

HOMEOWNER'S WARRANTY

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Holston Habitat for Humanity One Year Limited Warranty

I. INTRODUCTION

Your new home has been constructed in accordance with accepted home building practices and has been inspected and approved by the appropriate regulatory agencies, as well as the Holston Habitat for Humanity (HHfH) staff.

Outlined below is the Homeowner's Policy for homes built for HHfH Partner Families. This policy is a "Limited Warranty," as there are certain limits to its coverage – as with most warranties. (This "Limited Warranty" will also be referred to as the "Warranty.") This Warranty describes in detail what is and is not covered for repair or replacement by HHfH or their agents. It identifies and describes defects in workmanship and materials and indicates what qualifies for Warranty repairs. If they qualify as Warranty repairs, the corrections are described. All HHfH Partner Families must be aware that some problems may be more within the Homeowner's control than HHfH's and therefore remain your responsibility.

This Warranty specifies limits of HHfH's responsibility and conditions under which this Warranty is applicable. This Warranty is applicable only to HHfH houses. Neither Habitat for Humanity of Tennessee, nor Habitat for Humanity International has any responsibility or jurisdiction regarding implementation of this document.

> **WE STRONGLY URGE YOU TO READ THIS LIMITED WARRANTY AND ITS TERMS. DO NOT HESITATE TO ASK FOR EXPLANATION. PLEASE NOTE THAT NO INDIVIDUAL REPRESENTATIVE OF HHFH IS AUTHORIZED TO MAKE ANY ADJUSTMENTS OR CHANGES TO THIS WARRANTY.**

II. SCOPE OF WARRANTY

THIS LIMITED WARRANTY CONTAINED HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY, WRITTEN OR ORAL, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE FOR A PARTICULAR PURPOSE, AND IS FURTHER IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES OF HHFH WITH REFERENCE TO THIS HOME. HHFH NEITHER ASSUMES NOR AUTHORIZES ANY PERSON, FIRM OR ORGANIZATION TO ASSUME FOR IT ANY OBLIGATION IN CONJUNCTION WITH THIS HOME, EXCEPT AS STATED IN THIS LIMITED WARRANTY. NOTHING CONTAINED IN THIS LIMITED WARRANTY SHALL BE DETERMINED TO MAKE HHFH AN INSURER OF THE PERSONAL PROPERTY OF THE OWNER OR OF ANY THIRD PARTY.

Your new home is hereby warranted against material failures and defects in workmanship as described in the Performance Standards below, for a period of twelve (12) months (or shorter periods as described for some items) from the date of occupancy.

This Warranty is intended to cover the possibility of faulty construction or defective materials. It does not cover defects caused by normal wear and tear or by acts of natural disasters or vandalism, nor will we assume responsibility for secondary damages caused by any warranted defect. This Warranty does not cover items that, in the judgment of our representative, have suffered misuse, abuse or neglect; nor does it cover normal maintenance items such as light bulbs, HVAC filters, etc.

The period covered by this Warranty can be extended only by a statement in writing signed by authorized representatives of HHfH. No other action on our part or on the part of our employees or representatives, including any steps taken to correct defects, shall be deemed an extension of such period.

This Warranty is applicable to the items covered hereby, but only if the covered defects are reported in writing using the notice procedure described in the Warranty before the end of the twelve (12) month Warranty period, or such shorter period as may apply in any particular instance.

IMPORTANT

Items covered by this Warranty will normally be repaired by HHfH or their agents. The Homeowner is encouraged to do minor repairs if qualified, but the Homeowner should notify HHfH before attempting repairs on any warranty item. HHfH will not be responsible for corrective work performed by others nor for the cost involved, if work is done without prior approval by the HHfH staff.

III. PERFORMANCE STANDARDS

The following table describes Performance Standards normally expected of a HHfH house. In tabular form, we present the Item, the accepted standard of construction (Proper Condition) and HHfH's responsibility to correct an out-of-specification problem (Corrective Action).

