

***CRESLEIGH HOMES ARIZONA, INC.***

***HOMEOWNER  
WARRANTY  
MANUAL***

***Wade J. Kempton- Senior Vice President***  
***Contractor's License #097750- Designated Broker***  
***Broker's License #BR013512000***  
***Real Estate License #CO104439000***



## **GENERAL AND COMMUNITY DISCLOSURE STATEMENT**

The information contained in this disclosure was collected from sources believed to be reliable at the time this Disclosure was prepared. Because changes occur, Buyer is encouraged to seek out more current information. Seller does not warrant the accuracy or timeliness of this information and cannot be responsible for changes brought about by others. If you do not understand the information in this Disclosure we recommend you consult with others. This document shall not affect the terms and conditions of the Purchase Agreement or other addendums between Buyer and Seller.

### **1.0 General Information**

**1.1 Variation in Elevation:** There are many elements of each home which may vary with elevation (exterior architecture). These may include, but are not limited to, window sizes and location, room size and configuration, ceiling height and angles, garage configuration, etc. These elements may not be as per the model homes or renderings.

**1.2 New Plans:** Buyer is aware that, from time to time, Seller in his/her sole discretion may make available additional models or floor plans in the community. Although all new plans will conform to the standards of the local municipality and subdivision CC&R's they may differ in layout, square footage, sales prices, and exterior elevations. Standard features and the availability of optional items are at Seller's sole discretion and subject to change without notice.

**1.3 Price Changes:** Buyer is aware that real estate is affected by the free market system of supply and demand. Sales prices for homes in this and other communities are subject to increase and decrease based on market conditions. Sales agents of Seller are not authorized to make any oral promises, representations or forecasts regarding future prices of homes or lots. Prices for homes and options in this community or any other community are subject to change at the absolute discretion of Seller. Seller may, raise, lower or adjust prices on the homes or options similar to those for which the buyer has contracted. Seller may offer periodic sales or promotions. These offerings shall not affect the Buyer's contracted purchase price. Seller shall not be held responsible for market conditions which affect value or resale of the property.

**1.4 Home Placement:** Typically, each plan is built in two versions, left and right. The designation of a left or right is dependent on which side of the house the garage is located as determined by viewing the home from the street. A left plan is a mirror image of a right plan. The feel of the house and furniture placement are affected by the plan orientation. Buyer's home may be reversed from the model home and what is shown on the brochure. Please be sure you know which version you are purchasing.

**1.5 Lot Premiums:** Lot premiums are based upon a number of factors. Buyer has evaluated the lot he/she is buying and has made his/her own analysis as to the suitability of any lot premium assigned to his/her lot. **BUYER UNDERSTANDS THAT NEITHER SELLER NOR SELLER'S AGENTS GUARENTEE THAT FUTURE OF ANY VIEW FROM THE LOT OR HOME TO BE CONSTRUCTED THEREON.** Buyer is aware that views or sources of light may be restricted or impaired by future construction or landscaping. Due to the close proximity of other houses, some windows may provide a clear view into windows of adjacent homes. Buyer accepts such together with other possible restrictions of privacy including noise transmission.

**1.6 Square Footages Quoted:** Square footages quoted in the brochures, price lists, and other informational material for these homes approximates only. They are quoted as a convenience to our potential buyers and are not meant to be exact. The exact square footage of your home will vary according to many factors. Sales prices are not determined based on exact square footages.

**1.7 Property Dimensions:** Buyer is aware that the dimensions, building setbacks, building footprints, walkways and driveway locations shown on the plot plan are approximate, and the decision to purchase should not be based solely on these dimensions. The home buyer has examined the property, or will examine the property prior to closing and accepts the position of the house “as-is”.

**1.8 Grading and Drainage:** Buyer understands that all lots are subject to final governmental inspection to assure that each lot has been graded properly according to the subdivision grading and drainage plan or local building codes. Said plan may call for swales, slopes, berms and retaining walls. A final government inspection will certify that the lot has been constructed substantially in conformance with said grading and drainage plan requirements. Seller assumes no liability for water or erosion damage to subject property or neighboring properties caused by modification Buyer makes to approved grading and drainage plans. Buyer should familiarize themselves with all soils reports concerning said development.

**1.9 Damage to Street Improvements:** Subdivision improvements such as curb, gutter, sidewalk and roads are typically installed by the developer and dedicated to the city/county. The city/county will conduct a walk through with the developer and accept these improvements when they are complete according to their standards.

Buyer understands that after close of escrow and transfer of legal title to Buyer from Seller that Buyer is responsible for any damage done to street or other development improvements. Damage is most often caused by moving vans, landscapers, pool companies and top soil being delivered to the property. Buyer should inspect all of the curb, gutter, sidewalks and street improvements along Buyer’s property at Buyer’s New Home Demonstration. **Any item noted on the new home demonstration / presentation forms regarding these improvements will be repaired, replaced or left “as is” entirely at the discretion of the Seller and the City.** Any damages not noted at that time will be Buyer’s responsibility. If the city/county requires repairs or replacement by the Seller along the frontage of Buyer’s lot, that is not a direct defect in the improvement materials, buyer agrees to pay to Seller within thirty (30) days the full amount of the repair. Buyer also agrees to never access their lot by means of adjacent properties without prior written permission from the appropriate property owners.

**1.10 Patio Cover and Pool:** Governmental setback, building rules and utility/irrigation easements may not allow Buyer the opportunity of constructing a patio cover or other addition to subject home. A swimming pool or spa of Buyer’s choice may not fit on subject lot or may require retainage.

**1.11 Pool Safe Fences:** The seller does not represent or warrant that walls or fences (if any) constructed by the seller or others will meet city and/or county standards for pool safety. If you are contemplating a pool or spa, you should contact the Building Department to determine their requirements for pool or spa enclosures. Some additional fencing may be required. Your homeowner’s association documents may include some of the requirements for pool-safe fencing.

**1.12 Utility Transfer:** As of the date of deed transfer, Buyer shall assume responsibility for all utility charges incurred against the property and the transferring of utilities into Buyer's name. In the event that Buyer fails to transfer utilities to their name or any utility company does not initiate such transfer, Buyer agrees to reimburse Seller the applicable cost of said utilities within thirty (30) days of receiving an invoice from Seller.

**Please be aware that utility companies often do not complete the billing information changes that are called in by new buyers. Because of this problem, several months may be required to get correct closing bill information from the utility and to determine what amounts are owed by Buyer to Seller.**

**1.13 Construction Nuisance:** Buyer acknowledges that, depending on the time of the closing, other homes in the community may still be under construction. Said construction will result in noise, higher than normal traffic within the community, potential danger for children and adults that trespass on Seller's property, excessive dirt on the roads, dust, nails and some debris that may be carried by wind to areas of the community. Buyer understands that these conditions may exist for a period of months or years.

**1.14 Floor Noises:** During construction of Buyer's home, every attempt is made to insure that all floor joints and sheathing are nailed off completely. Due to temperature variations plus normal expansion and contraction due to seasoning of the lumber in Buyer's home, the floor may at some time develop small squeaking and/or noisy areas. This is beyond the builder's control; therefore, the seller does not warrant that the floors in Buyer's home will be completely free from noises or squeaks.

