

HOMEOWNER PACKAGE

ATTENTION HOMEOWNERS

Dear Homeowner,

Welcome to your new neighborhood and Stanley Halle home. We would like to take this opportunity to encourage you to read the information you received at settlement, as well as the information enclosed in this homeowner package. We believe you will find it educational and helpful in navigating your new home.

In emergency situations (i.e. water leaks), please call the appropriate subcontractor immediately. This would be the plumber, roofer, heat/air condition specialist, and sprinkler system company we have provided. Failure to do so could jeopardize your warranties, and in certain instances could be considered homeowner negligence. This could also adversely impact your homeowner's insurance coverage. Additionally, in this type of situation only, please call the SHC main office to report the incident. All other requests must be made in writing.

We appreciate your attention to these matters and wish you much happiness in your new home.



SHC HOMEOWNER CUSTOMER SERVICE

As you know from your current experience with us, the SHC Sales Staff is extremely friendly, knowledgeable, personable and helpful. They strive to always provide a personal touch while guiding you through the contract and options selection process. We at SHC realize that moving into a new home is an exciting, but very hectic and stressful time. Let us assist you once again by informing you of the easiest way to obtain customer service for your new home.

Now that you have completed the purchase, settlement, and moving process, our sales team will pass the torch to you to make sure your home is well-kept and taken care of. We will count on you to tell us what's going well and what needs extra attention or assistance.

Please note, ANY AND ALL CUSTOMER SERVICE REQUESTS MUST BE SUBMITTED ONLINE OR IN WRITING TO OUR MAIN OFFICE. NO REPAIRED OR WARRANTY ISSUES WILL BE ADDRESSED UNLESS THIS PROCESS IS COMPLETED. This ensures equal treatment of all homeowners, efficient repair scheduling, and most importantly, warranty protection.

Contacting our field or sales teams directly actually impeded the customer service process. Necessary forms for requesting emergency and standard repairs are enclosed in this packing and online at our website's Customer Care (shcresidential.com) page for your convenience.

We at SHC take great pride in our quality homes and would once again like to take the opportunity to welcome you to our community.

SHC, INC. HOMEOWNER INFORMATION MANUAL

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INTRODUCTION

SHC takes pride in building homes of quality construction and craftsmanship. We also enroll all of our homes in what we feel is the best warranty program offered, the RWC 10-year Warranty. Our Customer Service Department will perform all of the repair work that is the builder's responsibility as covered under the RWC Warranty.

In order to provide service to you effectively and efficiently, the upcoming information is provided so that you can familiarize yourself with the procedures of our Customer Service Department, areas designated as homeowner responsibility, and finally the RWC Warranty.

By knowing what is expected in terms of homeowner maintenance and warrantied repair work, we feel that you will enjoy a home that is superior in construction, operation, and appearance.



Customer Service Procedures

We at SHC make every effort to provide homes that are free of defects. However, these homes are handmade with materials that may succumb to expansion and contraction. Thus, we provide not one, but TWO opportunities for you to inspect your home and to send us a list of warranted items that need to be adjusted in your home.

Please go to our website's Customer Care page (shcresidential.com) and fill out and submit your 30-day, 11-month, or emergency service. If you don't wish to submit these forms online, you may do so in writing by certified mail. You are entitled to one adjustment list after occupying your home for a minimum of thirty days (30-day list). The second list (11-month list) must be submitted in the same manner during the 11th month of occupancy to insure your (1) Year Builder's Warranty. Any list submitted after this time frame may not be eligible for service, as subcontractors and suppliers warranties often expire with your one year anniversary date. The adjustment list forms for both of these lists are supplied in this homeowner package for your convenience. Please send your adjustment lists with your name, address, and your work, cell and home phone numbers to:

The Stanley Halle Companies
Customer Service Department
1651 Crofton Blvd.
Suite # 7
Crofton, MD 21114

In order to insure any manufacturer's warranty, it is required that you submit online or in writing, your 11-month list AT THE BEGINNING of your 11th month. Again, we CANNOT GUARANTEE the manufacturer's warranty to still be in effect after your first year anniversary.

We simply cannot efficiently respond to items that may need to be repaired each and every time they are discovered.

Therefore, inspect your home thoroughly before compiling your adjustment lists.

