



D•R•HORTON FOUNDATIONS MANUAL

D·R·HORTON® DHI
Listed
NYSE
America's Builder
BUILDER STORY

The companies that comprise the D.R. Horton family of builders are dedicated to building quality crafted, distinctive homes across the United States. This family of builders has developed a reputation for high quality homes with features and amenities other builders often consider options or upgrades. The flexible home designs, attention to detail and affordable pricing are what make D.R. Horton a national leader in the residential home building industry.

D.R. Horton's detached, single-family homes are priced from \$90,000 to over \$900,000. The company has defined itself in the industry through its pursuit of quality and its unique ability to offer customers the features and amenities they look for in a new home. Home designs are created by award winning architects to appeal to the tastes and desires of the local community. By taking advantage of the national purchasing power generated by building thousands of homes each year, the Companies of D.R. Horton often are able to offer exclusive features to each homebuyer at an affordable price.

Courteous customer service is another characteristic which makes buying a new home from D.R. Horton a smart decision. D.R. Horton and its staff of professionals are dedicated to prompt, polite response to homebuyers' requirements and needs. This philosophy has resulted in a reputation that leads to significant repeat referral business.

A Family Business

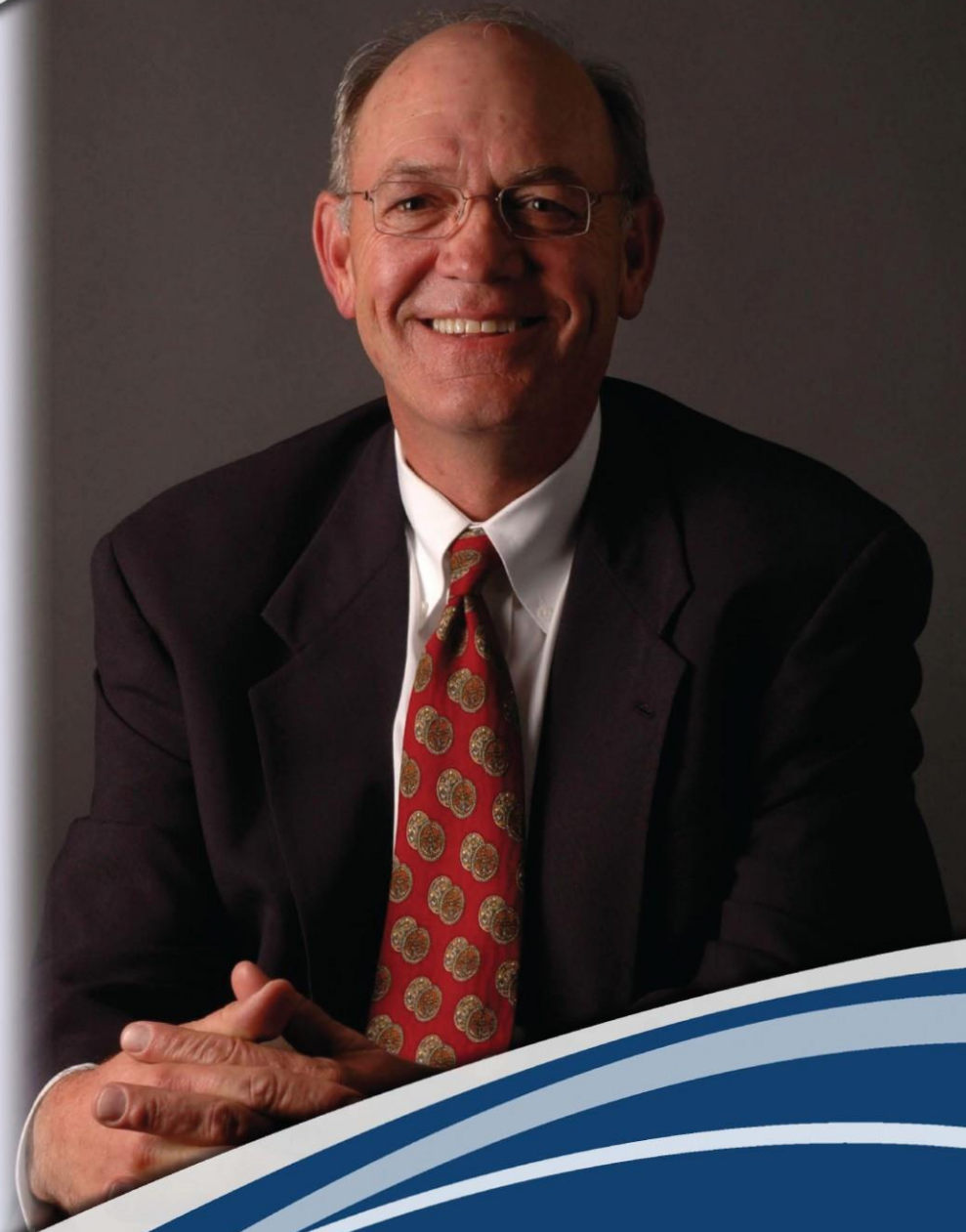
D.R. Horton was founded as a family business, and it is this spirit that prevails among all the dedicated professionals as they come together to ensure the success and stability of your investment. The cooperation of sales, construction, warranty, development and office staff is proof that the family spirit is alive and growing at D.R. Horton.