**1.15 Carpet Filtration Soiling:** Buyer is hereby informed that light colored carpeting may experience filtration soiling which is characterized by dark, grayish lines appearing under doors, around baseboards, and along the edges of stairs. This soiling is caused by dust, candle soot, smog and other airborne pollutants accumulating where concentrated airflow is directed over or through the carpet's pile. Filtration soiling is not an indication of low quality carpet or of a defect in the carpet or its components. Seller is not responsible for any discolorations caused by filtration soiling. For more information regarding carpet selections and performance contact the project's carpet supplier.

**1.16 Polystyrene (Foam) Plantons:** Certain embellishments in the stucco exterior of your home including those surrounding columns and windows, etc. may be created with the use of foam plantons. These plantons may be subject to damage, should they be struck by sharp or hard objects. Some care should be taken not to damage these plantons. Repairs will not be considered a warranty item.

**1.17 Radon Gas:** Radon gas is created in the soil from trace amounts of uranium and radium soils. These elements can be found everywhere in the world. Any building has the potential for elevated levels of Radon. The Environmental Protection Agency (EPA) has determined that prolonged exposure to Radon gas may cause lung cancer.

Radon gas levels may vary from one home to another in the same community. Maps of Radon gas levels have been prepared by the EPA and others. Each map is slightly different. The only true measure of Radon gas is an extended test in a home under normal living conditions.

For additional information in regards to Radon gas you may contact the following:

U.S. Environmental Protection Agency  
Office of Radiation and Indoor Air  
401 M Street, S.W.  
Washington, D.C. 20460

**1.18 Electric Magnetic Fields:** Electric and magnetic fields (“EMF’s”) are invisible lines of force that surround anything carrying electricity. These fields are part of our everyday lives and are present in such things as appliances, computers, home wiring and above-ground and under-ground power lines. There have been many scientific studies done on the effects of EMF’s, and many of these have been inconclusive or inconsistent. Some studies have reported an association between EMF’s and certain types of cancer for persons living or working near high current power lines and related electrical facilities. Other scientific studies have reported no such relationship.

Buyer should make decisions relating to the purchase of Buyer’s home on the basis of Buyer’s own research on the subject of EMF’s, Buyer’s own assessment of risk (which may include ascertaining from the local provider of electricity the sources of EMF’s in and around Buyer’s home) and Buyer’s lifestyle choices. Seller makes no covenants, representation, or warranties related to EMF’s.

The above information is intended solely to make Buyer generally aware of the subject of EMF’s. For the most current information please contact the local power provider.

**1.19 Health Risks:** Buyer is hereby informed that some health authorities feel that there may be a health risk associated with gases and pollutants emitted from construction materials, such as carpets, paints, plywood, fiberglass, particle board, etc. It is a prudent practice to maintain adequate ventilation and fresh air in Buyer’s home to minimize potential harmful effects. Buyers are cautioned against extreme conservation measures which prevent good ventilation.

**1.20 Mold Notification and Protocol Form:** The purpose of the Mold Notification and Protocol Form, which when signed by you the Buyer(s) becomes an integral part of the Purchase Contract / Escrow Instructions, is to provide you, the Buyer, with general information regarding mold and to create an agreement between you, your successors and assigns, and Cresleigh regarding the steps that should be taken to prevent mold growth in your home and the protocol and procedures that should be followed if mold growth is formed in your home. CRESLEIGH AND YOU AND YOUR SUCCESSORS AND ASSIGNS AGREE THAT A MEMORANDUM REGARDING THIS MOLD NOTIFICATION AND PROTOCOL SHALL BE RECORDED FOR THE PROPERTY THAT YOU PURCHASED FROM CRESLEIGH IN THE OFFICIAL RECORDS FOR THE COUNTY WHERE THE PROPERTY IS LOCATED AND INTEND IT TO RUN WITH THE LAND AND BE BINDING ON ALL FURTHER SUCCESSORS AND ASSIGNS.

**1.21 Second Floor Structural Capabilities:** Since size, weight and bearing points vary with heavy items (i.e., pool tables, pianos and water beds). Buyer is advised to consult with their own engineer concerning feasibility of placing said items on second floors. Please be advised that the (Seller/developer) has not engineered the second floor joints to carry the weight of those items referred to above.

## WARRANTY INFORMATION

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### ■ THE WARRANTY

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Cresleigh Homes Arizona, Inc. takes great pride in the homes we build. Cresleigh Homes Arizona, Inc. Customer Care Department and New Home Warranty Program further ensure continuing pride and enjoyment in your new home.

Your Cresleigh home has been designed by highly qualified architects and constructed in accordance with all governing codes. During construction, your home was subject to the appropriate building inspections of the municipality as well as those of Cresleigh Homes Arizona, Inc.. Your home has been released having been shown to meet all building requirements set forth by the State of Arizona as well as those more rigorous requirements of our company.

The following is an express warranty that specifies many details of coverage. It is also Cresleigh Homes Arizona, Inc. guarantee that you will receive reasonable service in the correction of defective materials or workmanship, as specified by the terms of this warranty.

We urge you to read the following information carefully. It is our objective to fully inform you of the protection you may expect from Cresleigh Homes Arizona, Inc., as well as the steps you may wish to take to maintain the condition and serviceability of your home.

This warranty protects you while you own the home and for the time periods specified in the following:

Warranty coverage for the items specified begins at home occupancy or close of escrow, whichever occurs first. **The duration of each warranty is one (1) year**. This warranty is non-transferable. This warranty does not cover general maintenance and wear and tear.

Cresleigh Homes Arizona, Inc. is responsible only for restoring the home to its condition when the defect occurred. We will not pay for any repairs or work done by the owner or the owner's employees or agents unless the work has been authorized in writing in advance by Cresleigh Homes Arizona, Inc. Customer Care Department.

Please see the following pages for a complete list of which items are covered in this New Home Warranty.

Please refer to the Requesting Warranty Service portion of this guide if you find any of the defects mentioned in the following pages.

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**■ ROOF WARRANTY**

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Cresleigh Homes Arizona, Inc. warrants that the roof and flashings will be free from leaks and defects.

**WARRANTY PERIOD – Two (2) Years.**

EXCEPTION - We do not recommend that you physically walk on your roof tiles. If you choose to do so you may void your tile warranty. You may be responsible for all cracked, chipped or loose tile(s).

This warranty does not cover defects which happen because of acts or circumstances beyond Cresleigh Homes Arizona, Inc. control. Example: Damage caused by something you do or by someone you contract with, such as installation of a superstructure or antenna, a home inspector of your choice, or solar panel or by excessive winds or blown or falling objects.

ROOF TILE: Separate limited product warranty and warranty registration enclosed herein.

Please read the entire warranty provisions and limitations so that you understand the Warranty.

***THE WARRANTY REGISTRATION MUST BE FILLED IN COMPLETELY AND MAILED IN TO EAGLE ROOF TILE. THE EXTENDED WARRANTY PERIOD IS NOT APPLICABLE UNTIL THE REGISTRATION CARD IS RECEIVED BY EAGLE ROOF TILE, INC. AND IS IN COMPLIANCE WITH THE CONDITIONS OF WARRANTY.***

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**■ DRAINS, TOILETS AND FAUCETS WARRANTY**

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We warrant normal operation of faucets, toilets and proper flow of all water and sewer drains for only thirty (30) days after closing.

