




VIRGINIA HOMES

HOME CARE GUIDE

Caring for Your Virginia Home



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1 Understanding Your New Home

Congratulations on your new Virginia Home. This Home Care Guide is designed to help you understand the materials and systems in your home, maintain them properly, and know what is covered under your Virginia Homes Limited Warranty. A well-maintained home will provide years of comfort and retain its value over time.

Your home is constructed with the highest quality materials and craftsmanship. However, all homes—regardless of price or builder—experience natural processes that are important to understand. The information below describes the most common of these processes.

Expansion & Contraction

All building materials expand and contract in response to changes in temperature and humidity. Different materials move at different rates, which can result in minor separations—particularly where dissimilar materials meet. You may notice small cracks in drywall, paint, or at joints where moldings meet walls, where tile grout meets a tub or sink, or at mitered corners of trim.

This is entirely normal and occurs in every new home. It is most noticeable during the first year but may continue beyond that. In most cases, caulk and touch-up paint are all you need to address these cosmetic signs of a natural process.

Shrinkage & Settling

Shrinkage occurs as the moisture content of framing lumber decreases after construction. There is no known method to eliminate shrinkage entirely. You may notice minor effects such as small cracks above archways, slight separation at trim joints, or base molding pulling slightly away from the floor.

These conditions are most noticeable during the first heating season and are considered normal for a new home. After the initial shrinkage period, the lumber stabilizes and these effects diminish significantly.

Settlement occurs as the earth beneath the foundation compacts under the weight of the home. This can cause slight cracks in foundation walls and concrete slabs. These are cosmetic and do not affect the structural integrity of your home.

Caulking

Caulking is used throughout your home to seal joints between different materials. Over time, caulking will shrink and may crack or separate. Maintaining caulk is one of the most important and simplest maintenance tasks you can perform.

Latex caulk is appropriate where painting is required, such as along stair stringers or where wood trim meets drywall. **Silicone caulk** works best in wet areas where paint is not needed, such as where a tub meets tile or a sink meets a countertop.

We recommend inspecting all caulked areas every spring and fall. If caulking is loose or deteriorating, remove the old caulk and reapply. This prevents water from entering joints and causing damage over time.

Warranty: During the orientation, we confirm that appropriate areas are adequately caulked. Virginia Homes provides a one-time caulking repair at the 60-Day Warranty Review. Ongoing caulk maintenance is the homeowner's responsibility.

Condensation

Condensation on interior window surfaces and frames results from high humidity inside the home combined with low outside temperatures. Your family's lifestyle significantly influences indoor humidity. Cooking, showering, and the use of humidifiers all add moisture to the air. If you notice condensation, take steps to reduce indoor humidity by using exhaust fans, adjusting your humidifier settings, or briefly opening windows when weather permits.

Warranty: Condensation is influenced by household activity and is not covered under the limited warranty.

2 Exterior Systems

Asphalt Driveway

AT A GLANCE

Maintenance	Seal-coat driveway; clean oil/solvent spills immediately
Frequency	First seal-coat after 3 months; re-seal every 2 years
Warranty	No warranty on asphalt
Key Caution	No heavy trucks; avoid concentrated loads in hot weather

Maintenance

Asphalt is a flexible, petroleum-based surface. Over time, weather and earth movement will cause minor settling and cracking. These are normal and do not indicate improper installation or defective material.

- Avoid using your driveway for one week after installation. Keep all traffic off during this period.
- Gasoline, oil, turpentine, and other solvents will dissolve or damage the surface. Wash spills immediately with soap and water.
- Avoid concentrated loads in hot weather. High heels, kickstands, and cars left in one spot can create depressions.
- Do not allow heavy trucks (moving vans, delivery trucks) on your driveway. It is designed for residential use only.
- Do not place portable storage units on the driveway.

Seal-Coating

Seal-coat your driveway and continue to re-seal every couple of years. Wait at least 3 months after installation before the first application. Sunlight and weather will fade the surface over time—this is cosmetic, not structural. Use caution with de-icing agents, as they can damage exterior surfaces including driveways and walkways.

Warranty: There is no warranty on asphalt. If Virginia Homes performs an asphalt repair, it is done by overlay patching. Color differences between patch and original surface are expected. Seal-coating can address this cosmetic difference and is the homeowner's responsibility.

