistance much more readily by following the normal procedures for submitting a Warranty Service Request form.

However, in the case of a true emergency, please call:

(505) 989-5855

Available 24-hours a day, 7-days week, even on holidays

To clarify what a true emergency is, the following situations are what your Builder Next Generation Contracting Inc. considers as requiring immediate attention:

TOTAL STOPPAGE OF THE PLUMBING SYSTEM:

A blocked or clogged toilet during the first 30-days of occupancy is not considered an emergency unless ALL bathrooms are affected. Total stoppage or clogging of all toilets in your home at the same time is considered an emergency. If a blocked or clogged toilet occurs during the first 30-days, please use another bathroom and contact the Customer Service Department the next business day during regular business hours. Please note that toilet overflows are not warranted by NEXT GENERATION CONTRACTING INC. beyond the first 30-days after Close of Escrow.

SEVERE WATER LEAK WHICH REQUIRES ALL WATER SERVICE TO THE HOME TO BE SHUT OFF TO AVOID SERIOUS DAMAGE TO THE BUILDING AND/OR FURNISHINGS.

If this should occur, take immediate steps to TURN OFF the MAIN WATER VALVE located in the garage next the water heater and then contact the Customer Service Department. This example is considered an emergency.

If a leak occurs at a sink or from a toilet line, you can temporarily control this problem by turning the water supply line off to the affected fixture. Water control valves are located inside the cabinets under the sink and toilet water line valves are located behind the toilet near the floor. Then contact the Customer Service Department during regular business hours.

TOTAL ELECTRICAL FAILURE, IF RESTRICTED TO JUST YOUR HOME:

Check the main breaker to your home. If electricity is not restored, check with your neighbor(s) to see if they have power. In the event that they do not, the power outage could be widespread in the subdivision; contact your local electrical company directly. If your neighbor(s) does have electricity, then the power outage is unique to your home, and you should then contact your Customer Service Department.

COMPLETE LOSS OF HEATING DURING VERY COLD WEATHER:

First follow the procedures as outlined in the Helpful Maintenance Hints section of this manual under the "Heating" subsection and if this does not solve the problem, you should then contact the Customer Service Department.

COMPLETE LOSS OF AIR CONDITIONING DURING EXTREME HEAT CONDITIONS (OVER 100 DEGREES):

Follow the procedure as outlined in the Helpful Maintenance Hints section of this manual under the "Air Conditioning" subsection and if this does not solve the problem, you should then contact the Customer Service Department.

Very important, if your home has more than one HVAC Unit and should only one unit fail to operate this is not considered an emergency. Contact Customer Service during regular business hours to schedule service. While the service is being completed relocate your family members to the area of your home being serviced by the working unit(s). If ALL your HVAC Units should fail to operate at the same time, this is considered, an emergency and we ask you to please contact your Customer Service Department immediately.

We appreciate your full cooperation regarding the above emergency examples. If you have any questions, please don't hesitate to contact your Customer Service Department at (505) 989-5855 during regular business hours: 9:00 AM to 4:00 PM, Monday through Friday.

WARNING

CONSTRUCTION SITES ARE DANGEROUS

The following is of special concern to Next Generation Contracting Inc. because it affects everyone living in your neighborhood.

All construction sites are dangerous, particularly for children who may not recognize a hazard when they see it. For instance, there are always things that children would like to climb on and could easily fall from-not only ladders, but also piles of lumber or metal which could shift or collapse under a child's weight. Often there are holes or trenches that a child could fall into. When heavy equipment is in use, the driver might not notice a small child standing nearby. And, of course, there are always nails and other sharp objects to be stepped on in any construction site.

Therefore, we ask your cooperation in instructing your children not to walk through or play in (or around) construction areas in your neighborhood. We appeal to you to help ensure your children's safety. Please explain to them that any construction site is full of hazards and tell them not to play there.

If you should notice any other children playing in an area where construction is in progress, please for his or her own protection, tell them to go home and then notify a Next Generation Contracting Inc. staff member. With your help, we can prevent serious and unnecessary injury to your children or any of your neighbor's children. *Please help us.*

PRODUCT AWARENESS

Detailed information regarding your Next Generation Contracting Inc.'s Disclosures

Acrylic Block:

Acrylic Block Windows do not insure complete privacy, and color and shadows can be distinguished from the outside. Please note that the Builder will not replace the Acrylic Block Windows should the homeowner become dissatisfied at any time with the level of privacy offered. Maintenance Tips:

- Acrylic blocks are not glass, and extra care is needed when servicing or cleaning.
- Acrylic blocks should be cleaned with a mild soap or detergent and lukewarm water only.
- Acrylic blocks should not be scraped with squeegees, razor blades, or other sharp instruments.

Cabinets, Stair Railings and Mantles:

Depending upon the options selected, cabinets, stair railings, and mantels maybe made from wood, wood facing, wood veneers, wood by-products, or other materials (collectively, "Wood Products"). Depending upon the options selected, cabinet doors, drawers, shelves and cabinet structures, and stair railings and mantles may include various combinations of Wood Products and may not be made entirely or substantially of wood. In general, wood is a natural material that varies depending upon the tree from which it came. Wood will absorb stains differently, and will vary in shading and graining within one cabinet to the next. That is part of the natural beauty of wood and these variations in grain pattern, color, and unusual grain textures do not constitute a reason for replacement. . Some trees have mineral streaks, which may show up as dark areas in the wood. It is possible to have shade variations in the doors, cabinets, stair railings and mantels. The wood in the doors, cabinets, stair railing, and mantles used in any given home, typically come from different trees, which may possibly display shade variation but can also absorb stains differently. This too is normal and should not be considered as a defect in the wood itself. Thus, it should not be expected that stair railing will match any cabinets or mantel within any given home. Homeowners should be aware that frost cabinets will yellow with time due to exposure to UV lighting.

Maple Wood Disclosure:

With the installation of maple cabinets, please be aware of the following:

- Variation in color and grain of the wood is more readily apparent in maple cabinets.
- Maple cabinets may take on a yellowish color over time.
- These times do not constitute a defect in the cabinets, but are characteristics inherent in maple cabinets.
- Builder will not repair or replace maple cabinets because of color and/or grain variations.

Maintenance Tips:

- Do not use any cleaning products that have a citrus cleaning base or any harsh

cleaning products. A clean cloth dampened with water or with Murphy's Mild Soap can be used.

- Maintenance of any wood products is the Homeowner's responsibility.

Fireplace - Decorative Gas Appliance (also referred to as a DGA): This unit is a gas-burning appliance that services a decorative purpose. There are two types: direct vent, which is classified as a heater; and a B-vent, which is not. Buyer will from time to time experience elevated temperatures in the area around any direct vent decorative gas appliance mantle, as well as on the front area of the appliance. All decorative gas appliances, whether direct vent or B-vent, involved heat. CAUTION and SUPERVISION must be always exercised with both types of appliances, but especially when a direct vent decorative gas appliance is in use.

Maintenance Tips: Do not use any cleaning chemicals or detergents of any type, it is best to use a clean cloth dampened with water to wipe and clean this appliance. Do not attempt to remove the glass.

Marble, Granite and Limestone (Natural stone products):

These are natural products, which come from the earth and are not man made. Therefore, there is no control over extreme color changes and veining from one piece to the next, since these are natural characteristics. Homebuyer acknowledges having made a personal inspection of the natural stone product sample at the time of selection, made the selection with full knowledge of its inherent variations, and understanding that the material installed will vary likely look different from the sample upon which selection was based because it is a natural stone product and no two pieces look alike.

Real stone is essentially polished and thereby has a naturally porous surface, which is subject to staining. These small holes (known as "pitting") that appear in natural stone are normal and are not considered a defect. In addition, different types of real stone vary in hardness and can be marred by impact and abrasive wear and repairs will be the homeowner's responsibility.

Natural stone slab countertops will have seams. These seams will be filled in with grout. Care will be taken to minimize the appearance of the seam. It is important to know that color and pattern intensity WILL vary from the sample you have been shown. Real stone WILL vary from piece to piece in the quarry cutting of the same stone. These are natural characteristics and is considerate a defect.

Maintenance Tips:

- Because real stone is a metamorphosed (naturally changed) rock. This composition is very reactive to even minor exposure to mild acids such as vinegar, lemon or lime juice and wine. These acids can quickly etch the polished surface of real stone, leaving it damaged.
- Cleaning your granite can easily be done by wiping it down with water and regular

dishwashing detergent or plain clear water. A soft cotton cloth will bring it to a luster.

Cultured Marble:

Cultured Marble is a man-made material using natural marble dust and a liquid polyester resin that forms a durable bathroom, kitchen or laundry room product. High quality cultured marble can withstand stains that might otherwise harm natural stones. Avoid harsh cleaning products that contain abrasives. Squeegee showers to quickly remove water drops from shower walls to avoid hard water spots. Cultured marble color can vary from the sample.

Maintenance Tips: Cleaning your marble can easily be done by wiping it down with water and regular dishwashing detergent or plain clear water. A soft cotton cloth will bring it to a luster.

Foundation Maintenance:

Soil types widely vary throughout the state of New Mexico, which include clays, sand, caliche, and highly alkali soils or any combination of these. The types of soil can vary from one community to the next and even from one lot to the next. Many of these types of soils have expansive properties and when combined with water can cause damage to the foundation of a home. Even normal watering, over a period, can cause swelling of the ground around the foundation.:

It is extremely important that moisture is kept away from the foundation of your home, as any ponding of water or saturation of the soil in or near the foundation area can cause damage.

When landscaping, it is strongly recommended that these basic guidelines be followed:

- Refrain from planting any plants close to the foundation.
- DO NOT disturb the soil next to the foundation. Dig 2 to 3 feet away from the foundation.
- ALWAYS maintain positive drainage AWAY from the house. Never direct water toward the foundation.
- If a planter area near the foundation is created, it is strongly recommended that an underlying moisture barrier at a minimum depth of two feet be used.

Maintenance of concrete and rock areas:

Alkali in the soil can interact with the cement and rock areas causing deterioration along cement driveways, patios, walkways and decorative rock areas. Alkali is a common soil salt that is prevalent throughout Santa Fe. The salt is active in the soil and uses moisture as an agent to work its way to the surface. Sprinkler water and rain aid the alkali by helping it to percolate to the surface where it can chemically react with the ingredients in concrete and decorative rock, causing surface deterioration.

Maintenance Tips:

- Because the concentrations of salt vary from area to area and lot to lot, it is recommended that you consult with a qualified gardener, nursery person, or soils engineer regarding specific requirements for treating the soil.

Stuccoed Blocked Walls

Your property purchased may have Stuccoed block walls in a portion of the yard area and it is important that the following is understood:

- Stuccoed block walls may incur minor cracking and that this is a natural characteristic of Stuccoed walls.
- Minor cracking in Stuccoed walls does not constitute a defect in workmanship.
- Minor cracking will not be repaired by the builder even if cracking occurs before the Close of Escrow.
- Repairing minor cracks in Stuccoed block walls is considered part of the Homeowner's Maintenance Responsibility.

Maintenance Tips:

- Using the same exterior color, paint can be dapped into hairline cracks.
- For areas large enough for a nickel to be inserted, repairs are the homeowner's responsibility and materials can purchase at any local hardware store (i.e.: Home Depot, Lowes, etc) along with step-by-step instructions for making the repairs.

PLEASE NOTE: Under certain circumstances, a request for an Access Agreement and License to Enter will be denied. For example, you may not access Next Generation Contracting Inc.-owned property once any type of development or construction has begun. Next Generation Contracting Inc. will determine in its sole discretion if construction or other factors will preclude granting access to Next Generation Contracting Inc. owned property at any time for your request.

If your request is granted, you and your contractor will be required to sign the Access Agreement and License to Enter, among other things.

Also, please be aware that your contractor will be required to:

- Be licensed and hold a valid New Mexico State Contractor's License;
- Carry comprehensive general liability insurance in the amount of \$1,000,000
- Supply a certificate of insurance to this effect naming NEXT GENERATION CONTRACTING INC. as an additional name insured; and

Tinting or Foil Lining or Windows:

CAUTION: Any type of materials (i.e.: tint, foil lining, paper, etc.) applied directly to the pane of a Dual Pane or Low-E Windows will void any warranty. Manufacturers will not warrant their products once it has been tinted or lined with a foreign material.

Should you consider having your windows tinted or lined in any way, Builder strongly recommends contacting the window manufacturer for their recommendation. Further, contract a licensed company that guarantees against window cracking. Windows that crack or fog as a result of the application of a foreign material will be the responsibility of the homeowner, not the Builder or window manufacturer.

Toilets- Low Water Usage Toilets:

As of March 1993, the Building code requires all builders to install 1-1/2 Gallon toilets. Seller must comply with the Building Code and install these low water usage toilets.

Maintenance Tips:

- Builder has found that occasionally the toilet must be flushed more than once to clear it. As your builder, we strongly recommend waiting until the tank completely fills up before the next flush is initiated. This will help avoid stoppages and possible overflows.
- It is also recommended that excessive amounts of toilet paper not be used. Large amounts of toilet paper can cause stoppages and overflows.

NEXT GENERATION CONTRACTING INC.

Warranty Coverage

We are proud of the new home we have built for you. It has been professionally built with quality materials and the pride of experienced craftsmen.

A home is a unique product, one that requires your proper care and continuous maintenance. This Homeowner's Guide contains many helpful hints regarding the basic care and operations of your home. Under the Next Generation Contracting Inc Limited Warranty Agreement, you are expected to provide proper maintenance to your home to avoid damage and ensure proper functioning of your home and its various systems.

At the time you signed your purchase agreement, you were given, and signed, the Next Generation Contracting Inc. Limited Warranty Booklet. If you have not already done so, please read the Limited Warranty carefully. It is intended to acquaint you in detail with the extent of coverage and responsibility that Next Generation Contracting Inc. will assume regarding your home. This Limited Warranty is the only warranty given by Next Generation Contracting Inc. in connection with your new home.

You should be aware that the coverage periods on certain items vary. Please review the Limited Warranty for details. If you have purchased a model home, please refer to the Model Home Addendum for warranty coverage.

Warranty Coverage period to be aware of:

Appliances in your Home by Manufacturer	Major Components of Your Home	Structural Integrity of Your Home
-	1	-
<u>Year Coverage</u>	<u>Year Coverage</u>	<u>2</u> <u>Year Coverage</u>

Subject to the terms and conditions of the Limited Warranty, Next Generation Contracting Inc. warrants that certain items in your new home (as defined in the Limited Warranty) will be free from defects in materials and workmanship for a period of one year beginning on the date escrow closed for your purchase of the home.

A number of your home's appliances are specifically covered by warranties from their manufacturers. All of these manufacturer's warranties are at least one year in.

