



HOMEOWNER HANDBOOK

WELCOME TO YOUR NEW HOME



New Home Address:

Empire Representative:

Homesite #:

Phone #:

Neighborhood:

Email Address:

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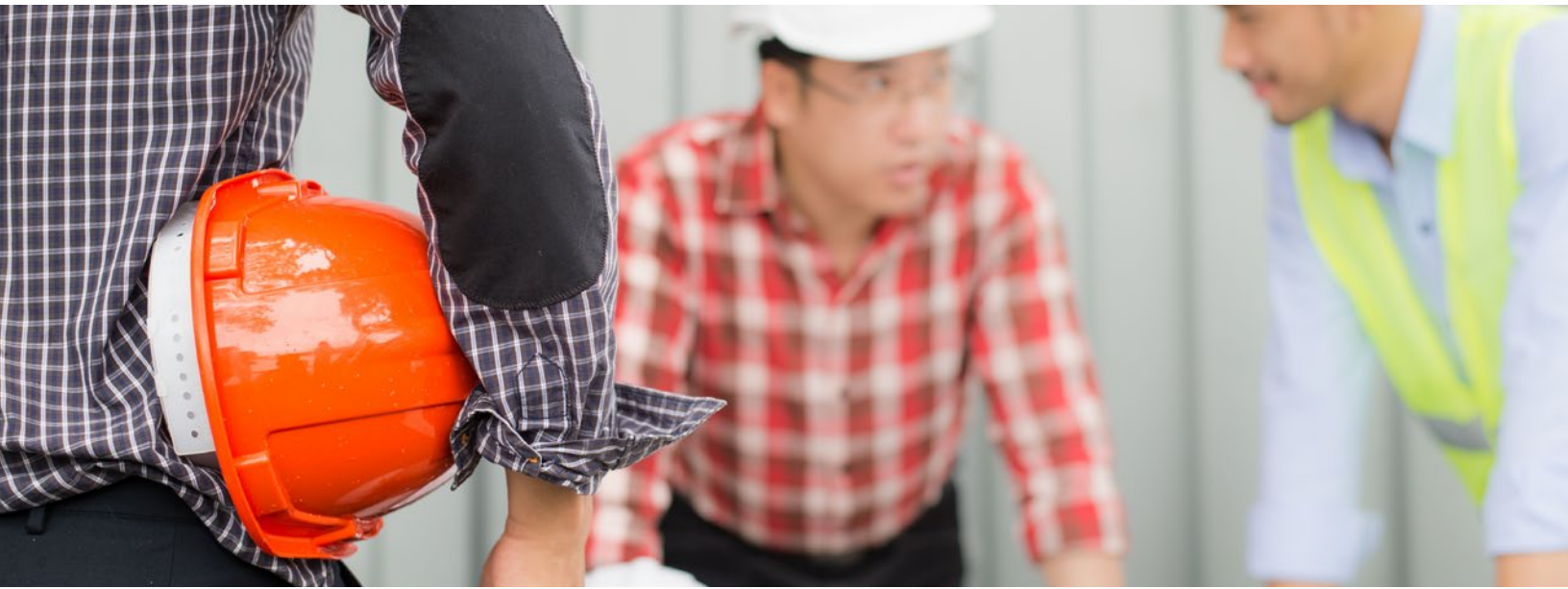
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JOB SITE SAFETY



We understand that you are excited to visit your new home, and invite you to do only when it is safe. When you are on site, we ask that you keep several points in mind.

SAFETY

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we require the following when you visit your home:

- Visits are allowed on Sundays only
- Visit between 1 PM & 6 PM
- Before walking through your home, you must pick up proper safety equipment from the sales office
- Closed toe shoes, a hard hat, and safety vest must be worn at all times while on your homesite and in the home
- Children under 18 are not allowed on the job site
- Please observe common sense safety procedures at all times when visiting

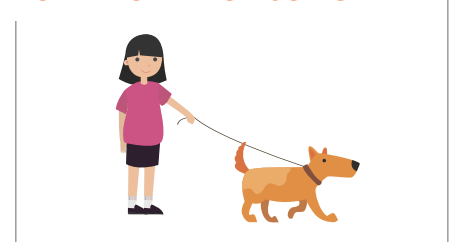
PLEASE KEEP IN MIND:

- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not attempt to enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of 6 feet from all excavations.
- Give operating equipment or delivery vehicles plenty of room; always assume that the operator can neither see nor hear you.
- Remember to drive carefully within the community.

REQUIRED ON JOB SITE



NOT ALLOWED ON JOB SITE



MOVE-IN CHECKLIST

2 OR 3 MONTHS BEFORE MOVING

Sort through your belongings to reduce the amount of things you move.

Have a garage sale, or donate unneeded items

Decide whether to move yourself or hire a professional. Make reservations with a moving company or truck rental company. Gather packing supplies: boxes, bubble wrap/packing paper, stickers to label boxes, tape, markers, and scissors.

