

Brook Ridge

The Condominiums at the Ridge
100 Painters Mill Road, Suite 900 ** Owings Mills, Maryland 21117
410-363-3434 fax 410-581-2526

Dear _____:

In order to make your transition into your new house as pleasing as possible, we would like to explain to you our relationship over the next few months.

We will be contacting you shortly to schedule your pre-settlement inspection. During your pre-settlement walk-thru and before you move furniture into your home **YOU MUST REPORT DAMAGE TO CERAMIC TILE, GLASS/MIRRORS, VINYL FLOORING, HARDWOOD FLOORING, CARPET, VANITY TOPS, TUBS OR OTHER DAMAGE.** The reason for this policy is that furniture movers and other people occasionally damage the home during moving. It will be difficult to say when the damage occurred if the furniture is already in the house or if too much time has passed for other things to have happened. Therefore, we cannot be responsible for this type of damage after settlement, as noted on pages 341.15, 341.31, 341.32, 341.34 through 341.37 of your Residential Warranty Book.

At settlement you will receive a Homeowner's Manual which will include a 60 day Service Request Form (SRF) and an 11 Month Final Service Request Form (FSRF).

During the first 45 days that you are in your home, please fill out your SRF and mail it to our office within 60 days from settlement. This will allow us to schedule the work at your convenience, since the homeowner must be home during all service work. If any items remain outstanding from the pre-settlement inspection list, they should be included on your 60 day SRF with the notation that they were on the pre-settlement list. Please **do not** include sheet rock repairs on this list, as they will be covered on the 11 month list.

Eleven months after your settlement date we will ask you to submit your FSRF. Upon receipt of your FSRF we will contact you to schedule a walk thru date. After your walk thru is completed the service department will contact you to schedule work. **The walk-thru must be completed before your one year anniversary.** Sheet rock repairs should be included on this list, but the homeowner is responsible for any sanding and painting required as a result of said repairs. Please read the drywall sign off form.

If we do not receive the above forms within the first year as stated above, the builder will have no further obligation. In addition, all corrective items must be submitted as outlined above in order to be considered for repair.

All general services will be handled by the Customer Service Department. Enclosed is a list of the contractors with a description of their service and their phone number. These people can be contacted directly regarding any problem with their equipment. Please contact the Gas & Electric Company (410-685-0123) to transfer the meters (electric and gas if applicable) to your account as of the day of settlement.

Your new home is covered by Residential Warranty Corporation. Please consult your warranty booklet for clarification of any questions concerning coverage.

Thank you for giving us the opportunity to build your new home. We look forward to meeting and exceeding your expectations and would like to wish you many years of health and happiness in your new home.

Very truly yours,
Brook Ridge Service Department

Enclosures

CONTRACTORS

Design House	Appliances - Service	800-442-1111
Ferrara & Associates, Inc.	Electrical	410-882-1128
Floors Etc.	Carpet-Ceramic-Vinyl	410-329-9680
Stuart Kitchens (K&D)	Cabinets & vanities	703-848-2019
Blue Dot Ridge Heating & A/C	Heating – A/C - Plumbing	410-803-4200
Wolfe Fire Protection	Sprinklers	410-354-2733
York Roofing	Roof	717-843-9981

WALK-THRU SAVVY

It is very important that you become familiar with your Residential Warranty. This will be your guide, particularly in the first year of ownership, in your new home. It is a **limited** warranty and consequently does not guarantee the repair of items that you may consider defects, but are considered acceptable within the building industry's specified standards.

Please note that the following items will only be warranted when documented in the pre-settlement walk-through. When you have your pre-settlement walk-through, make a special effort to look for these items. Once you have taken possession of your house, the builder is no longer liable for the items on this limited list.

1. Torn screen or mesh. (4.6)
2. Paint splatters or smears on other surfaces. (9.38)
3. Clouding or condensation between panes of glass.
4. Glass breakage or scratches. (4.6 & 4.7)
5. Surface deficiencies, marring or scratches in finished woodwork.
6. Loose or cracked ceramic tile. (10.24)
7. Fades, stains or discolors of floor coverings (10.3)
8. Cuts and gouges in any floor covering.
9. Crack in a door panel. (4.11 & 9.4)
10. Chips, cracks or scratches on cabinets, fixtures, fittings or appliances. (6.8 & 6.9)
11. Damage to a countertop or cabinet. (9.26-9.28)

The homeowner's warranty assumes that a certain amount of owner maintenance is required in a home and will not cover damage if caused by the negligence of the homeowner. It is advised that the homeowner pays particular attention to the following items during the warranty period. Owner responsibility is not necessarily limited to this list:

1. Maintaining proper ventilation of both basement and attic.
2. Winterizing of outdoor spigots.
3. Preserving and maintaining deck.
4. Maintaining weather-stripping around doors.
5. Maintaining all interior caulking.
6. Maintaining all exterior caulking.
7. Maintaining, clearing and cleaning debris from gutters & downspouts.
8. Providing periodic, regular maintenance for your HVAC unit, including changing filters and cleaning the condensate line.

DRYWALL

We the undersigned do authorize Brook Ridge to repair any drywall pops and/or settlement cracks in our house located at _____ . We understand that Brook Ridge **will not** do any sanding or painting whatsoever and the repair will be done by applying spackle to the drywall. This repair will only be done once at the time of your 11 month final service.

Homeowner

Date

Homeowner

Date

PAINTING POLICY

1. After settlement, Brook Ridge will not paint any surfaces (including after drywall repairs).
2. Paint kits are given to you at settlement for your touch up work.
3. See page 341.33, #9.37 of your warranty.

Homeowner

Date

Homeowner

Date