Lot	Water drainage away from the house shall not be interfered with by settling of ground around foundation wall, utility trenches or other filled areas.	The Homeowner is normally expected to do minor corrections if a problem exists. Upon request, HHfH shall fill settled areas one time only during Warranty period. The Homeowner shall be responsible for grass, shrubs, gravel, or other landscaping affected by

		the placement of such fill.
Site Drainage	Grades and swales shall be established for proper drainage away from the house. Site drainage is limited to the immediate grades and swales affecting the structure. Standing water should not remain for extended periods in the immediate area of the house after a rain (generally no more than 24 hours), except that in swales which drain other areas, a longer period should be anticipated (generally no more than 48 hours). The possibility of standing water after an unusually heavy rainfall or snow should be anticipated. No grading determination shall be made while there is frost or snow on the ground, or while the ground is saturated. Water retention ponds, as often specified by local authority, are exempt from this standard.	HHfH is responsible only for establishing the proper grades and swales. The Homeowner is responsible for maintaining such grades and swales once they have been properly established by the builder. Should an adjustment be necessary by HHfH, the homeowner shall be responsible for all landscaping and structure in the limits of adjustment. ***Note:*** A swale is defined as a low-lying area, intended to collect and/or divert runoff from higher ground.
Concrete Slabs	Concrete slabs within the structure are designed to move at expansion and contraction joints. The movement caused at expansion and contraction joints is to be expected.	HHfH shall repair cracks and voids in excess of 1/4 inch. If cracking and movement are within the specified tolerances, then no correction is necessary.
Concrete Foundation Walls	Shrinkage cracks are not unusual in concrete foundation walls. Such cracks greater than 1/8 inch in width are considered excessive.	HHfH shall repair cracks in excess of 1/8 inch.*
Cracks in Finish Flooring Material	Cracks which significantly impair the performance of the finish flooring material are not acceptable.	HHfH shall repair cracks other than hairline, as necessary so as not to be readily apparent when the finished flooring material is in place.*
Concrete Surfaces	Concrete surfaces should not disintegrate to such an extent that the aggregate is exposed under normal conditions of weathering and use.	HHfH shall repair or replace defective concrete surfaces. HHfH is not responsible for deterioration caused by salt, chemicals, mechanical implements, or other factors beyond HHfH's control.*
Concrete Floor	Floors should not be more than 1/4 inch out of level within any 32 inch horizontal measurement. Floor slope within any room should not exceed 1/240 of the room width.	HHfH will correct or repair to meet these standards.*
Masonry	Small hairline cracks due to shrinkage are common in mortar joints of masonry construction. Cracks greater	HHfH shall repair cracks in excess of 1/4 inch by painting or patching. These repairs will be made within the first

	than 1/4 inch in width are excessive.	year warranty period.*
Squeaky Floors or Stairs	Floor squeaks and loose subfloors are often temporary conditions common to new house construction; however, a squeak-proof floor or stairs cannot be guaranteed.	HHfH shall correct the problem if caused by a construction defect.*
Floor Level (general)	Floors should not be more than 1/4 inch out of level within any 32 inch horizontal measurement. Floor slope within any room shall not exceed 1/240 of the room width. (Allowable floor and ceiling joist deflections are governed by the approved building code.)	HHfH shall correct or repair any deficiency in excess of the standards if caused by HHfH.*
Interior & Exterior Walls	All interior and exterior walls may have slight variances of their finished surfaces. Bowing of walls should not detract from or blemish the walls' surface. Walls should not be more than 1/4 inch out of plumb within the 32-inch horizontal or vertical measurement.	HHfH shall repair walls as required to meet the standard.
Interior Molding	Joints between interior moldings or joints between moldings in adjacent surfaces should not result in gaps exceeding 1/8 inch in width.	HHfH will repair the defective joints. Caulking is acceptable.*
Exterior Trim Joints	Joints between exterior trim elements, including siding and masonry, should not exceed 1/4 inch. In all cases the exterior trim, masonry and siding shall be capable of performing its function.	HHfH will repair the out of tolerance joints. Caulking is acceptable.*
Wood Warpage & Splitting	Warpage of exterior or interior wood beams, facings or shelving shall not exceed 3/4 inch in 8 feet. Splitting of exterior or interior 1 inch thick wood (nominal size) or greater shall not exceed 1/4 inch separation.	HHfH shall repair or replace if the standard is not met. Caulking is acceptable.*
Separations Between Dissimilar Surfaces/ Materials	Dissimilar surfaces expand and contract differently with differences in temperature and moisture conditions. Timbers and rough lumber may distort as a result of weather and seasons. These movements are normal in new construction and may cause separations between materials. Separations greater than 1/4 inch are considered excessive.	HHfH shall be responsible for repairs on excessive separations noted prior to closing. Caulking is an acceptable repair. Additional separations are normal and are the Homeowner's responsibility.
Water-proofing	Water leaks are unacceptable. However, leaks caused by improper	HHfH shall take such action as necessary to correct leaks, except

