

**HOMEOWNER ORIENTATION**

 Your homeowner orientation is an introduction to your new home and its many features- a meeting that goes beyond the traditional walk-through include a detailed demonstration of your home and review of information on its maintenance.

**SCHEDULING**

 We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday. We meet at your home. The orientation usually occurs on the day of your escrow closing, provided that you have previously signed all escrow and loan documents, delivered all required monies to the title company and satisfied all closing conditions. With few exceptions, the home will have already passed a final inspection and received final occupancy approval from the governing city or county principality. Expect your orientation to take approximately one to one–and-half hours.

**ORIENTATION FORMS**

We have included a copy of the form and the Customer Service Manual given at the time of orientation. In addition, the suggestions that follow will help you derive from the your orientation.

**ACCEPTANCE**

In addition to introducing you to your new home, the orientation is also an opportunity for you and our company to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes. We note details that need attention on the orientation forms.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our LIMITED (1) YEAR BUILDER’S WARRANTY excludes cosmetic damage to items such as: ***Sinks, tubs, and plumbing fixtures***

 ***Countertops, and cabinet doors***

 ***Light fixtures, mirrors, and glass***

 ***Windows and screens***

 ***Tile, carpet, hardwood, vinyl and resilient flooring***

 ***Paint and drywall***

 ***Finish on appliances***

 ***Surfaces including glass, ceramic, flagstone, marble, granite, slate and* *porcelain.***

**COMPLETION OF ORIENTATION ITEMS**

We, at Hunter Development Corporation take responsibility for remedying any items noted at the orientation. We will strive to complete such items within 30 days of the orientation date. Our normal customer service hours are 8:00 a.m. to 4:30 p.m., Monday through Thursday, closing on Fridays at 3:00 p.m., excluding holidays. Please note that we will remedy only items listed on the orientation forms. Hunter Development Corporation will honor no verbal commitments of any kind.

**FUTURE SERVICE**

We, at Hunter Development Corporation responds to warranty items according to our LIMITED (1) YEAR BUILDER’S WARRANTY Guidelines, the terms and conditions. For more details, please review your Customer Service Manual.

 **Note to Homeowner:**

At your homeowner orientation, you will receive:

A list of Emergency Phone Numbers for critical trade contractors, such as heating, plumbing and, electrical who might be needed after hours or on weekends.

The customer service numbers of manufactures for the appliances installed in the home

Copies of completed orientation forms.

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**Clarification of One (1) Year Limited Warranty**

This is to acknowledge that the undersigned purchaser(s) understand and agree to the terms of the LIMITED ONE (1) YEAR BUILDER’S WARRANTY on the home being purchased.

The LIMITED ONE (1) YEAR BUILDER’S WARRANTY shall be effective for a period of one (1) year from the date of your initial occupancy or the date of closing, whichever shall first occur.

This LIMITED ONE (1) YEAR BUILDER’S WARRANTY establishes an agreed method for determining when a structural defect exists and a clear understanding of the builder’s responsibility to remedy any such structural defect. This LIMITED ONE (1) YEAR BUILDER’S WARRANTY also helps distinguish a STRUCTUAL DEFECT that is the responsibility of the BUILDER from those minor deficiencies that can reasonably be expected in a home or result from normal wear and tear or neglect of routine, whether it is HOMEOWNER or HOMEOWNERS ASSOCIATION maintenance responsibilities.

The warranty SHALL NOT apply to cosmetic finishing, decorating items, or yard landscaping. ANY and ALL landscaping that has been initiated by the builder is COMPLETE at the time of occupancy or date of closing, whichever shall first occur. ANY erosion that occurs and the cost of repairing the same, after the initial date of occupancy or date of closing, whichever shall occur first, is the responsibility of the HOMEOWNER.

This Customer Service Manual contains the procedures that you must use to notify us of a condition in your HOME which you may believe may constitute a structural defect. In the event a condition occurs in the HOME that you believe may constitute a STRUCTUAL DEFECT, you agree to submit any request for warranty performance in accordance with the procedure described within the manual. Based on the information you provide and/or where we deem it necessary, information obtained from our onsite investigation, inspection and/or testing of the HOME, we will determine whether we agree with you that the condition constitutes a STRUCTUAL DEFECT. If we determine that the condition reported by you is a STRUCTUAL DEFECT, WE WILL REMEDY THE CONDITION in accordance with the remedies prescribed in this LIMITED ONE (1) YEAR BUILDER’S WARRANTY.