Diversifying into Top Markets

Donald R. Horton began his own construction business in 1978 in the Dallas/Fort Worth metroplex. In 1987, D.R. Horton began expanding its operations by seeking out the nation's most active homebuilding markets. Since 1987, the company has geographically diversified into 85 markets and 27 states across the United States. Additionally, D.R. Horton provides mortgage and title insurance services in many of its markets.

Financial Stability

D.R. Horton, Inc. is traded on the New York Stock Exchange (DHI), and its outstanding financial performance has earned the company a place as one of the industry leaders in revenue and earnings growth. By offering a piece of the "American Dream", D.R. Horton has grown to over \$5.9 billion in stockholders' equity, which emphasizes the financial commitment and stability D.R. Horton provides its homebuyers.





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WHAT TO EXPECT

What Happens next?

An Overview of Your new Home Manual

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While D.R. Horton is building your new home, you participate by taking care of several important aspects of your purchase.

The chronological list that follows outlines the events that typically take place in the purchase of a new home. If a time frame is specified, your prompt response is vital in order to deliver your home on schedule.

Section 2 – Purchasing your Home

The purchase agreement, and various addenda, constitutes the legal contract regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all paperwork is signed, we suggest you insert those documents in Section 2 of this manual, Purchasing Your Home.

Section 3 – Construction of Your Home

We expect and welcome your visits to the site. Please read Section 4, Construction of Your Home, for guidelines on safety, security, and work in progress.

Section 4 – Homeowner Orientation

The homeowner orientation has two purposes:

The first is to demonstrate the features of your home and discuss maintenance and our 1-year warranty program. We will also outline our 10 year limited warranty provided through RWC – Residential Warranty Corporation.

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Equally important, we want to confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed. For detailed information, please review Section 5, Homeowner Orientation.

Section 5 – Closing Your Home

Closing on Your Home, Section 6 of this manual describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after the move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. We survey our customers at closing. Our goal is to build the best home and the best customer relationship as possible. Your feedback is vital and helps us reach that goal.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information on where we are currently building and the products we offer.



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PURCHASING YOUR
HOME

Purchasing Your Home

Several standard forms associated with a home purchase are signed, or discussed when you buy your new home. These include the purchase agreement and several addenda, and forms that you will be using during the completion of your home. All parties must sign all forms and addenda before the purchasing agreement becomes binding.

Pre-sold homes differ somewhat from the spec homes in the paperwork, earnest money required, and choice of options involved. This is because so many of the materials must be ordered ahead of actual construction. The following Buyer's Checklist helps to clarify some of these differences.

Purchase Agreement

The purchase agreement is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), financing information, Homeowner's Association information, if applicable, and additional legal provisions. For your protection, make sure that all agreements, even minor changes, are documented and signed by you and the D.R. Horton Representative.

Pre-sold homes include the following addendums and procedures. If you purchase a home that is already under construction, your paperwork and procedures will differ slightly. Addendums are typically attached to the purchase agreement. Typical addendums included with this paperwork include, but are not limited to:

1. Elevation Selection and Floor Plan Layout
2. Plot Plan showing lot dimensions
3. Standard Features
4. Contingencies
5. Options and Upgrades Worksheet, outlining the details of your finish material choices and upgrades
6. Color Selection Sheet. Outlines carpet, tile and vinyl, laminates, and paint selections.
7. Lender/Closing Costs Information

Sales Representatives

In order to provide continuity, D.R. Horton Sales Representatives will be your primary point of contact up until the time you move in to your new home. The Sales Representative will be able to assist you with the contract, option selection, financing, and escrow phases. They will also be your liaison to our construction staff.