	landscaping installed by owner, or failure of owner to maintain proper grades, are not covered by the Warranty. Dampness of the walls or floors may occur in new construction and is not considered a deficiency.	where the cause is a result of owner negligence.
Insulation	Insulation shall be installed in accordance with applicable Energy and Building code requirements.	HHfH shall install insulation in sufficient amounts to meet standards.
Louvers & Vents	Parapet, soffit or attic vents and/or louvers must be provided in order to properly ventilate your house. The infiltration of rain and snow depends on the force and direction of the wind and cannot be eliminated in all weather conditions.	HHfH shall provide for adequate ventilation, but is not responsible for an infiltration of the elements, unless due to faulty vent installation.
Roofing & Flashing	Roofs and flashing should not leak under normal conditions, except when a result of severe weather conditions, such as ice build-up, high winds and/or heavy rain.	HHfH shall correct or repair any verified roof leak.
Gutters and Canales	Flashing, valleys, gutters and downspouts must not leak, but gutters or canales may overflow during heavy rain. It shall be the homeowner's responsibility to keep gutters, canales and downspouts free of leaves and debris, which can cause overflow.	Within the first year, the homeowner should contact the install contractor to repair leaks that are not the homeowner's fault.*
Sealants	Joints and cracks in exterior walls and around openings should be properly caulked to exclude the entry of water. Properly installed caulking and lumber will shrink and must be maintained by Homeowner during the life of the house.	HHfH shall repair and/or caulk joints or cracks in exterior wall surfaces as required.*
Exterior Doors	Exterior doors may warp to some degree due to different temperature and moisture levels from inside to outside. However, they should not warp to the extent that they become inoperable or cease to be weather resistant, or exceed National Woodwork Manufacturer's Association Standards (1/4 inch).	HHfH shall correct or replace and refinish defective doors.*
Interior Doors	Interior doors (full opening) should not warp to exceed National Woodwork Manufacturer's Association Standards (1/4 inch).	HHfH shall correct or replace and refinish defective doors to match existing doors as nearly as possible. Wood putty and/or caulk are acceptable. HHfH is not responsible for

		secondary damage caused by door before repair.*
Glass & Screens	Any broken glass or damaged screens not reported to HHfH at the Walk-Through is the Homeowner's responsibility.	HHfH shall replace if noted at the walk-through.
Windows & Doors	Windows and doors should operate with reasonable ease. However, they may allow wind and rain to enter when extreme conditions occur.	HHfH shall correct or repair faulty installation of windows and doors. No corrective action will be taken if problem is due to unusual or extreme weather conditions.
Weather-stripping & Seals	Some infiltration is normally noticeable around doors and windows especially during high winds. Poorly fitted weather-stripping is neither acceptable nor permissible.	HHfH shall adjust or correct open cracks, poorly fitted doors, or poorly fitted weather-stripping. For problems with windows, the homeowner should contact the manufacturer.
Lath & Plaster	Hairline cracks are acceptable. Cracks greater than 1/8 inch in width are considered excessive. Minor cracking at window and door corners is common and acceptable.	HHfH shall repair cracks exceeding 1/8 inch as required. HHfH is not responsible for any color variations in the finish coat of the repair.*
Gypsum Wallboard	Slight "imperfections" such as nail pops, seam lines and cracks are common in gypsum wallboard installations. However, obvious defects of poor workmanship resulting in excess compound in joints, trowel marks, and cracked corner beads are not acceptable.	HHfH shall correct defects and repaint repaired areas, but is not responsible for color or texture variations.*
Depressions or Ridges in Flooring	Readily apparent depressions or ridges exceeding 1/4 inch are unacceptable. The ridge or depression measurement is taken as the gap created at one end of a 6 inch straight edge placed over the depression or ridge, with 3 inches of a straight edge on one side of the defect, held tightly to the floor.	HHfH shall take corrective action as necessary so that the defective area is not readily visible. HHfH is not responsible for discontinued patterns or color variations in resilient floor covering.*
Resilient Flooring Gaps	Gaps shall not exceed 1/8 inch in width in resilient floor covering joints. Where dissimilar materials abut, a gap not to exceed 1/8 inch is permissible.	HHfH shall take action necessary to correct the problem.*
Loosening of Flooring	Resilient flooring should not lift, bubble, or become unglued.	HHfH shall repair or replace defective resilient flooring, and is not responsible for discontinued patterns or color variation of floor covering or for problems caused by owner neglect or abuse.*
Painting	Exterior paints or stains should not fail	HHfH shall refinish affected areas,