**CUSTOMER SERVICE MANUAL**

**HUNTER DEVELOPMENT CORPORATION**

**1000 HUNTER’S TRAIL**

**MIDWAY PARK, N. C. 28544**

**Phone: (910) 577-1441**

**Fax: (910) 577-7319**

 **Service Request Email- warranty@hunternc.com**

**LIMITED ONE (1) YEAR BUIDER’S WARRANTY STARTS THE DAY OF YOUR WALKTHROUGH**

***Please take a few minutes to read THE CUSTOMER SERVICE MANUAL.***

***It will help with questions and/or concerns you may have.***

TABLE OF CONTENTS

IMPORTANT NOTICE……………....................................................................

WELCOME/INFORMATION…………………………………….……………

EMERGENCY NUMBERS & DETAILS

AIR CONDITIONING/HEATING……………………………………………..

APPLIANCES…………..………………….…………………………………...

CABINETS & COUNTERTOPS...……………………………………………..

CONCRETE….

DOORS…………..…..…………………………………………………………

DRYWALL & NAIL POP REPAIR INFO….…………………………………

ELECTRICAL………………………………………………………………….

FLOOR COVERING………...............................................................................

MASONRY…………..…………………………………………………………

FIREPLACE

PAINTING…………..………………………………………………………….

PLUMBING…………..………………………………………………………...

SEPTIC …………………………………………………………………………

LAWN MAINTENANCE.………….…………………………………………..

HOME MAINTENANCE CALENDAR.………………………………………

CURRENT SUBDIVISION UTILITY PROVIDERS………………………….

SEPTIC DO’S AND DON’TS ………………………………………………….

**ANY DAMAGE CAUSED TO YOUR HOME BY “ACTS OF GOD”, INCLUDING BUT NOT LIMITED TO, STORMS, WIND, FIRE, RAIN, ANY WEATHER-RELATED DAMAGE, ANY LACK OF MAINTENANCE BY THE HOMEOWNER, ANY ACCIDENTAL DAMAGE TO THE HOME OF ANY KIND, IS NOT COVERED BY THE BUILDER’S ONE YEAR WARRANTY.**

**IT IS IMPERATIVE THAT CARE IS TAKEN OF YOUR HOME AND THAT HOMEOWNER MAINTENANCE IS DONE AS NEEDED AND IN A TIMELY MANNER, SO AS TO ELIMINATE THE NEED FOR LARGER AND MORE EXPENSIVE REPAIRS.**

**THE BUILDER IS IN NO WAY RESPONSIBLE FOR NEGLECT BY THE HOMEOWNER.**

**There is a possibility that you will be responsible for the cost of a repair. If it is determined that something is HOME MAINTENANCE then the cost for that repair will be yours. Examples of common repair requests that are actually home maintenance are below.**

**Smoke Detectors- Check/Change the batteries prior to the electrician coming to your home. If batteries end up the problem, there will be a service fee.**

**Garbage Disposals- Check that plastic, metal, food and hair is not clogging the unit. If any of these are found you will be charged a service fee. (Flush the unit regularly)**

**Light Fixtures- Check the light bulbs. If the electrician comes and it is a burnt-out bulb you will be charged a service fee. Please do not use any type of liquid on your fixtures as it can cause rust. If this occurs it is not cover under warranty.**

**Fence Gates- Check to make sure that your gate is secured at all times. The weight from the gate swinging free is causing the fences to sag and the gates to not to sit correctly. We are seeing this more and more. Your warranty will be voided and any repair will come with a charge.**

**Breakers/ GFI- Please check the breakers and GFI before the electrician comes to your home. We suggest that flipping the breakers 2x to make sure that is not the problem. If the electrician responds to a service call and it is just a breaker/ GFI reset that is needed you will be charged**

**Congratulations on the purchase of your new home!**

**We, at Hunter Development Corporation are here to assist you with any questions or repairs needed in your home, due to Workmanship and Manufacturers defect within the one-year warranty.**