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CONSTRUCTING YOUR HOME

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finished details of a new home than for most other products. Our success in personalizing your home depends on effective communication.
- Because of the time required for construction, you will have many opportunities to view your home, as it is being built, ask questions, and discuss details.

Construction Field Manager

The job of your D.R. Horton Construction Field Manager is to ensure that your new home is constructed to the quality standards of D.R. Horton, as well as to all building and municipal codes and specifications. To this end, he or she is responsible for scheduling and monitoring the work of Horton employees and subcontractors.

The Construction Field Manager also is responsible for keeping projects on schedule and advising the Community Sales Managers if delays are anticipated. Because of the potential for interruptions, your move in date may be changed one or more times during the construction phase. We should be able to give you a fairly accurate idea of your actual move in date approximately 30 days prior to completion.

Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you contact D.R. Horton before visiting your site. We reserve the right to require you to wear a hardhat and that a member of our staff accompanies you during your visit. Please limit your visits to after hours and DO NOT visit when workers are in your home. Please observe common-sense safety procedures at all times while visiting:

Please keep in mind the following safety procedures:

- Buyers are not allowed to perform or contract any work on the house.
- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward – for even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- We prohibit visits to your home after dark. This is for your safety as well as ours.
- Do not enter any level of the home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.
- Please do not remove any material from the job site. What may look like excess material to you may actually be the final pieces to the task in progress.
- Do not adjust the thermostat or open or close windows.
- When visiting the construction site, please wear comfortable clothing and heavy-duty footwear. Construction materials can damage good clothing and debris on the ground can pierce lightweight footwear, including athletic shoes.
- D.R. Horton assumes no liability for accidents, which may occur during visits to its construction sites.

Quality

Our company will build your new home to the quality standards demonstrated in our model homes. Each new home is a handcrafted product – combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together while we coordinate and supervise these contributions to produce your new home.

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From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Scrap material is a by-product of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured once endured these “messy” stages.

Plans and Specifications

The building department of the city or county where your new home is located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building departments. The specifications become part of our agreements with trade contractors and suppliers. Only written instructions from D.R. Horton can change these contracts.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety, and are legal requirements with which D.R. Horton must comply. Occasionally, code changes require all plans to be re-engineered and re-drawn, which can delay the start of construction considerably. The codes and requirements in effect for each area can vary. Therefore, builders may have to construct the same floor plan with slight differences because of the codes in two different jurisdictions, or even within the same jurisdiction if there are changes to the code between constructions of two identical houses.

Individual Foundation Designs

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. An engineer determines which foundation system to use. Because of variations in the slope of lots, your foundation may differ from your neighbor’s foundation or that of the same home in another neighborhood. As a result, your finished home may look different than what you see on your plans. Typically differences are; more or less brick, a deeper foundation at the lower end of the lot, or a taller garage door.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes. Please keep in mind that each home is individually constructed and may vary from our feature/ model homes.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. **Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification or buyer approval.**

Typical Variations

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

Trade Contractors

Our homes are built through the combined efforts of specialist in many trades – from excavation and foundation, through framing, mechanical, and insulation, to drywall, trim, and finish work. In order to ensure you the highest possible standard of construction, only authorized suppliers, trade contractors, and D.R. Horton's employees are permitted to perform work in your home.

Suppliers and trade contractors have no authority to enter into agreements with new Buyers. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from D.R. Horton. Their failure to comply with this procedure can result in termination of their contract; therefore, the contractors cannot perform any work outside of their contracts with D.R. Horton.

Schedules

The delivery date of your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trades people go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Delivery Date Updates

Once construction has begun, estimated delivery dates can be obtained through the Closing Coordinator. As completion nears, more factors come under our control and we can be more precise about the date.

We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainties that cannot be avoided.

Expect several days during the construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as “lead time”. Time is allotted for completion of each trade’s work on your home. Sometimes, one trade completes work a bit ahead of schedule. The next trade already has the assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home.