For the purposes of this Warranty, the term "Equipment" refers to the following items:

Barbecue	Floor Coverings	Range	Bathroom Fixtures
Freezer	Refrigerator	Burglar Alarm	Garbage Disposal
Roof Installation	Garage Door Opener	Cabinets	Smoke Detector
Dishwasher	Hot Water Dispenser	Trash Compactor	Doors
Ice Maker	Washer/Dryer	Driveway	Private Outdoor
Water Heater	Exterior Painting	Intercom	Windows
Fireplaces	Whirlpool Bath	Microwave Oven	Fans

Private Tract Boundary Wall

If the Homeowner finds defects in any of the Equipment items as listed, please contact your personal Customer Service Coordinator to submit a request for any warranty work.

MAJOR COMPONENTS COVERED FOR ONE YEAR

Subject to the terms and conditions of the Limited Warranty, Next Generation Contracting Inc. warrants that certain "Major Components" (as defined in the Limited Warranty) of your home will be free from defects in material and workmanship for a period of one year beginning on the date escrow closed for your purchase of the home.

For the purpose of this Warranty, the term "Major Components" refers only to the plumbing, electrical, heating and cooling system of the home including plumbing pipes and their fittings, electrical wiring (but does not include light bulbs) and connections and heating/cooling duct work, steam and water pipes, refrigerator lines, registers, convectors and dampers.

STRUCTURAL INTEGRITY COVERED FOR TWO YEARS
--

Subject to the terms and conditions of the Limited Warranty, NEXT GENERATION CONTRACTING INC. warrants that the home will be free from any damage resulting from any structural defect for a period of ten years beginning on the date escrow closed for your purchase of the home.

This warranty covers damage to the roof, walls or foundation of the home resulting from expansion, subsidence or lateral movement of the soil provided that such damage is caused by a Material Structural Defect as defined in following: (a) is due to noncompliance with the Warranty Performance Standards, (b) results in or causes actual, tangible damage to a "load Bearing component" of the home, (c) materially diminishes the structural integrity and load-bearing performance of the home and (d) materially affects the physical safety of the occupants of the home.

The term "Load-Bearing Component" means only the following: roof framing members (rafters and trusses), floor framing members (joists and trusses), bearing walls, columns, lintels, girders, load bearing beams, and foundation systems and footings.

The following items are NOT Load-Bearing Components and defects thereto shall not be covered as Major Structural Defects pursuant to this section: (a) non-load-bearing partitions and walls; (b) wall tile or wallpaper; (c) plaster, laths, or drywall; (d) flooring and sub-flooring material; (e) brick, stucco; stone or veneer; (f) any type of exterior siding; (g) roof shingles, sheathing and tar paper; (h) heating, cooling, ventilating, plumbing, electrical and mechanical systems; (i) appliances, fixtures or items of equipment; and (j) doors, trim, cabinets, hardware, insulation, paint and stains.

COVERAGE FOR COSMETIC DEFICIENCIES

Cosmetic deficiencies are not considered damages or defects covered by the above warranty. As provided in the Limited Warranty, Next Generation Contracting Inc. will only be responsible for repairing or replacing cosmetic deficiencies if such problems were caused by defects in materials or workmanship. Cosmetic deficiencies caused by homeowner damages are not covered by the Limited Warranty. Unless the homeowner notifies Next Generation Contracting Inc. of a particular cosmetic deficiency at the time of the walkthrough inspection, such cosmetic deficiency will be considered to be an item of homeowner damage and will not be covered by Next Generation Contracting Inc. will be obligated to correct a cosmetic deficiency only if such deficiency (a) is readily visible, (b) does not result in any way from damage caused by the homeowner or any agent of the homeowner, and (c) is noted at the time of the homeowner's orientation;. You will be given the opportunity to double-check these areas at the time of your walkthrough.

Your Next Generation Contracting Inc. Limited Warranty also contains valuable information on how to generate a warranty claim and what to do in the event of a warranty coverage dispute. Experience has taught us that most misunderstandings are the result of lack of information or unrealistic expectations.

The schedule below is provided as a guideline for your convenience and to assist you with your Home Maintenance record keeping. These are only suggestions; your situation may vary, but regular maintenance will certainly assist you in keeping your home in top operating condition. Refer to the following pages on "Recommended Homeowner Maintenance Schedule - Tips on Why and How" for details on maintenance check items.

NOTE: Maintenance intervals begin from the date you move into your home and are the responsibility of the homeowner, not Next Generation Contracting Inc. Place an "X" in the box corresponding to the month in which you perform the maintenance check.

[illegible]

GFI OUTLETS (Ground Fault Circuit Interrupter)

These are circuit breakers for your protection. You'll find these in the kitchen, garage and, in some plans, the bathroom(s) and laundry room. Check by pushing in the Test Button (T). Reset by pushing in the Reset Button (R). If the button fails to pop out, or reset, the outlet should be checked or replaced by a licensed electrician.

SMOKE DETECTORS

Smoke detectors are a personal safety item. Check for the operating light. Push the Test Button for sounding. Open the unit and vacuum for dust and small bugs which can adversely affect operation. Replace batteries whenever the unit makes a "chirping" sound, or the unit fails to operate properly.

HEATING AND/OR COOLING SYSTEM FILTERS

Dirty filters can restrict the flow of air into your unit and decrease its efficiency. Replace filters every 30 days (sizes are shown on existing filters). Separate heaters are found in some split systems and may have a reusable filter in the bottom. If presented, remove it to clean; it can be rinsed or vacuumed. Re-secure the filter with the retainer clips.

CONCRETE, ROCKS, BLOCK WALLS

The alkali in the soil will begin to deteriorate those areas if left untreated. Alkali deterioration appears as a white residue. Treatments will vary and will not entirely prevent damage. If this condition develops, contact a nursery or landscaper for recommended treatment.

DRYER VENT, EXHAUST VENTS

These vents, if clogged or obstructed, may prevent unwanted fumes, and odors from venting outside. Remove any leaves or other debris. Check the flaps for clearance. (Always keep garage vents clear to allow fresh air for the water heater and ventilation of fumes.) Clean dust buildup off the exhaust fans and covers in the baths and laundry room by vacuuming or wiping with a cloth. The fans may not work properly without clean air flow.

WINDOW WEEP HOLES

These allow rain to be directed outward from the house and allow your home to "breathe". Fireplaces, ovens, dryers and exhaust vents use internal air (air within the home) which must be replaced. Weep holes can become clogged by dust and bugs. Keep window tracks free of dirt that can clog the weep holes by vacuuming or brushing away the debris.

FAUCET AERATORS

Sand and other sediments can partially clog these screens and limit water flow. Unscrew the aerator in a counterclockwise direction and clean by either rinsing or tapping it upside down. Replace when necessary.

PLUMBING LINES

Leaking water or drain lines can cause damage to your home and personal belongings. Check under your sinks, with the water running, to ensure all connections are tight. NOTE: connections will expand and contract with changes in water temperature and may need to be retightened.

RANGE HOOD FILTER

Grease and dust can combine to restrict the flow of air through this screen filter and reduce its effectiveness in venting odors, smoke, or steam. Remove the filter to clean it. Rinse it in warm, soapy water; scrub as necessary. Dry it and replace.

CAULKING AT TUB, SHOWER PAN, BACK-SPLASHES, ETC.

Gaps or cracks in your caulking caused by wear and tear, ground movement or shrinkage, can allow moisture to seep into unprotected areas and cause water damage or mildew. Fill all areas with latex caulking, or similar, for continuous surface. Check the surface of the tub/pan for chips or cracks and have them repaired before the problem worsens.

TILE GROUT

Grout will crack due to wear and tear, excessive moisture, or the normal movement of your home. As with caulked areas, water may seep through grout and cause damage wherever gaps or cracks appear. Refill as necessary with grout mixture or a comparable "sanded caulk" of the same color. (NOTE: There will be some shade variance between caulking and grout materials of the same color.) Sealing the grout is a personal preference item. The grout areas in your kitchen, baths and entry have not been sealed. Be aware that grout sealants are not permanent and require periodic maintenance. Check the sealant manufacturer's instructions and/or call the tile manufacturer for recommendations.

DOOR HINGES

As the components of the hinges work against each other, they may create a fine, iron dust appearing as a black residue around the hinges. This should be removed regularly to limit the amount dropping to the flooring materials. It can be removed by using a magnet behind a cloth, or by lightly wiping with a damp sponge or clean cloth. Apply silicone spray to the hinges to minimize the grinding effect.

ROOF TILES

Even when properly installed, high winds can cause roof tiles to become dislodged or to fall off. Perform a visual inspection from the ground and avoid climbing on the roof tiles. Resetting of roof tiles is covered during the One-Year Limited Warranty period.

EXTERIOR DOOR WEATHER STRIPPING

A proper seal will prevent MOST water and dust from penetration, but not all.

Wind-driven rain and dust cannot always be prevented from entering your home. In addition, damage can be caused by cutting or gouging due to accidental contact, or just normal wear from use. Check all entry doors and garage fire door. When closed fully, there should be no light visible around or under these doors. Some weather-strip, door "sweeps", and thresholds are adjustable. If unable to eliminate the problem by adjustment, replacement will be necessary.

GRADING

Your final grading was engineered to prevent water from pooling in the yard, using a system of begins (high spots) and swales (low spots). These areas must be checked to ensure proper flow of water. Until fully landscaped, the winds and rain can reshape the contours of your lot and cause drainage problems. Keep swales clean of any buildup and maintain berms to direct water away from your home's foundation and block walls.

LANDSCAPE SPRINKLERS, FILTERS

Improper spray can cause damage to plants, grass, stucco and concrete. Check all sprinklers and drip emitters for clogs or damage that affects operation. Clean openings. Replace as necessary. Check the direction of the spray. Often adjustments are required to prevent overspray on stucco and concrete areas. Most can be moved by turning the sprinkler head slightly. Some systems have a small filter cartridge located inside the yard box (control box). Unscrew the cartridge, clean or replace it, and re-secure.

EVERY NINTY (90) DAYS

WATER HEATER

This should be checked and maintained for continued efficiency. Sediment inside the tank can cause burners to work longer to heat your water. The incoming water valve should turn easily. If it sticks, use a little silicone spray. The Pressure and Temperature Valve (P&T) should operate freely. Lift and hold for 3-5 seconds. Check discharge line for water flow. To remove sediment, attach a garden hose to the valve at the bottom of the tank, run it out to the street, open the valve, and drain only long enough until the water runs clear. Close the valve and remove the hose. Check the water heater and connections for signs of water leakage. Contact a licensed plumber if repairs are necessary.

CAUTION: This water will be extremely HOT. The gas company has preset the temperature when gas service was hooked up. The temperature is approximately 120 degrees and adjustments to increase the temperature are not recommended.

CABINETS, RAILINGS, THRESHOLDS,

These areas can become dry and "weathered" even though inside your home. The temperature range and low humidity can affect the surfaces. Clean only with a damp

cloth. Apply furniture polish to add luster and protection.

FLOORING

Catching a problem early can save money and prevent a small damage area from expanding.

ENTRY TILE - Check for chips or cracks in the tile, and cracks in the grout.

VINYL - Check for tears, holes or cracks. Inspect caulking around walls and cabinets, seal again if necessary.

CARPETING - Cut off any loose thread so it won't unravel. Loose carpet can be restretched, and delaminating seams can be repaired. Contact the company that installed the flooring or your own flooring contractor for inspection and suggestions.

FLOOR TILE/GROUT

The grout filler between tiles will crack periodically through shrinkage, movement, and everyday use. Failure to maintain the grout can allow moisture to penetrate under the tiles and possibly cause looseness or cracking. Remove any loose material and fill with the same grout or sanded caulking materials. NOTE: The colors may vary due to normal use and weathering. Sealing grout is a personal preference item. Be aware that grout sealants are not permanent and require periodic maintenance. Check the sealant manufacturer's instructions and/or call the tile manufacturer for recommendations.

STUCCO

Your stucco is designed for the climate and weather extremes. However, some surface cracking may appear as your home settles and the wood framing expands and contracts. Use an elastomeric caulking to fill cracks and small holes, or a stucco mix for larger holes or damage areas. Repaint the repaired areas.

NOTE: Your touch-up paint may not be an exact match due to the stucco's exposure to the sunlight, dust, etc.

MASONRY MORTAR

Minor cracking is characteristic of the mortar joints along your block walls. If larger cracks appear, mortar mix can be used. NOTE: The mortar color probably will not match due to weathering and material differences.

DRYWALL CRACKS

Minor cracks may appear as the result of normal movement and shrinkage of framing materials. These should be filled with elastomeric caulking then painted with the appropriate touch-up paint. This will maintain the aesthetics of your home and prevent moisture from causing damage.

WINDOW OPERATION

Dirt or bugs in the tracks can interfere with rollers and cause squeals or sticking. Keep the tracks clear. Use a silicone spray for lubrication. Check the weather seal

for deterioration. Replace if it is worn.

GARAGE ROLL-UP DOORS

Use a silicone spray to keep the hinge points, roller stems, locking device, and torsion springs lubricated. This will reduce wear and friction. Wipe off excess spray from door and track surfaces. Refer to the manufacturer's manual for other tips.

EVERY SIX MONTHS:

EXTERIOR PAINTED WOOD

As temperatures and humidity change, this wood will expand and contract causing paint to crack and peel. Areas affected by sprinklers or other "directed" water may cause this to occur sooner. Protect your wood by scraping loose paint, applying a sealer or undercoat and repainting. Caulk all gaps or openings in these areas to close out moisture.

NOTE: Your touch-up paint may not be an exact match due to exposure to sunlight, dust, etc.

HEATING AND/OR COOLING SYSTEM

It is recommended that your unit be serviced regularly to ensure the effectiveness of the system. Proper maintenance can extend the life of the complete system. Although a qualified technician should service the unit, there are a few things you can do. Check the Freon lines for damage and complete insulation. Remove leaves, trash, etc. that may accumulate around the unit and surrounding area. Check condensation line area for signs of leakage. Problems should be corrected immediately. Contact a licensed HVAC service technician.

YEARLY

FIREPLACE(S) AND/OR DECORATIVE GAS APPLIANCES(S) - *If applicable*

Manufacturers recommend inspection and servicing of these gas appliances at least once a year by a qualified service technician. Proper gas/air mixture and venting not only provide a flame pleasing to the eye, but are critical for the complete combustion and removal of gas fumes and other hazardous wastes. Check the instruction manual or contact the manufacturer for cleaning instructions for the glass and logs. Always follow the manufacturer's instructions for use.

VENT CAPS ON ROOF

You can visually inspect these from the ground to ensure they have not become dislodged.

SEASONALLY:

RAIN GUTTERS - *If applicable*

Remove leaves or trash that may prevent rain water from flowing freely through the gutters. Check that all sections are secure and undamaged.

CEILING FAN(S) - *If applicable*

Some models have a switch to reverse the blade direction as the seasons change. It aids in the circulation of cold or warm air from your HVAC system. Check your fan instructions for this feature.

HEATING AND/OR COOLING SYSTEM REGISTERS

As you switch between cooling and heating, you will want to adjust the registers (vents) to provide greater comfort room by room. Each has an adjustment level. This becomes a greater necessity in a two-story home with dual systems.

