

HOMEOWNERS' ORIENTATION GUIDE

THE GLEN OF PACIFIC GROVE

WELCOME TO YOUR NEW COMMUNITY

The home you've chosen here at The Glen has been carefully built of selected materials by skilled workmen. Throughout its construction inspections were performed by our superintendents, area managers, and city building inspectors in an effort to assure that yours is a quality home of lasting value.

Containing thousands of parts, your new home, just like a precision machine, requires a "breaking in" period to prepare it for years of service. Some minor adjustments may be required periodically for such things as a squeaking hinge or a sticking door. Instructions for such minor repairs, tips on home maintenance and emergency information are presented in this guide so that you may receive the greatest possible enjoyment from your new home at The Glen.

As we have mentioned, your new home is made up of many thousands of parts; some of these are subject to settlement, contraction, shrinkage and expansion, which is often caused by weather changes. All masonry, such as the driveway, garage floor, foundation walls, porches, fireplaces, walks, and the stucco perimeter are subject to minor cracks, and lumber is subject to expansion and contraction which occasionally causes cracks at miter joints of casings, in sheetrock walls and ceilings, around windows, etc. Since these items are considered normal in new homes and do not constitute any basic defect or lessening of value, they are not covered by our warranty service program. Any structural defects will, of course, be corrected under the terms of our warranty.

THE SCHEDULE OF INSPECTIONS

1. Compliance Inspection. The compliance inspection is a formal inspection by you and our representative before you move in. Your Sales Representative will contact you to arrange a convenient time for this inspection.

Our objective -- and the purpose of the compliance inspection -- is to be sure that the home is built in accordance with plans and specifications and any subsequent authorized changes. If any deficiencies are noted at this inspection, they will be corrected within a short time. Seldom are there any corrections warranting a lengthy adjust-

ment period.

2. The One-Month Inspection. We realize it is impossible to detect all possible flaws in construction during the previous inspections. Generally, however, after approximately one month of occupancy you will be able to discover any defect that would be covered under our warranty provisions. We, therefore, would like you to list those items on the enclosed form and at your convenience mail it to us in the enclosed self-addressed envelope. Although it is not necessary to use the enclosed form, it is extremely helpful to our Warranty Department and will enable us to more promptly service your complaint. All requests for service, repair or adjustment (other than emergency items) should be submitted in writing and, accordingly, items submitted in writing will comply with our service procedures and, therefore, will be processed faster.

3. The Remaining Warranty. It has been our experience that most of the defects in material or workmanship are discovered and corrected either on the compliance inspection or our one-month inspection. However, if you should discover a defect in workmanship and/or materials during the remaining eleven months of our one-year warranty, please advise us in writing and we will make an appointment with you to inspect the items in question and schedule any necessary repairs.

Once again, in requesting customer service under the Trilex Seven Warranty Program we have learned that phone calls can often be forgotten. In order to provide you with the most efficient service possible, we ask that you write out your requests for customer care. All requests will be acknowledged and receive prompt attention if mailed to:

Trilex Seven
2444 Moorpark Avenue, Suite 100
San Jose, CA 95128

Attention: Customer Care

WE WANT YOU TO KNOW

The natural characteristics of certain building materials will sometimes create conditions that concern the homeowner. This list is provided so that you may become familiar with some of these characteristics and more effectively protect your new home.

GRADING

The grading around your residence has been done to exacting standards so that water drainage is away from the building and soil is below the grade line. Do not fill above the grade line of the foundation or build up your landscaping or plantings to cause water to pocket. We cannot assume responsibility for problems caused by improper drainage due to your own regrading. Please note that it is normal for gas, electric and water line trenches to settle and this cannot be prevented.

FOUNDATION

Foundation walls and slabs are subject to many stresses and strains. The base of the wall, being in the ground, maintains a fairly constant temperature, whereas the top portion, extending out of the ground, is subject to temperature extremes - from winter cold to summer heat - causing concrete and other masonry to expand and contract. This may cause some minor cracks to appear. These surface cracks do not affect the strength of the foundation wall in any way and need not be repaired.

PLASTER AND DRYWALL

Plaster cracks appearing around the window and door areas - usually at the corners - are nothing but the expansion and contraction of the header. These are commonly referred to as hairline cracks. These, as well as "nail pops" in plastered surfaces resulting from the settling of building materials, are normal and will not be repaired.