If you are moving a long distance, make travel arrangements with the airline, hotel, and car rental agencies.

Save all moving receipts; some moving expenses may be tax deductible.

Place your legal, medical, financial, and insurance records in a safe and accessible place.

1 MONTH BEFORE MOVING

Begin to pack items that aren't regularly used such as off-season clothes, sports equipment, and decorations.

If you have an international trip planned for shortly after your trip, make sure you pack your passport somewhere easily memorable and accessible.

If you are driving, get the car tuned up.

Obtain medical records from your doctors, dentist, optometrist, and veterinarian (if moving long distance).

MORTGAGE REMINDERS THE LAST 4 WEEKS

Keep everyone informed if you plan to be out of town during the month prior to closing.

Don't forget to provide your hazard insurance. Provide your mortgage company with the insurance agent's name & contact details.

2 WEEKS BEFORE MOVING

Contact gas, power, water/sewer, Internet, TV, post office, trash collectors to schedule new/transfer of service, and discontinue service at your old address.

Pick up items from safety deposit box if moving long distance.

1 WEEK BEFORE MOVING

Pack a survival kit of clothes, medicines, and special foods.

Finish packing all boxes, minus what you will need in the final week

THE DAY BEFORE

Set aside moving materials such as tape measure, pocketknife and rope.

Pad corners & stairways to protect them.

Lay down old sheets or cardboard to protect your floors.

If moving yourself, don't forget the dolly!

Ensure you have enough gas in your vehicles for moving day.

MOVING DAY - CARRY WITH YOU

Directions if your new home address is not located in GPS map apps.

Telephone number of the moving company.

Documents related to the sale and insurance policies with agent's phone #.

Prescription & non-prescription medications

Enough clothing to get by if the movers are delayed

Any important personal records, documents, valuables, or sentimental mementos

Sheets, towels, & personal hygiene items for your first night in your new home

CARING FOR YOUR HOME

Your home has been constructed with quality materials and the labor of experienced craftsmen. Any materials we use must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

A home is one of the last “hand built” products left in the world. Home building is part art, part science, and part hard labor. Once the natural and man-made materials have been assembled, the components take on a life of their own, reacting and interacting with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. Your home requires care and attention from the first day. General homeowner maintenance is essential to ensuring a quality home for a lifetime.

We are proud of the product we build and the neighborhoods we build in, and we strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climatic conditions, natural variations in temperature and humidity, the inherent characteristics of various materials used in your home (such as wood), and normal service required to the mechanical systems. Immediately performing a minor adjustment or repair can save you a more serious, time consuming, and/or costly repair later. Overlooking or postponing routine maintenance can void applicable limited warranty coverage on all or part of your home. By attentively caring for your new home, you help to ensure your enjoyment of it for years. The attention each homeowner provides to their home contributes significantly to the overall desirability of the neighborhood.

HOMEOWNER MAINTENANCE

We recognize that it is impossible to anticipate and describe every detail that may be needed for good home care. Please refer to your 2-10 Home Maintenance Manual for monthly, bi-annual, and annual maintenance suggestions.

Please also take time to review the literature provided by the manufacturers of consumer products included with your home. Although most of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in manufacturers’ material is not repeated here. Activate specific manufacturer warranties by completing their registration cards. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be apprised of such coverages.

Before you do maintenance such as repainting and replacing exterior items, please review your CC&R’s, community design selections, and consult your homeowners’ association, if applicable. This will ensure that the work that you do meets the regulations and guidelines that have been established for your neighborhood. Please be especially careful when you repaint with a different color, erect new structures or fences, change your landscaping, and install window coverings that are visible from the outside of the home. Please refer to your homeowners’ association documents for more information.

LIMITED WARRANTY



Empire is committed to building every home using high quality materials and workmanship. This commitment is as important to us after you move in, as it is the day you purchase your home. We at Empire are responsible for administering the terms of the limited warranty during years one and two of your home. Our representatives are trained to respond to your needs promptly and professionally, and address warranty service claims as quickly and efficiently as possible. The 2-10 Home Buyers Warranty booklet gives you the details of coverage, including what is covered, the limits of coverage, and how to make warranty claims. Empire associates, Builder Representatives, Trade Partners, vendors, 2-10 Home Buyers Warranty, or other agents are not authorized to alter or extend this warranty in any way.

WHO IS COVERED?

This Limited Warranty is provided to the original purchaser, and may transfer to any subsequent owner so long as within the Limited Warranty period.

LIMITED WARRANTY HVAC COVERAGE

In addition to the warranty information in the 2-10 Home Buyers Warranty booklet, you have the following coverage on your HVAC system.