PVB INSULATION (SPRINKLER SYSTEM) - *If applicable*

The Pressure Vacuum Breaker (PVB) is the above-ground portion of your sprinkler system. It must remain fully wrapped with protective insulation material to prevent freezing in the winter months. Check for completeness and tightness of materials. Tape or rewrap if necessary.

SPRINKLER TIMER - *If applicable*

The change of season will affect the water requirements of your plants and grass. Over watering can damage landscaping as much as under watering. Refer to your manual for instructions to reset times and days of use and duration of watering time. Contact a nursery, landscaper, or the Las Vegas Valley Water District for suggestions.

COOLING SYSTEM CONDENSATION LINES - *If applicable*

The primary condensation lines will regularly carry the condensation water from the units; they are supposed to drip. If the secondary condensation lines are dripping, or if a roof-mounted unit is dripping, the primary lines may be clogged. You should have the installing subcontractor or other licensed HVAC company inspect the unit for proper operation.

HELPFUL MAINTENANCE TIPS

This section of your manual is a wonderful tool filled with helpful maintenance information that you, as the homeowner, should be aware of to help you maintain your home in top condition. You will also find answers to some questions you may have from Acrylic Block Windows to Wood Flooring. The forgoing is only a brief

overview of the coverage provided by the Limited Warranty. Specifics of the Limited Warranty Coverage, exclusions from coverage and the terms under which warranty claim disputes are to be handled are detailed in the Limited Warranty and the Limited Warranty Performance Standards. **We strongly urge you to read the Limited Warranty**

ACRYLIC BLOCK WINDOWS

CLEANING INSTRUCTIONS

Wash acrylic block windows with Luke warm water only. Rather than scrubbing or a brush to clean, use a clean sponge or a soft cloth to minimize scratching. Rinse well with clean water. Adherence to regular and proper cleaning procedures is recommended to preserve appearance.

We strongly recommend avoiding the following items to clean your acrylic blocks:

1. Abrasive cleaners
2. Squeegees, razor blades, or other sharp instruments to scrape any portion of the acrylic
3. The use of Benzene, gasoline, acetone, or carbon tetrachloride can damage acrylic products.
4. Clean acrylic products in hot sun or at elevated temperatures.

AIR CONDITIONING

Your air conditioning system is easy to maintain. To prolong its life and increase your comfort, select a temperature, set the thermostat, and forget it! Make sure the fan switch is in the "ON" position constant air circulation keeps the temperature even. Don't cycle the system on and off; leave it on through the entire cooling season. There is one exception to the above advice...as outside temperatures increase through the hottest part of the summer, you may wish to increase the thermostat setting so as to provide a more reasonable difference between inside and outside temperatures and avoid overworking the cooling system. The system cannot reasonably be expected to reduce and maintain interior temperatures more than 30 degrees lower than the outside temperature.

SOME IMPORTANT "DO'S"

1. DO keep exterior units clean and free of any obstructions.
2. DO change filters or clean reusable filters on a monthly basis.
3. DO maintain your air conditioning unit running 365 days a year. It is recommended not to exceed 80 degrees or stay below 60 degrees for any extended amount of time.

We strongly recommend AVOIDING the following actions:

1. Turning the system completely off, especially during the summer months; can lead to possible damage to drywall, flooring materials, and cabinetry.
2. Leaving ventilators (bathroom fans, range or microwave fans) running for extended periods of time, these fans will exhaust the cool air from your home very quickly.
3. The closing of interior doors will prevent even air-flow throughout the house preventing your air conditioning unit from operating efficiently and effectively.

BEFORE CALLING FOR SERVICE, CONFIRM THE FOLLOWING:

1. Check the thermostat setting and the thermostat thermometer. The thermostat setting should be BELOW the temperature on the thermometer to operate.
2. Check the thermostat selector. It should be on "A/C" or "COOL".
3. Check the main electrical switch, which should be "ON," work it several times-it may have dirt on the contacts.
4. Check all circuit breakers in the main switch box. They should be "ON." Remember to work them several times. In some homes, there is a circuit breaker located at the exterior unit.
5. Inspect filters to make sure they are not clogged. *It is highly recommended to change your air filters every 30 days.*
6. If your unit is not operating properly after checking all of the above, call your NEXT GENERATION CONTRACTING INC. Customer Service Coordinator.

APPLIANCES

Your new home's appliances will save you time as well as improve the results and ease of doing everyday household chores. All products have been individually tested and designed by the manufacturer. Owner's manuals have been left in your home for you and should be studied thoroughly before using your appliances.

Service Notice: Warranties for your appliances are covered directly by the manufacturer. NEXT GENERATION CONTRACTING INC. cannot make repairs on your appliances, as it would invalidate the manufacturer's warranty. Please keep all appliance information in a readily available place for service phone numbers and warranty information. If you experience a problem with any of your appliances it is your responsibility to follow the procedures in the applicable manufacturer's warranty and deal directly with the manufacturer

DISHWASHER

Before loading your dishwasher, rinse the dishes off first. Don't worry if you find some water inside your dishwasher, this is common. Typically, the dishwasher tub is self-cleaning. Sometimes, after long usage in hard water areas, you may find that a white film has developed on the tub. The tub can be wiped with a damp cloth and a mild, **nonabrasive** cleaning powder. To clean the exterior, use a damp, sudsy cloth.

BEFORE CALLING FOR SERVICE, CONFIRM THE FOLLOWING:

1. Is the control in the ON position?
2. Is the door properly closed and locked?
3. Is the water supply shutoff valve (under the kitchen sink) turned on?
4. Have you tripped a circuit breaker?

RANGES

Be careful not to use or spill oven cleaner on metal trim! Never use gritty soaps or abrasive cleaners on any surface. Avoid using any sharp instruments, like a knife or razor blade, to clean any surface.

BEFORE CALLING FOR SERVICE, CONFIRM THE FOLLOWING:

ELECTRIC RANGE:

1. Is electrical cord plugged firmly into the wall outlet?
2. Have you tripped a circuit breaker?
3. Is the surface heating unit level? Was unit replaced properly after cleaning behind it? Is the burner flat? Is range level?

GAS RANGE:

1. Is the valve in gas supply pipe to the range turned on?
2. Is the igniter working?
3. If the oven is not heating properly, is the thermostat tube in the oven covered with grease? This could cause false temperature readings.
4. Are the gas flame holes in the cook tops clogged?

Service Notice: It is important to NEXT GENERATION CONTRACTING INC. that you are satisfied with the service you receive from our various suppliers and/or manufacturers. ***Should you need assistance, please notify our Customer Service Department in writing through a Warranty Service Request form.*** In order that we can properly assist you, please provide specific details as to the nature of the problem, the date it was first reported to the manufacturer and action taken to date. Please be sure to have available the model and serial numbers to give to your customer service representative.

BATHTUBS

If your bathtub is enamelware, like the sinks described in the "PLUMBING" section, the same care and cleaning would apply. If you have a fiberglass tub and shower unit in your new home, we have included a list of care and cleaning instructions based on the recommendations of the manufacturers of fiberglass plumbing fixtures.

It is easy to keep your fiberglass bathtub module as bright and sparkling as new. Just follow these simple cleaning instructions:

1. Use proper cleaning agents. One cleanser does not necessarily suffice for all the different sorts of grime found in bathtubs and showers.
2. For normal cleaning, use warm water and liquid detergent, such as Dow, Lysol or Mr. Clean bathroom cleaners, with a sponge, nylon, polyethylene or saran cleaning pads. **Do not use abrasive cleaners, scouring pads, steel wool or scrapers of any type.**
3. For extra sparkle, smear entire unit with a water paste using baking soda, such as Arm and Hammer. Allow to effervesce for a few hours and rinse with warm water.
4. For stubborn stains, use a nonabrasive cleanser, such as Spic & Span. Sponge the area with the cleanser, allow to stand for an hour and then rinse with warm water.
5. For extra deep stains, use hydrogen peroxide bleach from your local drugstore, such as Clairol, soaked onto white cotton rags and applied to the deep dark stains overnight. Afterwards, rinse thoroughly with cold water. **Wear rubber gloves and avoid contact with eyes, skin, clothing, rugs and furnishings.**
6. Hard water scale deposits can be minimized through the use of an application of one (1) part regular pool acid (such as muriatic acid) into ten (10) parts of cold water. Apply with a sponge until scale disappears. Afterwards, rinse thoroughly with cold water. **Wear rubber gloves and avoid contact with eyes, skin, clothing, rugs and furnishings.**
7. For scratches and dull areas, rub vigorously with automotive rubbing compound, such as DuPont, and a white cotton rag. Then buff vigorously with a carnauba-based wax, such as JWax, with a white Turkish towel. Gel gloss, available from your local home improvement center, is excellent for removing minor scratches and metal marks.
8. If you use a rubber or plastic "anti-skid" mat, make sure to remove it from the unit after each shower to avoid harm to the surface finish.

BRICKWORK AND MASONRY

Brick, by its nature, tends to be irregular in size and shape and normally contains some chips and/or surface cracks. Do not expect each brick to be perfect and spaced perfectly. Small surface chips or cracks and slight variations in size and placement are normal and help to create the texture, beauty and interest of brick work.

Mortar joints in masonry are subject to cracking and will weather from exposure to the elements. Should the joints crack during the warranty period, NEXT GENERATION CONTRACTING INC. will repair cracks greater than 1/8 inch in width by patching. NEXT GENERATION CONTRACTING INC. will not be responsible for color variation between old and new mortar.

Brick or slump stone may discolor due to moisture. The white powdery substance which appears is known as "efflorescence" and is composed of one or more soluble salts. It can be removed by scrubbing with a stiff brush (not wire) and a solution of 60% vinegar to 40% water.

CAUTION: DO NOT ALLOW THIS SOLUTION TO CONTACT ANY FLOORS, WALLS
OR
FURNISHINGS.

Service Notice: Because irregularities in brickwork (as mentioned above) cannot be controlled and it is these natural cosmetic differences that make it unique, this should not be considered a defect and will therefore not be repaired or replaced by Next Generation Contracting Inc.

CABINETS

All stained wood cabinets have some variations in wood grains and colors, especially the paneling and on exposed ends. The end grain accepts stain differently from cross grain. The beauty of wood in part stems from grain variation. Variations in grain and knots in wood are part of a wood's natural composition and cannot be controlled by Next Generation Contracting Inc.

Stained or natural finished wood cabinets, as well as other wood items in your home, should be treated in the same manner as fine furniture. **Washing your cabinets with water and detergents will result in damage to your cabinet's finish.** Do not use any cleaning products that have a citrus cleaning base or any harsh cleaning products. For daily care, dust with a soft cloth. On stained wood cabinets, it is recommended that you use the proper furniture polish at least every six (6) months.

If your home has an indoor laundry area equipped with an overhead-ventilating fan,

be sure to use the fan whenever you use the washer or dryer. Use of the fan will reduce the potential for damage to laundry room cabinets from condensation and heat from the washer and dryer.

In your kitchen, use of the cook-top fan will help to reduce the chance of damage to the cabinets around your cook top from heat, grease, and steam.

Because the stained woodwork at our model home complex receives constant wear and tear, we perform routine varnishing or lacquering, as needed, along with waxing and other maintenance touch ups. For this reason, you may note the finish in our model homes appears deeper or shinier than the finish on your woodwork. To maintain the sheen on your cabinets, you can use a good quality furniture polish. Maintenance of this nature is a homeowner responsibility and is not covered under the builder's limited warranty.

CARPET

Please remember that even though skilled technicians are installing your carpet, it is impossible to do without the use of seams since most carpeting is manufactured in 12' roll widths. Depending on your choice of carpet, color, texture and the area being carpeted, seams will be more or less visible to the eye. This is particularly true in Berber, sculptured or high-low patterns. Also, the seams at the joints may appear to have dissimilar materials or colors. This is typically more apparent in Berbers, sculptured or high-low patterns and is a natural characteristic of carpeting.

Should you notice a problem with a seam, or some area of workmanship in your carpet installation which you feel requires attention, please submit a Warranty Service Request form for inspection to NEXT GENERATION CONTRACTING INC.'s Customer Service Department.

Taking care of your carpet starts at installation. Carpet needs regular care to prolong its life. The lasting beauty of your carpet will depend on your attention to a few simple and easy rules:

1. Reduce soil accumulation.
2. Vacuum regularly.
3. Remove spills promptly.

There will be areas where foot traffic is concentrated, such as doorways, stairwells, and traffic patterns caused by furniture arrangement. Eighty percent of the soiling on your carpet will be from foot traffic. The use of wipe-off mats at all entrances will help to keep outside soil from being tracked onto the carpet. You may also want to relocate furniture periodically to allow for even distribution of traffic and wear on the carpet. Mats and runners on non-carpeted areas adjacent to carpet will reduce soil in heavy traffic areas and oils from bare feet.

CAUTION: RUBBER BACKED MATS MAY CAUSE PERMANENT
DISCOLORATION TO YOUR CARPETING.

The most important thing you can do to protect your carpet is to vacuum it often. The upright type of vacuum with brushes and beater bar is best for most types of carpet. The agitation of the beater bar causes soil particles to move freely in the fibers and to move into the airflow of the cleaner. Suction only vacuums tend to remove surface soil only. A 9' x 12' carpet can hold as much as one to two pounds of soil and still look clean to the user. When vacuuming Berber carpet make sure the brushes on the vacuum are raised.

The brushes of your upright vacuum or the power head of the tank type cleaner must be checked periodically for pins, paper clips and any type of hard object that can lodge in the beater bar. These objects can snag, cut or tear the face yarn, which produces a fuzzy or beard-like surface and reduces the life of the carpet. Also, threads and hair must be removed from the bearing to ensure the brush is rotating freely.

Failure to perform routine maintenance will result in your carpet becoming discolored, dingy and flattened. This is the result of ingrained soil and minute greasy dirt particles that cannot be removed by a vacuum cleaner alone. This condition is normally referred to as "graying out" and can only be corrected by an overall deep cleaning.

SOIL FILTRATION

Soil filtration lines are dark soiled areas that develop gradually on carpet. They are most common around the edges of a room next to the wall, under floor length draperies and under doors. However, they can develop anywhere there is an air space such as between floorboards or between small spaces in a building. Also known as a soil line, smog lines and perimeter soiling (when they occur around walls), the problem is more readily visible on lighter colored carpets. Bedroom doors that are closed for long periods of time are also likely to develop lines beneath them.

The soiling is caused by the passage of air through or across the carpet. Air carries microscopic particles of dirt and soot. As air passes over the carpet, these soil particles settle and become embedded in the carpet pile yarns. In areas where the air flows over the carpet more rapidly than normal, the carpet acts as a filter, extracting the soil particles from the air. The soil is very fine and can penetrate deeply into the yarns. If regular measures are not taken to remove this soiling, it can become permanently embedded in the carpet and results in permanent staining. **Special techniques by a professional carpet cleaner are recommended as required to improve the appearance of soil filtration lines.**

The occurrence of air born particulate deposits in carpet through small draft openings is quite common and cannot be controlled by Next Generation Contracting

Inc. It can be found in any type of building, from single family homes to high rise buildings. All buildings "breathe" to some degree and can, therefore, have the potential for this phenomenon.