CEMENT AND CONCRETE PATIOS

It is not possible for us to prevent cement from cracking due to the nature of the material. Cracking may result from unanticipated conditions such as expansion and contraction of the ground itself during extremely wet and dry periods. Surface pitting is another unpredictable circumstance over which we have very little control. Cracks in driveways, garage and carport floors are subject to these same conditions.

INTERIOR DOORS AND CABINET DOORS

Doors have a tendency to change position at different times of the year. Some may warp in winter and become straight in summer. They may check on the surface and panels may shrink, which is normal. Only doors that cannot be made to operate will be exchanged within one year from completion or occupancy, whichever occurs first. Normal

weather conditions may also cause door locking mechanisms to need occasional lubrication with liquid graphite to insure proper, trouble-free operation. Caution: DO NOT PLANE DOORS DURING THE FIRST DAMP SEASON!

GARAGE DOORS

Close your garage door when not in use. The door is heavy and if left standing open may begin to sag. If this condition develops, despite proper care, it can be corrected by tightening the tension nuts. If your door seems hard to open, the tension on the garage door spring may be easily adjusted. Important: OWNERS OF AUTOMATIC-OPEN GARAGE DOORS SHOULD CONSULT WARRANTY AND SERVICE MANUAL BEFORE ATTEMPTING ADJUSTMENTS.

INTERIOR PAINT

Condensation will form on all window sills, but especially on bathroom and kitchen sills, thereby possibly causing the paint to crack and peel. Keeping the windows open, and wiping off the sills and walls after a shower or bath, will help to preserve your paint finish. It is not recommended that detergents be used to clean interior paint surfaces.

EXTERIOR PAINT

Under normal weather conditions exterior paint has a tendency to crack, fade and peel. This should be taken care of as normal home maintenance by your homeowner's association as a part of the normal maintenance schedule. It should be noted that excessive washing, particularly with detergent solutions, will damage paint. Exposure has a direct bearing on life of paint color and condition. Dark colors fade faster than light colors.

PANELING, WOODWORK, CABINETS, FENCING

Lumber products, even when painted or stained, are subject to shrinkage and drying. These conditions are normal and are not to be considered repairable under warranty. A characteristic of wood is that it has differing shades. Some have more pronounced grain than others. Laminated or vinyl-covered surfaces used in cabinetry require little care and are less likely to be affected by these conditions.

CERAMIC TILE SURFACES

Avoid the use of caustic cleaners. Do not use ceramic tile kitchen countertops as cutting boards or poinding surfaces. When moving furniture, lift heavy items such as refrigerators, couches, pianos, etc., and carry them over floor and hearth tile.

In the bathrooms, the material behind the tub and shower tile is sheetrock; it is therefore very important that you inspect the tile grout regularly for cracking (normal) and, when cracked, repair the area with a product such as DAP's Tub and Tile Caulk. This treatment will protect the underlying sheetrock from deterioration and will thereby prolong the life of your tile installation.

RESILIENT FLOORING

Please refer to the manufacturer's circulars provided herewith for the proper maintenance of your vinyl and wood flooring.

CARPETING

It is recommended that you vacuum regularly as deeply imbedded dirt and debris can cause an abrasive action that may shorten carpet life. Do not use unapproved cleaning solutions as dye loss and fraying may result. If serious stains develop, consult a carpet cleaning expert. Pamphlets from the manufacturer are provided for your reference. Do not use remnants left in your home for "runners" on top of your carpet; the backing is abrasive and can accelerate the wear of the carpet you are trying to protect. Save any remnants for future carpet patching, should it become necessary.

WINDOWS AND SLIDING GLASS DOORS

Although windows are weatherstripped, they are not 100% leakproof. It is likely that there may be some draftiness or condensation. This is a normal situation. It is important to keep drain holes (weep holes) in corners of windows clear of dirt and debris. Do not use caustic cleaning compounds on window or glass door frames as they will dull the finish.

HEATING - AIR CONDITIONING

Your new home requires a curing period. Excessive heat may result in rapid drying and cracking. Your furnace is equipped with electronic ignition, thereby eliminating the need for the ever-burning pilot light. Any secondary correction or adjustment you feel is necessary should first be referred to this company.

Proper function of furnace:

1. Flame will light and continue burning until furnace reaches proper temperature.
2. Blower will come on and continue blowing.
3. Flame will shut off when room temperature has reached the approximate temperature of your thermostat setting.
4. Blower will continue until the temperature in the furnace is reduced.

