## Caring For Your New Home

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In Case of Emergency

Emergency situations can include the following:

- Total loss of heat when the temperature outside is lower than 45 degrees, or total loss of A/C when the temperature outside is above 85.

- Total loss of electricity. Before reporting a power failure to The Villages, check with your utility company:
  
  (352) 357-5600 for Sumter Electric (SECO).
  http://www.secostormcenter.com

- Plumbing leak requiring the shut off of the entire water supply.


- Total loss of water. Check with your water department first to be certain the problem is not a general outage in the area. During regular business hours, call 750-0000. After hours, please call 753-1954.

Emergency Service

To request emergency service during business hours, call The Villages’ Customer Service office at 753-6222. After hours, on weekends or holidays you will reach a recorded announcement that provides you with the emergency service phone number.

Please remember that this is for emergency service only. To prevent abuse of emergency service support, homeowners who request an emergency service visit for non-emergency situations will be charged for the service technician’s visit. Please have your address, name of your Project Manager and Builder, This information is available to you on a sticker inside your panel box in your garage.
Service Request Procedures (Mon.-Fri.)

So that our Service Department can serve you best, as well as for your own convenience, we provide you with a Homeowner’s Checklist for your warranty orientation and allow five working days for you to submit your Checklist. This allows you to live in and check out your home for five days, thoroughly examining all your home’s components. It also allows you to submit all of your requests at one time, and lets us assign the proper personnel to take care of them quickly. By submitting your requests in writing, you’re sure to have those items corrected or resolved, and won’t have to worry if a verbal request will be remembered.

The Villages’ Construction Department is responsible for resolving any items noted. Under normal circumstances, you can expect all items to be resolved within ten working days. You will be notified of any delays caused by backordered materials. Your contractor will request your signature to verify that work has been completed to your satisfaction.

If you’d like to arrange for non-emergency warranty service, you are welcome to do so by calling our Customer Service Department at 753-6222.

File Your Request Online

*Go to:* [https://www.thevillages.net/homeWarranty/warrantyClaimForm.asp](https://www.thevillages.net/homeWarranty/warrantyClaimForm.asp)

*Select the link that says:* Click here to access The Villages Construction Services Online Claim Form

Complete the service form and submit. Your claim will be reviewed and a Representative will contact you.
Homeowner Orientation Buyer’s Checklist

Date: ___________________________ Unit/Homesite: ________________

Homeowner Name: ____________________________________________________

Phone Number: ______________________________

Construction Builder: ________________________________________________

Home Warranty Department: 753-6222

The Villages is proud to welcome you to your new home. Attached is a checklist to help you inspect your new home.

Please go through your home, room by room, and carefully check to make certain all items are in satisfactory condition. You should pay special attention to cabinets, plumbing, windows, sprinkler systems, and any touch-up painting that may be needed. Touch-up painting will only be completed when it has been noted on your Buyer’s Checklist.

We will do our best to bring any items requiring improvement up to satisfactory condition, consistent with the construction standards in your area of jurisdiction.

NOTE: YOUR CHECKLIST SHOULD BE COMPLETED WITHIN FIVE (5) DAYS FROM YOUR CLOSING DATE. PLEASE CONTACT THE HOME WARRANTY DEPARTMENT AT 753-6222 SO THEY CAN REQUEST THAT YOUR CONSTRUCTION BUILDER CONTACT YOU TO SET A TIME TO REVIEW THE LIST TOGETHER. PLEASE DO NOT BRING OR MAIL YOUR CHECKLIST IN TO THE HOME WARRANTY DEPARTMENT.
PLEASE USE INK AND BE AS SPECIFIC AS POSSIBLE WHEN DESCRIBING UNSATISFACTORY CONDITIONS. IT WILL HELP US EXPEDITE THE CORRECTION OF ANY UNSATISFACTORY CONDITIONS IF YOU WOULD LIST ALL PLUMBING ITEMS, ELECTRICAL ITEMS, PAINT ITEMS, ETC. TOGETHER ON YOUR CHECKLIST. THANK YOU.

INTERIOR:
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

EXTERIOR:
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

ADDITIONAL COMMENTS:
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

Homeowner’s Signature
Protecting an Empty Nest

We at The Villages want to continue to provide the best service possible for our homeowners. If you’re leaving your home for an extended period of time, please refer to these helpful hints before you go:

- Shut off the main water line to your home, but leave your irrigation system on.

- Turn your gas water heater setting to vacation or for electric water heaters turn off the circuit breaker to your hot water heater, as well as your oven/range, washer and dryer.

- Unplug small appliances like television sets and radios.

- Set your thermostat to 82° during cooling season, 60° during heating season.

- Discard any open food containers.

- Arrange for complete lawn and landscape care by a reliable lawn maintenance contractor.