After our Customer Service Department receives your adjustment list, you will be called by an SHC Company Representative to schedule a date and time when your home will be inspected with your list in-hand. This inspection, which usually takes approximately 30 to 60 minutes, takes place so that the Customer Service Technician who actually performs the repairs can see exactly what needs to be done, what materials need to be ordered, and what subcontractors may need to be contacted either by the technician or the homeowner. The Customer Service Technician will also point out any items that MAY NOT BE COVERED under the RWC Warranty.

There may be times when a defect arises after your 30-day adjustment period and prior to your 11-month adjustment period, which may need to be inspected and/or repaired in a timely manner (i.e. leaks of any kind). *THIS DOES NOT INCLUDE COSMETIC DEFECTS.* If you think you may have a item such as this in your home, please submit this item online or in writing to the Customer Service Department. We will then determine if it needs immediate attention or if it is a item that can wait until your next adjustment list. **AGAIN, LEAKS OF ANY KIND ARE AN EXCEPTION AND YOU SHOULD CALL THE APPLICABLE SUBCONTRACTOR, AS WELL AS OUR CUSTOMER SERVICE DEPARTMENT IMMEDIATELY. It should then be put in writing on one of the Customer Service Request Forms provided online or in this homeowner packet.**

Our Customer Service Department is the ONLY DEPARTMENT THAT CAN RESPOND TO YOUR WARRANTIED MAINTENANCE REQUESTS. Please do not ask a Superintendent, Customer Service Technician or any other SHC employee to make any repairs that have not been submitted online or in writing to the SHC Customer Service Department. This is to insure that:

- 1. All homeowners are treated equally**
- 2. All repairs are addressed in a timely manner**
- 3. All defects/complaints/repairs are documented in the homeowner lot file to protect warranties**

By following these simple procedures, you can assist us in efficiently servicing your new home.



Subcontractor Work

All of our homes are built by SHC employees along with a number of subcontractors who specialize in different aspects of building your home. Therefore, if there is an adjustment that needs to be made to a specialized component of your home, we believe it is best that the subcontractor with expertise in that area to repair the item in the best possible way.

During a 30-day or 11-month adjustment inspection, our Customer Service Technician will point out any items on your list for which a subcontractor should be called. If you are in doubt as to who the subcontractor is, ask the Technician to assist you by pointing out the subcontractor from the list provided to you in your homeowner package. We ask that you then call the subcontractor(s) to schedule a date that is convenient to you (regular business hours) so this repair can be done.

You are the only one who can efficiently schedule this work since you are the only one who knows when access can be provided to your home. To minimize any inconvenience to you, we recommend that, you try to schedule any subcontractors in your home on the same day(s) an SHC Customer Service Technician is in your home doing a 30-day or 11-month adjustment list whenever possible.

If a subcontractor finds that a defect was due to homeowner negligence, abuse, or misuse, then the applicable warranty is void and a trip charge will be assessed to the homeowner. Also, if a subcontractor responds to a homeowner request on the scheduled date and there is no access provided to the inside of the house (for interior work), a trip charge will be issued to the homeowner.

If repair work is required by a subcontractor who may be difficult to contact, the Customer Service Department will help scheduling the work if deemed necessary. We make every effort to work only with subcontractors who maintain a high quality of service. Therefore if after 72 hours, a subcontractor does not call you to schedule service, please call the SHC Customer Service Department so that we may assist you at 301-261-0900.



Homeowner Responsibilities: Maintenance, Care & Scheduling Repairs

You will find the names and telephone numbers of the subcontractors who provided the major items in your home on a separate list (pink paper) enclosed in your homeowner packet. If you ever need a name of a subcontractor not included on this list, you may ask the Customer Service Technician while he is in your home or you can call the SHC Customer Service Department at 301-261-0900. We will be happy to assist you.



CARE & MAINTENANCE LINKS

Carpet Care and Maintenance: <https://shaw.app.box.com/v/residential-carpet-warranty>

Carpet Warranty: <https://shawfloors.com/flooring/how-to/carpet/warranties/warranty-highlights>

Hardwood Flooring: <https://shawfloors.com/flooring/how-to/hardwood/care-maintenance>

Hardwood Care & Maintenance:

<https://www.mohawkflooring.com/flooring/hardwood/guides/hardwood-care-maintenance>



DID YOU KNOW?



