



Acknowledgement Receipt of Homecare Folder and Homecare Manual

This folder contains documentation you may find useful to answer questions you may have from the purchase of your new home. Please acknowledge receipt of the following documents.

_____ *Warranty Procedure*

_____ *What's Not Covered Under Warranty: 12 Common Requests*

_____ *Freedom Builders, Inc. Survey*

_____ *Lawn and Landscape Letter*

Your Jeff Lindsey Communities, Inc. Homecare Manual discusses the various components of your home and how to properly maintain them. It also discusses proper cleaning procedures, warranty coverage and what to do if you experience a particular problem. Please familiarize yourself with this manual. It contains a lot of useful information that may answer some of your questions. While the products and materials that were used in your home equal or exceed industry standards, keeping your new home looking and performing like new will take a certain amount of effort on your part right from the start. We have put together some basic maintenance information designed to keep you informed of what needs to be done and when.

_____ Yes, I have received the *Homecare Manual Disc*

_____ No, I prefer not to receive the *Homecare Manual Disc* and would prefer an email with *pdf*

Attached. Please send to email address: _____

_____ I elect to receive the *Homecare Manual* by hard copy only. (Please note: you will receive your personal copy at your closing) **Date Received:** _____

Buyer Signature

Date

Buyer Signature

Date

Phone: _____



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_____ *Warranty Procedure*

_____ *What's Not Covered Under Warranty: 12 Common Requests*

_____ *Freedom Builders, Inc. Survey*

_____ *Lawn and Landscape Letter*

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Warranty Procedure

A Jeff Lindsey Communities representative has completed a walk-thru with you on your new home prior to your closing. The items which need to be addressed and are agreed upon shall be completed within 30 days after closing. Unless otherwise specified, time shall be of the essence in the completion of the work. Cosmetic repairs, unless noted on the walk thru list will not be addressed after the walk thru date.

If you wish to report a problem or defect after closing, please do so in writing or by email as soon as you are aware of the problem. Please note that subsequent damage or damage that is worsened by a delay in reporting the original problem is not covered under warranty. Because a problem existed during the warranty period but was not reported until after the warranty had expired does not extend the warranty.

You may call the subcontractors who have worked on your home to come out during the first year for repairs. It is often easier for you to coordinate service appointments directly with the subcontractor, a list of which is enclosed in this packet. Please remember, however, in order for Jeff Lindsey Communities, Inc. to maintain a complete history on your home, we ask that you also take a moment to email us at debbie.chatham@jefflindseycommunities.com to let us know that you have contacted them.

Jeff Lindsey Communities offers a one year builder warranty on your new home from the date of closing. Just prior to the one year anniversary in your new home, please submit a warranty list to our main office. We do not come back to do another walk-thru on your home, it is your responsibility to provide us with your list. If needed; please contact any of the sub-contractors directly to schedule with them prior to your yearend date. Please note, the one year builder warranty is designed to cover settlement damage, however they are not considered a defect. As a customer courtesy, under normal lighting conditions nail pops that have erupted the sheetrock and settlement cracks that are more than 1/8 of an inch will be repaired one time during the first year of occupancy. Jeff Lindsey Communities will then paint the areas that are affected by the drywall repair, but do not guarantee that the paint will match exactly. Jeff Lindsey Communities will not be responsible for repainting the entire surface or room due to drywall repairs. This also applies to any repairs that are made to the exterior of the home during the first year of occupancy. Please refer to your Homeowner Manual for more detailed information about the warranty coverage and regular homeowner maintenance.

Jeff Lindsey Communities, Inc.
Customer Care & Warranty Department
debbie.chatham@jefflindseycommunities.com





Dear Homeowner,

Thank you for purchasing your new home from Jeff Lindsey Communities and we hope you will enjoy it for many years to come as problem free as possible. Your lawn and landscape are just as important as the home itself and we've provided the following information to keep your property looking its best.

The appearance and establishment of your new lawn is dependent on many factors. Soil preparation, fertilizer, seed, mulch and water are all key ingredients to a lawn that grows quickly and looks good. The areas that have not been sodded will be prepped, fertilized and seeded then covered with wheat straw to keep the seed in place for germination. We spread seed that will grow in the season present at closing. You will be responsible for over-seeding your lawn at the season change. With proper care and weather permitting, the sod, seeded areas and landscape features such as newly installed trees and shrubs should be in great shape by the time you purchase your home. We are not responsible for mature trees located on your property. After closing, it is your responsibility to maintain all vegetation, sod or seeded areas and slopes on your property.