- Go to the Community Watch office located at 3130 Glenview Road to notify them of the dates you will be leaving and returning. Their phone number is 753-0550. [http://www.districtgov.org/vccdd/neighborhoodwatch/index.asp](http://www.districtgov.org/vccdd/neighborhoodwatch/index.asp)

- Develop a “buddy system” with a neighbor or friend, and have them inspect your home and lawn periodically. Ask them to check a few basic things during their inspection:
  - Are the doors locked and windows secure?
  - Do they see any insect or ant infiltration?
  - Is the freezer/refrigerator operating?
  - Is the heat or air conditioning working?

Making Exterior Changes After Closing

Any time you’d like to modify or change the exterior or the non air-conditioned space of your property, you must first seek approval from the Architectural Review Committee. [http://www.districtgov.org/vccdd/archreview.asp](http://www.districtgov.org/vccdd/archreview.asp)
The Architectural Review Committee is composed of a group of residents who share your desire to maintain The Villages as a first-rate and aesthetically appealing community. They will review your proposed alteration for deed restriction compliance, aesthetics, and consistency. They don’t issue permits or variances. These are handled through the Building Department of your city or county government.

For your convenience, a form to submit your proposed projects to the Architectural Review Committee is included on the following page. You will also find a copy in your Villages Directory. Please submit your applications for the Architectural Review Committee to the District Office, located at 1894 Laurel Manor Dr. before 12:00 p.m. each Monday. Your original application with committee action on your proposed project will be sent directly to your home within a few days after committee review.

Small Satellite dishes are allowed however, we reserve the right to determine location. For guidelines please consult the Architectural Review Committee as mentioned above at 751-6719.

Please be advised that in the event the structure of the home is altered in any way (i.e., vinyl windows, paint on drives, walkways, window tinting, garage door openers etc.), the original warranty will be voided. The Villages isn’t responsible for any work performed by outside contractors once your home is closed. Should problems arise with work not done by The Villages, you will need to contact the trade contractor who performed those services.

**Guidelines For Use Of Satellite Dishes**

The Code of Federal Regulations, Title 47, Chapter 1.4000 allows the regulation of satellite displacement by property restrictions and developer guidelines when such regulations do not unreasonably delay the installation of the satellite dish, unreasonably increase the cost of the satellite dish installation, or materially degrade the performance of satellite dish.

Thus, to deviate from the following Villages guidelines, one must present to the Architectural Review Committee verification from installation agent or agent of the communications company stating that placing the dish outside of these parameters is essential for reception.

A. The dish shall be placed on the ground and in the rear-side of the home and be camouflaged (using acceptable screening, such as
shrubbery or landscaping) to the greatest extent feasible so that no portion of the dish is visible from the passing roadway.

B. In a courtyard villa, if the orientation is correct, the dish shall be placed within the confines and below the villa wall.

C. No more than one dish per lot shall be allowed.

D. For your safety, the dish should not be placed in the proximity of a power line and should be properly grounded.

Please remember to get approval from the Architectural Review Committee for the installation of your satellite dish.
Architectural Review Committee (ARC)
Home/Property Alteration Application Form

Homeowner Name ____________________________________________________________

Address _____________________________________________________________________

Phone Number _______________________________________ Unit/Lot _______________

Contractor Name _____________________________________ Phone ____________________

☐ Courtyard Villa  ☐ Patio Villa  ☐ Home  Village of ________________________________________

Describe in detail the modification or alteration (please attach additional sheet if needed)

_______________________________________________________________________________________________

_______________________________________________________________________________________________

Please check appropriate box:

☐ Homeowner: ☐ pick up application  ☐ mailed to home _____________________________________________ (Address if different than above)

☐ Contractor will pick up original application

Please Note - For all projects (with the exception of modifications to the existing footprint) a Site Plan/Boundary Survey showing placement of house on property and proposed modification/project highlighted, building plans (if applicable) & a complete list of materials (if known) are required.

(Copy of site plan is available from the County Building Department)

Please read and acknowledge by initialing in the box:

☐ IT IS THE HOMEOWNER’S RESPONSIBILITY TO OBTAIN ALL NECESSARY PERMITS AND GOVERNMENTAL APPROVALS AND MAINTAIN COMPLIANCE WITH ALL GOVERNMENTAL LAWS, APPLICABLE BUILDING, ZONING, PERMITTING, AND SUBDIVISION RESTRICTIONS (COLLECTIVELY, THE “RESTRICTIONS”).

FOR LL/LC AND DISTRICTS 1–5 ONLY:
BY SIGNING THIS APPLICATION, I ACKNOWLEDGE IF THIS APPLICATION IS DATE-STAMPED/RECEIVED BY THURSDAY AT 5:00 P.M. IT WILL BE REVIEWED BY THE ARC THE FOLLOWING WEDNESDAY MORNING AT 9:00 A.M. IN A PUBLIC MEETING HELD AT DISTRICT OFFICE, 1894 LAUREL MANOR DRIVE, THE VILLAGES, FL 32162. YOU MAY CONTACT COMMUNITY STANDARDS AT 352-751-3912 TO VERIFY DATE RECEIVED AND MEETING DATE.