**In order to have a productive Customer Service System, it is necessary that these guidelines be followed:**

1. **Upon moving into your home, it is recommended that you wait at least 60 days before submitting any discrepancies for correction, unless you have an emergency situation, in which case please phone the listed service contractors immediately. If your walkthrough items have not been completed after 7 business days, please contact us at** **warranty@hunternc.com**
2. **All discrepancy lists must be made to the attention of 1-year Builder Warranty -** **Warranty@hunternc.com** **We will in turn issue work orders to the appropriate subcontractors. Work Orders are issued on Friday’s only, and from that date the subcontractors are asked to complete the assigned work within 15 working days, providing you are available to permit their access into your home within the hours of 8:00 to 4:00, on weekdays only.**
3. **All work done by the Customer Service Department will be response to a written request. Our personnel will not perform any warranty work in your home at your request without first obtaining written authorization from our office. If any such request is made from homeowner directly to a subcontractor, it will be the responsibility of the homeowner to cover any related expenses for the repair done.**
4. **Any changes made by the homeowner involving changes to original construction of the home will nullify the homeowner’s warranty unless the work is done by Hunter Development Corporation during the one-year warranty period.**
5. **Emergency situations are exceptions to this policy. Emergency situations include severe plumbing problems, no heat in cold weather or any potentially hazardous conditions. - Contact the subcontractor emergency numbers in this manual. The main subcontractor has been told to you at walkthrough and highlighted.**
6. **Routine maintenance of the home is the homeowner’s responsibility. This includes apprising themselves of recommended procedures for using and maintaining all components of the house, particularly in regards to landscaping, in which the homeowner’s knowledge and co-operation are vital.**

**EMERGENCY NUMBERS:**

**Electrician:**

**John Williams Electric:**  910-389-2940

*(Please text- He will call you back,*

*Include your name and address)*

**Plumber:**

**Bucek’s Plumbing Office** – 910-347-6607

**Bucek’s- Emergency:** # 910-934-3169/ 910-389-1556

**Heat/Air:**

**All Season’s Heating and Air Conditioning:** 910-347-6069

**Humphrey Heating And Air-** 910-347-7133

**Gas Fireplace:**

**Fireside Hearth and Home:** Greg @ 910-465-4539

**Appliances:**

**Ferguson Enterprises:** 910-343-1510

**Septic:**

**Extreme Onsite (Kevin):** 910-548-2291

**Shell Rock ONLY Electrician: Robert Daugherty 910-340-2116**

**New River (only): Electrician – John Star Electric 910-989-1908 (If you call this electrician and you do not live in New River Place you will be responsible for any charges)**

**Beach Locations Only:**

**Plumbing: Thornton’s Plumbing 919-550-4833(Beach Only)**

**HVAC: Down East Heating & Air 910-346-4311**

**(Septic to The Landing at Folkstone) Pluris: 910-327-2880**

**Water: ONWASA 910-455-0722**

 If you choose to get someone other than the Subcontractors listed above to do a repair, you are subject to the warranty being voided.

Emergencies- If you cannot get in touch with the Subcontractor that did your work you can contact another contractor. If the original subcontractor feels that the work could of waited he may decide that your warranty is voided. If it is something that could not wait you will be reimbursed. (Subcontractor will determine)

MAINTENANCE SUGGESTIONS

AIR CONDITIONING/HEATING:

Since the air conditioning system is combined with the heating system, the maintenance suggested for your furnace should be followed. In addition, the manufacturer’s owner manual specifies maintenance for the condenser unit. This should be reviewed and followed.

It is recommended that you replace your filter every 30 days. **(A good reminder to replace the filter is when you pay your monthly electric bill.)** If you experience problems with your air conditioning/heating unit it is recommended that you check your fuses and breakers prior to calling for any service personnel. If you call for service and the service personnel find fuses or breakers as causing the problem, you will be responsible for the service call charge.

**A tripped breaker must be turned all the way off and back on to reset.** Your thermostat should be set on heat or air, as needed, and the fan switch should be on “auto”.

Expansion or contraction of metal ductwork will typically result in some ticking or popping sounds. It is not possible to eliminate these sounds.

HELPFUL HINTS:

Set thermostat at desired temperature and leave it there. Keep windows and doors closed tightly. Turn off lights when not in use. Close drapes over windows the sunshine in. Be sure the air intake of the outdoor air conditioning unit is free and clear so air can flow in and out of the cabinet without restriction. Clean away leaves, grass, paper, or anything that might impede the flow of air through the grille.

As you change from heating to cooling, it may be necessary to adjust the balance of air distributed throughout your home. Adjusting dampers or registers can do this.

APPLIANCES:

It is suggested that you put the warranties for all your appliances together with this Customer Service Manual, and should you experience any problems with the appliances please contact the qualified representative as follows:

For appliance repair, please call the manufacture line to set up repairs.

Frigidaire - 1-800-374-4432 (Customer Service & Repair)

G.E. 1-800- 432-2737 (Repair)

1-800-523-7277 (Customer Service)

If you are not satisfied with appliance repairs, please contact Hunter Development for assistance.

**Please be certain to mail all warranty registration cards for appliances as applicable. You can also register your appliances online or over the phone.**

CABINETS AND COUNTERTOPS:

Cabinets (drawers, doors, etc.) should operate properly under normal use. Doors, drawer fronts, and handles should be level and even. Warped doors or drawer fronts will be corrected if the warpage is in excess of 1/4” within any 24” distance. Gaps between cabinets, cabinets and ceiling, or cabinets and walls will be corrected if they are in excess of 1/4”.