A 200-pound man wearing men's shoes with a regular heel will exert less than 30 lbs. of pressure per square inch. However, the ladies high-fashion, thin heels known as stilettos can seriously damage all types of floor coverings. A 100-pound woman wearing these shoes exerts more than 1,000 lbs. pressure per square inch. These shoes can dent hardwood floors, chip cement tile, puncture carpet and padding, and dent vinyl floors. Please be aware that this is not considered to be manufacturing defect of floor covering materials by the manufacturer.

DRYER VENTS

THIS IS A FRIENDLY REMINDER TO ADVISE YOU THAT IT IS YOUR RESPONSIBILITY TO CLEAN OUT YOUR DRYER VENTS ON REGULAR BASIS.

DID YOU KNOW THAT ONE OF THE MAJOR CAUSES OF HOUSE FIRES IS LINT/DEBRIS IN DRYER VENTS? PLEASE TAKE THE TIME TO PERFORM THIS MAINTENANCE PROCEDURE. IT WILL HELP EXTEND THE LIFE EXPECTANCY OF YOUR APPLIANCE ,WHILE ALSO PROTECTING THE SAFETY OF YOUR HOME AND FAMILY.



A two-story house with a green lawn and a dark overlay on the right side containing text.

APPLIANCE REPAIR

MODEL & SERVICE NUMBERS WILL BE NEEDED WHEN PLACING A CALL FOR GENERAL ELECTRIC SERVICE.

WHEN PLACING A CALL FOR SERVICE YOU MUST PROVIDE YOUR NAME, ADDRESS, AND PHONE NUMBER. ADDITINALLY, YOU MUST PROVIDE THE SERIAL NUMBER FOR THE APPLIANCE WHICH IS NORMALLY FOUND ON OR NEAR THE REAR OR THE DOOR OF THE APPLIANCE. GE HAS A RECORD OF ALL SERIAL NUMBERS SHIPPED.

THE GE CUSTOMER SERVICE NUMBER IS 1-800-386-1215.

LAWN & LANDSCAPING CARE

Your plants need water. How much? We wish we could tell you exactly, but nature is a little more complex than that. The amount of water your plants need is influenced by the type of plant, soil type, the season of the year, and the weather. Here are a few tips to aid in maintaining your plants:

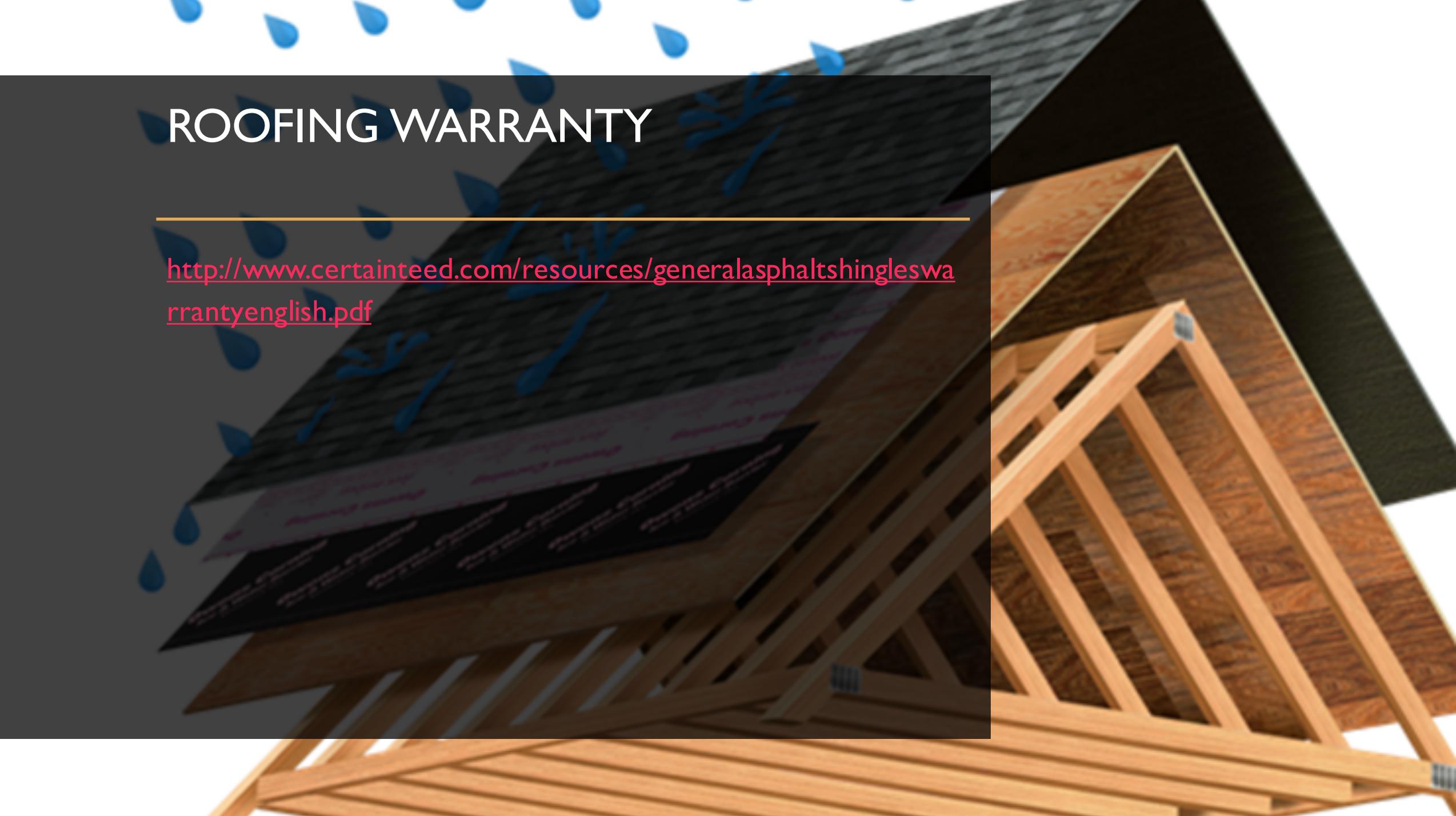
1. New installations should be watered every other day in the first two weeks (Week 1 & 2), twice a week the following two weeks (Week 3 & 4), and once a week beginning Week 5 depending on the weather and season.
2. Never attempt to water your trees and shrubs with a sprinkler. It is best to water by hand with a water hose. Use soaker hoses for shrubs and perforated bags for trees as alternative methods that also work well. To help, time yourself to see how long it takes to fill a 5 gallon bucket. This is the amount of water we recommend for shrubbery. This will tell you approximately how much time you will need to water your plants.
3. If you notice the foliage wilting on your plants, you could be feeding it too much or too little water. If the leaves or foliage begin to turn brown, this is often a sign of overwatering. However, if the leaves start to fall off of the tree or shrub, or if you notice the colors changing from green to yellow, and then brown, the plant probably needs more water. In either case, the best thing to do is to feel the soil near the ball of the plant to see if it needs more or less water.
4. Not all plants have the same water needs. Shrubby like Junipers and Yews are very drought tolerant. Plants like Azaleas and Hollies require much more moisture as they mature. It is important to know each plant's individual needs.

The background image shows a bright, airy interior space. On the left, a wooden staircase leads up. A large window with a gold-colored frame looks out onto a green landscape. In the center, a set of double doors with glass panes and dark wood frames is visible. To the right, another window with a similar gold frame is partially seen. A potted plant sits on the floor near the base of the doors. The overall atmosphere is warm and inviting.

MIWD (WINDOWS AND DOORS WARRANTY)

<https://miwindows.com/docs/default-source/warranties/customerassurancewarranty.pdf>

ROOFING WARRANTY

An illustration of a roof structure. The top part shows a dark grey asphalt shingle roof. Below it, the wooden rafters and trusses are visible, showing a complex triangular truss system. The rafters are light brown wood. The background is white with several blue raindrops falling from the top left. A dark grey semi-transparent rectangle is overlaid on the left side of the image, containing the text.

<http://www.certainteed.com/resources/generalasphaltshingleswarrantyenglish.pdf>



SIDING WARRANTY

[http://www.schaefersiding.com/siding_installation_in_maryland.p
hp](http://www.schaefersiding.com/siding_installation_in_maryland.php)



VINYL SIDING PRODUCTS LIFETIME LIMITED WARRANTY

<http://www.certainteed.com/resources/CTS230.pdf>