This is strictly an environmental problem generated by airborne particles carried along in forced air currents within a building and will require regular maintenance on the part of the homeowner to reduce the impact on the appearance of the carpeting in the home. The following steps are essential to help minimize this effect:

1. Vacuum regularly using a crevice tool along all carpet edges.
2. Inspect and clean your furnace filter and air conditioning filters monthly and clean or replace them as needed. A dirty filter will increase the amount of airborne particulates being circulated through your home and will accelerate the deposit of filtration soils onto your carpeting.
3. Floor length draperies should be raised off the carpeting by at least $\frac{3}{4}$ -inch.
4. Leave bedroom doors open when not in use. Closing off doors reduces the air passage and forces the air through the carpet pile with more force. Closed doors increase the potential filtering effect of the carpet pile yarn.

Proper maintenance and care are essential to the life of your carpeting. Even stain-protected carpet can be affected by soiling from foot traffic, spillage or soil filtration. No carpet is completely maintenance free or totally stain-proof.

Service Notice: Carpet cleaning is a homeowner maintenance responsibility and is expressly excluded from coverage under the terms and conditions of the NEXT GENERATION CONTRACTING INC. Limited Warranty.

OVERALL DEEP CLEANING

In addition to vacuuming, overall deep cleaning on a periodic basis is necessary to keep the carpet looking its best. If the surface is beginning to look dirty or matted, further delay could damage the carpet fibers. There are several carpet cleaning systems available and the required drying time may vary. There are methods that can reduce the time period to a matter of hours, but the main questions you should ask about cleaning procedures are:

1. Will the carpet re-soil rapidly?
2. How fast will it dry?
3. Is it safe for your particular brand/type of carpet?
4. How expensive is it?

DEEP CLEANING SYSTEMS

There are four basic types of cleaning systems: Dry Extraction, Wet Extraction, Dry Foam Extraction and the Wet System.

DRY EXTRACTION:

Dry extraction is a moist compound impregnated with an emulsion of water, softeners, detergents and safe solvents. The compound is brushed through the carpet pile by a twin brush machine to loosen all the water soluble and solvent soluble soil, which is reabsorbed in turn by the compound during the brushing period. The soil-laden compound is vacuumed from the carpet. There is little drying time and the carpet can be used right away. There is minimal danger of shrinkage, split seams or color bleeding, delaminating and wrinkles. Always consult with your carpet supplier or manufacturer before using any cleaning system and follow all instructions for application.

WET EXTRACTION

A common method is called "Steam Cleaning." This method works by spraying under high pressure a hot or warm detergent and water solution mixed, as recommended by the detergent manufacturer, on the pile of the carpet. A large percentage of this solution, having dissolved or loosened the soil, is extracted at the same time by a vacuum head that is called an extractor, located adjacent to the spray nozzle. The extractor may be operated separately, so the cleaning solution can be lifted from the pile. Generally, carpet takes approximately one full day to dry and foot traffic during the drying time should be kept to a minimum.

DRY FOAM EXTRACTION

Under this method of cleaning, a machine lays down a moist foam, brushes it in and immediately extracts the soil laden foam using one pass. Air and detergent are mixed under pressure to generate a dense, dry foam discharged ahead of the machine and cylindrical nylon brush. The brush applies foam to loosen dirt and residue from each carpet fiber. Dirt is held in suspension in the foam removed by the vacuum extractor located immediately behind the brush. The vacuum extractor lifts the dirt, foam and de-foamer into the recovery tank where foam is reduced to liquid for easy disposal.

WET SYSTEM

The wet system employs a rotary scrubber head and detergent foam that is removed by a wet vacuum. Care should always be taken with wet methods to avoid saturating the carpet and causing shrinkage or delamination of the backing. Drying time can be prolonged and ranges from several hours to several days, depending on the operator's skill, knowledge, temperature and relative humidity. This procedure is usually reserved for hard surfaces or commercial carpet (low nap, dense construction).

CAUTION: DUE TO THE HARSH TREATMENT AND PILE DISTORTION, THE WET SYSTEM IS NOT RECOMMENDED FOR RESIDENTIAL CARPET.

The above methods should be used according to recommendations of your carpet supplier and/or manufacturer. These compounds, detergents and machines when used improperly can cause damage to the carpet. Liquid cleaning solutions must be thoroughly removed from the carpet after cleaning, as any residue will cause premature re-soiling.

CLEANING OF STAIN PROTECTED CARPETS

By following some simple cleaning practices, stain protected carpet can provide years of beauty and enjoyment. **Do not expect any carpet to be completely maintenance-free or totally stain-proof.**

If soiling and spills are ignored, they will soon spoil the beauty of even the highest quality carpets.

The presence of stain-resistant properties in your carpet will not prevent household chemicals from discoloring your carpet. Some of the common culprits are:

1. Acne medicines and some skin products for humans and pets.
2. Household cleaners that may be used on tile, toilet bowls, drains and oven cleaners.
3. Bleaches with chlorine, mildew killers and swimming pool chemicals (tracked in from outside).
4. Insecticides and pesticide products. We strongly recommend that only a qualified pest control operator apply these.
5. Plant foods that may be spilled or leaked from flower pots. This sometimes is not apparent for months.

There can be loss of stain resistance in high traffic areas such as stairs, halls, and entryways.

SPOTS, STAINS AND EXCESSIVE SOILING

Over a period of time, carpet will come into contact with three types of materials, each one capable of ruining the beauty of the carpet. They can also contribute to excessive matting, fuzzing and poor appearance of the carpet. These materials are:

DRY SOILS: Excessive amounts of loose dirt, dust, cigarette ashes, pet hair and other dry substances that are non-oily and non-sticky.

WATER-SOLUBLE MATERIALS: These stains are usually the sweets, starches, mud and non-greasy food stains. These stains will grab hold and adhere to the fibers and cannot be removed by vacuuming. These stains will spread with foot traffic if not attended to as soon as possible. Some type of cleaning solution is needed to remove them.

PETROLEUM-SOLUBLE MATERIALS: These stains include a wide range of substances such as alcohol, coffee, tea, soft drinks, blood, urine, ink, fruit, and

paint. If any or all these are not removed promptly, damage and/or permanent discoloration may occur. Attention should be given to these as soon as possible.

REMOVAL PROCEDURES

DRY SOILS:

As long as dry soils remain dry, it is easy and quick to remove from the carpet with a vacuum. Pay particular attention to traffic areas; these should be vacuumed daily, even if soil is not visible. Concentrating the vacuuming where people walk saves time and gets better results in keeping the pile up and vibrant, rather than trying to vacuum all of the carpet all of the time. Use a regular schedule for the rest of the areas. An upright vacuum with a brush and beater bar works best; tank types are not as effective. The vacuum cleaner should be pushed back and forth slowly with the head set at the right height to enable suction to remove the soil. The equipment should be kept in good operating condition, exchanging the bags frequently and following manufacturer's directions. If dry soil gets wet from either water or oil, it will either stick to or become embedded in the fiber surface. This is the "grayed out" condition previously described and can be corrected by deep cleaning.

WATER SOLUBLE, PETROLEUM SOLUBLE, FOOD AND HOUSEHOLD CHEMICALS:

On any spill or fresh stain, remove all of the excess moisture with **white** paper tissue or towels by **blotting it**. **Do not rub the stained areas; this will make the stain spread.** Let the toweling absorb the moisture from the fiber by pushing down on the towel; this will force the moisture to the top of the carpet.

Never apply spotting agents directly on the carpet. Always apply spotting removal agents to the towel and then dab onto the carpet rather than applying to the pile of the carpet. On any dried stain, when the surface of the stain is hard and crusted, break it up and remove the loose material by vacuuming. Spills will happen, but prompt action will minimize the staining effect.

Making up a kit to keep on hand at all times will keep you prepared. Two pint bottles and an old white bath towel can be made into a simple kit as follows:

1. Dawn dishwashing liquid or equivalent.
2. Dry cleaning fluid similar to what is used on clothing.
3. White bath towels.

IMPORTANT:

Pretest any spot removal agent in an inconspicuous area to make certain it will not damage the pile or the color of your carpet.

IDENTIFY THE STAIN AND PROCEED BY FOLLOWING THE STEPS CAREFULLY:

1. Start spot removal at once. Carefully scrape up excess material; do not force it

down into the fiber. Use clean white paper toweling, white sponge, or white bath towel to remove any excess liquid.

2. Apply dry cleaning fluid to white towel, blotting gently and working from the edge of the spot toward the center. If the stain is not removed completely or a residue is left, repeat step two and three once again.
3. Take a white towel and wet it at one end. Wring it out and apply 2 to 3 drops of "Dawn" detergent to the towel, working it with your fingers on the towel. Apply the detergent end of the towel on the spot, working from the edge to the center. Use the rest of the damp towel to remove the detergent and residue until it is almost squeaky clean.
4. Absorb all moisture with the dry end of the towel. Brush gently to restore original texture. After cleaning, dry the carpet as quickly as possible.

IDENTIFIED STAINS

For grease, butter, oil, hand cream, ink, chewing gum, varnish, wax, paint, lipstick, crayon, salad dressing, gravy, sauces and egg: Use steps 1, 2, 3, and 4.

For candy, blood, soft drinks, milk, ice cream, chocolate, alcoholic beverages, fruit stains and washable ink: Use steps 1, 3, and 4.

For stains of unknown origin: Use steps 1, 2, 3, and 4.

For burns, use small scissors to snip off the darkened fibers. Use a soap less cleaner and sponge with water. If the burn is extensive or goes too deeply into the pile, see a professional about replacing the damaged area.

In the case of Berber carpet, because the fibers are twisted and looped tightly together, be sure to snip off any loose fibers that can easily be caught by a vacuum, furniture, or a pair of shoes. Berber can easily unravel.

CLEANING OF BERBERS

Like other new carpets, care of a Berber carpet begins at installation.

Unfortunately, many people treat Berbers as if they are indestructible and do not need regular-programmed maintenance.

Although Berbers have a heavy textured appearance, Berbers are not much different from any other carpet to maintain. The popular Berber colors are either white or light shades. These will naturally show soils much quicker than medium or dark colors. All of the maintenance procedures outlined in this manual are applicable but the light colors will require more frequent maintenance.

For information on cleaning your Berber carpet, please consult directly with a professional carpet cleaner and/or the manufacturer.

NEVER PUT ANY TYPE OF CLEANER DIRECTLY ON THE CARPET. Always put it on a towel, and then apply. For best results, spot clean as soon as the stain is noticed. Remember, anything that is used on a spot or stain must be removed as well. Choose your methods, carefully.

Try not to create extra work by trying to remove the stain and residue from fluids that did not work. **If the stains are not easily removed, seek the assistance of a professional carpet cleaner.** If the stains reappear, it is a sign that you did not get all of the residue from the fiber.

HUMAN AND ANIMAL WASTE:

If it is solid waste, carefully scrape up excess material; do not force it down into the fiber. If it is liquid, immediately blot up excess liquid with white paper toweling or a white bath towel. Sponge area with lukewarm water; do not over wet. Blot and absorb excess moisture. Apply a solution as follows:

3 Tablespoons of White Vinegar
3 Tablespoons of Lukewarm Water

Apply with towel and allow area to dry. If the stain remains, reapply the vinegar solution and allow it to remain on the stain for about fifteen minutes. Blot excess solution and absorb excess moisture; follow up with steps 1, 3, and 4 from above. Allow the carpet to dry with no traffic in the area during this time.

IMPORTANT NOTICE: Excessive rubbing of pile and over-wetting of the carpet can cause pile distortion that will permanently damage the pile face in texture and appearance. Over-wetting can also cause permanent damage to the carpet backing.

CAULKING

This is one of the regular items of maintenance, which you should keep high on your list of "Homeowner Responsibilities". Since the caulking around your tub and shower area helps to prevent leakage, it is very important that you check these areas at least every 6 months or more often if necessary.

If the caulking around your bathtub, shower enclosure, sink, toilet, all backsplashes, or windows should appear dried out or cracked, remove the old caulking and replace it. Seeping moisture can cause damage to walls, floors and countertops. If you do not have a caulking gun, caulking materials can be bought in applicator tubes at any hardware store.

It is critical that you keep the flooring material at the base of the tub or shower tightly sealed. Spilled water in this area or moisture accumulation due to

condensation can cause problems, which you can easily prevent.

CERAMIC TILE

Ceramic tile placed on a cement mortar bed is a very rigid and unforgiving combination. You will experience some cracking in the grout lines where a countertop meets the wall tile ("backsplash"). You will also see some cracking in the corners of shower stalls and where the walls of a shower stall meet the floor, as well as at the threshold of any doors and at base boards that adjoin tiled floor areas.

This is due to notional lumber shrinkage in the frame of the home and the natural drying process of all the materials within the home. **Next Generation Contracting Inc. will repair grout cracks once; if reported during the FIRST YEAR of ownership only.** Grout crack repairs are considered a homeowner maintenance responsibility.

Ceramic tile is not manufactured to exact sizing dimensions. Due to various firing processes, the size, coloration, absolute flatness, etc. may vary. Therefore, slightly irregular grout lines, slight color variations and slight height difference between tiles are considered nominal for this product and not subject to builder repair or warranty.

Ceramic tile may be cleaned with mild soap and water or other household cleaners designed for use on ceramic tile.

IMPORTANT
**CHECK ALL HOUSEHOLD CLEANING AGENTS FOR DISCLAIMERS AGAINST
USAGE
ON COLORED GROUT BEFORE USING.**

Tile can be cracked or damaged by excessive weight or a sharp blow. Expansion and contraction may cause some chipping or cracks. Generally, NEXT GENERATION CONTRACTING INC. will not repair this type of damage unless noted at the time of delivery of the home to you. If NEXT GENERATION CONTRACTING INC. does agree to a tile repair, please be advised that we cannot guarantee a color match between the old and new tile and the builder will not be responsible for shade variations in the grout.

The tile contractor or Next Generation Contracting Inc. does not seal the grout used in your ceramic tile installation. If you would like to seal the grout after you move into your new home, this is considered a homeowner responsibility. Make sure the grout is clean prior to sealing. Sealing grout that is dirty will give the illusion of grout that is dirty and is very difficult to remove.

CLOSET DOORS

The sliding closet doors in your home have hardware which should give you long and virtually trouble-free service. To keep doors operating smoothly and quietly, you may want to lubricate the rollers and keep the tracks free of dirt and grit. We DO NOT recommend using any types of oil-based lubricants such as WD-40, 3in1 or any petroleum based products. For these products will attract dust. Silicone is the BEST lubricant to use as well as a bar of soap, paraffin, or any similar type of solid wax.

CONCRETE

All concrete is subject to cracking. Due to varying soil conditions, weather conditions and simply the nature of any cement-based product, a certain amount of cracking is unavoidable. These conditions are beyond the control of Next Generation Contracting Inc.