Readily noticeable variations in wood grain and color are expected in all style selections. Replacements will not be made due to such variation.

Separations of countertops at walls and where backsplash meets the counter are the result of **normal shrinkage** of materials. Separation at the wall or at the counter will be repaired one time, if gap is in excess of 1/4”. This repair is done by caulking and subsequently will be the homeowners’ responsibility. It is important to keep moisture from reaching the wood under the Formica to prevent warping.

**Laminated countertops typically will** have one or more discernible seams. However, there should be no gap at the seams. **Any major surface imperfections (chips, cracks, scratches, burns) will be repaired only if they were reported in the walk-through prior to moving into the house.**

CONCRETE:

Garage slabs, porches, and patios are designed to “float”; that is, they can move without affecting the foundation. Movement of these and resulting cracking will be minimized by proper installation and maintenance of landscaping. We will seal cracks that reach 1/4” in width or vertical displacement, one time during the one-year warranty**. CONCRETE** **SLABS ARE NOT REPLACED DUE TO CRACKING.**

Excessive settling (2” or more), heaving and/or cracking should be reported in writing so that an inspection can be made. If homeowner changes grading, drainage or landscaping causing the damage, corrective measures will be suggested, but homeowner will be responsible for their implementation. Settling, heaving or cracking will be deemed excessive if it results in negative (toward the house) drainage, or hazardous vertical displacement.

Concrete surfaces shall not disintegrate to the extent that the aggregate is exposed and loosened under normal conditions of weathering and use. We will take corrective action as necessary to repair or replace defective concrete surfaces. However, we are not responsible for deterioration caused by salt, chemicals, mechanical implement and other factors beyond our control.

**WE ARE NOT RESPONSIBLE FOR COLOR VARIATIONS BETWEEN OLD AND NEW CONCRETE USED FOR REPAIRS.**

DOORS:

EXTERIOR: Exterior doors will warp to some degree due to temperature differential on inside and outside surfaces. However, they shall not warp to the extent that they become inoperable or cease to be weather resistant or exceed a 1/4” measured diagonally from corner to corner. We will correct or replace and refinish defective doors within the one-year warranty period.

INTERIOR: Interior and closet doors shall not warp in excess of 1/4”. We will correct or replace and refinish defective doors to match existing doors as nearly as possible, within the warranty period.

Doorknobs and locks should operate properly. Some slight adjustment may be needed due to normal shrinkage of the framing.

GARAGE: Garage doors shall operate properly. We will correct or adjust door as required, except where the cause is determined to result from homeowners’ action or negligence. Garage doors are installed as recommended by manufacturers; however, some entrance of the elements is expected under abnormal conditions.

SLIDING GLASS DOOR. Be sure there are no foreign objects in the track, which might impede the door’s proper operation. Some air infiltration is normally noticeably around doors, especially during high winds. Poorly fitted weather stripping will be adjusted or replaced. We do recommend that you install storm doors to provide satisfactory solutions in high wind areas.

DRYWALL:

Some slight cracking, nail pops, and/or drywall seams may become visible in walls and ceilings. Nail Pops are home maintenance and they will not be done after the walk through. **These occurrences are normally caused by the shrinkage of the wood to which the drywall is attached. Nail pops happen mostly with in the 1st year of construction.**

**We will repair hairline cracks on walls and ceiling surfaces, if they are greater than 1/8” in width, one time only within the one-year warranty period.**

If a drywall repair is the result of a plumbing leak or other warranty-based repair, we will repair and repaint area, and we will try to match the paint color as closely as possible. We will not repaint the entire wall. If you have repainted we will not repaint the area that was repaired.

Repairs will not be made on flaws that are only visible under particular lighting conditions.

**Nail Pop Repair-**

You’ll need a hammer, a drill or screwdriver, a nail set, 1-5/8-inch drywall screws, 1-5/8-inch drywall nails, drywall compound, and a putty knife.

In the center of the nail pop, place the tip of nail punch, and tap in with hammer. As you tap in the nail pop the sheet rock mud or old Spackle will fall out and break off. Using "Dap Fast 'N Final Lightweight Spackling, and a small Spackle blade, spread a small amount over the hole. Lightly sand the patch with the fine-grit sandpaper. Add more compound, Let the compound dry, and then lightly sand it again. Now you will be able to touch up nail pop.

ELECTRICAL:

If electrical outlets, switches or fixtures do not operate as intended, we will repair or replace them.