**WARRANTY PERIOD -**      *Thirty (30) days – toilets and faucets*  
   *One week (7 days) – drains*

EXCEPTION - Repair of problems in drains, toilets or faucets which were caused by the owner's use of the house, including leakage caused by worn washers, or the use of chlorine or bleach based products in the tank and not by defective materials or workmanship, will not be the responsibility of Cresleigh Homes Arizona, Inc.. Buyer assumes full responsibility for obtaining information with respect to faucets and plumbing fixtures and should familiarize themselves with same.

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**■ ELECTRICAL SYSTEM WARRANTY**

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We warrant the electrical system, which includes all wiring, connections and electrical boxes.

**WARRANTY PERIOD – Two (2) Years. (minor repair and adjustment exceptions are noted in this document.)**

EXCEPTION - Light bulbs are not covered by this warranty. Light fixtures, including ceiling fans and light kits are warranted by the manufacturer only if installed by a Cresleigh representative.

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**■ PLUMBING SYSTEM WARRANTY**

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We warrant the structural components of the plumbing system to be free from defects in material or workmanship. This means all pipes and their fittings.

**WARRANTY PERIOD – Two (2) Years.**

EXCEPTION - This does *not* cover the water heater or any other part of the plumbing system that is not part of the structural component of the home, or which is covered by a manufacturer’s warranty. Also, repair of any problem in the plumbing system which was caused by the owner’s use of the home, and not by defective material or workmanship, will not be the responsibility of Cresleigh Homes Arizona, Inc..

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**■ GRADING WARRANTY**

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We warrant the adequate drainage of water away from you home.

**WARRANTY PERIOD - One (1) year**

EXCEPTION - Cresleigh Homes Arizona, Inc. is not responsible for damage resulting from changes in the grade of the lot, including the installation of pools and spas, rear yard landscaping and thus the drainage pattern, by the owner. We recommend that you be careful not to alter the grade of the land surrounding your home when installing and maintaining landscaping. In addition, no standing water should be allowed to gather against foundations or retaining walls.

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**■ DRIVEWAYS WARRANTY**

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We warrant that the driveway will be free from material defects under normal use by family automobiles or vehicles of similar weight.

**WARRANTY PERIOD - One (1) year**

EXCEPTION - Cresleigh Homes Arizona, Inc. will not repair damage caused by heavy trucks, heavy machinery or other unusual loads. ***Cresleigh Homes Arizona, Inc. will not repair hairline cracks in concrete that falls within acceptable industry standards.***

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**■ CONCRETE, MASONRY AND STUCCO WARRANTY**

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We warrant against substantial defects in all stucco, concrete, brick, stone and other masonry in and on your home. “Substantial defects” means cracks in house and garage slabs; driveways; basement floor and walls; walks, and other masonry that either significantly damages the surface or reduces the necessary structural strength of the element.

**WARRANTY PERIOD - One (1) year. Repairs are only made after 1 year, unless major damage has occurred.**

EXCEPTION - Hairline cracks or minor separation of grouting are not included. Minor cracking in stucco, concrete and other masonry material is normal as is differences in colorization.



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## ■ HEATING AND AIR CONDITIONING WARRANTY

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We warrant that the heating and air-conditioning systems included as part of the purchase of your home were installed in accordance with accepted heating and air conditioning practices. Cresleigh Homes Arizona, Inc. warrants that these systems meet inspection agency standards and will operate properly in the original finished rooms, given architectural style and other design consideration.

### **WARRANTY PERIOD – Two (2) Years**

EXCEPTION - Cresleigh Homes Arizona, Inc. does NOT warrant the air conditioning unit itself, nor any other part of the heating or cooling system that is not part of the structural component of the home, or which carries an express warranty by its manufacturer.

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## ■ ITEMS NOTED BEFORE OCCUPANCY

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Prior to taking occupancy of your new home, you will participate in a New **Home Demonstration** arranged by the Cresleigh Homes Arizona, Inc. Main Office to determine if any of the following deficiencies exist. The New Home Demonstration is important to ensure agreement on whether a problem existed before or after you moved in, which can affect warranty coverage.

We correct the following deficiencies if they are readily visible; if they exceed industry standards and normal tolerances; and if they are noted and reported during the new Home Demonstration / Presentation:

- \* Defects or smudges of painted surfaces and countertops
- \* Chipped porcelain or tile
- \* Chipped or likewise defective surfaces of appliances or plumbing fixtures
- \* Torn or defective screens
- \* Defects in carpets or other floor coverings
- \* Defects in door hardware finish
- \* Defects in bath plumbing fixture finish
- \* Defects in cabinet surface or finish
- \* Broken windows or mirrors
- \* Any defects of a similar nature

WARRANTY PERIOD - Must be reported at the time of the New Home Demonstration / Presentation (Follow-up Inspection).

EXCEPTION - Cresleigh Homes Arizona, Inc. does not repair hairline cracks, wood cracks or minor separation of grouting as these are normal settlement conditions of a new home.

## WHAT IS NOT COVERED

For the most part, the exclusions of this warranty are problems that do not occur in the structural components of the home, and are problems caused by factors beyond Cresleigh Homes Arizona, Inc. control, or are problems that are relatively minor and common in most homes.

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### ■ REPAIRS OR ALTERATIONS BY OWNER

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Cresleigh Homes Arizona, Inc. is not responsible for repair of any of your home – structure or otherwise – that has been modified, altered, or added to in any way by the owner, the owner’s employee or agents. This includes attempted repairs, alteration of lot grade and patio placement (please see Home Maintenance section for important information on patio additions). We cannot accept responsibility for, or on behalf of, the owner and/or resident.

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### ■ ORDINARY WEAR/MAJOR CATASTROPHES

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Damages to your home due to ordinary wear and tear; due to casualties normally covered by standard homeowners insurance; or due to such major natural catastrophes as earthquakes, floods and high winds are not covered by this warranty.

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### ■ NORMAL MAINTENANCE

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We do not repair damage resulting from improper home maintenance. Any normal maintenance task we might perform, perhaps at your request, during the pre-occupancy Walk thru or Homeowner Presentation does not imply that we will perform the same or a similar task again.

Cresleigh Homes Arizona, Inc. does not repair any damage resulting either from abuse of your home, or from use of the home in a manner for which it is not intended.

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### ■ HAIRLINE CRACKS

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After the construction of a new home, a period of normal adjustment and settlement occurs, often resulting in hairline cracks in stucco, concrete, plaster, drywall, masonry, ceramic tile and other rigid materials on interior and exterior walls, driveways, garage floors, patios and balconies. Other areas where hairline cracks may appear might be ceramic tile installed in the kitchen, shower, bathroom and entry areas. Since settlement is normal and unavoidable, Cresleigh Homes Arizona, Inc. is not responsible for repair of hairline cracks.