While cracks may not be pretty, they do not necessarily reduce the serviceability of the concrete or reduce its structural strength. If, during your warranty period, you feel your concrete has undergone excessive cracking, please submit your inquiry through a Warranty Service Request form to the Customer Service Department. An inspection will be arranged in order to assess the concrete's condition and you will be advised of our finding. Crack repairs will be done in accordance with the Limited Warranty Performance Standards.

In certain cases, where expansive soils are present, exterior concrete slabs such as driveways, sidewalks, patios, front stoops, etc. are subject to upward lift as a result of these expansive soils. Since expansive soils are affected adversely by water, it is very important that water not be "trapped". Therefore when installing or changing your landscaping (whether it is done by you or a contracted landscaping company) be sure that your landscaping provides proper drainage that will guide excess water away from the foundation of your home and exterior concrete slabs.

Garage floors are designed to provide slow drainage of water from the back to front of the building. As the floor is sloped gradually, it is not uncommon to notice some puddling on it when you wash down the floor. Simply sweep any slight water accumulation out of the garage.

Differences in color are common in cured concrete. The concrete may take on varying shades of color during the drying ("curing") process. This is unavoidable. During the Winter months do not use Salt

Cracked Concrete

- The Next Generation Contracting concrete warranty for cracking coincides with the industry standard. Only cracks greater than 3/8 of an inch (height or gap) may be warrantied.

Flaked or Popped Concrete

- Next Generation Contracting may repair a section of flaked or popped concrete IF more than 20% of the total area is affected (this is per industry standard).
- Next Generation Contracting Inc DOES NOT warranty a popped or flaked driveway approach. The driveway approach area is subject to salt overspray during the winter months, which is out of our control.

General Warranty Matters

- At any time, the decision to repair or replace concrete will be determined by Next Generation Contracting Inc
- The use of any salt or de-icing chemicals will void warranty.
- Warranty issues will be addressed during the months of June, July and August. If we are unable to service you during this time, we will service the following year.
- For your warranty to be validated, Next Generation Contracting Inc must be contacted before your warranty expires.

Initial installation of concrete must be paid in full, as well as an agreement signed before any warranty issue will be resolved

Please remember that any replaced portion of a driveway, sidewalk or other concrete areas will not match the original concrete around it. Next Generation Contracting Inc. cannot guarantee a match if a concrete repair or replacement is necessary. We will repair or replace only those portions of concrete which are defective or damaged within the warranty standards.

Concrete driveways are designed for normal vehicular use. Cracking or breaking of driveways can be caused by heavy vehicles such as moving vans, delivery trucks, etc. and is not warranted by Next Generation Contracting Inc and will be considered the homeowner's responsibility.

How to Care For Your Concrete

- Do not drive on new concrete for at least two weeks.
- Do not allow water to drain beneath the concrete, as settlement cracks may develop.
- Keep the driveway completely shoveled off during the first winter (this reduces the risk of cracking).

- Do not apply salt the first winter (as an alternative option, sand can be used for traction).
- Apply a good concrete sealer.
- Do not use harsh acids for stain removal.

COUNTERTOPS

CULTURED MARBLE

The material contained in cultured marble consists precisely of compounded natural stone and polyurethane resin with a gel coat finish applied to provide a nonporous surface which is resistant to stains. No two pieces will ever be exactly alike. Because of this, some variation in color and veining is to be expected and cannot be controlled by Next Generation Contracting Inc. or its suppliers.

With proper care, the cultured marble will have lasting beauty. Normal cleaning requires only a very mild detergent solution. You may also use some of the appropriate spray-type bathroom cleaners. A solution of vinegar and water will remove most hard water deposits. Occasional application of a good grade liquid or paste wax will retard soil formation while keeping the high gloss.

CAUTION:

The use of abrasive cleaners is not necessary and is not recommended as it will dull the protective finish and scratch the marble.

For counter-top maintenance, Next Generation Contracting. suggests that you wipe off excess water after usage. This will help to prevent spotting. Care must be exercised when running hot water in your cultured marble sink. We recommend a hot water setting no higher than 105 degrees to avoid thermal shock which results in cracks of the gel coat around the drain area. This type of damage is not covered under your warranty.

We also suggest that you place protective pads under items which you set on counter-tops to avoid accidental damage such as scratches.

Because of their nonabsorbent surface, the cultured marble will resist most stains. However, prolonged contact with strong chemicals, such as bleach, nail polish or ammonia, can cause discoloration. Stains caused by cigarette burns, scratches and other types of marring can be removed with a high quality automotive polishing compound or with #600 wet sandpaper and then polishing. Next Generation Contracting Inc. does recommend that you hire a professional to make these repairs.

GRANITE

This natural stone upon installation is already sealed by the manufacturer. Another characteristic of granite stone is to form pits overtime.

LAMINATE

Laminated, high-pressured counter-tops may have been included in the kitchen and baths of your new home. They are highly resistant to boiling water, alcohol, scratches, abrasion and most drugs and household chemicals.

However, special care must be exercised. NEVER cut with a sharp knife directly on the counter-top. Use a cutting board. Never take a hot cooking utensil directly from the stove or oven and put it onto your counter-top. Likewise, do not use your counter-top as an ironing board. Do not set plants or rubber mats over or near the seams. Water can seep through the seam and ruin your counter-top.

The counter-top can be kept shiny and like new looking with a mild detergent or soap, followed by a clean water rinse and drying. Avoid harsh abrasive cleaners or scouring powders.

SERVICE NOTICE: Unless noted at the time of the Homeowner Orientation; stains, scratches and similar damage to counter-tops are not covered under the Limited Warranty.

DECKS AND BALCONIES

You can easily maintain your decks and balconies. Frequent sweeping to remove dirt and debris as well as a light washing now and then are generally all that is needed. If your deck has a drain installed it in, it should be checked periodically to be sure it is free of leaves and other debris which might clog it. Keep deck furniture, potted plants and similar items off of the drain. We suggest you periodically move all pots and furniture to prevent permanent staining from rust or repeat wear in the same areas.

Surface manufacturers recommend that **only neutral, biodegradable liquid cleaners**, which are free from harmful alkali acid and solvents be used to clean the deck surface. Soaps and scrubbing powders containing water soluble, inorganic salts or crystallizing salts should never be used because of possible water spots. Abrasive cleaners should also be avoided. Stain treatments should be utilized only by trained and experience personnel.

The solution should be applied to the surface, allowing several minutes for the grime-dissolving action to take place. The dirty solution should then be removed by washing into drains (if applicable) or by mopping action. Complete removal is necessary to eliminate a slippery surface.

NOTE: Electric scrubbing machines should not be used because of their highly abrasive action which could damage the texture and top coat.

Decks that have a coated surface will need to be refinished by a professional. The life of the deck coating can vary depending on exposure to the elements and general care given the deck. Inspect for cracks and signs of deterioration annually and have preventative maintenance done by a licensed professional company if needed.

SERVICE NOTE: The Limited Warranty does not cover damage to decks after delivery of the home. Also, all decks will hold some water after rains or washing of the deck. You can expect to have some areas where water will puddle slightly. We recommend that you sweep off any water puddles. Generally these areas are no reason for concern.

DOORS

Weather stripping on your exterior doors will require occasional adjusting to maintain a good seal. A well-sealed door should be somewhat difficult to open and close. Maintenance of weather stripping and adjustment of it due to usage is not covered under the Limited Warranty; this is a homeowner responsibility.

INTERIOR WOOD DOORS AND WOODWORK

Interior wood doors may be subject to cracking and warping due to the temperatures maintained by the homeowner.

You will experience some normal shrinkage in the interior woodwork of your home at the corners of door casings, baseboard joints, stair rails, etc. This activity takes place as the home "dries out" due to temperature and humidity variations. This shrinkage is considered normal and is considered to be a homeowner maintenance responsibility. Since the builder cannot control this natural occurrence, This not covered under the Limited Warranty.

SERVICE NOTICE: Expansion and contraction due to periodic changes in temperatures and humidity levels will cause doors to shrink and swell and may cause doors to stick or squeak during usage.

DRYWALL

Proper installation procedures are carefully followed to minimize the normal cracking which will occur. Next Generation Contracting Inc. has made every reasonable effort to minimize the necessary joints where sheets of drywall are butted together. No installation, however, can completely conceal this joint. Regardless of workmanship, jointing can be detected upon careful inspection, or if the lighting is very angular.

Cosmetic cracking of drywall around window and door openings, drywall seams, metal corner bead edges, and exposed nails is expected to occur to some extent in every new home. Some of the causes of drywall cracking are stresses to the drywall caused by minor shrinkage of the wood-framing members in the home, high winds and expansion of the soils upon which the home is built. Cosmetic flaws of this nature are not a sign of any structural problem with the home or of defective workmanship.

You can be assured that your home was designed, plan checked, and inspected to meet or exceed all applicable building codes. The code does not, and could not, allow for elimination of all minor movement and subsequent cosmetic damage within the structure.

SERVICE NOTICE: The terms of the limited Warranty do not provide coverage for drywall cracking or exposed nails, which occurs because of natural settlement of the home. As a courtesy to you, Next Generation Contracting Inc. will patch drywall cracks and exposed nails once, if reported during your first year warranty period only. To be eligible for this courtesy repair, the original homeowner must submit a written request to NEXT GENERATION CONTRACTING INC.'s Customer Service Department.

To obtain the most from this offer, we recommend you wait to least **10 months** before submitting your request. This will allow your home to go through a cycle of seasons and most of the natural settlement should occur during this time period.

Next Generation Contracting Inc. will patch and do limited paint touch up to drywall cracks as specified in the Limited Warranty Performance Standards. This one-time courtesy offer is valid only during the first-year warranty period; which is

nontransferable to subsequent owners of the property.

Next Generation Contracting Inc. cannot guarantee paint color match to be exact. Next Generation Contracting Inc. will only repaint areas where repairs have been made by returning the paint to its original color at the time of home delivery. Next Generation Contracting Inc. will not be responsible for wallpaper or custom wall treatments.

Next Generation Contracting Inc. Will not re-paint entire wall sections, only the areas where crack repairs have been made.

ELECTRICAL

Your electrical system was created from Underwriter's Laboratory approved components, installed with rigid specifications, and inspected by the local building department.

The wiring of your new home meets the code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances, which require your personal attendance for their operation, may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or too many small appliances of the same circuit may cause an overload of the circuit and trip a breaker.

Before resetting any breakers, disconnect all cords and appliances and check them for defects. Insulation worn away from wires may cause a short circuit. Take care of these defects at once; they are potential fire hazards. If the appliances appear to be all right, reset the circuit breaker switch. You will be able to tell by looking at the electrical panel which circuit has been tripped to the "off" position. To restore the circuit, simply move the breaker all the way to the "OFF" position, then to the "ON" position. This will reset the circuit and usually nothing more is necessary. Should the breaker immediately trip again, do not reset it again.

SERVICE NOTICE: Should this type of problem occur during your warranty period, we ask that you call Next Generation Contracting Inc. Immediately. We recommend that a licensed electrician should do any repair work needed after the expiration of the warranty period.

SHOULD A MAJOR OUTAGE OF ELECTRICITY OCCUR IN YOUR HOME OR SUBDIVISION, PLEASE CONTACT THE LOCAL UTILITY COMPANY.

GROUND FAULT INTERRUPTER (G.F.I.)

Some areas in your home have been wired with a ground fault interrupter (G.F.I.) for your protection.

The plug receptacles in the baths, garage, kitchen, and outside locations are on this special circuit to eliminate the possibility of electrical shock. Faulty appliances will "trip" this circuit and cause an interruption in electrical power. The most common causes for the G.F.I. to trip are unsafe hair dryers, shavers, BBQ motors or starters, or other small personal appliances or power tools.

If you experience a loss of power at the bath, garage, kitchen or exterior outlets, please try resetting the G.F.I. before calling for assistance. The G.F.I. outlets are similar in appearance to a regular outlet except they have two buttons marked "TEST" and "RESET" on them. In some instances, there is a separate, marked breaker on the electrical panel.

If an appliance stops while in use, check the G.F.I. first. The "R" or "RESET" button may have popped out; all you need to do is push it back in. If the G.F. I. is located on a breaker at the electrical panel, simply move the breaker to the complete 'OFF' position, then to the "ON" position.

As the G.F.I. is very sensitive, it cannot be used for a freezer or additional refrigerator as the load placed on the circuit by this type of appliance may result in repeated power outages in those areas of the home that are connected to the G.F.I. circuit.

When checking electrical items in your home, being overly CAUTIOUS is extremely important. Always be sure to unplug anything electrical before working on it. Never touch electrical switches while bathing or if hands and feet are wet. Avoid using defective cords; they can be dangerous. If it is necessary to do any electrical modification, be sure to TURN ALL POWER OFF to the area where these modifications are necessary. Next Generation Contracting Inc. does strongly recommend using a licensed electrician to make any electrical modifications.

SWITCHED WALL OUTLETS

A wall switch operates some wall plugs in your home. This permits you to turn on a light from the wall switch when entering a room. In most instances, half of the outlet will operate from the wall switch and the other half will be constantly on or "hot". Normally, the electrician will turn this outlet upside down, to assist you in locating it. If a wall plug fails to operate, first check to see if the wall switch controls the plug before contacting the Customer Service Department.

LIGHTING

Clean light bulbs and lenses periodically. Dust, lint, etc. reduces the amount of light the fixture produces and traps heat. Use only the appropriate wattage in

replacement of bulbs. Fixtures in your home will have small labels on or near the socket for the bulb specifying maximum wattage for the fixture. Do not exceed the recommended wattage; it can damage the fixtures.

SERVICE NOTICE: Replacement of bulbs is considered a homeowner maintenance responsibility and is not covered under the NEXT GENERATION CONTRACTING INC. Limited Warranty.

FIREPLACES

Although gas fireplaces are defined as "decorative gas appliances" by ANSI (American National Standards Institute), many gas fireplaces generate pleasant, comforting heat. Artificial logs and embers have been provided for aesthetics. Your local fireplace or building supply store will carry additional items to enhance the fireplace. **NEVER BURN WOOD, ARTIFICIAL LOGS OR PAPER IN A GAS FIREPLACE.**

The builder warrants the mechanical operation of your fireplace for one year. The fireplace should function properly except under unusual conditions such as temporary down drafts, high winds or wind driven rain. No adjustments will be made for these unusual conditions.

Safety regulations require that gas fireplaces have a damper that remains partially open at all times. This provides venting in the unlikely event of a gas leak. Please do not be concerned if your damper can not be closed completely; it is designed this way intentionally for your safety.

Some fireplaces are equipped with an electrical switch to light the fire. These fireplaces will also have a pilot light. Should the pilot light need to be relit, you will find instructions in the bottom section of the fireplace, usually attached to a chain.

If your fireplace is equipped with a manual lighting system, make sure you light a match or lighter first and then turn the gas on. On initial lighting, or if the gas supply has been shut down for any period of time, be cautious of gas buildup.