_____________________________________________________________________________________________

HOMEOWNER SIGNATURE ___________________________ DATE ________________________________

WORK MUST BE COMPLETED WITHIN 6 MONTHS OF DATE OF APPROVAL

ARCHITECTURAL REVIEW COMMITTEE ACTION:

☐ Approved as submitted  ☐ Approved with stipulation  ☐ Denied for reason(s) below  ☐ Tabled

_____________________________________________________________________________________________

Date _____/_____/______  Committee Chairperson Signature ________________________________

(Rev. 03/2012)
Repairs

While we pride ourselves in striving to build a defect-free home, we’re realistic enough to know we may make mistakes now and then. When we do, we will make it right.

Our criteria for qualifying repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree for all homeowners.

Following each topic in the Use & Care section, we’ve included details about repairs. This lets you know exactly what our quality standards are for common concerns that typically come up in a new home. For each item we describe our standards and what we will do to remedy items that don’t meet those standards. That way, you know exactly where you stand.
Construction Services

The Warranty Department also acts as a resource for Villages homeowners whose homes are over one year old.

The department maintains a listing of independent contractors which homeowners can contact to handle the typical maintenance and repair situations associated with home ownership.

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

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

Use and Care

We’re extremely proud of the homes we build and the neighborhoods we build in, and we work hard to create long-lasting value. The beauty and efficiency of your home can only be maintained if your home and its components are properly cared for. You will need to arrange for periodic maintenance because of normal wear and tear, fluctuations in temperature and humidity, material characteristics, and normal service required by your mechanical systems.

Many times a minor adjustment or repair provided immediately saves a more serious, time consuming and costly repair later. Also, failure to arrange for routine maintenance can void applicable limited warranty coverage on all or part of your home.
We know it's impossible to anticipate and describe everything needed for good home care. But in putting together these *Use & Care Guidelines*, we've covered many important details about components of the homes we build. In each section you will find suggestions for use and care, followed by The Villages warranty standards, all arranged in alphabetical order to make it easy for you to use. Please note that you may find that some components included here aren't contained in your individual home.

In addition to these *Use & Care Guidelines*, please take time to read the manufacturer's literature provided with consumer products and other items in your home. While much of the information may be familiar to you, some may be significantly different from homes you've had in the past. The information contained in manufacturer's material is not repeated in The Villages' *Use & Care Guidelines*.

We try to keep our information current and accurate; however, if any detail in our guidelines conflicts with the manufacturer's recommendations, the manufacturer recommendations must be followed. Remember to activate manufacturer warranties by completing and mailing the registration cards included with their materials.

By carefully caring for your new home, you will ensure your enjoyment of it for years to come.
Selecting Subcontractors

Representatives of The Villages will not recommend subcontractors by name for personal use by the homeowner. Any name or telephone number given out by a Village employee will be given without the approval of The Villages management. The sub contractors who are employed by The Villages are staffed to provide the services necessary to satisfy the needs of The Villages and therefore may not have the ability to provide after market services. Therefore, the homeowner must select a subcontractor on their own. We would, however, like to provide you with several helpful hints in selecting a subcontractor.

1. Talk to someone in The Villages who has had similar work done and let them recommend the subcontractor to you.

2. Make sure the subcontractor is licensed (make them provide proof) to do the work required and make sure they provide you with their telephone number in case a problem should arise after completion.

3. Be sure to have the subcontractor give you a complete description of the work to be performed and the cost of the work, preferably in writing. Have the subcontractor provide referrals for jobs they performed for other residents.

4. Understand that any work arranged by you after your closing is your responsibility. Should problems arise with the work, you should contact the subcontractor who did the work.

5. Remember that in most cases, alteration done to your home may void warranty obligations offered by The Villages.

6. It is your responsibility to obtain approval from The Architectural Review Committee. A copy of the architectural review form can be obtained from The Villages telephone book or from The District Offices located at 1894 Laurel Manor Drive.

7. Village Employees nor their associates are allowed to perform any after market work on homes in The Villages.
We Ask For Your Feedback

Because we want to make certain that your trip to The Villages was everything we said it would be, and because we feel so strongly that we must keep improving our products and services, we will be asking you to tell us what you’ve experienced through the use of two evaluations.

At your orientation, you will be given the first evaluation, which will be a brief survey that will only take a few minutes of your time to complete. It will give you the opportunity to give us initial experience feedback about your builder and construction quality once you have had about 30 days to live in your home.

Later, after the end of your first year, you will be presented a more detailed survey and a reintroduction to services still offered through The Warranty Department after your first year. You will have an opportunity to evaluate our services and be part of the continuing cycle of growth that is The Villages community.

Our homeowner’s opinions and suggestions are important to us because they help us keep The Villages the best hometown possible.