(Exterior)	during the first year warranty period. However, fading is normal and is dependent on climatic conditions. Repairs required under this Warranty will be refinished to match surrounding areas as closely as possible. Varnish type finishes may deteriorate rapidly and are not covered by this warranty.	matching color as closely as possible. When finish deterioration affects the majority of the wall or area, the entire area shall be refinished. The warranty on the newly painted surfaces will not extend beyond the one year Warranty period.*
Painting (Interior)	Natural finishes on interior woodwork should not deteriorate during the first year of ownership. Interior paint shall be properly applied to cover wall, ceiling and trim surfaces where specified. Mildew or fungus may form on an interior surface if subject to excessive moisture.	HHfH shall retouch painted surfaces where necessary, but only if noted at time of walk-through. Mildew or fungus formations are a condition HHfH cannot control, and is a homeowner maintenance item.
Laminated Countertops	Countertops fabricated with high pressure laminate coverings should not delaminate or have chips or surface cracks. The deck area joints may have a maximum of 1/16 inch differential in surface alignment. Warpage over 3/8 inch in 48 inches is excessive.	HHfH shall repair or replace to meet Performance Standards. Repaired areas may not match exactly in color and/or texture. HHfH is responsible only for chips and cracks noted prior to first occupancy.*
Cabinets (operation)	All cabinet doors, drawers and other operation parts should function properly under normal use.	HHfH will repair or replace operating parts as required.
Cabinets (warpage)	Warpage shall not exceed 1/4 inch as measured from face frame to point of furthermost warpage with door or drawer front in closed position.	HHfH shall correct or replace door or drawer front as required.
Cabinets (gaps)	Gaps between ceiling and walls shall have an acceptable tolerance of 1/4 inch, provided the cabinet installation is structurally secure.	HHfH will repair to meet Performance Standards.
Water Supply System	All service connections to municipal water meter and/or private water supply are considered part of the property. Private systems shall be designed and installed in accordance with all approved building, plumbing and health codes.	During the first year, the installer contractor shall repair as necessary if problem is the result of defective workmanship or materials. If conditions beyond HHfH's control disrupt or eliminate the sources of the supply, then it is not HHfH's responsibility.
Sewer System	Sewer system must be capable of properly handling normal flow of household effluent and must comply with state, county or local code requirements. Homeowner shall be responsible for sewer system	HHfH shall be responsible for the installation of an operational system and shall take corrective action to repair. HHfH shall not be responsible for malfunctions which occur through owner negligence or abuse and from