Electrical boxes on exterior walls may produce a cold airflow through the outlet. This is normal and requires no corrective action.

Light fixtures are installed in the locations indicated on the house plans and will not be moved. Hanging fixtures are installed with chain, as delivered. Homeowners will be responsible to adjust the length, if it is not satisfactory.

**Switches control most of the receptacles in your home. The bottom receptacle operates continuously, but the top one is controlled exclusively by the corresponding switch.**

GFI BREAKER: The Ground Fault Interrupter is required by building code as a safety feature. The electrical outlets in the exterior of your home, the kitchen, the bathrooms, and the garage are connected to this breaker. It is a sensitive system that trips easily to prevent electrical shock in these locations. The test/reset buttons (in garage and/or bathrooms) control the entire system, so if you experience a malfunction in any of the above receptacles, reset the GFI breaker.

HELPFUL HINTS:

Circuit breakers are the safety valves of your home’s electrical system. Upon moving into your home check, the location of the multi breaker panel. **When the circuit breakers** **trip you may reset them by turning** **them completely off and then back on.** **Please do this twice to make sure, because you will be charged if the electrician comes out and that is the problem.** If trouble continues after breaker is reset, call our office, or the electrician if it is after working hours.

**If you go on vacation and you turn the water off to your house, we suggest that you also turn off the breaker to the hot water heater, so that the element does not burn out. We are not responsible for replacing the hot water heater element.**

FLOOR COVERINGS:

**Only those chips, scratches and other flaws in surfaces which are noted in the walk-through list (PRE-SETTLEMENT ORIENATION) will be repaired**

Carpet: Although carpet seams will be visible, no gap or fraying is acceptable. We will correct this problem as needed.

Wall to wall carpeting, installed as the primary floor covering, shall not come up, become loose, or separate from its point of attachment. If it does we will take corrective action.

**ANY WARRANTY ON CARPET IS VOIDED IF THERE IS ANY KIND OF HOUSE PET. DOGS AND CATS SNIFF AND SCRATCH AT GLUE USED AND THE ODORS THAT ARE NATURALLY IN FLOORING DYES. FURTHER, THEY OFTEN HAVE ACCIDENTS INSIDE AND VOMIT AND URINE ARE DETRIMENTAL TO THE BACKING OF ANY FLOORING, ESPECIALLY CARPET.**

Stains or spots noted on the walk-through list will be corrected by cleaning, patching, or replacement. **HOWEVER, WE WILL NOT BE RESPONSIBLE FOR DYE LOT VARIATIONS IF REPLACEMENTS** **ARE MADE**. Furthermore, no action will be taken on stains or spots reported after the walk through, unless the carpet itself is defective.

Vinyl: Vinyl floor covering should adhere; lifting or bubbling will be repaired. In the event that nail pops should appear on the surface of the vinyl, these will be repaired.

Seams will occur and are sealed at the time of installation; there should be no gap or curling at seams exceeding 1/16”. If they occur we will repair.

HELPFUL HINTS:

When you first move into your home, vacuuming should be done about every other day in areas of heavy traffic, and at least weekly in the rest of the house. This removes any loose dirt and helps to keep the pile erect.

Spills and spots should be cleaned immediately, before stains can become set and make cleaning more difficult. Also, carpet should be professionally cleaned at least annually, depending upon your family size and the amount of soil tracked in.

As far as the vinyl, the less washing the better. Instead of scrubbing it frequently, wipe up spilled things immediately, before they can become sticky. Do not give your brand-new floor a complete washing until it has been in service at least a few days.

**Seam lifting in the bathrooms is common around the tub area, due to water leakages from showers. We suggest that you take special care to keep this area dry. If this seam lifts within your one-year warranty we will repair it; however, we cannot assume responsibility for separation due to excessive spillage around the tub and shower areas**.

MASONRY:

Homes currently built are on monolithic slabs and contains reinforced steel and fiber.

Small cracks not affecting structural stability are not unusual in mortar joints of masonry foundation walls. Cracks greater than 1/4” in width will be repaired by painting or patching.

Small hairline cracks due to shrinkage are common in mortar joints in masonry veneers. Cracks greater than 3/8” are considered excessive and will be repaired by painting or patching.

**WE ARE NOT RESPONSIBLE FOR COLOR VARIATIONS BETWEEN OLD AND NEW MORTAR USED FOR REPAIRS.**

FIREPLACE:

We are currently installing gas fireplaces in our homes.

However, should you have a wood burning fireplace, the fireplace and chimney shall function properly. It is normal to expect that high winds can cause temporary negative draft situations. Some homes may need to have a window open slightly to create an effective draft.