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### ■ IMPERFECTIONS IN WOOD

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The porosity of wood promotes shrinkage during a normal drying process, sometimes resulting in minor wood cracks or openings of wooden joints in such items as paneled doors, metered casings and solid paneling. There also may be cracking, checking, twisting or turning of wood beams. Due to this natural characteristic, Cresleigh Homes Arizona, Inc. will not be responsible for the repair of these items. Exceptions are such conditions that prevent an item, such as a beam, from meeting industry structural standards, or are so abnormal as to unreasonably mar the beauty of a home.

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**■ GROUTING OF CERAMIC TILE**

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We do not repair minor separation of grouting in ceramic tile, synthetic marble and other such materials caused by normal “new home” settlement.

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**■ EXTERNAL PAINTING**

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We are not responsible for fading, chalking or checking of exterior paint due to the sun and weather. Perfect matching of paint during repair of patching cannot be guaranteed due to the process of batching in the production of paint and the tendency of paint color to vary by batch.

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**■ PLUMBING FIXTURES/DOOR HARDWARE FINISH**

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These finishes have limitations and may deteriorate in time due to exposure to weather, pollution, perspiration, extremes of climate, frequency of use or other factors. Deterioration of these finishes is a normal and unavoidable process, not a defect. We cannot accept responsibility for finish deterioration in these circumstances and therefore the finishes cannot be guaranteed. These products are not refinished or replaced under our warranty should deterioration of finishes occur.

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**■ DEFECTIVE APPLIANCES/EQUIPMENT**

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Appliances, equipment and other consumer goods are covered by warranties from their respective manufacturers and not by Cresleigh Homes Arizona, Inc. If you find defects in such items, please follow the procedures in the warranties that came with them and deal directly with the manufacturer.

The following is a partial list of what Cresleigh Homes Arizona, Inc. considers to be consumer items. They are not covered by this warranty. If you are uncertain of an item’s status, please consult your Cresleigh Homes Arizona, Inc. Customer Care Representative. (Your home may not have all of the listed consumer items, or it may have other such items not listed.)

Air conditioner	Garage door opener	Water heater
Smoke detector	Garbage disposal	Dishwasher
Water pump	Microwave oven	Range
Exhaust fan	Thermostat	Water meter
Furnace	Electric meter	Sump pump
Oven (and hood)	Fire Sprinklers	Sprinkler timers for irrigation

## REQUESTING WARRANTY SERVICE

When you move in to your new home, everything should be in working order. Once you are living in your home, you may notice something that needs attention, or perhaps something may go wrong. The Cresleigh Homes Arizona, Inc. Customer Care Department is responsible for honoring your new home warranty.

**Homeowner repair requests MUST be completed in writing and sent to Cresleigh Homes Arizona, Inc. in one of the following forms, except for an emergency NO verbal requests will be honored:**

**MAIL:** Cresleigh Homes Arizona, Inc. – 4100 S. Lindsay Rd Suite 129 Gilbert, AZ 85297

**FAX:** (480) 899-0173

**EMAIL:** care.az@cresleigh.com

**-OR-**

**ONLINE @** [www.cresleigh.com/requestwarrantyservice.htm](http://www.cresleigh.com/requestwarrantyservice.htm)

*\*Please remember to put all pertinent information on your request, such as: Name, Address, Phone, Lot, Subdivision & a description of problem (s). Also remember that if work is needed by a subcontractor in your home it is YOUR responsibility to schedule a time with them and be available at the time of the appointment. Service hours are Monday through Friday between eight o'clock AM & five o'clock PM.*

- **Only written requests for service on Cresleigh Homes Arizona, Inc. service request form will be honored**, and they are honored in the order in which they are received. Please remember to put all pertinent information on the request such as: Name, Subdivision, Lot number, Address, Telephone number (work and home), and detailed description of service requested.
- Appropriate repair items should be completed within sixty (60) days of the receipt of a completed request form. Additional request forms are available from the Customer Care Department by calling (480)899-2232.
- Consumer items, such as appliances, are warranted by their manufacturers. These separate warranties should be kept handy for your use to deal with on a one-to-one basis with the manufacturer should a service call be necessary. Cresleigh Homes Arizona, Inc. makes no implied warranty for the function or fitness of such consumer items as appliances and equipment because of clarity of the warranty to the consumer.
- It is best to notify us as soon as you discover any defect and not wait until further damage results. We do suggest, however, that small problems be accumulated on a list before submitting your Service Request form to Cresleigh Homes Arizona, Inc..
- Prior to submitting a service request for warranty service to Cresleigh Homes Arizona, Inc., please read over the warranty sections in this manual to ensure the item you are inquiring about is indeed a warranty item.
- Upon receipt of your written notice of a defect (usually within fifteen (15) days) and determination that it is covered by this warranty, we will either repair the defect or replace the defective item at no charge to you. Weather conditions, labor problems or material shortages may cause delays on occasion. The work will be done either by Cresleigh Homes Arizona, Inc. or by subcontractors of its selection. **The only request accepted over the telephone will be for emergency repairs and should be followed up with a written request.** However, in the event of an emergency you should immediately contact the appropriate subcontractor for services if no one at Cresleigh Homes Arizona, Inc. is available. Said subcontractors are listed herein.

Emergency service includes:

- \* Air conditioning failure in summer months
  - \* Heating furnace failure in the winter months
  - \* Plumbing leaks in the walls
  - \* Complete power failure
  - \* Complete sewer backup within seven (7) days of occupancy
  - \* A situation that will cause immediate damage to your home
  - \* Smell of gas, report immediately to Southwest Gas Company, or call 911
- Please read and familiarize yourself with the terms of the New Home Warranty Program. This warranty program is a feature that Cresleigh Homes Arizona, Inc. is proud to include with your new home. We hope that you will not have any need to request service, but rest assured that if you do, we want to find out what is wrong and attend to it as soon as possible. We want you to be happy in your new home.

## NEW HOME MAINTENANCE

Proper maintenance of your home can add significantly to the performance and appearance of appliances and surface coverings for many years. These general maintenance tips have been compiled for your convenience by Cresleigh Homes Arizona, Inc.. If your new home has special amenities not covered by the following, please contact your Cresleigh Homes Arizona, Inc. Customer Care Representative for specific maintenance information.

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### ■ BUILT-IN APPLIANCES

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You will find specific warranty, usage and maintenance information in the manufacturer's documentation provided with your purchase of your new home. In the event your garbage disposal continues to run or your dishwasher fails to operate, we suggest you switch the plug positions on the electrical outlet under the sink. If the garbage disposal does not function, we suggest you check both the reset button at the base of the unit and the appropriate circuit breaker. In the event that your disposal becomes jammed, please utilize the tool wrench supplied with your disposal.

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### ■ CABINETRY

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Variations in wood grain and color are characteristic of stained wood cabinets, particularly at the exposed ends of paneling, and add to the wood's beauty. To keep the surface attractive, dust frequently with a damp cloth and use a quality furniture polish about every six months. Please note that chips, scratches and wood separation, not noted at your Walk Thru or Home Orientation, are not warranted under Cresleigh Homes Arizona, Inc. Service Policy.

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### ■ COUNTERTOPS

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CERAMIC TILE, glazed or unglazed, cleans best if wiped with a clean, damp cloth or sponge and rubbed dry with a soft cloth.

