

C. GUIDELINES FOR EMERGENCY SERVICE

If you experience an emergency, we recommend the following steps toward resolving it. Please make particular note of the information pertaining to emergencies after normal business hours.

1. Refer to your Homeowner's Maintenance Manual and your warranty booklets, which address the most frequent items that commonly concern homeowners.
2. Refer to the back of this section of the Homeowner's Journal for the names and emergency telephone numbers of plumbing, electrical, heating and cooling, roofing, siding and insulation subcontractors, as well as referring back to the Utility and Community Service listing in the previous section. **Prior to calling one of these numbers, please read the guidelines below to see what constitutes an emergency. It is important that you only call these numbers if the problem cannot wait until normal working hours.** If you experience an emergency, you must immediately call your trade contractor. Additionally, contact Mid-Atlantic Builders' Customer Care Department at (301) 231-0009, extension 253 or 243, and leave a clear voicemail message with your name, community address and homesite, purpose for your call, and the phone numbers where and when you can be reached. During non-business hours, please contact our emergency pager at (301) 224-0482.

What is an emergency? A quick guideline regarding whether or not a condition is considered an emergency is to ask yourself whether further property damage will result or if there will be a medical consequence if an item is left unattended by a professional until normal working hours. In general, if the answer is "yes", then you should consider the situation an emergency. If the answer is "no," please wait to call during our regular business hours.



UNNECESSARY CALLS INTERFERE WITH MORE CRITICAL ONES. IN ORDER TO ENCOURAGE CAREFUL USE OF EMERGENCY NUMBERS, YOU MAY BE CHARGED A SERVICE FEE IF YOU REQUEST EMERGENCY SERVICE FOR A MATTER THAT IS NOT A TRUE EMERGENCY.



We also offer the following additional guidelines for specific issues:

Electrical

An emergency condition often exists when any part of the electrical system in your home is not functioning properly. Questions about the guidelines should be directed to your electrical subcontractor or electric service provider.

The following conditions, however, are not considered an emergency:

1. Your circuit breakers are not in the full “ON” position.
2. An appliance or light fixture is not operating properly and can be unplugged or turned off until normal business hours.
3. Power outage exists outside your home.
4. A Ground Fault Circuit Interrupter (GFCI) breaker is tripped or not reset.

Plumbing

An emergency condition exists only when one of the following conditions exists:

1. *Water line leaks.* Turn off water from the main water supply and contact the plumber listed on your subcontractor directory (found at the end of this section).
2. *No water supply is available.* As long as water is available at some point inside your home, an emergency does not exist and corrective action should be taken during normal business hours.
3. *All toilets in the home are stopped up.* If this condition results from improper use by the homeowner, a charge will normally be made for an emergency service call.

Heating and Air Conditioning

An emergency condition exists only in the following cases:

1. *Heating.* An emergency condition exists when there is no heat coming from the main system in your home. All service calls placed after normal business hours will be handled promptly.
2. *Cooling.* All calls will be handled during normal business hours. Cooling failures **do not** constitute an emergency condition, unless a life-threatening health problem requires conditioned air in the home. Please consult with our Customer Care Department should you have any questions.
3. *Gas line leaks.* Leave your home immediately and contact your gas service provider for immediate response.

D. ONE-YEAR WARRANTY PROGRAM

1. “Call Anytime” Program



Items from your Home Orientation Report and any Management Inspection Report will be the responsibility of your Personal Builder and will be corrected within the first thirty (30) days after settlement, weather and access permitting. Items that you notice after settlement, and were not

previously noted on any presettlement list, will shift from your Personal Builder to our Customer Care Department, whose full-time duty is to assist homeowners with warranty items. Our Customer Care Department will be your primary contact until the conclusion of your One-Year Anniversary Drywall Service.

We encourage you to call our Customer Care Department anytime with any questions or warranty concerns you may have. You may initiate your service inquiry either by mail, telephone, email or by faxing your concern to the Customer Care Department. The address of our corporate email is service@midatlanticbuilders.com. All non-emergency inquiries will be responded to within 24 hours.

Upon receiving your service request, a Customer Care representative will contact you for an inspection appointment if one is necessary or they will directly issue a work order to the appropriate trade partner. Please note, for most service appointments you will have to allow access to your home between the hours of 7:30 a.m. and 3:30 p.m., Monday through Friday. Although we try to accommodate your schedule, we cannot always guarantee it. Weather permitting and with your cooperation to obtain access to your home, all work will generally be completed within the following fourteen (14) days.

2. **One-Year Anniversary Drywall Service**



This one-year anniversary service marks the conclusion of your One-Year Mid-Atlantic Builders' Limited Warranty. During the year, you will encounter nail pops and small cracks due to the settlement of your home and the change from the heating and cooling seasons. ***Because of these nail pops and cracks, Mid-Atlantic Builders recommends that you do not decoratively paint or install wallpaper in your home until after the completion of your One-Year Anniversary Drywall Service.***

Just before the time of your one-year anniversary, you must schedule your one-time One-Year Anniversary Drywall Service with our drywall contractor to correct nail pops and drywall cracks that have taken place. The drywall contractor will point up nail pops, settlement cracks in the drywall, and seams that have puckered, leaving areas ready to sand and paint.

From time to time our customers apply custom mixed paint or stains in their new home after settlement. Please understand that with any custom paint color, normal touch-ups will be impossible to match, and will be readily visible. Likewise, standard surface products (such as wood fillers) or methods may not match as well as they do with standard materials.

Therefore any custom paint applied to your home will void the Mid-Atlantic warranty.

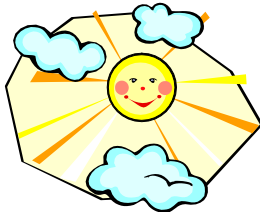
3. Effects of Nature on Your Home

At Mid-Atlantic Builders, we select the best available grade of materials; however, we want to alert you to the fact that the following forces of nature will still affect your home:

a. Humidity

Humidity has a big influence on the durability of your home and varies with the change in seasons. During the late spring and early summer, the humidity in your home increases due to the operation of your air conditioning system. During the late fall and winter, it decreases due to the operation of your heating system. These changes continuously cause contraction and expansion of the house's structure and therefore these changes impact your trim, caulk and drywall. Consequently, you should expect some cracks in your drywall and even your ceramic tile grout. Although Mid-Atlantic Builders provides you with a one-time One-Year Anniversary Drywall Service, you will continue to experience the effects of humidity for years to come. Please take this into consideration when planning your long-term home maintenance program and refer to your Homeowner's Maintenance Manual for our care recommendations.

b. Sunlight



The exterior of your home is continuously exposed to sunlight. Although water from rain and snow is destructive to exterior trim, caulk and paint, it is sunlight that actually causes more wear and tear. Occasionally, you should expect to make repairs to exterior trim and caulking, as well as to repaint every two to three years. Please take this into consideration when planning your long-term home maintenance program and refer to your Homeowner's Maintenance Manual for our care recommendations. Sunlight will also cause the siding, brick and painted surfaces to fade. This fading is to be expected due to the ultraviolet rays of the sun.

c. Salt

Salt and other de-icing chemicals used to melt snow and ice cause pitting and discoloration of the concrete. Even if you do not use salt, it can be tracked onto concrete surfaces from the street on feet or tires. In order to protect concrete from surface deterioration, we recommend the application of a concrete sealant available at most hardware or masonry supply houses that will help retard the deterioration of concrete surfaces. It is extremely important that you care for your concrete surfaces to avoid these problems, particularly during the winter months. Please refer to your Homeowner's Maintenance Manual for our care recommendations.