Construction Sequence

Although the specific sequence of the construction steps varies and overlaps, generally we build your home in the following order:

1. Foundation

- Lot stake-out
- Excavation
- Form and pour Footings and Foundation
- Strip forms
- Sewer & Rain drain placement and inspection
- Backfill perimeter and garage
- Pour Garage Slab
- Under floor framing
- Plumbing and heating underfloor
- Inspection

2. Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing, fascia (roof trimming)
- Details, Corrections, Inspections

Exterior

1. Roofing

- Felt or paper
- Valley flashing
- Shingles

2. Exterior trim

- Windows and doors
- Housewrap and flashing
- Siding
- Trim

3. Exterior painting

4. Driveway and walks (After sheetrock)

5. Final Grading (After concrete)

6. Landscaping (Within 3 weeks of completion) weather permitting.

Interior

1. Rough-in of mechanical system

- Plumbing
- HVAC (heating, ventilating, and air conditioning)
- Electrical (extras need to be installed at this point)
- Rough inspection

2. Insulation

- Install
- Inspect

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3. Drywall

- Hang
- Inspection
- Tape and texture
- Paint walls
- Install underlayment
- Install cabinets
- Install hardwood floors

4. Interior trim

- Doors
- Baseboards, casings, other details

5. Paint and/or Stain

6. Finish work

- Countertops
- Vinyl
- Plumbing fixtures
- Appliances
- Light fixtures
- Finish HVAC
- Carpet
- Hardware
- Screens

7. Construction Cleaning

8. Builder's punch list

9. Certificate of occupation

10. Homeowner Orientation

11. Closing



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HOMEOWNER ORIENTATION

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. In essence, this is a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and a review of information on maintenance. At this time, your home will have its final occupancy – See Closing Section.

Scheduling

Several days before closing, we schedule a 1 to 2 hour orientation with you at your home as it nears completion. Appointments are available Monday through Friday, 9AM to 2PM. For safety reasons, please arrange childcare.

Orientation Forms

We have included copies of the forms we use at the orientation, located at the end of this section. In addition, the suggestions that follow will help you derive the greatest benefit from your orientation. You will receive a copy of this form after your walk thru prior to closing.

Preparation

Allow enough time. We expect the orientation to take one to two hours. By arranging your schedule so that you can use the full amount of time allotted, you will gain maximum benefit from the orientation. If you have any questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we suggest that, if possible, children and pets not accompany you at this time.

If a real estate person has helped you with this purchase, he or she may attend.

Completion of Items

D.R. Horton takes responsibility for resolving any items noted. We will make every attempt to complete every item before your move-in. Please remember that this is dependent on the nature of the item and the amount of time available between walk-through and move-in. If work needs to be completed on your new home after you move-in, you must be present when construction personnel are in your home. Construction personnel are available for appointments Monday through Friday, 8 AM to 4 PM. Under normal circumstances, you can expect us to resolve all items within 30 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will only correct those items listed. D.R. Horton will **NOT HONOR** verbal commitments of any kind.

Future Service

D.R. Horton responds to warranty items and conditions of the limited warranty agreement.

WARRANTY COMPLIANCE

Please submit all Warranty Requests online @ www.drhorton.com. Select the “Horton Homeowner” tab. Press the “Next” button at the bottom of the screen to get to the entry screen for requesting service.

In order to complete any request for service, D.R. Horton may need to make inspections on some items. For most items, subcontractors will be notified by D.R. Horton to call you directly to facilitate a time to complete the necessary work or we may schedule all agreed upon repairs on a specific date.

Subcontractors and construction staff work regular business hours. Therefore, they will need access to your home Monday through Friday, 8 AM to 4 PM. Because of insurance restrictions, D.R. Horton will not hold a key to your home. It will be your responsibility to provide access for the work to be completed.

******* IMPORTANT *******

It is your responsibility to allow D.R. Horton staff and/ or subcontractors into your home to perform any necessary work. If, after 3 attempts to make contact, you do not arrange a time for the work to be done, or if you do not return phone calls, we will consider the item(s) closed. No further attempt will be made to complete the item(s). Therefore, it is in your best interest to allow D.R. Horton and our subcontractors to take care of any warranty issues in a timely manner.

***Note to Home Buyer**

At your homeowner orientation, you will receive:

The manufacturer's literature for the furnace, water heater, and other consumer products will be provided at the time of your walk thru. Copies of this material for standard items are available for your review in our sales office.

Acceptance

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

Your signature on the Homeowner Orientation Report acknowledges the following:

1. Your understanding and acceptance of the policies highlighted here and detailed in your homeowner's manual;
2. That you have inspected your new home and listed defects for correction by D.R. Horton;
3. You have received copies of the Walk Thru Inspection Report.