FLOORING-STRUCTURAL

Wood sub-floors are glued, nailed and/or screwed down by the framing contractor to meet all codes and specifications required by the building industry and the local building department.

Minor shrinkage and expansion are to be expected and this does not mean there is any defect in material or workmanship. All floors built on wood joists are nailed

and every reasonable effort is made to minimize squeaking.

Minor, random floor squeaks are normal and to be expected. As temperature and humidity levels change in the home, the wood in the home can shrink or swell in response to these changes. This in turn can lead to occasionally popping sounds or squeaks. This type of floor noise is normal in any home and cannot be controlled by the builder.

Should a floor squeak appear during the warranty period that is persistent or excessive, please submit your written request for assessment to the Customer Service Department.

Some deflection on floors may occur because of slight "crowning" or "bowing" of floor joists. Next Generation Contracting Inc. has made every effort to check these joists at time of installation and has installed them according to applicable building codes.

FOUNDATIONS

Your home is built upon a concrete foundation, engineered to be more than sufficient to do the job required of it. These foundations are subject to a wide variety of stresses and strains. Changes in temperature, soil shrinkage and expansion, as well as the natural shrinkage that takes place when concrete achieves its final set can all cause cracks in the concrete foundation. This type of cracking does not affect the structural strength of your home in any way. Since the factor, which cause this cracking cannot be controlled by the builder; this is not covered under the terms of the Limited Warranty.

SERVICE NOTICE: If during your warranty period, you feel that the foundation is exhibiting unusual or extensive cracking, please submit a written request for inspection to the Customer Service Department. Arrangements will be made for a Next Generation Contracting Inc. representative to inspect the foundation and you will be advised of our findings.

The building plans are the exclusive, proprietary, and copyright protected property of Next Generation Contracting Inc.; for this reason, we do not provide copies to homeowners. The approved building plans used in the construction of your home can be accessed at either the city building department, or in unincorporated areas, at the county building department offices. They are also available for your review at that Sales Office for your Community.

GARAGE DOOR

Your garage doors and hardware were carefully selected to provide you with

dependable service. Since it is a large moving object, periodic maintenance by you is essential. To keep your door in good condition, perform the following maintenance as required:

1. Lubricate moving parts of the door every three (3) months, with a silicone type of product.
2. Inspect and tighten the screws that fasten the hardware to the door and the door track to the wall at the-end of your first year of ownership. The wood shrinks as it ages and this may leave the screws a little loose.
3. An overhead wood door may warp from being left up for long periods of time. You can correct this by adjusting the nuts on the metal rods across the top and bottom of the door.
4. Operate the door only when adjusted properly and clear of obstructions.
5. Do not permit children to play with the garage door or electronic controls.
6. Avoid standing in the open doorway or walking through the doorway while an electrically operated door is moving.

The door is under constant spring tension. Repairs and adjustment, particularly to cables and the spring assembly, can be hazardous and should be performed by qualified repair personnel only.

Your garage door has been installed per the manufacturer's recommendations. Overhead garage doors are not designed or intended to be completely weather-tight. Because of this, some intrusion of the elements, particularly wind-driven rain, can be expected.

AUTOMATIC GARAGE DOOR OPENER

If not included with your new home, contact the garage door company before installing an opener. Having an opener installed by someone other than the garage door company **will void all warranties on the garage door.**

In the event of a power outage, or if the door fails to operate for any reason, you can bypass the electrical opener by pulling down on the cord which hangs down from the track. By pulling the cord it disengages the automatic opener and enables you to operate the door manually.

Your overhead garage door opener, if supplied by Next Generation Contracting Inc., is warranted for one year from your close of escrow. Should you experience any difficulties with the door's operation during the warranty period, please submit a written warranty request to Next Generation Contracting Inc.'s Customer Service Department.

GARBAGE DISPOSAL

The garbage disposal in your home is warranted for one year by Next Generation Contracting Inc. against defects in materials and workmanship.

Garbage disposal are permanently lubricated and self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through. **Fibrous materials, such as cornhusks, artichoke leaves, pea pods, banana peels and the like, should not be put down the disposal.**

While the disposal will grind some bones, it is not a good idea to put bones down the disposal. Large pieces of food waste, such as melon rinds, citrus rings, etc., will be more quickly pulverized if you cut them up before placing into the disposal. In the event your disposal will not start, unplug the disposal under the sink, remove the material, plug the disposal back in and try pressing the reset button on the disposal.

CAUTION: Keep your sink clear of metal, glass, crockery and silverware while the disposal is in use to avoid accidental damage to the disposal.

Never put lye or drain-cleaning chemicals into the garbage disposal.

HVAC SYSTEM

All of Next Generation Contracting Inc.'s homes have heat loss and heat gain calculations done on them before a building permit can be issued. These calculations determine the size of unit required for heating and cooling your home.

Please review the following so that you will understand your HVAC system:

All windows should have draperies or some type of covering. This is to prevent heat loss and heat gain.

1. Do not close registers completely. You should use the adjustment of registers to balance the temperature in the home; however, closing registers off completely will only cause your heating and cooling system to work less efficiently.
2. Be sure not to block registers with furniture.
3. Do not turn off your system completely for an extended period of time (if, for example, you plan to be out of town for a long period of time). Due to New Mexico

weather conditions, this can speed up the drying-out process and cause wood to warp and drywall to buckle. In the winter, pipes could freeze and break during extreme cold spells. Next Generation Contracting Inc. will not be responsible for damages to your home from lack of proper ventilation and temperature extremes.

4. Do change your filters at least once a month. The dust and sand in the air will quickly clog the filters and put undue stress on your unit. Dirty filters can cause your HVAC to stop blowing cold air in the air conditioning cycle or warm air during the heat cycle.
5. Do keep the outdoor unit clear of any debris. The grill provides air intake for your unit to work properly.

CONTROLS

Your thermostat has been manufactured to reasonable tolerances and engineered for long years of carefree service. However, sometimes they need adjustment or calibration. Should the thermostat not operate properly, call a trained professional.

FILTERS

Your home's cleanliness is enhanced by a filter built into your duct system. It is usually located in the main cold air return. You were shown its location during your Buyer Orientation. The filter size is indicated on the sides of the filters. New filters are widely available and should be checked weekly for the first two months because they may clog more frequently as they remove accumulated construction dust.

HEATING

Your heating system should give you many years of comfort with a minimum of attention. It is best not to overheat a new home during the drying period because this may cause excessive shrinking of framing lumber and other materials. Begin with as little heat as possible and increase it gradually. To keep your systems operating efficiently have a yearly service check up by a licensed heating contractor. Next Generation Contracting Inc. does not do annual service maintenance on your unit.

BEFORE CALLING FOR SERVICE, CONFIRM THE FOLLOWING:

1. Set the thermostat ABOVE room temperature.
2. Set the thermostat selector to "HEAT"

3. Make sure the main electric switch is "ON"
4. Check to see that no circuit breakers are tripped or "OFF". If they are, try switching them several times.
5. Make sure filters are not clogged.
6. For gas heating, make sure the fuel line to the burner is turned on.
7. If your unit is not operating properly after checking all of the above, please call the Customer Service Department.

MAINTENANCE

Your heating system is warranted by Next Generation Contracting Inc. for two years against defects in material and workmanship. After the expiration of the warranty, you should include an annual inspection for the heating system in your regular homeowner maintenance program. Good times for doing this are in the late summer or early fall. Next Generation Contracting Inc. recommends that only licensed qualified repair people work on your heating systems. Properly care for and maintained, your heating system will serve you well.

LANDSCAPING

FRONT YARD

Standard predetermined front yard landscaping will be provided with each home. The front yard will be landscaped with either a combination of grass, ground cover, trees and/or shrubs, including an automatic irrigation system designed by the installer or desert landscaping that includes decorative rock, trees and/or shrubs and an automatic drip system designed by the installer.

If landscaping has been installed at Buyer Orientation, **Next Generation Contracting Inc. does not accept responsibility for the care, maintenance, or condition of the landscaping**, except for problems noted in writing at the orientation. If landscaping is installed after customer walkthrough, the developer will warrant the landscaping, when properly maintained by the purchaser (i.e., proper watering and cutting), for 30 days, at which point the landscaping becomes the buyer's sole responsibility. Any problems not communicated in writing to Next Generation Contracting Inc. within this 30-day period are not covered by the warranty.

REAR YARD

Your landscaping, whether a do-it-yourself project or done by a professional landscaper, should be done in a manner that insures proper drainage so that your property, as well as your neighbor's is protected from surface water. **We**

recommend that you engage a landscape architect to provide you with a plan that gives you proper, positive drainage. We also recommend that you hire a licensed landscape contractor to install any rear yard landscaping.

Maintain drainage from the rear yard through the side yard to the street, utilizing drainage pipes, rock, ground covers or grasses to prevent erosion along the side yard "swales".

Swales which have been graded around your home or on the lot pad should not be blocked. These shallow ditches have been put there for the purpose of quickly removing water toward the driveway, street or other positive outlet.

We strongly suggest not allowing water to gather against foundations and retaining walls. These walls are built to withstand the ordinary moisture in the ground. If water is permitted to pond against them, it may cause structural damage due to erosion or expansion.

Do not create depressed planter boxes or areas next to foundations such that irrigation or rain water collects in them.

Avoid planting shrubbery too close to your foundation-three feet is a good minimum. When preparing flower beds or planting areas adjacent to foundations, and block walls make sure that the ground surface slopes away from the foundation.

SERVICE NOTICE: Maintenance of the drainage and plant material is not covered under the Limited Warranty.

Never water toward the foundation of your house or water more than is necessary for the growth and maintenance of lawns, flowers, shrubs, or trees. Remember, less water is more desirable than too much.

Sometimes it is desirable to install concrete patios at the rear, sides, or front of the house. In order that such installations do not have a detrimental effect on your house, the following rules should be observed:

Patio slabs should be poured up to house foundations, and 2" below the weep screen (the bottom edge of the stucco) wherever possible, and a planting strip between the patio slab and foundation should not be left unless proper under-slab drainage away from the foundation is provided. The concrete must slope and direct water away from the foundation. **We suggest you utilize an architect to design the patio and a licensed concrete company for the installation.**

Since patio slabs are usually much larger than sidewalks, there is more chance that drainage patterns will be obstructed, particularly at the rear of the house. It is therefore emphasized that positive drainage is restored around the perimeter of the slab by constructing drainage swales or other means. It is extremely important

that this be done in the event patio slabs are covered.

By observing the above rules, the patio slabs can be constructed as desired and yet preserve the integrity of the drainage pattern of the lot.

If you are considering any additions or improvements to your home, we advise you as follows: Your lot has been designed and graded according to plans and specifications prepared by licensed soils and civil engineers. The grading has been inspected and approved by these engineers as well as the governmental entity (city, county, etc.) in which your lot is located. In cases where special soil conditions may dictate, that area of the lot supporting your home has been graded according to a special structural section designed by the engineers. In such cases, the concrete foundation and floors of your home may also have been specially designed by the engineers with additional steel reinforcements and other measures where required.

Additionally, your lot has been carefully finish graded to drain. This grading has been inspected and approved by the civil engineer, building inspector and, where applicable, V.A. or F.H.A.

If you should decide to install patios, fences, swimming pools, walks, landscaping or additions to your home properly, it is imperative that you:

1. Maintain the integrity of the drainage system installed for your lot. Improper drainage or standing water next to your home can cause serious damage to the foundation or structure. Your grading was a minimum of 6- to 8-inches below the wood sills when the home was completed. Maintain these grades as it will help keep insects out and prevent water from entering your home.
2. Consult a competent engineer to determine if any special measures might be required for structural soundness.
3. Obtain necessary building permits as required.

As a guide, the following is a list of general suggestions which should be considered. A design professional may provide you with more recommendations.

1. Clear any paved ditches and/or drains on your lot. Keep them clear at all times and remove any silt deposits immediately following storms. Keep drain openings clear of debris and other material which could block them in a storm. Water must be permitted to flow freely through these ditches and drains for proper operation; ask your neighbors to cooperate in maintaining those portions which may cross their lots.
2. Maintain drainage from the rear yard through the side yard to the street. Keep all earth contacts several inches below construction; slope ground away from

the house on all sides to drain water away from the foundation. This will help to avoid damage.

3. Keep the grade of the yard below the door sills to prevent water from draining into the house or the garage.
4. Maintain planted slopes and repair superficial erosion immediately.
5. Watch hoses and sprinklers for over-watering. Over-saturation of the ground is not necessary and can cause subsurface damage.
6. Be sure your landscaper maintains adequate drainage.
7. Provide drain lines for surface water flow if installing patio concrete slabs or other landscaping items across the natural drainage swales.
8. Avoid blocking the natural drainage swales which the builder has graded around your house or the lot pad. These swales are there for the purpose of moving water off the lot. You are responsible for maintaining drainage on your lot. Damage caused by soil movement is not the builder's responsibility.
9. Do not let water gather against foundation or retaining walls. This will cause structural damage through erosion or expansion (swelling) of the soil or wood.
10. Avoid creating planter areas next to foundations or around your air conditioner unit that will permit water to collect in them. It is important that the weep screed between the house and the foundation be kept clear of dirt mounding, etc. in order to avoid excessive moisture build up in this area and damage from dry rot, condensation, mold, etc.
11. Avoid the use of spray-type sprinkler heads near foundations. Discuss a good drip system with your landscaper instead.
12. Avoid allowing water to flow along the edge of your driveway. In expansive soils conditions, this can cause the driveway to buckle.
13. Avoid over-irrigating slopes, especially during the rainy season. This can create accelerated erosion and/or slides.
14. Avoid filling the drainage swales with loose dirt left over when digging out for trees, post holes and shrubs.
15. Avoid covering or obstructing water drain lines from the air conditioner unit, water heater or sewer clean outs and foundation vents.

Although we provide recommendations, consult with a landscape professional for advice customized to your particular yard or planting.

The following is only a suggested watering schedule; we strongly encourage you to contact the water district for current water drought restrictions.

LUMBER AND MILLWORK

You will experience some shrinkage in the interior woodwork of your home at the corners of the door casings, baseboard joints, stair rails and similar joints. Some shrinkage of the wood is inevitable and to be expected, this is not considered a defect. This is why some moldings or trims may move out of their original positions. Shrinkage may cause gaps to appear in woodwork, doors to warp and cracks to appear.

This shrinkage is normal and is considered a homeowner maintenance responsibility.

To help the wood in your home dry out, it is suggested you keep the temperature of your home at 70 degrees during the first heating season. Too low a temperature will slow down this process; too high a temperature will cause the wood to dry out too quickly and may cause warping, twisting or bowing of the wood.

SERVICE NOTICE: The framing members in the overhead area of the garage are not intended for storage support. Similarly, the attic space in your home should not be used for storage. There is no floor structure in the attic space of your home. Walking in this area can be hazardous. Should you lose your footing, a fall through the sheetrock is likely to be not only very painful, but costly to you, as well.