Brick & Masonry

AT A GLANCE

Maintenance	Scrub efflorescence with vinegar; do not fill weep holes
Frequency	As needed; tuck-pointing after several years
Warranty	Confirmed at orientation; not covered after closing
Key Caution	Never cover or fill weep holes along bottom brick row

Maintenance

Brick is one of the most durable and lowest-maintenance exterior finishes available. Your selection sheets include a record of your brick color.

Efflorescence

The white, powdery substance that sometimes appears on brick surfaces is called efflorescence. It is a natural occurrence and cannot be prevented. You can often remove it by scrubbing with a stiff brush and vinegar, or with commercial efflorescence removal products from your local hardware store.

Weep Holes

Small holes in the mortar along the bottom row of bricks allow moisture behind the brick to escape. Do not fill these weep holes or allow landscaping materials to cover them.

Tuck-Pointing

After several years, face brick may require tuck-pointing (repairing the mortar between bricks). Otherwise, no regular maintenance is needed.

Warranty: We confirm correct installation of brick at the orientation. Brick is not covered under the limited warranty after closing.

Concrete Flatwork

AT A GLANCE

Maintenance	Keep clear of standing water; apply sealer as directed
Frequency	Seal annually; inspect seasonally
Warranty	No warranty on cracking, pitting, or discoloration
Key Caution	Never use salt-based de-icers; use sand only

Maintenance

Concrete flatwork includes your basement floor, porch, patio, driveway portions, garage floor, and sidewalks. These slabs are floating—they are not attached to the foundation walls and are not structural elements of the home.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures, and some of this appears as cracks. Temperature changes cause further expansion and contraction. Cracks are a normal occurrence. As they appear, seal them with waterproof concrete caulk to prevent moisture from reaching the soil beneath.

Care & Protection

- Avoid washing exterior concrete with cold water when it has been sitting in hot sun—the abrupt temperature change can damage the surface.
- Do not allow heavy vehicles (moving vans, concrete trucks) on concrete designed for residential use.
- Protect concrete from chemical agents: pet urine, fertilizers, radiator overflow, and de-icing products can all cause spalling (surface chipping).
- Remove ice and snow promptly after storms.
- Seal exterior concrete before your first winter. A concrete sealer helps maintain the surface and makes cleaning easier.

Note: Due to mineral content in local soils, color variations and iron spots may appear in exterior concrete. This is normal.

Warranty: Concrete floors in habitable areas will be level within 1/4 inch in any 32-inch measurement (excluding areas designed to slope). Virginia Homes will correct separation of exterior slabs from the home if it exceeds 1 inch, and will repair slabs that settle or heave in excess of 2 inches in the first year. Cracks and color variations are normal and not warranted.

Deck

AT A GLANCE

Maintenance	Inspect for loose boards, popped nails, and water damage
Frequency	Annually; treat/seal wood decks per manufacturer
Warranty	12 months — structural; wood weathering is not covered
Key Caution	Remove debris between boards; keep drainage clear

Maintenance

Most decks are constructed with treated lumber, which has a natural tendency to split, crack, and warp as it dries. To preserve your deck and minimize these effects, power wash it after 30 days and apply a quality sealer. Re-seal every other year thereafter. An unsealed deck will experience more cracking and splitting over time.

Warranty: Please seal your deck within 30 days of closing and follow the sealer manufacturer's recommendations for ongoing maintenance. There is no limited warranty on deck lumber.

Exterior Doors

AT A GLANCE

Maintenance	Clean with mild soap; inspect weather stripping and finish
Frequency	Seasonally; touch up finish as needed
Warranty	12 months — proper operation and adjustment due to settling
Key Caution	Avoid abrasive cleaners and harsh solvents on fiberglass

Maintenance

Virginia Homes installs fiberglass exterior doors, which offer excellent durability, energy efficiency, and resistance to warping, rotting, and rust. Fiberglass doors are low-maintenance but benefit from periodic care to keep them looking their best.