LAMINATED COUNTERTOPS are an excellent product, which with proper care, will last for years. To enhance the beauty and durability of your laminate top, we recommend that a good quality paste wax be applied at least two times a year. The light application of candle wax rubbed into the miters will prevent water damage to the wood substrate and prevent the joint from separating. This is very important for seams that are close to sinks. We suggest that you recaulk with a good quality siliconized latex caulk as needed. This may especially be necessary during the first year, when your home may settle the most.

Your laminate top is not warranted against burns, scratches or water damage (especially water left standing on seams or miters) or laminate edges or end caps that have been chipped, cracked, or pulled loose by bumping or snagging. Keep toasters, electric fry pans and roaster ovens away from seams or miters to prevent delamination from excessive heat.

Always clean your tops with mild detergents and rinse with warm water and towel dry. **Do not use abrasive cleaners.**

CULTURED MARBLE is unique and unlike any other piece made. Cultured marble is a combination of natural products that are blended together and poured into molds that are set up for your personal home.

Cleaning and maintaining your cultured marble requires that you use a mild liquid detergent and a soft cloth. The periodic application of a good resin type of car polish will enhance and protect the finish of your cultured marble.

Avoid using abrasive cleaners and coarse cleaning pads, since it is easy to scratch the polished finish. Also avoid the use of nail polish remover or acetone based cleaning agents. If accidentally spilled on the surface flush off with water immediately. **DO NOT USE AMONIA BASED PRODUCTS.**

Burns, scratches and stains allowed to set are not warrantable items.

CORIAN can be cleansed with a mild detergent and warm water or with a foaming cleanser. Scouring powder or pads can damage the surface. Dullness or small scratches that appear can be easily removed and the original surface restored with a polishing compound and paste wax.

The use of appliances that generate excessive heat, especially at a seam, will damage the top and may cause the seam to separate. Harsh chemical cleaners such as oven cleaners or acids should be flushed off immediately.

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## **■ DOORS**

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**SHOWER DOORS:** Metal frames have a protective coating against hard water that may be removed by steel wool or coarse brushes. Since doors aren't designed to withstand water sprayed directly from the shower nozzle, a bath mat should be placed in front of the door to absorb leakage.

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## **■ DRIVEWAYS, WALKS, PATIOS**

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The characteristics of concrete makes it impossible to prevent cracking in walks, garage floors, driveways, patios, steps and such, however, contraction and expansion joints have been provided to minimize such cracking.

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## **■ ELECTRICAL**

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The wiring in your home meets code requirements and safety standards and will thus accommodate a number of electrical appliances. Portable appliances requiring personal attendance will not overload circuitry, although some larger appliances may require separate circuits for operation. **THIS MAY NOT BE INCLUDED IN THE BASIC SERVICE IN YOUR NEW HOME.**

A panel of circuit breaking switches protects your home's electrical system. A circuit breaker switch will push if an overload is caused by simultaneous use of too many appliances. Before adjusting the panel box, it is wise to disconnect all cords and appliances and check for defects – wires worn bare of insulation can cause a short-circuit. If faulty cords are not found, reset the circuit breaker switch kicked to the "OFF" position by pushing it to the extreme "OFF" position, and then pushing it all the way to the "ON" position. Nothing more should be necessary.

**LIGHT FIXTURES:** Light fixtures have been installed as per code and safety standards. All fixtures, including ceiling fans and fixtures are warranted through the supplier.

**OUTLETS:** If an outlet has no power, check the switch. One outlet in each room is operated by a wall switch. If the outlet does not respond, check the circuit breaker panel and reset any tripped switches.

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## ■ EXTERIOR WALLS AND DOORS

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**EXTERIOR:** These maintenance suggestions are made to increase the endurance of your home's exterior paint:

Do not allow sprinklers to spray water on stucco and wood surfaces. Blisters and peeling may result from the water and sun, and wood may warp, dry out and splinter.

Keep the garage door closed when it is raining to prevent water collection that can cause doors to warp and peel and result in damage to the springs and pivot joints.

Climate affects the chemical structure of the paint used on your home. In time, the finish will probably dull – a normal reaction that cannot be prevented.

The exterior finish on stained front doors may require more frequent maintenance than other exterior wood. We suggest that you check the front door finish at least every two months, depending on its exposure to such elements as rain and sun. There are excellent waxes and special varnishes on the market that you can use to keep the exterior stained finish in good condition.

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## ■ FLOORS

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**CARPETS:** The first step to keeping your carpet looking new and beautiful is frequent vacuuming. Dirt should be removed promptly; if it is allowed to work into the carpet, excessive damage can result. Carpet is likely to fade when exposed to sunlight, which should be taken into consideration when selecting window coverings. Because the fiber of a carpet and the cause of a stain are variable, we recommend you use the following cleaning and stain removal guidelines:

1. Use Entrance Mats – Place mats inside and outside entrances to trap soil before it can be tracked into your home. Soil is the greatest threat to your carpet's appearance.
2. Vacuum regularly – You can't vacuum too often. Use a vacuum with a beater-bar which will raise the pile while it removes the soil.
3. Blot Up Stains Immediately – Immediate attention to spills and spots will make removal easier. Follow stain removal instructions specified in this guide. Always blot the area being cleaned. Never rub, scrub, or brush.
4. Clean Periodically – Clean your carpet before it shows traffic patterns. Soil particles can damage the carpet yarn. Follow recommended cleaning procedures.
5. Use a spoon or dull knife to remove solid materials.
6. Blot up liquid spills with a white towel.
7. Never rub, scrub, or use a brush. This may cause damage to fibers. Apply all cleaning agents to a cloth rather than directly to the stained area to avoid saturating the carpet. Clean the fibers, not the backing.



Beware of color destroying substances – The chemical ingredients contained in these substances can cause your nylon or nylon blend carpet to become permanently discolored:

Acne medications	Plant foods and fertilizers
Bleaches	Insecticides
Toilet bowl cleaners	Furniture polish
Tub and tile cleaners	Bathroom cleaners
Drain cleaners	Oven cleaners
Urine and vomit (if not properly neutralized and removed)	

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### ■ “EASY AS 1-2-3” CARPET CLEANING METHOD

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Most household stains can be removed using the “Easy As 1-2-3” method. Oil-based stains, however, will require the use of a dry cleaning solvent prior to using the “Easy As 1-2-3” cleaning method.

#### **Step 1:** Detergent solution

Mix 1 teaspoon of mild laundry detergent (non-bleaching brands such as Tide or Surf) with 2 cups of water. Stir the solution gently. Using a clean white cloth, dampen the fibers in the stained area with the detergent solution.

- \* If necessary, use your fingertips to work the solution to the base of the stain.
- \* Re-wet the stained carpet fibers with clear, lukewarm water.
- \* Cover the area with an absorbent, white towel and apply pressure to blot.
- \* Repeat the rinsing/blotting procedure until you are sure all traces of the detergent have been removed.
- \* If the stains are removed, place white paper towels over the stained area.
- \* Weight the towels with a heavy, color-fast object such as a plastic wastebasket with a weight inside.
- \* Change the paper towels as stains ‘wick’ up until the area dries.
- \* If stains remain (unless they are from coffee, tea or urine) proceed to Step 2. For coffee, tea and urine stains, proceed directly to Step 3.