MIRRORS

The plate glass mirrors in your home have been installed according to industry standards. Please avoid the use of abrasive cleaners or rough cleaning rags on your mirrors; they can be easily scratched.

Remember also to avoid excessive moisture build up on your mirrors during cleaning or bathing. Should the moisture penetrate behind the mirror's edge or behind the mirror itself, it can result in ugly, black blotches in the glass.

SERVICE NOTICE: Scratches, chips, cracks and breaks in mirrors are not covered by Next Generation Contracting Inc.'s Limited Warranty unless noted on the homeowner orientation.

PAINTING. MATERIALS/USE;

Most walls and ceilings have been painted with an interior paint. Please be aware, that Next Generation Contracting Inc. does have the right to change the interior color, depending on paint availability. As a courtesy to you, Next Generation Contracting Inc. has asked the painters to leave samples of the interior paint only for your use in performing touch-ups.

Because paint color changes after application, Next Generation Contracting Inc. cannot guarantee exact matches in color when making repairs.

Do not wash wall surfaces for at least 30 days after application because wall paints, like all other coatings, take this period of time to fully cure. The interior paint, once cured, can be cleaned with a mild soap, such as Ivory, and a fiber scrub brush. Use a cellulose sponge to rinse with clear water and mop up all excess water from surface. When washing, do not allow runs or spatters to get on adjacent painted surfaces. Begin washing the center of the stained area and work outward.

Vigorous or repeated scrubbing or use of abrasives or strong detergents will eventually remove any paint. For long life, and low maintenance, painting should be done at regular intervals. Because of steam, condensation and generally harder wear, the kitchen and baths usually require more frequent painting than other rooms.

Depending on weather exposure and other factors, exterior trim and wood may need paint maintenance more often than interior surfaces. Paint and wood varnishes protect the wood on the exterior of your home from damage which occurs as a natural result of heat/sun exposure and moisture/rain. Although, nothing can totally prevent the deteriorating effect of the elements on the exterior of your home, if you repaint before wood shows advanced damage, you will save both money and time.

SERVICE NOTICE: Next Generation Contracting Inc. does not perform paint maintenance. You should perform, or hire a contractor to perform, routine paint maintenance to your home, as needed. Depending on the exposure and other factors, exterior trim and wood may need paint maintenance for the first time as early as six to nine months after delivery of the home. If the wood on the exterior of your home is constructed of "rough-sawn" wood it is common to see knots and grain through the paint. This is the natural beauty of this type wood and not considered a defect. Stucco surfaces may not need complete repainting for 5 to 10 years; however wood surfaces will need complete repainting at 2 to 5 years intervals. After 6-months, it is advisable to take a paint chip to your local paint store for a truer color match.

One of the things you should be on the lookout for in your new home is the possibility of "uninvited guests": such as ants, silverfish, field mice, roaches, etc. There are any number of excellent pest control services that will be happy to help you set up a regular pest control schedule at a reasonable cost. **Pest Control is a homeowner's responsibility.** Please proceed cautiously when attempting to eliminate field mice or other pests. Remember that the use of snail bait to rid your yard of snails or slugs or any other form of pesticide can cause injury or death to children and animals when not used with proper precautions.

Always be sure to consult with a qualified pest control expert whenever you have a question.

SERVICE NOTICE: Next Generation Contracting Inc. cannot guarantee against pest infiltration, and it is not covered under the terms and conditions of the Limited Warranty.

PLUMBING

Your new home's plumbing system has been engineered and tested prior to passing county/city building inspections. Even though all of your plumbing has been flushed out to remove dirt and other foreign materials, a small amount of pipe sealant compound or other small construction debris may come out of the faucets for the first few days of regular use. It is a good idea before using your water for the first time to remove faucet and showerhead aerators and let the water run for a few minutes to clear any dust or sediment from the lines.

EMERGENCIES: Your first step is to shut-off the water supply. Familiarize yourself now with the location of the emergency shut-off valves to avoid damage if an emergency happens. The main shut-off valves are usually located where the main water supply pipes enter the house. Room shut-off valves are usually just below the fixture (at the rear of the toilet at the wall, under the sink in the rear of the cabinet). If the leak is in a shower head or tub spout area, you will need to shut-off the main water valve to the home. This valve was pointed out to you during your buyer orientation. IN THE EVENT OF A WATER LEAK BETWEEN WALLS, TURN OFF THE MAIN WATER VALVE TO PREVENT DAMAGE TO CARPET AND/OR WALLS. THEN CALL THE CUSTOMER SERVICE DEPARTMENT.

BATHTUB VALVES

Your home may be supplied with anti-scald devices on the tub and shower valves. This device is intended to prevent a child from turning on the hot water and getting scalded. Although the anti-scald has been pre-set, some homeowners prefer to adjust the water temperature to their personal tastes. Adjusting the internal mechanism can change the water temperature. This is easily accomplished once the handle has been removed.

SERVICE NOTICE: ADJUSTMENT OF THE ANTI-SCALD DEVICE IS A HOMEOWNER MAINTENANCE ITEM AND NOT COVERED BY THE NEXT GENERATION CONTRACTING INC. LIMITED WARRANTY.

TARNISHED OR DISCOLORED FIXTURES

Corrosion of chrome and/or brass is due to hard water drying on it and is not a part of the manufacturer's responsibility. The finish on your fixtures can also be damaged through the use of improper cleaning methods. Avoid abrasive or acid-based cleaners; fixtures may be cleaned with nonabrasive, foam-type cleaners or mild soap and water. Always dry the fixtures off after cleaning and use hard water deposits will break down the protective lacquer finish and cause corrosion, tarnishing and discoloration to the finish. Delta has issued a warning that Dow Bathroom Cleaner with Scrubbing Bubbles and Lysol Basin Tub and Tile Cleaner must NOT be used on the clear knob handles and levers. Use of these cleaners can result in cracked or severely damaged handles, which is not covered by warranty.

SERVICE NOTICE: NEXT GENERATION CONTRACTING INC. DOES NOT WARRANT TARNISH ON FIXTURES.

AERATORS

Cleaning the aerators will be a frequent homeowner maintenance task. This attachment to the faucet adds air to the water as it leaves the faucet, reducing splashing and provides some savings because less water is used. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, remove and rinse the washers and screens replace them in their original order and put the aerator back on the faucet. Frequency of required cleaning will depend upon the condition of the water. Some Delta faucets have self-cleaning aerators. Pushing up on the center of the aerator while the water is running cleans these.

If the water flow at the faucet becomes slow or light, the aerator probably needs to be cleaned. This is a homeowner maintenance responsibility and is not covered under the Limited Warranty.

Do not close your faucets too tightly. Close them just enough to stop the flow of water. Over tightening of faucets can lead to excessive wear on the faucets and more frequent repair.

TOILETS

Please remember that the toilets installed in your home are water-saver toilets. This means they use significantly less water than toilets found in older homes and sometimes will appear to be flushing slowly. A slow flush is not necessarily a symptom of blockage. For some solids or if there is an excessive amount, you may

need to flush more than once. Usually, holding the flush handle down until all solids have cleared the bowl will help prevent blockages. To reduce the risk of overflows or blockages in the toilets, be sure to observe the following:

1. Never use your toilet for the disposal of cotton swabs, dental floss, paper towels, disposable diapers, feminine hygiene items or other personal care products.
2. We strongly suggest not using solid tablet toilet bowl cleanser in the toilet tank. As the tablets get smaller they may drop and clog the water jets in the toilets' rim. You should also be aware that tank type bowl cleaners containing chlorine or bleach, may damage rubber and plastic parts and void the toilet warranty.

SERVICE NOTICE: NEXT GENERATION CONTRACTING INC. warrants against sewer stoppages and toilet overflows for the first thirty (30) days after delivery of the home. After the first thirty days, repairs will be considered to be the responsibility of the homeowner. Your phone book is an excellent source of reference for plumbers.

Your toilet will perform reliably if kept in adjustment. An unadjusted float can cause a toilet to run too much, wasting water, or can provide too little water for proper flushing. To adjust the float assembly, remove the tank top lid carefully and adjust the float arm screw, you can heighten or lower the float arm; this will generally take care of the problem. Be sure that the float is free and not rubbing on the sides of the tank or other parts.

*SERVICE NOTICE: *Next Generation Contracting Inc. will adjust the toilet upon receipt of your written request only within the first thirty (30) days after delivery of the home to you. After thirty (30) days, this will be considered to be a homeowner maintenance responsibility, and no action will be taken by Next Generation Contracting Inc.*

NOISY PIPES

Noise in the pipes can be caused by a variety of things. Expansion and contraction of the pipes under temperature changes, water traveling through the pipes, worn washers, loose parts in a faucet, etc. can all cause noise in the pipes. During your warranty period, please report any questions you have about noisy plumbing pipes in writing to the Customer Service Department.

TRAPS

Each plumbing fixture in your home has a drain trap, a J-shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water which prevents airborne bacteria and the odor of sewer gas from entering the house. If any fixture is used infrequently, it should be turned

on at regular intervals to replace evaporating water in the trap and insure that the barrier remains intact.

CLOGGED PIPES

Traps, because of their shape, are also the point at which drains are most likely to become clogged. Sink drains are subject to clogging by grease, hair, soap curds, etc. NEVER pour grease into a drain or toilet. To prevent stoppage in the kitchen sink, run very hot water through the drain every week. Remember, however, that cold water ONLY should be used when you are running the garbage disposal. Petroleum-based products, such as paint or lacquer thinner, can damage polyvinyl chloride pipes and should never be put down the sink.

Clogged traps are easily cleared with a plunger, or in more severe blockages, by opening the sewer clean out and snaking the line to remove the blockage. **Next Generation Contracting Inc. Recommends that a qualified contractor be used to clear blockages if the use of a hand-held plunger does not correct the problem.**

In the event of a stoppage or overflow, shut off the water at the angle stop shut-off valve at the base of the fixture. Every homeowner should have plunger. It will usually clear a toilet stoppage. Use a rapid, but firm, up and down motion (have water in the toilet bowl while doing this).

SERVICE NOTICE: Next Generation Contracting Inc. warrants against sewer stoppages and toilet overflows for the first thirty (30) days after delivery of the home. After the first thirty days, repairs will be considered to be the responsibility of the homeowner. Your phone book is an excellent source of reference and we recommend you call in outside assistance.

SINKS

Your sink can be chipped or scratched if subjected to sharp instruments or heavy blows. Clean with a nonabrasive cleanser and with normal usage and care, they will give you many years of service. If you have a stainless steel kitchen or bar sink, care should also be taken to use a nonabrasive cleanser or commercial stainless cleaner. Gel gloss available from your local home improvement Center is excellent for removing minor scratches and metal marks.

WATER CIRCULATING PUMP

Your home may be equipped with a water circulating pump which decreases the time it takes to get hot water to faucets further away from the hot water heater. The pump is supplied with a timer that is designed to turn the circulator on and off at pre-set times, allowing the user to select operation of the circulator during high use periods of the day. Please contact the plumber if you need additional

information on the pump supplied in your home.

***SERVICE NOTICE:** Next Generation Contracting Inc. will adjust the timer upon receipt of your written request only within the first thirty (30) days after delivery of the home to you. After thirty (30) days, this will be considered to be a homeowner maintenance responsibility and Next Generation Contracting Inc. will take no further action.*

WATER HEATERS

Your home is equipped with a quality tankless water heater with sensitive thermostatic controls and is warranted for one (1) year.

By Flushing your water heater periodically, you will add to its service life. There is an air filter in your tankless water heater that will need to be cleaned in regular intervals. Refer to the manual of your tankless hot water heater for maintenance procedures.

CAUTION: IF YOUR WATER HEATER IS EQUIPPED WITH A NON-METALLIC DRAIN VALVE, THE WATER MUST BE COOLED BEFORE DRAINING. FAILURE TO ALLOW THE WATER TO COOL WILL DAMAGE THE VALVE AND IS NOT COVERED BY THE WARRANTY.

Doing this regularly will drain off mineral deposits from hard water before they become solid. Failure to maintain the water heater properly can result in higher operating costs for this appliance; as the scale builds up in the tank, heat transfer is reduced. The water heater tries to compensate for this by longer heating cycles; this results in increased burner operation and higher utility costs to you.

refer to the manufacturer's instructions on the heater or call your public utilities company. If your heater has a thermostat indicator, set it between 120 and 140 degrees. After a while you will know where to set the thermostat so your water is hot enough for you, but not so hot that it wastes fuel and speeds up the formation of sediment in the tank.

ROOFS

Special care should be taken not to walk, stand or nail anything on the roof of your home. Only experienced personnel should be allowed on your roof.

The roof on your home is designed to keep the outside elements from penetrating into your home. Next Generation Contracting Inc will repair any leakage experienced

during the one-year warranty period if the cause of the leakage is related to original construction.

Next Generation Contracting Inc. cannot accept responsibility for damage caused by the elements (i.e., high winds, hail, etc.). Unless Next Generation Contracting Inc. can determine that the roofing contractor has not followed the application specifications, repairs of this nature will be considered a homeowner responsibility.

SMOKE DETECTORS

Your new home is supplied with photoelectric smoke detectors, which continuously monitor the air in your home. It is factory adjusted to sound the alarm when smoke obstruction reaches 2% per foot, a condition that exceeds most normal household activities.

It is recommended that you test your smoke alarm weekly to assure proper operation.

To test, firmly depress the button marked "TEST" located near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.

It is important to vacuum the slots on the cover of the smoke alarm if it accumulates dust or grease. This cleaning procedure should be followed approximately every three months. The smoke detectors operate on the household electrical system, however, a battery backup is provided so that it is operational in times of power outages.

When the battery is low, the smoke detector should make "chirping" sound. **It is recommended that you check the battery every six months with battery tester or replace it.** As a suggestion, having extra batteries on hand so that if your smoke detector starts chirping in the middle of the night, you can change it.

As a suggestion of convenience, we recommend that when changing the batteries in one detector that you also consider changing the batteries in all your smoke detectors at the same time, since other detectors will start chirping soon.

SERVICE NOTICE: If a smoke detector in your home begins making a "chirping" noise, please clean the surface of the detector and replace the battery before requesting service. This is a homeowner maintenance responsibility and is not covered under

the Warranty Agreement.

STUCCO

The exterior walls on your home may be finished with stucco, which is a mixture of Portland cement, sand, and water.

Like concrete or plaster, **stucco is not flexible**. You can expect some cracks to appear in the stucco; these cannot be controlled by Next Generation Contracting Inc

There are many factors, which cause stucco to crack. What takes place in any building is that stresses are generated in the building from such things as wind load on walls, impacts, vibrations, shrinkage in the underlying framing lumber, expansion and/or contraction of the underlying soils, etc. Stresses can be compared to vibrations in the plaster finish.

These stresses travel through the stucco and can cause a break or crack in the stucco as they dissipate. Susceptible areas for stucco cracks always exist to some degree at corners of doors and windows, around penetrations of the stucco and on open frame construction at faces of studs.