Newly built fireplaces will often incur slight amounts of separation. If this separation exceeds 1/2” from the main structure in any 10’ vertical measurement we will correct by caulking.

The firebox paint and finish might be changed by fire. Also, the firebrick and mortar joints might crack from heat and flames of roaring fires. These circumstances are considered normal and we will not take any corrective action.

PAINTING:

Exterior: Fading of exterior paint can be expected due to the effects of sun and weather. Also, wood trim will develop some minor cracks and raised grain as it ages and dries. Much of this will occur during the first year. Raised grain can result in peeling paint; however, this is not due to a defect in materials or workmanship. Paint maintenance of wood trim is homeowners’ responsibility.

Interior: Paint touch ups are sometimes visible under certain lighting conditions. When we have to do touch ups as a result of another repair we will finish area to match its surroundings as closing as possible, BUT WE ARE NOT RESPONSIBLE FOR MATCHING COLORS EXACTLY. WE WILL NOT REPAINT THE ENTIRE WALL!

Stain: Due to wood characteristics, color variation will result when stain is applied. We will not repair or replace wood for such variations

PLUMBING:

All drains and sewer lines should operate freely. Obstructions resulting from construction debris will be corrected by Hunter Development Corporation. **We will** **correct clogged drains that occur during the first 30 days after closing.** **Obstructions found to be a result of homeowners’ action will be corrected at homeowner’s expense.**

**If you alter any fixture you void the warranty that the plumber provides. Also, if due to any alteration damage occurs it will NOT be covered under your 1-year builders’ warranty.**

Provided that the home is heating at a normal level pipes should not freeze. Heat should be set at, 65 degrees when you are away during winter months. Garage doors should be kept closed to protect plumbing lines which may run through this area.

Changes in temperature or the flow of water itself will cause some noise in the pipes. This is normal and requires no repair. Consistent water hammer will be repaired. Temperature variations can be expected if water is being used in more than one location at a time.

No faucet or valve should leak due to defects in material or workmanship. If this occurs we will make necessary repairs.

Garbage Disposals need to be free of food or any other type of debris.

Cracks or scratches in sinks and tubs can occur when surface is hit with sharp or heavy object. **WE WILL REPAIR ONLY THOSE CRACKS OR SCRATCHES NOTED IN THE WALK-THROUGH LIST**.

HELPFUL HINTS:

Sinks and basin faucets are equipped with aerators, which mix air with the stream of water and prevent splashing. **They should be removed and cleaned periodically (every 3 to 4 months).**  This will prevent the accumulation of minerals deposited from your water supply and restore your water pressure to normal.

Sinks have shut off valves to permit water to be cut off independently of the rest of the house for repairs to faucets. These are located under the sinks. Also, if you have a dishwasher, under the kitchen sink there is a faucet that allows water to go into the dishwasher. If you experience problems with lack of water going into the dishwasher upon your moving in, make sure the corresponding cut off valve is on.

It is important that you disconnect hoses from outside faucets in cold weather, as this may cause damage due to freezing.

It is also very important that you know where the main water shut off valve to your house is. This will be shown to your during the walk through.

SEPTIC SYSTEMS- If you have a problem with your septic during regular business hours call the office if it is after hours contact the emergency numbers in the front of the book

LAWN MAINTENANCE:

In this section we have included a guide for a successful lawn, if all these steps are followed. We would like you to keep in mind that, pertaining to landscaping, we are only required to provide you with a start, since developing a mature lawn is a long process of about 3 to 5 years. **We are required to provide you with about 70% coverage, which will eventually increase as you water, fertilize and re-seed your yard periodically, as suggested in this section.**

We, at Hunter Development Corporation, are very concerned with pleasing our customers and in this section of our manual we want to explain to you the procedures we follow while landscaping your lot. We also are including some tips on how to care for your new lawn and shrubs.

We consider each lawn individually and collectively. Let us explain: (1) We consider drainage, making certain that minimal water will remain on your property; (2) We consider the slope and grade of your property and how it compares with your neighbor’s. We make every effort to see that your property does not cause problems for your neighbor’s drainage; (3) We see that any visible trash, debris, etc., is removed from your property at the time of landscaping; (4) Soil preparation - we utilize a variety of methods to prepare your soils for seeding and use in most instances two times the recommended amount of seeds; (5) Lime and fertilizer are applied to every lot, usually 250 lbs. of each. But this may increase according to lot size; (6) Often each lawn is disked by a tractor, raked by a tractor, seeded, then hand raked and mulched with wheat straw or cult packed. Occasionally this sequence will vary depending upon site condition and the time of the year. So as you can see we do much more than the traditional blade and raking as often suggested.