Water is very important to your landscape and it is up to you to properly water the seeded areas to promote growth and to water the sod and vegetation to keep from drying out and to remain healthy. We will not come back to re-seed, re-straw, fertilize or fix any bare or washed out areas on your property due to acts of nature or improper/lack of maintenance on your part. We will address any areas that hold water for more than 48 hours but they must be brought to our attention as soon as possible. However we will not be responsible if changes, alterations and/or additions have been made to the ground or in the grading by anyone other than the builder or his sub-contractors.

However if changes, alterations and/or additions are made to the ground or in the grading by anyone other than the builder or his sub-contractors this will void any warranty.

If you have questions about your lawn and landscape, please don't hesitate to call.

Sincerely,

Jeff Lindsey Communities, Inc.

140 Village Circle, Suite A - Senoia, Georgia 30276

(770) 599-8700 - Fax (770) 599-0507

www.jefflindseycommunities.com



What's Not Covered under Warranty

12 Common Requests

1. Brick and Stone
 - Expect bricks to have some color variances in mortar joints. Repeated cleaning of brick may damage intended finish. Cracks, surface chips and white caulk-like substances are inherent in stone and brick and are not a sign of a defect.
2. Caulk
 - Shrinkage of caulk occurs. For best results, re-caulk interior and exterior areas regularly, especially wet areas.
3. Concrete
 - Cracks, pitting, spalling (chipping), powder or scaling in concrete (driveways, sidewalks, patios, and foundations) are likely to occur. These are cosmetic only and do not affect the structural integrity of concrete or impair the intended use of the concrete surface.
4. Countertops
 - Marble & laminate tops must be protected from sharp objects, heat and abrasives. Some markings may be apparent from the manufacturing process. Do not allow water to stand on countertop seams. Damage may occur which is not warrantable.
5. Paint
 - We leave paint that is perfect for minor move-in nicks, scratches and other cosmetic concerns for the interior. Exterior areas require caulk and touch up as homeowner maintenance.
6. Windows and Screens
 - Exterior windows are carefully inspected at your walk-thru. Missing screens, defects or damage to screens or window panes not noted at the time of your walk-thru are not warrantable after closing.
7. Vinyl and Hardwoods
 - Vinyl and hardwood flooring are both carefully inspected at your walk-thru. Because vinyl is a soft product that can be easily damaged and hardwoods can be damaged in the process of moving, they are not warrantable after closing.
8. Sheetrock
 - Shrinkage can occur during the drying out process of your home, as your home settles, hairline cracks and nail pops may form in walls and ceiling, especially corners. This is to be expected and not the result of a construction defect. Simply caulk and use your touch up paint to correct.
9. Floors
 - Some noise may be heard when walking on the 2nd story floor of a two-story home. This is a characteristic of multi-level homes.
10. Drainage
 - Unplanted yards can wash out with one rainfall. Maintenance of established drainage pathways are a homeowner responsibility.
11. Storm Damage
 - Damage to your home due to weather conditions including high winds, rain, floods, hail and other natural weather occurrences are not warrantable.
12. Variations in Stained Wood
 - Stained wood such as cabinets all have a variance in wood grain. The variances cannot be controlled.



We appreciate your business and thank you for choosing to build with Jeff Lindsey Communities. Please help us serve our customers better by taking a moment to tell us about your experience with Jeff Lindsey Communities.

How did you learn about Jeff Lindsey Communities? _____

Did the building process meet with your expectations? If not, why? _____

Did the Sales Team provide adequate resources and proper guidance throughout the process? If not, why? _____

Was your home complete and did it close on time? If not, why? _____

Would you recommend Jeff Lindsey Communities? If not, why? _____

On a scale of 1 (poor) to 5 (excellent) please rate the following:

- Your overall experience with Jeff Lindsey Communities 1 2 3 4 5
- The quality of the advertising and marketing 1 2 3 4 5
- The effectiveness and presentation quality of our website 1 2 3 4 5
- The walk through and explanation of the warranty process 1 2 3 4 5
- Your overall satisfaction with Jeff Lindsey Communities 1 2 3 4 5
- The choice of interior/exterior materials 1 2 3 4 5

Additional Comments _____

Name: (not required) _____

Your Neighborhood _____ Closing Date _____

Thank you for your participation!
140 Village Circle • Senoia, GA
770.599.8700 • FAX 770.599.0507