Cracks in the stucco do not mean water will be able to penetrate the home. Stucco is a naturally porous material; lath paper is installed over the shell of the home before application of the stucco takes place. When water penetrates the stucco, it hits the lath paper and travels down the face of the paper, exiting at the foundation base screed ("weep screed").

The texture of your stucco finish may vary around the home, as well. Textures are applied by hand or machine and may vary for this reason. Texture variations are normal and to be expected; because of this, they are not covered under the Limited Warranty.

Next Generation Contracting Inc. recommends that you wait until you are ready to repaint the exterior of your home before making these repairs. Allow this time for the nominal shrinkage to end and then cracks can be filled and repainted.

SERVICE NOTICE: Cracks in exterior stucco finishes are considered normal and not covered by Limited Warranty unless they exceed 1/8-inch in width (approximately the width of a nickel).

VINYL

Regular care is important. Sweep often with a soft broom or dust mop. This will keep grit to a minimum and lessen the chance of the floor being scratched. When you mop, use clean, warm water; and change the water as often as needed. Occasionally, you may use a sudsy ammonia formula to clean the floor, but be sure to rinse thoroughly. **DO NOT USE DISH DETERGENT**; it will leave a film on the floor and may turn it yellow or attract dirt.

Permanent damage can be done to your vinyl floors through improper cleaning or waxing procedures. Nearly all vinyl floors today have a no-wax finish. **Do not use wax.** "No rinse" cleaners, abrasives and cleaners containing solvents are NOT recommended as their use can dull and/or yellow your floors. Never use chlorine bleach on these floor coverings. High gloss floors should never be cleaned with steel wool or abrasive cleaners.

Even though these floors are rugged, they are not indestructible. Please keep in mind that vinyl flooring can be damaged unless proper precautions are taken. **When in doubt, use what the manufacturer recommends.**

Equip all furniture and appliances that may damage the flooring with large surface casters, glides or furniture cups. Furniture and appliances can produce permanent indentations in your floor unless you take some preventative measures. Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of hard plastic and rest flat on the floor. If you use metal protectors, make sure they are rustproof. Things like chairs, stools and serving carts can scratch and damage the floor unless you use the correct protector. If you want to move furniture and/or appliances, always use wood or Masonite runways. Without the runways, you can damage the flooring. Use runways even if the appliances are equipped with casters or if you use an appliance dolly.

Burns from a lit cigarette will leave a scar if dropped on vinyl. To remove the scar, try using fine steel wool dipped in full-strength sudsy ammonia. When clean and dry, dab with vinyl seam sealer. If the burn is too severe, you may want to consult with a professional regarding further repair and/or replacement.

CAUTION: *Rubber-backed mats may cause permanent discoloration to your vinyl flooring. This type of stain is not covered under the terms and conditions of the Limited Warranty.*

High heels can dent or puncture vinyl flooring. It is important to note that a 110-lbs woman wearing high heels exerts more than 1,000 lbs. of pressure per square inch. Next Generation Contracting Inc. recommends removing high-heeled shoes before entering areas in your home that have vinyl flooring. This type of damage is not covered under the terms and conditions of the Limited Warranty, and so you are urged to use proper preventative measures to protect your flooring.

Should seam lifting or separation occur during the warranty period, please submit a Warranty Service Request form to the Customer Service Department. Be sure to inspect these areas regularly as part of your routine homeowner maintenance and reseal them when needed. Proper maintenance can prevent most problems and provide you with years of service from your floor.

WINDOWS AND SCREENS

WINDOWS

The windows in your home are of excellent quality and are part of the overall energy conservation package in your new home.

Some of the windows in your home are dual paned for energy conservation. These windows are made of two pieces of glass between which there is a seal or gasket which makes them virtually weather tight.

Occasionally, the seal between the panes of glass may fail and condensation will build up between the panes of glass. Commonly described as "fogged" glass, this needs to be repaired to protect the energy conservation features of the window.

Next Generation Contracting Inc. warrants the windows in your home for a period of one year against defects in materials and workmanship. If you discover a "fogged" window in your home during this time period, please submit your claim on a Warranty Service Request form to the Customer Service Department.

SERVICE NOTICE: Do not apply tinting or films to your dual paned windows. The application of tints or films to reduce ultraviolet light penetration will invalidate the warranty on your windows.

Do not power-wash your dual paned windows. Cleaning by this method can break the factory seal causing moisture to build up between the panes. The warranty will not cover damage caused by power-washing.

Sometimes the air outside cools the air against the glass. This air will drop to the floor and set up a current, which moves through the room. This current of cool air may feel as though the window is "leaking" cool air, but it is actually nothing but cool air in motion. Exhaust fans and fireplaces remove air from your home and it needs to be replaced from somewhere. To avoid excessive moisture (condensation) in your home, it is a good idea to keep bathroom, laundry and kitchen windows open an inch or so when using these rooms. In the absence of a vented (sliding) window, use the exhaust fans. This will help to reduce condensation, which can damage your wall finishes and painted surfaces.

Windows may sometimes stick because they are tightly fitted. Do not be too

anxious to have the windows operate freely. Allow the normal shrinkage, wax the tracks occasionally with paste wax and allow them to "wear" into good operation.

***SERVICE NOTICE:** All aluminum windowsill channels should be kept free from dirt for proper operation. There are also small holes in the window frame known as "WEEP HOLES", these permit the windowsill channel to drain off rainwater. Clogged weep holes will cause the rainwater to pour over the window frame channel and enter your home. Clearing weep holes on a periodic basis is a homeowner maintenance responsibility. Weep holes should be checked every 30-days and cleared of dust and debris as needed to keep them clear and open. During heavy rains it is not unusual to find some water in the windowsill channel. The weep holes will allow it to drain to the exterior.*

Clean aluminum surfaces with clear water as often as needed. Do not use powdered cleaners. After each cleaning of the metal, apply paraffin wax to the locks and rollers to obtain longer life.

SCREENS

Be careful when removing your window screens. They can be easily bent out of shape or have the screen torn. They need to be cleaned regularly; this is a homeowner maintenance responsibility. You can clean them by removing them carefully and using warm, clear water with mild detergent. Rinse them off thoroughly and allow the screens to dry completely before reinstalling. Nylon screening requires no preservative(s).

***SERVICE NOTICE:** Scratches, chips, cracks and Next Generation Contracting Inc.'s Limited Warranty does not cover breaks in the glass unless noted on the homeowner orientation.*

WOOD FLOORING

The most popular floor material has always been wood. Besides affording comfort, beauty and strength, wood affords a natural beauty that cannot be duplicated. There is a wide variety of wood flooring available for installation in your new home.

As with any floor covering, regular care and common sense go a long way in keeping your hardwood looking its best. Regular maintenance of flooring is a homeowner responsibility. Follow these simple suggestions to make your floor care easier:

1. Use floor protectors on the feet of furniture to avoid scratches. When moving heavy furniture or appliances slip a blanket or a scrap of carpet, face down, under each foot and slide the furniture carefully. This will help prevent scratching and gouging.
2. Wipe up spills as soon as possible, before they get sticky or dry. Remove

spills with a cloth.

3. If your wood floor is next to exterior doors put a doormat at the entrance to the home to keep dirt and moisture from being tracked onto the hardwood floor. **Do not use rubber, foam backed or plastic mats as they may discolor the floor.** To prevent slippage of area rugs, use an approved vinyl rug underlay from a reputable manufacturer.
4. **Never damp mop a wood floor. DO NOT use Murphy's Oil Soap, pine soap, spray dust cleaners, or any other cleaner that would react with the manufacturer's finish.** Check with the manufacturer for the recommended product to clean your particular floor.
5. **Avoid high heels.** Spikes or stiletto heeled shoes especially those in poor repair, will cause denting and gouging to hardwood floors due to the force they generate.
6. **Vacuum or sweep your hardwood floor regularly.** Do not let sand and grit build up. A good rule of thumb is to vacuum the wood when the carpet is being vacuumed. Also, dust mops or electric brooms work well.

SOLUTIONS TO COMMON ACCIDENTS

1. Scuff marks can be removed by rubbing with a slightly damp cloth.
2. Chewing gum or candle wax: Fill a plastic bag with ice and place it on the gum or wax until it becomes brittle enough to flake off. Then wipe area with a clean cloth slightly dampened with mineral spirits. This will loosen the dirt and make it easier to clean up.
3. Cigarette burns: For shallow surface burns, rub with very fine steel wool coated lightly with mineral spirits. For deeper burns, seek a professional's help.
4. Greasy spots: To clean stains such as food spills, lipstick and other greasy spots, use the manufacturer's recommended cleaners.

***SERVICE NOTICE:** Because wood flooring will EXPAND AND CONTRACT under temperature and humidity changes, slight shrinkage and small separations between the boards may occur. This is normal, and unless excessively wide, are not covered under the Limited Warranty. Small shrinkage gaps can be filled with wood filler as part of your routine homeowner maintenance program. This is a homeowner responsibility as the temperature and humidity level in a home is controlled by the homeowner.*

Selecting The Right Contractors For Future Projects

If the time comes in which you would like to make a few modifications to your home, it is important that you work with licensed and bonded contractors who will provide you the proper warranty to support their workmanship and materials, for these modifications will not be covered by any Warranty Program. To assist you in making sure that a contractor you've selected is right for you, the New Mexico Contractors Board recommends the following 10 Tips.

- 1 Hire only licensed contractors.
- 2 Check the contractor's license number by calling the New Mexico State Contractors Board
- 3 Get three references and review past work.
4. Get at least three bids.
5. Get a written contract and do not sign anything until you completely understand the terms.
- 6 Don't let payments get ahead of the work. Keep a record of all payments
- 7 Don't make a final payment until you are satisfied with the job.
- 8 Never pay in cash for any services or materials provided.
- 9 Keep a job file of all papers relating to your project.
- 10 Check to see if a warranty is available for the work provided.

HOMEOWNER ASSOCIATION INFORMATION

WHAT IS AN ASSOCIATION?

An Association may be called by any number of names, such as Community Association, Condominium Association, Landscape Maintenance Association, Limited Homeowners Association or may even be referred to as a common interest community or development. Generally, an Association is established for a particular community because a governmental entity has imposed a requirement that certain common elements and/or amenities, such as perimeter landscaping, private streets, pools, etc. be maintained by an association made up of the homeowners within the community.

AM I A MEMBER?

By choosing to purchase a home in a community that has an Association established, you are automatically a member of the Association and have agreed to comply with the Declaration of Covenants, Conditions, Restrictions and Easements (CC&R's) that were recorded on the property.

At the time you contracted the sale of your new home, you received a copy of the governing documents of the Association. These consist of CC&R's, Bylaws, Articles of Incorporation Rules and Regulations, and Architectural Guidelines. These documents provide a detailed account of rights and responsibilities afforded to all homeowners within your community. All owners of property within the community are bound by these documents, now and in the future. You are encouraged to take the time to read and understand these documents.

WHAT TO EXPECT NEXT...

Your Board has selected a management company to oversee the operations of the Association. When the title paperwork from the closing of your new Next Generation Contracting Inc. is provided to the management company, you will receive a welcome packet along with information regarding payments for your assessments. You also have the option available to you to pre-pay your assessments if you wish.

WHO IS THE BOARD?

Your community has a three to five member Board of Directors that has been appointed to conduct the business of the Association, which is actually a non-profit corporation. There are officers consisting of President, Secretary and Treasurer.

The initial Board is made up of members of the Next Generation Contracting Inc. team. Elections are held periodically throughout the development of the community,

at which time the members are replaced by homeowners. When 75% of the homes in the community have closed, the Board will consist of a majority of homeowner members. This is a gradual process and how long it takes to replace members with Homeowners will depend on the rate at which the homes close escrow.

WHO TO CALL?

Your Board has contracted with a management company to oversee the operations of the Association. If you have any questions concerning your assessments, maintenance of common areas, rules and regulations, or are planning exterior improvements to your home, you will need to contact the board members for your community.

If you have a specific concern regarding an item relating to the construction of your home, please contact the Next Generation Contracting Inc. at (505) 989-5855.

IF YOUR COMMUNITY IS GATED...

Be sure to complete and return the form provided by your management company for inclusion on the gate directory. Please be aware that the gated entrance system is not compatible with cellular phones, therefore, in order to utilize the directory assistance feature of your entrance system, a land-based phone line is required.

UPDATES AND CHANGES...

As construction in the community progresses and nears completion, changes in the Rules, Regulations and Architectural Guidelines may be necessary. You will be notified of any changes that are adopted by your Board of Directors. Please take the time to read any correspondence that is mailed to you from either Next Generation Contracting. or the Board Members.

HOW OFTEN DO WE MEET?

Your participation in the governance of your community is important. You may want to run for the Board of Directors, join a committee, or help organize a social event. Your Board of Directors appreciates your involvement and encourages all members to attend the Board and Member meetings. These meetings are your best sources of information and a forum for members to communicate directly with the Board. We hope this information has provided answers to any questions you might have regarding your Homeowner Association.

On behalf of your Builder

Next Generation Contracting Inc.

*Thank you
for selecting Next Generation Contracting Inc as your builder of choice!*

*We look forward to being of service to you and we wish you
many years of happiness in your new home.*

NEXT GENERATION CONTRACTING INC.
PO Box 28700 Santa Fe, New Mexico 87592 (505) 989-5855 Telephone



WARRANTY SERVICE REQUEST

To expedite our quality service, please ensure access to your home can be granted within five (5) business days of submittal.

- Mail: **NEXT GENERATION CONTRACTING INC.**
- Warranty Department, PO Box 28700 Santa Fe, New Mexico 87592
- warranty@nextgenerationcontracting.com

DATE _____

COMMUNITY _____
HOMEOWNER _____
ADDRESS _____
CITY / STATE / ZIP _____
HOME PH WORK/CELL PH _____

OFFICE USE ONLY

CLAIM #	_____
WORK ORDER #	_____
COE	_____
RECEIPT DATE	_____
PREPARED BY	_____

Please specify when it will be convenient to schedule the warrantable work. Work can only be scheduled to occur between the hours of 9:00 a.m. and 4:00 p.m., Monday through Friday. Please contact us regarding special circumstances you may have. For after hour Plumbing, Heating and Electrical Emergencies, please call (505) 989-5855.

Homeowner Availability:

Follow-Up: <input type="checkbox"/> Day <input type="checkbox"/> 60 Day <input type="checkbox"/> 6 Month <input type="checkbox"/> 11 Month <input type="checkbox"/> 18 Month Appointment: Rep. _____ Date _____ Time _____		Office Use	Only
Item No.	Description - please be as specific as possible		

BY SIGNING BELOW I ACKNOWLEDGE THAT THE LISTED WORK HAS BEEN COMPLETED AND THE WORK AREA HAS BEEN LEFT CLEAN.

Yes ☐ No ☐ Are you satisfied with the cleanliness of the warranty work?

Homeowner (Signature)

Date

Next Generation Contracting Inc. Representative (Signature) Date