- Clean the door surface with a soft cloth and mild soap and water. Rinse thoroughly and dry with a clean cloth.
- Avoid abrasive cleaners, steel wool, or harsh chemical solvents, as these can damage the fiberglass finish.
- Inspect the painted or stained finish annually. If you notice fading, chalking, or peeling, lightly sand the affected area and apply a compatible exterior paint or stain designed for fiberglass surfaces.
- Lubricate hinges, locks, and deadbolts annually with a silicone-based lubricant to ensure smooth operation.

Weather Stripping

Weather stripping and exterior door thresholds may require occasional adjustment or replacement to maintain a proper seal against air and water infiltration. Inspect the weather stripping around all exterior doors each season and replace any sections that are cracked, compressed, or no longer making full contact with the door.

Keys

Virginia Homes does not retain copies of keys after exterior locks have been changed. We recommend keeping a spare key in a secure location accessible to your household.

Warranty: During the orientation, we confirm all doors are correctly installed and adjusted. Due to normal settling, doors may require adjustment during the warranty period. Virginia Homes will make necessary adjustments to ensure proper operation during the initial 12-month warranty period.

Garage Overhead Door

AT A GLANCE

Maintenance	Lubricate tracks, rollers, hinges, pulleys, and springs
Frequency	Every 6 months
Warranty	12 months — smooth operation; excludes impact damage
Key Caution	Door springs are under high tension — use a qualified specialist

Maintenance

Your garage door is a large moving object that requires periodic maintenance. Every six months, apply lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. Check that all hardware is tight and operating without binding or scraping. Avoid over-lubricating to prevent drips.

Opener Safety

Be sure the door is completely unlocked before using the opener. Familiarize yourself with manual operation in case of a power failure. During orientation, we demonstrate the electric eye safety feature. Keep tools and stored items clear of the electric eye sensor. After the warranty period, have adjustments made by a qualified specialist—door springs are under considerable tension.

Warranty: The garage door should operate smoothly with reasonable ease. Virginia Homes will provide adjustments unless the problem is caused by impact damage. Some light will be visible around edges and across the top of the door—garage doors cannot be airtight.

Gutters & Downspouts

AT A GLANCE

Maintenance	Clean gutters and check downspouts for debris
Frequency	Twice yearly (late spring + late fall)

Warranty	12 months — leaks corrected; overflow in heavy rain is normal
Key Caution	Keep splash blocks in place; clear snow from downspouts

Maintenance

Virginia Homes installs gutters and downspouts on the front and back of your home. Keeping them free of leaves and debris is essential to proper roof drainage and foundation protection. We recommend cleaning gutters at least twice per year—once in late spring and once in late fall.

- Use caution when leaning ladders against gutters to avoid denting them.
- If a joint between gutter sections drips, caulk the inside joint with a commercial gutter caulking compound.
- Clear excess snow from downspouts promptly to prevent ice damage and ice damming.
- Keep splash blocks and downspout extensions in place at all times, sloped to channel water away from your foundation.

Warranty: Gutters are installed with a slight slope so water flows to downspouts. Virginia Homes will correct leaks during the warranty period. Gutters may overflow during periods of extremely heavy rain; this is expected and requires no repair. Small amounts of standing water (up to one inch) after rain are normal.

Roof

AT A GLANCE	
Maintenance	Visual inspection after severe storms; keep gutters clear
Frequency	After storms + annually
Warranty	12 months — leaks not caused by weather or homeowner activity
Key Caution	Limit foot traffic; never walk on wet shingles

Maintenance

Your roof shingles do not require treatment or sealer. Keep gutters and downspouts clear of debris so water drains efficiently from the roof surface. After severe storms, visually inspect the roof for damage. If you find shingle pieces in the yard or notice lifted edges, contact your homeowner's insurance company.

Limit foot traffic on the roof. Your weight and movement can loosen roofing materials. Never walk on the roof when shingles are wet.

Warranty: Virginia Homes will repair roof leaks that are not caused by severe weather, impact damage, or homeowner activity. Roof repairs are made only when the roof is dry and are covered during the initial 12-month warranty period. Storm damage is excluded and should be reported to your homeowner's insurance.