Timing

D.R. Horton is responsible for resolving items noted. We will correct many of these items immediately. However, some of the corrections may require the services of a trade contractor or we may need to order parts or materials. You should expect completion of these items within 30 business days of closing unless we inform you of other scheduling.

Cosmetic items

D.R. Horton corrects readily noticeable cosmetic defects listed during this inspection. Such damage can also occur during the move-in process or through daily activities. Therefore, we correct items noted during the orientation, but repair of cosmetic surface damage becomes your responsibility after the orientation. This is your only opportunity to obtain service on such items. Repair of subsequent cosmetic damages (such as chips, dents, and scratches) are your responsibility. Therefore, take careful notes of such items as:

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardwood
- Appliances
- Finish and appliances
- Siding & trim
- Landscaping

Defects in items such as these are readily detectable during the orientation. These items are also most likely to be damaged during the move-in process: As a result, later warranty claims on the cosmetic damages to these items are not accepted.

Professional Inspections

At D.R. Horton, we strive to make your new home a successful experience. We fully warrant all new homes. If you wish to contract a professional inspector to examine your new home prior to closing, we will examine their report and attend to any structural or pest and dry rot issues only. Many inspectors include cosmetic items and or advice in their report. Any item noted in a professional report does not constitute a contingency or give cause to delay closing in any manner. We will address all cosmetic items during your New Homeowner Orientation to avoid confusion.



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CLOSING YOUR HOME

Closing Your Home

Date of Closing

The closing, or settlement, takes place after issuance of Certificate of Occupancy by the local building authorities. Typically, the closing process takes from 45 minutes to an hour. Please call our Closing Coordinator for information about the closing process.

Location of Closing

The closing of your new home usually takes place at a designated title company or the closing attorney's office. You will be notified of your closing date, time, and location approximately 30 days prior to closing.

Closing Documents

At closing, the documents necessary to convey your new home to you and close the loan will be executed and delivered from the mortgage company. In addition to these standard items, the lender, the closing attorney, and D.R. Horton may require other documents to be signed. The principal documents typically include the following:

- **Statutory Warranty Deed** – The statutory warranty conveys the home and lot to you, subject to permitted exceptions.
- **D.R. Horton Limited Warranty** – We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.
- **Deed of Trust** – This encumbers your home as security for repayments of the promissory notes.

Closing Expenses

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners association, if applicable. Pro-rations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year.

Late Penalty

The purchase agreement specifies that closing must occur on the closing date set by the closing coordinator. D.R. Horton is paying interest on construction funds, property taxes, and maintenance during this period. If closing is delayed beyond that period, there will be a \$500/per day fee assessed at closing, prorated daily, for the delay period.

“The Final Number”

The final cost figure is available a day or two prior to the actual closing. Although a reasonable close estimate may be determined before the date of closing, the pro-ration of several items included is affected by the closing date and cannot be calculated until that date is known.

Preparation

Plan to bring cash or certified funds (made payable to the Title company or closing attorney) to the closing table. Be sure to allow time to obtain these funds before your scheduled closing appointment. In addition, please keep the following items in mind:

- **Documents** – The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists the costs that you will be paying one day before the closing appointment. Although these documents are not negotiable and thousands of homebuyers have signed them, you should read them.
- **Insurance** – You need to provide proof of a homeowner’s policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three weeks before the expected closing date.
- **D.R. Horton or Lender Issues** – The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us, or your lender, in advance of the closing.
- **Utilities** - D.R. Horton will have utility service removed from its name **three days after closing**, but they will not accept new billing information from us.

You will need to provide new billing information to all applicable utility companies. We suggest that you contact these companies well ahead of time to avoid any interruption in service. Utility company phone numbers are provided on the Area Information sheet at the end of this section, to assist you in making these arrangements. At the closing table, the attorney will be presenting a form for you to provide you new phone number(s), so be sure to bring them with you.



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CARING FOR YOUR
HOME

Caring for Your Home

D.R. Horton has constructed your home with quality materials and the labor of experienced craftsmen. Before we use any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible result for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times, a repair handled promptly, or a minor adjustment, prevents a more serious, time consuming, and often costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by D.R. Horton limited warranty guidelines. This manual may discuss some components that are not present in your particular home.