Materials and Labor (in wall)	2 Years
Condensation Pumps	1 Year
Air Flow Adjustment	2 Adjustments within First Year
Puron	All diagnostic charges are covered for 2 Years
A/C Compressor Only	5 Years
(Labor and additional parts for compressor are extra)	

HOW TO REQUEST SERVICE

When we receive your warranty repair request, we will determine if the item is covered by the Limited Warranty. It may be necessary to inspect the problem before this determination can be made. Depending on the nature of the request, many items may be deferred to your 1-month or 11-month walk. This will assist us in more efficiently servicing all of our customers. If you select to grant Empire personnel permission to enter your home in your absence, the repair process may be expedited. Otherwise, appointments will be scheduled between the hours of 8 AM and 5 PM during the regular business week, at a time that is convenient for you. Weather conditions and situations with labor and materials shortages can extend the time that is needed to complete the repair or replacement.

WARRANTY REQUEST CONTACTS:

ITEM OF CLAIM	YEAR OF HOME	WHO TO CONTACT
Structural Components	Years 1 - 10	2-10 Home Buyers Warranty*
Appliances	Life of Manufacturer's Warranty	Appliance Manufacturer
All other Warranty Requests	Years 1 & 2	Empire Communities
*See the "Reporting a Structural Defect" section of the 2-10 Home Buyers Warranty booklet.		

CONTACT US:

PHONE

704-319-5000 (available Monday - Friday, 7:30 AM - 4:30 PM)

EMAIL

customercareNC@empirecommunities.com

FAX

Attn: Customer Care Dept. 704-541-0002

WRITTEN REQUEST

Empire Communities Customer Care Department
8008 Corporate Center Dr. Suite 300 Charlotte, NC 28226

See the next page if you need Emergency Service.

EMERGENCY SERVICES

We define emergencies as problems that require immediate attention to protect you and your family from harm, and to avoid damage to your property, your home, and your lot. In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency. Damage from a water leak can be minimized by turning off the water to a particular fixture, or turning off the water main to your home. The main is usually located in the downstairs closet or in the garage as noted at your orientation.

Do not delay in reporting an emergency. Subsequent damage caused by delay in reporting an emergency will not be the responsibility of Empire. The Limited Warranty does not cover damage to personal property.

Emergency Items Include:

1. A total stoppage of plumbing drain system; i.e. none of your stinks, tubs, or toilets will function properly. (Stoppage of a particular toilet or drain is not an emergency).
2. A water leak that requires the water supply to your home be shut off to avoid serious water damage. A leak that can be isolated by the shut-offs under the cabinet or plumbing fixture is not an emergency. Please refer to the water shut-off procedure in the FAQ section of the warranty portal (accessible once you close on your home).
3. A total electrical failure that is isolated to only your home. If electrical service is out in your entire area, please notify your Power Company.
4. Complete failure of heating or air conditioning during extreme weather conditions.
5. A gas leak.

EMPIRE EMERGENCY HOTLINE IS 800-910-7603

Empire's Hotline is manned by a Personal Builder. In an emergency, he or she will telephone you as quickly as possible and attempt to provide immediate assistance. The representative will provide detailed instructions on alleviating possible damage while service is arranged. The representative will decide whether to assign the call to a Trade Partner, or to handle the request personally.

If your situation does not fall within the emergency guidelines, you should use the procedures described above for requesting routine warranty service. However, if you believe that a delay in responding to your claim could result in further damage, please call our Customer Care Department.

SERVICE WALKS



1-MONTH AND 11-MONTH WALKS

Empire provides the service of a 1-month and 11-month walk in your home. These walks allow us to come out and inspect your home with you, and make any adjustments or corrections that may be warranted. These services are also provided to you so that together, we can go over any items or questions you may have that are covered under the 2-10 Home Buyers Warranty.

Before your one-year anniversary, you will receive an email from Empire reminding you to schedule your upcoming 11-month walk. Empire will perform a drywall and caulk inspection at that time. We do this at the 11-month walk to allow for three (3) season changes. Therefore, any requests for adjustments or repairs that do not require immediate attention will be serviced at this time.

APPLIANCES

The manufacturers of kitchen and laundry appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for the individual appliances. Be prepared to provide the model and serial number of the item, and the closing date of your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Empire is not responsible for delays in repairs and replacements due to the litigation, materials shortages, and labor disputes. Empire will not be responsible for the warranties of manufacturers. Empire will intervene for the homeowner to prompt Trade Partners and manufacturers to do warranty repairs and replacements promptly. Take a moment to fill in the chart below.

See your appliance manuals for their customer service phone number.

CLOSING DATE:

APPLIANCE NAME:	MODEL NUMBER:	SERIAL NUMBER:
Cooktop		
Range		
Vent Hood		
Dishwasher		
Microwave		
Oven/Microwave Combo		
Wall Oven # 1		
Wall Oven # 2		
Refrigerator		
Beverage Fridge		
Standalone Ice Maker		
Washer		
Dryer		
Other:		
Other:		
Other:		
Other:		