Refer to instructions on your furnace for lubricating procedure. Your furnace is designed to heat your entire home and must be kept free for movement of air. At least 80% of all warm air vents should be open at all times. For maximum efficiency filters should be cleaned twice a month during winter and replaced annually. Expansion and contraction of furnace when heating and cooling off may cause noise, which is considered normal. Also, because your furnace and air ducts are new, you may notice a moderate amount of smoke emitting from vents during initial 30 minutes of use. It is recommended that burners be cleaned periodically to keep your furnace at peak efficiency.

and that pilot lights be kept burning through the summer months to keep the furnace dry and in readiness for unseasonably cool weather which may occur.

FIREPLACE

If your new home features a wood burning fireplace please be advised that we have not been able to build a fire to check its proper functioning. Before building a fire make certain that your damper is open and free of debris. If your fireplace is equipped with a gas log lighter please be sure to remove the valve turn-on key (located on wall or floor next to fireplace) to insure the safety of curious children.

PLUMBING

During the "break-in" period you may find that the faucets drip or that the toilet does not operate properly. The plumbing, being new, may contain small bits of debris or sediment that can lodge in the valves and washers causing drips, leaks, and improper operation. This is a normal occurrence that will pass as soon as most homes are occupied. The responsibility for replacement of all washers in faucets falls under normal homeowner maintenance. In the event of a stoppage in the sewer line we will investigate and correct this for a period of 30 days from date of occupancy. However, if upon investigation, we find that the stoppage is caused by something you have introduced into the line, you will be billed by the plumber for a service call.

WATER HEATER

Follow manufacturer's instructions for operation and maintenance of your water heater. Keep heater area uncluttered. Do not store flammable materials or rags in the heater room.

APPLIANCES

It is important to study the instruction and operation booklet that came with each of your new appliances. Share this information with your family. Your appliances are of excellent quality and should give you many years of reliable service if operated and maintained in accordance with manufacturers' suggestions. Should an appliance require service or repairs, please contact the manufacturer shown on the warranty letter you received with the appliance.

MAY WE RECOMMEND that you avoid the use of so-called "miracle" cleaners and "do-all" cleaners in the care of your new home. Highly abrasive and caustic cleaning compounds should likewise be avoided. Instead, use only industry-approved cleaners recommended by manufacturers and distributors for home use.

WHERE IT'S LOCATED

In the event of an emergency it will be helpful for you to know the location of various switches, valves, and mechanical devices in and around your home. At the time of occupancy your Builder's Representative will review with you the following items so that you may become familiar with the location and operation of each.

1. Main Power Panel and Interior Electrical Circuit Breaker

2. Main Water Valve

3. Furnace, Air Conditioning Unit (if applicable) and Thermostat Control (to include filter replacement procedure)

4. Main Gas Valve - Hot Water Heater

5. Garbage Disposer Circuit Breaker Reset

6. Emergency Unlock Procedure for Selected Interior Doors

EMERGENCY TELEPHONE NUMBERS

<u>Emergency</u> Customer Service	372-4296
Local Power/Gas Company	375-9811
Telephone Service	611 (Repairs)
Water Service	373-3051
Police Department	911 Emergency 375-5153 Non-emergency
Fire Department	911 or 375-3146 Emergency 375-3147 Business
Ambulance	911 Emergency

ADDITIONAL PHONE NUMBERS

P.G. & E. Customer Service	375-9811
P.T. & T. Business Office	649-2055
Monterey Peninsula Cable TV	649-9100
Pacific Grove Disposal Service (Garbage)	372-6866
General Electric Service (Appliances)	646-1876

HINTS FOR THE NEW HOMEOWNER

Many problem or emergency situations occurring in and around the home can be corrected quickly and safely by you, the homeowner. While we cannot anticipate all emergency situations, we have compiled the most common with suggested procedures you may take to correct them, as well as precautions you may take to avoid them. In the event of:

POWER FAILURE

If only your home lacks power you should locate the main circuit breaker and reset. If this does not correct the failure try reset procedure once again. If failure still is not corrected call your local power and gas company's Emergency Services.