Please take time to read the literature provided by the manufacturer of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes that you have had in the past.

We make every effort to keep information current and accurate. However, if any detail in our discussion conflicts with manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it's in your best interest to be notified of such coverage.

D.R. Horton Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that mistakes can happen or that something in the home may not function as intended. If either situation occurs, we will make necessary corrections. In support of this commitment, D.R. Horton provides you with a limited warranty. In addition to the information contained in the limited warranty itself; this manual includes details about one-year materials and workmanship standards and information regarding our extended 10-year structural warranty. The purpose is to let you know what our quality standard is for the typical concerns that can come up in your new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

A copy of our 10-year Limited Structural written warranty is included in the insert section of the back of this manual. We include a sample copy at the end of this section for your review. Please read through this information, as well as the service procedures discussed on the following pages.



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**WARRANTY EMERGENCY
PROCEDURES**

Reporting Procedures

Please submit all Warranty Requests online @ www.drhorton.com. Click the “Horton Homeowner” tab at the top of the page and then the “next” button. Follow the instructions on the screen to complete your request.

In order to complete any request for service, D.R. Horton may need to make inspections on some items. For most items, subcontractors will be notified by D.R. Horton to call you directly to facilitate a time to complete the necessary work. Subcontractors and construction staff work regular business hours. Therefore, they will need access to your home Monday through Friday, 8 AM to 4 PM. Because of insurance restrictions, D.R. Horton will not hold a key to your home. It will be your responsibility to provide access for the work to be completed.

It is your responsibility to allow D.R. Horton Staff and or Subcontractors into your home to perform any necessary work. If, after (3) attempts to make contact, you do not arrange a time for the work to be done, or if you do not return phone calls, we will consider the item(s) closed. No further attempt will be made to complete the item(s). Therefore, it is in your best interest to allow D.R. Horton and our Subcontractors to take care of any Warranty issues in a timely manner.

EMERGENCIES

Defining EMERGENCY Items: (What is considered an Emergency?)

- Total loss of heat (not air conditioning).
- Total loss of electricity (call Electric Company first).
- Total loss of water (check with neighbors for possible water company problems).
- Plumbing leak requiring main valve to be shut off (typically located outside).
- Gas leak (call Natural Gas Company first!).
- Water intrusion into home (exception: acts of nature exceeding manufacturer's warranties or problems associated with local Water & Sewer Authority ie. loss of water service, sewer main break etc... please call Water & Sewer Authority first).
- Sewer backup (not just a plugged toilet, which would be your responsibility).

Note: D.R. Horton will not warranty clogs after 5 days from closing date.

D.R. HORTON WILL ASSUME NO RESPONSIBILITY OR OFFER REIMBURSEMENT FOR SERVICE WORK PERFORMED BY ANYONE OTHER THAN THE ORIGINAL VENDOR OF RECORD WITHOUT PRIOR APPROVAL. IF AN UNAUTHORIZED VENDOR OR CONTRACTOR IS USED FOR REPAIRS, THE HOMEOWNER WILL BE SOLELY RESPONSIBLE FOR BOTH THE QUALITY OF WORK PERFORMED AND ANY COSTS INCURRED.

D.R. Horton
Homeowner Manual

Kitchen Appliance Warranty

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

Service Processing Procedures

You can help us serve you better by providing **complete information**, including:

- Name, address, and phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, “guest bath – cold water line leaks under sink,” rather than “plumbing problem.”
- When we receive a **warranty service request**, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday during business hours (**8 AM to 4 PM**). We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action.

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 8 AM to 4 PM. We intend to complete warranty work orders within 30 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review maintenance steps with you and offer whatever information assistance we can. **D.R. Horton does not provide routine home maintenance.**



CONGRATULATIONS

on your new home!

Your Builder has provided you with a written and insured 10 year warranty from Residential Warranty Company, LLC (RWC). Your Warranty consists of your Limited Warranty book and your Warranty Confirmation. Please go to confirm.rwcwarranty.com to obtain your Warranty Confirmation within 60 days of your closing. If you do not have access to the Internet, please contact the plan Administrator at 717-561-4480 to obtain your Limited Warranty book and Warranty Confirmation.

At any time during the 10 year warranty period, you will have easy access to your documents online. You may also print these documents or save them as PDFs on your own computer.

Again, congratulations and we wish you many years of enjoyment in your new home!

Residential Warranty Company, LLC