	maintenance.	conditions that are beyond their control, such as freezing, soil saturation, increase in water table, excessive use, etc.
Exterior Faucets (hose bibs)	Exterior faucets are designed to drain after being turned off, to prevent damage from freezing. Hoses must be disconnected during freezing weather to allow for proper drainage.	Exterior faucets that are damaged due to a connected hose during freezing weather are not covered under this warranty.
Plumbing (leaks)	No valve or faucet should leak due to defects in material or workmanship. However, leakage caused by worn washers or seals is a homeowner maintenance item.	The homeowner should contact the installer contractor to repair or replace the leaking faucet or valve unless leakage is due to a worn washer or seal. HHfH is not responsible for leaks due to homeowner repairs or modifications.
Plumbing (noise)	There may be noise emitting from the water system due to the flow of water.	Noise due to water flow and pipe expansion cannot be eliminated. However, "water hammer" or pipe vibration is the installer contractor's responsibility to correct.*
Plumbing (operation)	Sewers, fixtures and drains should operate properly.	HHfH is not responsible for sewers, fixtures and drains which are clogged through the owner's negligence. If a problem occurs within the first year, the owner should consult HHfH for a proper course of action. Where defective construction is shown to be the cause, HHfH shall assume the cost of repair. Where owner negligence is shown to be the cause, owner shall assume all repair costs.
Plumbing Fixtures (chips & cracks)	There should be no chips and cracks on surfaces of bathtubs, showers, toilets, lavatories, sinks, pullman tops, and adjacent surfaces.	HHfH will repair any chips or cracks noted during customer walk-through.*
Heating	The heating system should be capable of producing an inside temperature of 70 degrees F. Federal, state or local energy codes shall supersede this standard where such codes have been locally adopted.	HHfH shall correct the heating system as required to provide the required temperatures. However, the owner shall be responsible for balancing dampers, registers, and other minor adjustments. HHfH is not responsible for clogged filters. Additionally, HHfH makes no warranty as to the heating unit or controls, which are covered by the manufacturer's warranty (see Section IV).
Domestic Hot Water Heater	The hot water heater should be capable of producing a sufficient quantity of	The hot water heater is covered by the manufacturer's warranty. Homeowners

	hot water to all hot water outlets. A large demand on the stored hot water may result in temporary loss of hot water. The heater must be given sufficient time to recover and deliver hot water.	must be aware that hot water heaters have a definite service life and must be replaced occasionally. Service life varies and is dependent on original heater quality, heating cycles per day, hardness of water, etc.
Electrical Wiring	The wiring should be capable of carrying the designed load for normal residential use. The wiring is in conformity with all electrical code requirements.	The installer contractor shall rewire where it does not conform to code specifications.
Circuit Breakers	Circuit breakers should not activate under normal usage.	HHfH shall replace faulty circuit breakers where they do not conform to code specifications.
Switches & Outlets	All switches, fixtures and outlets must operate as intended.	HHfH shall repair or replace defective switches, fixtures and outlets.
Ground & Arc Fault Interrupters	Ground and arc fault interrupters (GFI's and AFI's) are sensitive electrical safety devices installed in the system to provide protection against electrical hazards. These sensitive devices can be tripped very easily. (Tripping may be due to excessive appliances on one outlet, electrical storms, or local power fluctuations. The Homeowner is responsible to reset these by pressing the "*reset*" button.	HHfH shall replace defective ground and arc fault interrupters (GFI's and AFI's) in accordance with approved electrical code. Occasional tripping is to be expected and is not covered, unless due to a construction defect or faulty receptacle.
Other Components	Any components not specifically mentioned above are warranted for a period of one (1) year, as defined, against faulty construction and/or defective materials.	*

*When finished surfaces and/or materials need repair or replacement, HHfH will make its best effort to match color and texture as closely as possible, but does not claim to repair or replace to any exactness.

IV. MANUFACTURER'S WARRANTIES

A. Warranties

There are manufacturers' warranties for mechanical equipment, appliances, and other manufactured items furnished with your home. These items are not covered by this Warranty. You have rights under these manufacturers'

warranties which flow directly from the manufacturer to you. You should review them carefully for the terms and periods of coverage. We recommend that you keep the manufacturers' warranties in your Homeowner's Education Manual. You must deal directly with the supplier or the manufacturer. HHfH assigns to "THE HOMEOWNER" any interest it may have in any manufacturers' warranties for mechanical equipment, appliances and other manufactured items furnished with the house. Be aware that some manufacturers' warranties may cover the cost of replacement parts, but the Homeowner is responsible for labor and/or trip charges. **ASK FIRST!**

A non-exclusive list of items covered by manufacturers' warranties and not warranted by HHfH in any manner is included below. These items may or may not be in your house. (If you suspect problems with your water or electric meter, you must contact the utility company involved.)