LACK OF GAS OR PRESENCE OF GAS ODOR

If you smell gas in your home, immediately extinguish all open flames and provide for cross ventilation. Call local power and gas company. Evacuate home if practical. Await arrival of emer-

gency workmen. In the event gas furnace or appliance (if applicable) does not light and there is no odor of gas check to see if pilot lights are burning. If inspection reveals that they have extinguished relight per manufacturer's recommended procedure. If pilot lights will not relight contact your local power and gas company.

The same procedure is recommended for other devices with pilot light systems.

WATER PRESSURE LOSS

If you experience little or no water pressure in all faucets, check main water valve to make sure that it is in the "ON" position. Open valve fully if it is not in this position at time of inspection. If this does not correct the problem close all water valves and contact appropriate water company. If water does not flow strongly from selected faucets check aeration filters (located at outlet end of taps) and remove any sediment present. In the event of any major water leak shut off main water valve and contact local water company. If the water in your toilet tank continues to run for a prolonged period after flushing this may be corrected by removing tank top and checking to see that flapper valve at bottom of tank is in place. Also, check to see that the flapper valve chain has not fallen from flushing rod. If it has, replace it in middle hole. If toilet backs up due to the introduction of foreign matter in the line we recommend that a plunger be used to attempt clearing. If a drain clearing liquid is used take extreme care to avoid damaging pipes and porcelain surfaces.

HEATING OR AIR CONDITIONING FAILURE

Check circuit breaker and reset as needed, per manufacturer's recommendations. If these measures do not correct the problem call local power company.

RECOMMENDED HOME NEEDS

HOME TOOL KIT

A basic tool kit for minor and emergency repairs should contain:

1. Small, medium and large screwdrivers
2. Hand pliers
3. Crescent wrench
4. Claw hammer
5. Roll of all-purpose tape
6. Assorted nails and screws
7. Tape measure
8. Tube of all-purpose adhesive
9. Sandpaper
10. Assorted washers
11. Tub and tile caulking compound

FIRE EXTINGUISHER

May we recommend that you keep one in the kitchen. Be sure it is the correct type for kitchen fires and that the entire family knows where it is and how to use it.

FIRST AID KIT

For quick treatment of burns and cuts, keep one in an easily accessible area. Instruct children in its proper use.

DUPLICATE HOUSE KEYS

The mail box or under the welcome mat are usually the first places would-be intruders look for keys. Find a less obvious place for your spare keys.

EMERGENCY PHONE NUMBERS

This booklet contains a page for emergency phone numbers. Do not file this booklet away with other homeowner records. Keep this booklet near the telephone for quick reference. Be sure the entire family knows how to place emergency calls.

EMERGENCY EVACUATION PLAN AND DISTRESS KIT

In the event of extreme emergency, such as fire, your family should be prepared to evacuate the home quickly and without panic. Work out a plan among family members and rehearse it to see if it will work. A basic emergency distress kit should contain flashlights, candles and first aid materials. Include rope ladder if you have a second story on your home.

ATTENTION "DO-IT-YOURSELFERS": Before attempting repairs or improvements on gas, water or electrical fixtures **BE SURE TO SHUT OFF GAS, WATER OR ELECTRICITY, AS APPROPRIATE, AT MAIN SOURCE!**

A FINAL REMINDER

As with buying a new car, most minor adjustments and repairs in your new home will become necessary within 30 days. During this initial 30 day period we ask that you record needed corrections or adjustments on the enclosed One-Month Inspection Form. Unless otherwise requested a Trilex Seven Customer Care representative will call on you near the end of the first 30-day period to discuss needed repairs. Naturally, if a needed repair creates an emergency situation we urge you to call the Customer Service emergency number shown in this booklet.

Trilex Seven Homes Design Center selections, and all of those items which are not standard inclusions, are covered by a manufacturer's warranty. Warranty information is included with literature on your selection. Trilex Seven cannot be responsible for maintenance of these items or terms of the warranties thereof.

Before making any improvements on your property BE SURE THE DEED TO YOUR HOME IS RECORDED IN YOUR NAME. Any damage resulting from moving into or out of the home, or by alteration or addition to the premises as completed by the builder, is your responsibility. If alterations or additions are contemplated, DO NOT GRANT WAIVERS OF DAMAGE TO ANYONE. Protect sidewalks and driveways from damage by heavy equipment. As a townhome owner, any alteration or addition to the exterior of your premises must be submitted for review and approval by the Architectural Control Committee supervised by your Homeowners' Association.

Since Trilex Seven is constantly striving to improve its product, all prices, materials and plans are subject to change without notice.