#### **Step 2:** Ammonia/Water

(NOTE: Do not use on coffee, tea or urine stains.)

Mix 1 tablespoon of non-bleaching, non-sudsing household ammonia with 1 cup lukewarm water. Apply this solution as outlined in Step 1, rinsing the area in the same manner.

NOTE: Even if stains disappear after using the ammonia solution, it is necessary to use Step 3 – the vinegar solution – to neutralize the ammonia solution.

#### **Step 3:** Vinegar/Water

Mix equal parts of white vinegar and water. Apply this solution as outlined in steps 1 and 2. Rinse and blot. Fold paper towels and place over the stained area. Weight towels with a heavy, colorfast object such as a plastic wastebasket with a weight inside. Continue to change paper towels until the area is almost dry. Gently brush pile to lift tufts. Allow carpet to completely dry before walking on carpet surface.

NOTE: You must use Step 3 if you first used Step 2. It is important to neutralize the ammonia solution.

Use the “Easy As 1-2-3” method to remove these stains:

Alcohol	Food stains (general)	Soft drinks
Beer	Fruit juice	Soil spots
Blood	Fruit punch	Syrup
Candy	Furniture polish (water based)	Tea (omit Step 2)
Catsup	Grape juice	Tomato juice
Chocolate	Graphite	Urine (omit Step 2)
Chocolate milk	Gravy	Vomit
Clay	Ice Cream	Water
Coffee (omit Step 2)	Jelly	Water colors
Cola	Latex paint	Whiskey
Cologne	Liquor	Wine
Cranberry juice	Milk	

Use dry cleaning fluid to remove these stains:

Butter	Grease (black)	Ointment
Calamine lotion	Gum*	Oil
Cooking oil	Hand cream	Oil paint
Cosmetics	Ink	Rouge
Crayon	Lipstick	Salad dressing
Felt tip marker	Margarine	Tar
Furniture dye	Mascara	Varnish
Furniture polish (oil based)	Mayonnaise	Wax**
Glue**	Nail polish	

\*\*Freeze and remove solids before cleaning with dry cleaning fluid.

Oil-based stains require a solvent (dry cleaning fluid) for effective stain removal. Dry cleaning fluid (such as Carbon or Energine) is available in most hardware and grocery stores. Follow the manufacturer’s directions. If stains remain after cleaning attempts, proceed to the “Easy As 1-2-3” cleaning method.

**CERAMIC TILE:** The ceramic tile in your home is a permanent surface which will retain its beauty for many decades with proper care. No other floor covering can withstand the punishment of intense heat, dropped objects and daily wear so well.

#### **For Newly Installed Floors**

1. Using clean water and a string mop, mop your ceramic floor every two to three days for the first month after installation. This is absolutely necessary for proper curing (hardening) of the grout.

2. If a localized stain is spilled on the grout, it may be removed with a neutral detergent such as tri-sodium phosphate (TSP). A soft nylon bristle brush may be helpful. Polish with a clean towel. Be sure to use only a neutral detergent.
3. Sealers are not recommended. After 28 days a colorant may be applied to the grout to obtain a uniformity of color and act as a sealant. Sealing constitutes acceptance of the grout as installed and voids all warranties.

### **For Routine Care**

1. Clean frequently with a damp cloth and polish dry with a clean towel. Schedule thorough cleaning at weekly or monthly intervals.
2. Avoid using cleanser with acid, ammonia, bleach or harsh abrasives. Clean and rinse spills that have staining potential promptly. During routine cleaning of unsealed grout, always saturate joints with clean water and use only neutral detergents such as tri-sodium phosphate or “soft-scrub” and always rinse thoroughly.
3. NEVER USE VINEGAR ON YOUR TILE....it can cause a breakdown of the Portland cement in the grout.
4. Scouring powders are not recommended; they may eventually abrade the gloss finish from the tile.
5. Waxes are not necessary for tile. They make cleaning more difficult.
6. Most bottled liquid cleaners contain harmful acids which may etch the glaze on the tile and eat into the grout.
7. For stubborn cleaning jobs use a plastic mesh scrub pad with a neutral detergent.

**NATURAL STONE (Marble, Granite, Limestone, and Slate):** Shade and color variations characterize the inherent beauty in all products of nature. Veining may be heavy or slight and appear in varying degrees from tile to tile.

Routine Maintenance: Simply mop your floor once or twice a week with a ph-neutral cleaner designed specifically for cleaning natural stones. **Never use vinegar, detergent, bleach, ammonia or acid-based cleaners as these may harm the surface of the stone.**

**WOOD-FLOORING:** Beautiful wood floors require less care than carpet. Here are easy floor care suggestions:

\*Avoid water, water detergent solutions or water-based cleansers or waxes. They may stain, warp, or damage the finish.

\*Dragging furniture or heavy objects across your wood flooring without a pad may cause damage to your floor. Although the finish on your floor penetrates, wood can still be gouged or scratched by rough treatment.

\*Vacuum to prevent dirt buildup as often as you vacuum your carpet. A soft, dry cotton or yarn dust mop is highly recommended: wet mop on wood flooring is never recommended.

\*You may want to use the tile attachment or lowest carpet setting when vacuuming your wood floor.

\*Consult a flooring distributor or contractor for help in removing heavy stains.

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## ■ FIREPLACE

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Cresleigh Homes Arizona, Inc. has installed a log lighter in your fireplace. The damper must be permanently fixed in an OPEN POSITION upon installation. It is extremely important that you observe this safety precaution. If you ever smell the strong odor of gas while using your fireplace, immediately shut off the unit and call Southwest Gas.

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## ■ GARAGE DOORS

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Your garage door is the largest piece of moving equipment in your home. Given the proper maintenance and respect, it will give you many years of safe service.

**\*\*\*HERE ARE SOME DO'S AND DON'TS FOR YOUR INFORMATION\*\*\***

1. "DO NOT" Attempt to adjust spring tension by yourself. (The springs are under extreme tension and are dangerous).
2. "DO NOT" Loosen or remove bottom roller fixtures. (Attached cables are under spring tension).
3. "DO NOT" Put your fingers in cracks between sections when pulling door down.
4. "DO NOT" Let door slam down or up.
5. "DO NOT" Lower door on any obstruction in opening or on the floor of garage.
6. "DO NOT" Loosen any brackets from wood mountings at sides or especially those connected to springs.
7. "DO NOT" Loosen set screws on cable drums or springs
8. "DO NOT" Cut cables if door is jammed.
9. "DO" Lubricate hinges and rollers frequently.
10. "DO" Lubricate torsion springs by spraying garage door lubricant on the top side of the springs and let it seep into the coils.
11. "DO" Tighten hinge bolts and track bolts as you notice them loosening.
12. "DO" Check lift cables from time to time for signs of fraying.
13. "DO" Lubricate roller wheels to eliminate squealing and provide smooth operation.

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## ■ GATES

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Redwood or cedar gates require a treatment of linseed oil applied **twice** a year by rolling, spraying or brushing on generously. If this maintenance is neglected, the redwood or cedar will dry out and shrink from ¼” to 1” in size causing gaps between the slats and gate frame.