Heating and Ventilation
Heat Pump
Thermostat
Exhaust Fan
Registers & Duct Work

Plumbing
Water Heater
Faucets
Toilets
Septic Pump

Mechanical/Electrical
Smoke Detector
Water Meter
Electric Meter
Water/Septic Pumps
Sensors/Security Lights
Light Fixtures

Appliances
Refrigerator
Range/Oven
Oven Hood
Dishwasher
Clothes Washer
Clothes Dryer
Microwave/Vent

All information relating to manufacturers' warranties are included in your warranty paperwork.

B. Registration Cards

Most suppliers of equipment noted above may provide an Equipment Registration Card or Warranty Registration Card. These warranty cards should be completed and mailed back to the manufacturer. In most cases, failure to return the cards does not void the warranty. It is a good idea to return the cards, as it provides a means for the manufacturer to contact you regarding

system updates or product recalls and provides them with a date when the warranty became effective.

V. EXCLUSIONS AND DEVIATIONS FROM WARRANTY

A. Exclusions

As earlier stated, the warranty offered by HHfH is a limited warranty. As such, certain parts of your home are not covered under the warranty, and others are covered only if certain procedures are followed. The following lists most excluded items.

1. Mechanical equipment, appliances, etc. HHfH does not warrant any item covered by a manufacturers' warranty (see Section IV).

2. HHfH does not warrant any landscaping.

3. Since some items can be easily damaged during move-in, deficiencies in the following are excluded unless noted during your final walk-through on your Punch List Inspection Checklist.

Cabinets	Appliances
Counter Tops	Window Glass & Screens
Paint Touch-Ups	Scratches/Tears in Flooring
Dings in Drywall	Plumbing Fixtures (faucets, shower heads)
Storm Doors	Electrical Fixtures (lights, switches/outlets and covers)
Mirrors	Towel Bars/Toilet Paper Holders
Shelving	Vinyl Miniblinds

Please pay special attention to these items during your Maintenance Walk-Through and Punch List Inspection. Any of the above defects not noted at the time of this walk-through will be the responsibility of "THE HOMEOWNER" to correct.

4. Minor "settling" – cracks of less than 1/8 inch are normal to home construction and are specifically excluded.

   Concrete, plaster, dry wall, masonry and other rigid materials are subject to hairline cracks due to normal expansion, contraction and settlement. It is impossible to avoid cracking; therefore, replacement or repair will be done only when deemed to be caused by defective material or workmanship.

5. Damage is specifically excluded when arising from any of the following:

    a. The process of moving into your house
    b. Wear and tear of normal occupancy
    c. Intentional or unintentional negligence by the owner or a third party.
    d. Changes by additions or alterations to your home
    e. Acts of God

6. Stained or varnished woods used in cabinets, paneling, siding, doors and wood trim all have variations in durability and in wood grain and color. There are inherent characteristics that cannot be fully controlled and are therefore excluded from this Warranty.

B. Deviations

The following is a listing of items that are not excluded from the basic 12-month (one year) warranty, but deviate from the basic warranty with regard to time.

1. Minor repairs to items such as sticking doors, cabinet drawers, tile caulking, loose hinges, etc. must be requested within 90 days of occupancy. After that time, these items are considered as normal maintenance and the responsibility of the Homeowner.

2. Plumbing stoppage must be reported within seven (7) days of occupancy. Otherwise, it is considered the Homeowner's responsibility, as the plumbing was tested for proper operation before occupancy.

VI. MAINTENANCE WALK-THROUGH AND PUNCH LIST INSPECTION

A. Maintenance Walk-Through and Punch List Inspection

Before you move into your home, you must make an appointment with the HHfH office to schedule a Maintenance Walk-Through and Punch List Inspection. At this walk-through, you will be given a Punch List Inspection Checklist. With assistance from an HHfH representative, you will list all discrepancies you wish to have corrected. Your representative will also familiarize you with features of the house, which switches are which, appliance information, etc. This is an important part of your move-in

procedure, and you should allow at least sixty (60) minutes for the walk-through.