SEEDING YOUR LAWN:

Late fall and winter we use the following seed and fertilizer on each lawn (minimum): (a) Unhauled Bermuda - 20 lbs.; (b) Fescue 30-31 lbs.; (c) Annual Rye - 25 lbs.; (d) Late spring and summer - Hulled Bermuda, 28 or more pounds.

Note: Rye is used primarily for its ability to germinate during cool soil temperatures - it usually shows up in three or four days depending on soil temperature and moisture. Rye is also the grass that browns out in late spring or early summer when the day temperatures get consistently above ninety degrees Fahrenheit. Fescue is utilized in conjunction with rye because it basically will tolerate those high temperatures of summer if it is mowed two (2) inches or above. (Mowing will be discussed in detail later). Unhauled Bermuda - compared to a peanut in the shell, supposedly lies around in the soil and germinates when the soil temperature is seventy degrees Fahrenheit or above. So conversely, it is possible for your lawn to look brown in late spring and cause concern that your lawn has died, but what has happened is that the rye grass has died causing some brown spots. At this time, we suggest that you fertilize and continue mowing, and water when your lawn is dry (to be discussed later in more detail).

FERTILIZING YOUR LAWN:

It may be appropriate at this time to give the meaning of the numbers that you see when you look at a bag of fertilizer, called analysis. (For example 8-8-8 or 10-10-10 or 18-6-12)

From left to right the 18 represents the percentage of nitrogen utilized for rapid growth and quick green up; the 6 represents the percentage of phosphorus which is utilized by the plan for strong roots, deep roots, strong cellular development, in general a bedding plant; 12 represents the percentage of potassium, which is utilized by the plant in the development of reproductive structures - flowers and seed, etc. All of the above are called major nutrients or macronutrients - one that plants need in large proportions. The micronutrients, or trace elements only needed in small proportions, will also be found in a bag of good fertilizer. These include, but are not limited to, iron, zinc, manganese, calcium and others.

WHEN TO FERTILIZE:

(1) Late fall and early winter - no fertilizer unless you have over seeded your lawn with rye or Fescue to keep it green during Bermuda’s dormant season: probably 3 bags or more of 10-10-10 or any other appropriate fertilizer - only if you over seed.

(2) Early fall or late winter - 3 bags of 10-10-10 or any other appropriate fertilizer.

(3) Spring and summer - every 30 to 45 days with 10-10-10, 3 or more bags. Bermuda is a heavy feed. It is also disease and insect free but fertilization is a must, especially if you want your lawn dark green and thick. CAUTIONS: (a) Fertilizers should be watered in, and if left on grass unwatered it could kill because of the acid and salt that is in fertilizer; (b) it is a must to keep Bermuda spreading. It has to be mowed and kept 1 1/2” to 2” high.

MOWING YOUR LAWN:

(1) Winter - maintain mowing height at 2” and feed lawn at first sign of any color other than dark green.

(2) Spring and summer - maintain mowing, remembering to fertilize every 30-45 days and water the fertilizer into the soil.

Note: Often we wait between mowing allowing the grass to grow 4” or more before we mow it and wonder why our lawn is brown. Bermuda will spread if encouraged but will grow tall if you allow it and very rarely does it spread when it has a chance to grow tall. Proper mowing is essential to a good lawn.

WATERING YOUR LAWN AND PLANTS:

(1) Soil absorption is best at night during spring and summer.

(2) Always water whenever the soil surface becomes exceptionally dry, especially during the first two years of lawn establishment. The first year Bermuda’s roots are in the top 1” to 1 1/2” surface of the soil, the second year it reaches deeper and considering that the surface dries first gives us the basis for suggesting that you water regularly.

CARE OF SHRUBS:

Watering: Your shrubs should be watered especially during dry periods. Watering in the late afternoon or night seems to be the best time as there is less evaporation. You should apply enough water to wet the soil one inch deep as a general rule.

Mulching is advantageous for several reasons: (1) It reduces or eliminates the loss of water from the soil around plants due to evaporation, freezing or heaving. (2) During extremes of weather (hot, dry, or freezing) mulches tend to keep the soil temperature more stable. It is often the drastic changes in weather that cause the highest mortality rate in plants. (3) Mulches should be added at least two times a year. It is not a good idea to remove the old mulch before applying new, as the old mulch decays and becomes food for your shrubs. Examples of mulches are: pine straw, pine bark, peat moss, saw dust, etc.

Fertilizing once a year with 10-10-10- or 8-8-8 should be sufficient to supply your shrubs’ needs. We would suggest two tablespoons for the smaller shrubs and three to four tablespoons for the larger shrubs.