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## ■ CONCRETE BLOCK FENCING

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As with all concrete and masonry items, your block fence may experience some cracking. This is normal and should not be a concern unless they become excessive. Most cities restrict fencing heights to a maximum of 6’. In many cases the lot grade changes, making it necessary to step up or step down the fence to follow these grade changes. This will result in a change in the rear fence height.

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## ■ GRADING AND CONTOUR OF YOUR LOT

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The grading and contour of your lot should be maintained in its condition as of the date of the closing of your home. No changes should be made to the grading and contour of your lot unless approved by a landscape architect to assure proper drainage flow.

Cresleigh Homes Arizona, Inc. shall not be responsible and you hereby release Cresleigh Homes Arizona, Inc., its officers, directors, shareholders, employees, affiliates, agents, and servants from and against any damage or loss to your home, its foundation or retaining walls as a result, directly or indirectly, of any change or modification to the landscape contour or grading of your lot, placing of sprinkler heads or plants near or adjacent to the foundation, allowing water to gather against foundations, blockage of swales or blockage of drainage flow due to concrete patios, fire pits, walkways or swimming pools and/or spas.

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## ■ HEATING/AIR CONDITIONING

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Your forced air unit will be operational on the day you move in. If your heater has an electric starter, just follow the directions posted on the furnace. Forced air units may smoke for a brief period when first put into service due to dust particles inside the heater and the freshness of the new paint. Forced air units have a filter which requires a periodic cleaning and replacement. Since a dirty filter impairs the efficient operation, the filter should be cleaned or replaced bi-monthly or as needed. This rule concerning filters also applies to the air conditioning units. By keeping the temperature set at a relatively constant 78 degrees during the first year, you can minimize the risk of shrinkage of the wood in your new home’s framing lumber.

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## ■ LANDSCAPING

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Your new home lot has been carefully engineered and graded, so any change of the grading due to excavation, filling, construction of pools or a spa, or landscaping could result in water damage to your home or that of a neighbor. Once you change the grading, Cresleigh Homes Arizona, Inc. cannot be held responsible for any damage that may result.

Your new landscaping, whether you do the work or hire a contractor, should be completed with the advice of a qualified expert and should be done in a manner that ensures continued proper drainage. If included in the purchase price, your front yard landscaping will be completed by Cresleigh Homes Arizona, Inc. as soon after closing as possible and carries a thirty (30) day warranty on the plants and a ninety (90) day warranty on the sprinkler system.

It is not advisable to let water gather against foundations or retaining walls.

Swales that have been graded around your home should not be blocked. These shallow ditches are there to provide rapid drainage to the street or other outlets.

We recommend that you do not create depressed planting areas next to the foundation because irrigation or rainwater may collect in them. This constant dampness may cause structural damage due to erosion or expansion. Avoid planting shrubbery or flowers close to the foundation. When preparing planting areas near the foundation, make sure the ground surface slopes away from the foundation.

Never water toward the foundation of the house, nor water in excess of what is needed for the maintenance of lawns and landscaping. In the absence of landscaping, erosion can result. Erosion control is the homeowner's responsibility after the close of escrow. You may wish to install concrete patios at the rear, side or front of your new home. To keep such installations from having a detrimental effect on your home, you should be aware that:

- Slabs should be poured right up to the house foundations and should be four (4) inches below the level of the finished flooring. It is not recommended that you leave a planting strip between the patio slab and foundation unless proper underslab drainage is supplied.
- Since patios are usually much larger than sidewalks, there is a greater chance that drainage will be obstructed or changed, particularly at the back of the house. It is very important that positive drainage be restored around the slab to prevent damage to your property.
- When pouring patios or walkways, take care not to cover or obstruct water drain lines from the air conditioner unit, sewer clean-outs, foundation vents and water heater vents (which are absolutely essential with a gas water heater).

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## ■ PLUMBING SYSTEMS AND FIXTURES

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**EMERGENCIES:** Your first step is to shut off the water, so we recommend that you familiarize yourself with the location of the shut-off valves as they are pointed out during your Homeowner Presentation. Main shut-off valves are usually located where pipes enter the house; room shut-off valves are usually just below the fixtures. The exceptions are shower heads and tubs, which require shutting off the main valve. Also, there is another shut-off at the water meter if the others aren't working. In the event of a water leak between walls, you should turn off the main water valve to prevent damage to carpets and walls. In the event of a water heater leak, the valve on top of the heater should be turned off to prevent damage while awaiting repair.

**COMMON PROBLEMS AND REPAIRS:** Hard water left to dry can corrode a finish, which is not a part of the manufacturer's responsibility. Faucet aerators should be cleaned often to avoid sediment buildup. The aerator is unscrewed from the mouth of the faucet and should be rinsed whenever the water stream is impaired.

A leaky faucet may mean that the washer has worn out or that excessive sediment has damaged the washer for the valve seat. Extra washers are available in hardware stores and replacement is easy. Use the appropriate shut-off valve before replacing washers.

Clean-out traps are installed outside the home within your property line. Please take note of them so that in the event of a partial or complete sewer backup, you will be able to open the clean trap and avoid backup and flooding.

In the event of stoppage or overflow at the toilet, use the angle stop shut-off valve at the base of the fixture to shut off the water. A plunger is a good investment – it usually clears toilet stoppage if you use a rapid but firm up-and-down motion and have water in the seat bowl.

Showers, sinks, tubs and countertops made of cultured marble, fiberglass and porcelain should be cleaned with a non-abrasive cleanser. For stubborn stains, a powder detergent or a mild bleach solution can be used. To remove difficult stains from porcelain tubs and toilets, rub half of a fresh lemon over stains. Do not use acid-base solutions.

Proper maintenance of showers and tub enclosures is the homeowner's responsibility and should not be construed as the responsibility of the builder.

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## ■ POOL AND POOL EQUIPMENT

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Your pool and pool equipment (if installed) is a separate contract between you and the pool supplier. Cresleigh Homes Arizona, Inc. shall not be liable for any injury, loss or damage, direct, incidental or consequential (including but limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss) arising out of the use or inability to use the pool and or pool equipment, and you agree that no other remedy shall be available.

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## ■ ROOFING

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A tile roof is made of clay and/or cement tiles. The tiles are fragile and special care should be taken to avoid walking on, standing on, or nailing anything on the roof. Serious leaks and other roofing problems are often caused by careless walking on roofing tiles. Experienced personnel should be used for any work to be done on your tile roof. A thorough annual examination is recommended for proper maintenance of your roof. Clean around all vents, chimneys and rain gutters to avoid damages to the roof.

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## ■ STAINLESS STEEL SINKS

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To stop water spots on stainless steel kitchen sinks, wipe completely with a soft rag moistened with cooking vegetable oil. Wipe dry within an hour. Do not use this method on your stainless steel cooking surfaces.

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## ■ WINDOWS/SLIDING GLASS DOORS

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For proper operation, keep all aluminum windowsill channels and sliding glass door channels free from dirt. Drain holes must be free from dirt for proper drainage. Aluminum surfaces should be cleaned with warm, clear waters often as possible. Powder cleansers are not recommended on these areas. Apply paraffin wax to the locks and rollers after each cleaning for longer life.