B. Corrective Actions by HHfH

Upon receiving your Punch List Inspection Checklist, items noted will be reviewed and evaluated by a staff member of HHfH, keeping in mind that not all discrepancies will be corrected, as some may be within the accepted standards of the Warranty, Section III Performance Standards, or within the standards HHfH has accepted for simple, decent housing. Work will be scheduled with the homeowner at a time that is convenient to both.

VII. CUSTOMER SERVICE PROCEDURES

A. Corrections of Your Home Walk-Through Discrepancies

A representative from HHfH will have escorted you on a walk-through inspection of your home. All interior and exterior details will have been inspected, and service policies/equipment warranties explained. The Punch List Inspection Checklist (See Attachment A) will be used to note your request for corrections. This list will be given to an HHfH representative for review. A copy of the Punch List Inspection Checklist will be returned to you; and the original will be retained by HHfH, along with other service requests and correspondence relating to your house. It is HHfH's intent to make corrections as quickly as possible. Keep in mind that various contractors, trades people, HHfH volunteers and materials may be involved.

B. Corrections of Problems Noted After Move-In

1. Plumbing, electrical or appliance problems are first resolved by reading the supplier's instruction book. If you are unable to solve the problem after reading the manual, you should call the installer. A list of installers and their phone numbers may be obtained from HHfH.

2. Requests for additional repair service, after completion of the repairs noted on the initial Punch List Inspection Checklist, must be submitted in writing on a Request for Warranty Repair Form or through the Habitat Homeowner Portal. A hard copy of the Request for Warranty Repair Form can be found in Attachment B of this Warranty. The Habitat Homeowner Portal may be accessed on our website by visiting

www.holstonhabitat.org/habitathomeowners and entering the password "Habitat85". These repairs will be done as soon as possible. Please keep in mind the volunteer nature of HHfH operations. Upon receipt of your written request, an HHfH representative will schedule a meeting with you and review the request. To speed up service, please include a brief description of the problem and day and evening phone numbers.

NOTE: *Regarding repairs, you need to be aware of your responsibilities as an HHfH Homeowner. If you are qualified and have notified HHfH, you may correct minor problems yourself, without HHfH assistance. If you want to do the job but need help or training, HHfH will provide you with guidance and training. If you so choose to do minor repairs, please record them on the provided Request for Warranty Repair Form or submit them through the Habitat Homeowner Portal at* www.holstonhabitat.org/habitathomeowners, *but indicate that you have solved the problem. This will provide a written record of problems and possibly eliminate similar problems on future houses. Remember, this is your house, and being involved in its maintenance and repair will make you a better homeowner. All requests for service after occupancy must be sent to the HHfH office or submitted through the Habitat Homeowner Portal. The mailing address is:*

HOLSTON HABITAT FOR HUMANITY
P.O. Box 5265
Kingsport, TN 37663

NOTE: *Please understand that the HHfH volunteers are neither authorized nor qualified to make judgments regarding repairs or service of any kind. All commitments must come from a staff member. We will try to please and hope that you find our service policy fair to all. Proper service and homeowner maintenance will help to keep your home in good condition. This will maximize the comfort for your family and help maintain the value of your home.*

VIII. EMERGENCIES/NON-EMERGENCIES

A. The following conditions are defined as emergencies and will require immediate attention by the installer contractor:

1. Total stoppage of sewer

2. A water leak that requires water service to be shut off to avoid serious damage to the house and/or furnishings
3. Complete loss of heat
4. Total loss of electrical service

All of the above will require service beyond the capability of HHfH. You must call your designated professional plumber, electrician or mechanical contractor. Their numbers will be given to you by HHfH. Total loss of electric service should be reported to the electrical company.

B. The following are NOT considered emergencies. They will also be corrected by your installer, as noted above. During the first year of occupancy, the installer's warranty should cover repair charges for all calls, unless the problem is a result of Homeowner's repairs, neglect or misuse of the system.

1. Temporary toilet stoppage
2. Dripping faucet
3. Water leak from sink/lavatory
4. Loss of hot water
5. Inoperative appliance

Service to correct non-emergency problems should be requested during normal business hours – usually 9:00 a.m. to 5:00 p.m., Monday thru Thursday and 9:00 a.m. to Noon on Friday (holidays excluded); otherwise, you may have to pay for overtime/holiday rates.