SUMMARY:

(1) Bermuda is intended to be your permanent lawn grass. It spreads and will fill in most bare spots within one growing season with adequate mowing, fertilization and watering.

(2) Rye and Fescue are planted during late fall and winter to stabilize the soil, provide greenery until the soil warms up above seventy degrees Fahrenheit at which time Bermuda will germinate.

(3) Hulled Bermuda is planted in late spring and summer or during the time when the ground temperature is above seventy degrees Fahrenheit. At this time no Rye or Fescue is planted, however, the quantity of Bermuda seed is increased proportionately. (Comparison: a peanut out of the shell - it germinates quicker.)

(4) Mowing, fertilization and watering are the three ingredients to a beautiful and lush green lawn.

(5) For second- and third-year lawn, check into slow or time release fertilizer. However, 10-10-10 is still as good if applied on schedule.

(6) Over seeding your lawn in late October or early November to keep it green during the winter months. Usually 50 pounds will be more than sufficient. Additional fertilizer will be needed.

(7) Ticks and Fleas. In late spring or summer one application of diazinon or spectracid will take care of your problem. It is also a good preventive.

(8) An occasional watering and fertilizing is good for shrubs, too. They do not like competition that Bermuda grass and weeds provide when they are competing for the same nutrients and water.

CONCLUSION: IF YOU WILL CONSIDER THESE FEW SUGGESTIONS, WE ARE SURE THAT YOU WILL BE REWARDED WITH A LAWN THAT YOU AND YOUR NEIGHBORS CAN BE PROUD OF.

FENCE

After your fence is installed we suggest that you seal the wood to maintain the life of the fence. The wood is pretreated prior to installation but weather can affect the quality and life of the fence.

Make sure that your gate is secured at all times. A swinging gate will cause the fence to sag.

SIDING

Damage done to your siding from a reflection from a home, vehicle, pool is not a warranty issue. We are unable to predict the way the sun will shine or what it will shine on. Any damage done by lawn equipment, grills, fire pits, ETC will not be repair in the 1-year warranty.

HOME MAINTENANCE CALENDAR

SPRING:

1) Check conditions of putty, caulking and exterior paint. Replace or paint as necessary.

2) Inspect roof for snow and ice damage and repair as necessary.

3) Seed or feed lawn. Plant annuals and perennials.

SUMMER:

1) Apply weed killer to lawn.

2) Have heating system cleaned and examined.

3) Do needed interior redecorating.

FALL:

1) Remove hoses from sillcocks and store.

2) Mulch perennials that need winter protection.

3) Have cooling system checked and cleaned.

WINTER:

1) Keep fireplace damper closed when not in use to prevent heat loss.

2) Change filters monthly.

3) Keep driveway and walks free of ice to prevent hazardous walking conditions.

4) Wrap or insulate exposed pipes, and leave water dripping during freezing weather to prevent pipes from freezing and breaking.

The following is a list of what might be called a starter tool kit:

1. Claw hammer.

2. Hand pliers.

3. Small, medium, large and regular Phillips head screwdrivers.

4. Medium size crescent wrench.

5. Putty knife.

6. Assorted nails, brads and screws; assorted faucet washers.

7. Caulking gun and compound.

8. A sturdy penknife.

By following the suggestions outlined above and by performing routine maintenance on a regular basis, your home will maintain its value and will be a source of pride to you and to your neighborhood.

Current Subdivisions Utilities information

**Towne Pointe**-

Water & Sewer is supplied by OWASA (910) 455-0722

Electric Service Is Duke Energy (800) 452- 2777

**The Farm at Hunters Creek** –

Water & Sewer is supplied by OWASA (910) 455-0722

Electric Service Is Jones Onslow (910) 353-1940

**The Landing and The Village at Folkstone** –

Water ONWASA & Sewer Pluris (910) 455-0722/(888) 758-7471

Electric Service Is Jones Onslow (910) 353-1940

**Regarding Septic Systems-** Feminine Products

**Septic Tank Maintenance**

* Pump out your Septic Tank
* Inspect your Tank and Leaching Field
* Minimize the Waste your Septic System Receives

**Don’t let these items go into the septic tank and leach fields.**

* Cigarette butts, Disposable Diapers, Sanitary napkins & tampons, Handi-wipes, Condoms, Hair, Bandages, Rags & Strings, Coffee Grounds, Paper Towels, Anti-bacterial Soaps, No “biocompatible soaps” – biodegradable soaps only, Hard toilet paper – soft is better, Dead fish or small animals, And many more items!