1. **PLEASE NOTE** that water that appears in the sill of a horizontal sliding window is a normal occurrence.

What happens when it rains is water that runs down the window will enter in between the operating sliding panel and the main frame. There is a weather-strip on the operating panel that is meant to help keep dust out, but to enable the operating panel to slide. There is no way to stop water from entering

at this point. There are weepholes in the sill that you can see from the outside. The weepholes are there to allow water to drain out.

What is not a normal occurrence is for water to overflow the windowsill. If this happens the rain was so heavy that there was more water coming in than could drain, or the weepholes are plugged. It is very unusual that the sill overflows because of too much water. You will need to clean out the slide panels and the weepholes which then will allow the water to drain out properly.

2. Acrylic/Glass block windows are designed and engineered to offer energy efficiency in all weather conditions. In order for the material to perform – expansion and contraction will occur thus allowing for an energy efficient product far superior to typical glass block. The noise associated with the expansion and contraction is a common occurrence with acrylic and will only be noticeable during rapid temperature changes.



## MOVING TIPS AND CHECKLIST

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### ■ MOVING CHECKLIST

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Cresleigh Homes Arizona, Inc. hopes the following checklist of moving activities will help make your move-in a pleasant experience.

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- Decide if you'll move yourself or hire a moving company. Sometimes moving expenses are tax deductible – check with the Internal Revenue Service.
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- Notify appropriate utilities and services as to the date to discontinue services at your old address and begin services at your new home:

- ELECTRIC COMPANY
- TELEPHONE
- GAS COMPANY
- WATER
- DISPOSAL
- NEWSPAPER
- INTERNET SERVICE
- CABLE TV

Others:

- BOTTLED WATER
  - POOL SERVICE
  - WATER SOFTENER
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- Notify the Post Office of your change of address and effective dates.  
This can be done on-line @ [www.usps.com](http://www.usps.com)
  - Notify your employer.
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- Send change-of-address cards to:

- Department of Motor Vehicles
- Insurance carriers
- Registrar of Voters
- Subscription publications
- Department stores
- Business accounts
- Entities with whom you exchange mail  
(This includes family, friends, clubs, churches, organizations, alumni associations, etc.)

- Order new checks from your financial institution; transfer to a closer branch if necessary. You may wish to have your bank give you a credit reference or perhaps purchase travelers checks to tide you over.
- If children are entering new schools, check with administration on transfer tips.
- Notify doctors, lawyers, accountants, dentists, eye doctors, veterinarians – the professionals you deal with periodically – of your new address and phone number. You may wish to get records, as well as new prescriptions for use at a closer pharmacy.
- Inventory belongings and divide into three groups:
  - Belongings to Move                      -Belongings to Leave                      -Borrowed Items to Return
- Pack the items that will go with you as early as possible.
- Rotate food in your refrigerator, freezer and/or pantry.

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## ■ PACKING HINTS

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Even though you're busy with other things, don't be tempted to put off packing until the last minute! Pack a box or two a day; it will make the job much easier. Be sure to pack carefully, so that your belongings arrive in the same condition they were before.

### **Here's what you'll need:**

- Boxes – collect both large and small ones, the sturdier the better. Find boxes with tops that can be sealed and remember to seal the bottom shut before packing.
- Packing paper – This is essential! You can buy some at moving companies (they also sell boxes). Newspaper makes everything messy, especially you.
- Tape – Several rolls of wide sturdy tape to close boxes.
- Markers – You'll need these to label boxes.

### **Your plan of action:**

- Pack each room separately. Avoid mixing articles from different rooms in one box or think ahead of a change being made. Use a different colored marker for each room to label boxes.
- Label each box with the contents, the room where it belongs, and where applicable, color code.
- Pack books, records, and other heavy things in smaller cartons; pillows, baskets and lightweight things in larger boxes.
- Take special care with fragile items like glassware and china. Leave them in their original containers where possible.

- Drawers of dressers and desks can be stuffed with linens and pillows.
- Don't pack the bedding, towels, and change of clothes you will need right away. Keep them handy in a suitcase with any last minute toiletries.
- Don't forget to arrange for the move itself; either call on your strong-armed friends, especially the ones who have trucks or vans, or call a professional moving company and arrange a date. You may also want to do some comparison shopping and call truck rental agencies.

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## ■ MOVING IN

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Your new home will be in “brand spanking new” condition when you move in. But moving is usually rushed, so don't get caught short. Although we will provide the light bulbs, there are some items you will need immediately when you arrive at your new home. Be sure they are handy – have them with you when you arrive.

### MISCELLANEOUS:

Flashlight, hammer, screwdriver, pliers, scissors, shelf paper, pencils, notebook, cash and change, checkbook, plastic trash bags, extension cords, three-way plugs, stapler, first aid kit, and this guide with phone numbers.

### FOOD STAPLES:

Crackers, bread, soups, cheese, coffee, tea, soft drinks, water, juices, dry cereals, spices (salt & pepper), milk, snacks, fruit and a small ice chest for perishables and cold drinks.

### CLEANING:

Soap, disinfectant, liquid cleaner, mop, vacuum cleaner, sponges, paper towels, rags, glass cleaner, dish cloth, trash cans, ironing board, iron, detergent and insecticides.

### KITCHEN:

Can opener, paper plates, cups, napkins, knives, forks, spoons, saucepan, sharp knife, paper towels, and fire extinguisher.

### BATHROOM:

Toilet and facial tissue, bath towels, face cloths, bath soap, hand lotion, shampoo, first aid kit.

### TIPS:

- Learn to lift properly and avoid back strain. Be sure to bend with your knees!
- Make up beds before your energy wears out. Be sure to follow regular bedtime routines with children; moving can be confusing to little ones.

- Plan to have dinner out the first night. **Relax** – you’ve earned a break, and there are some great restaurants nearby.
- Telephone family and friends to let them know how you did and don’t be afraid to ask for help. They are probably full of curiosity and would welcome the chance to lend a hand.
- Remember to get an extra set of keys made and check for any mail. Plan time soon to get a library card, change your voter registration and vehicle/driver registration, and to visit local recreation areas.
- **STOP BEFORE YOU ARE TOO TIRED!!!!**

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## ■ YOUR FRIENDS CAN HELP

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Your friends and relatives may ask what they can do to help you make this a successful move. Don’t try to do it all yourself. If you are asked, it is best to be frank, ask them to do something specific that you can count on them to do. For instance:

- Help collect boxes for packing.
- Help with a garage sale – a two family sale is more interesting anyway and if they participate, it is a good incentive.
- Treat you and your families to dinner the night before you move so the refrigerator can be cleaned.
- Care for your children on moving day.
- Pack a moving day lunch.
- Bring by a mid-afternoon pick-up like a thermos of coffee and cookies.
- Prepare a salad and frozen dinner for your second night.
- Watch the old house, or the new one, on moving day as you can’t be in two places at once.
- Put down shelf paper at the new home.
- Keep you frozen food in their freezer till yours is hooked-up.
- Lend a hand cleaning the old place after the move.
- Launder last night’s bedding if washer/dryer is unhooked early.