Siding & Exterior Trim

AT A GLANCE

Maintenance	Power wash to remove dirt, pollen, and mildew
Frequency	Once or twice per year
Warranty	12 months — separations allowing water entry
Key Caution	Slight waves in vinyl are normal expansion/contraction

Maintenance

Siding expands and contracts in response to temperature and humidity changes. Slight waves may be visible under certain conditions; this is normal and cannot be entirely eliminated. Vinyl siding and trim do not require routine refinishing, but dust, pollen, mildew, and dirt should be cleaned regularly. We recommend power washing once or twice per year.

Warranty: Virginia Homes will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

Windows, Screens & Patio Doors

AT A GLANCE

Maintenance	Clean tracks and weep holes; lubricate with silicone
Frequency	Seasonally
Warranty	12 months operation; 5 years fogged sealed units (manufacturer)
Key Caution	Avoid petroleum-based products on window tracks

Maintenance

Clean vinyl window surfaces with warm, clear water. Avoid powdered cleaners. Clean glass with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Sticking Windows

Most sliding windows are designed for a 10-pound pull. If sticking occurs, apply a silicone lubricant (available at hardware stores). Avoid petroleum-based products on window tracks.

Weep Holes

In heavy rain, water may collect in the bottom channel of window frames. Weep holes allow this water to escape. Keep bottom channels and weep holes free of dirt and debris.

Screens

If you remove screens for winter storage to allow more light into your home, label each screen for easy reinstallation. Handle screens with care—they perforate easily and frames bend if mishandled.

Warranty: We confirm all windows and screens are in acceptable condition at the orientation. Windows should operate with reasonable ease and locks should perform as designed. Virginia Homes will replace window sash with scratches visible from 4 feet if noted at orientation. If condensation appears between the panes within 5 years, the manufacturer will replace the sash. During the first year, Virginia Homes coordinates this replacement. After the first year, you work directly with the manufacturer.

3 Interior Finishes

Cabinets

AT A GLANCE

Maintenance	Clean with damp cloth; avoid harsh chemicals and excess water
Frequency	Regular cleaning; adjust hinges seasonally
Warranty	12 months — operation and alignment; wood grain variation is natural
Key Caution	Humidity changes may cause slight warping of wood doors

Maintenance

If you selected wood or wood veneer cabinets, expect natural variations in grain, tone, and color between and within cabinet components. These are natural characteristics of hardwood and are not defects.

- Clean with lemon oil or scratch-cover polish every 3–6 months. Avoid paraffin-based spray waxes and washing with water.
- If hinges catch or drawer glides become sluggish, apply a small amount of silicone lubricant.
- Do not operate moisture-generating appliances (crock-pots, pressure cookers) directly under cabinets, as steam can damage surfaces and cause warping.

Warranty: During the orientation, we confirm all cabinet parts are installed and surfaces are in acceptable condition. The warranty does not cover nicks, scratches, marks, or gouges after closing. Virginia Homes will correct gaps between cabinets and walls/ceilings exceeding 1/4 inch (except behind appliances) and will repair doors or drawer fronts that warp in excess of 1/4 inch. Wood grain and color variations are natural and not a basis for replacement.

Carpet

AT A GLANCE

Maintenance	Vacuum regularly; professional cleaning annually
Frequency	Vacuum weekly; deep clean yearly
Warranty	12 months — seams visible from standing height; not wear or stains
Key Caution	Blot spills immediately; do not rub

Cleaning

Regular vacuuming is the single most important thing you can do to extend the life of your carpet. Vacuum at least twice per week lightly and once per week thoroughly. Heavy traffic areas may need more frequent attention. A vacuum with a beater-bar agitator is most effective. Have carpet professionally cleaned at least once per year.

Stain Care

Wipe spills immediately. Blot or dab—never rub. Test any stain removal product in an inconspicuous area first. No carpet is stain-proof. Substances like hair dye, shoe polish, and acne medications can cause permanent damage. Bleaches, drain cleaners, plant food, and foods with strong natural dyes (mustard, herbal tea) can destroy carpet color.

Common Conditions

- **Seams:** Visible seams are normal and become less noticeable with time and use.
- **Shedding:** New carpet sheds loose fibers for a period; this is normal and resolves with vacuuming.
- **Crushing:** Heavy furniture and traffic paths may compress pile fibers. Rotating furniture promotes even wear.
- **Sprouting:** Occasionally, small tufts sprout above the carpet surface. Clip with scissors—do not pull.

Warranty: During the orientation, we confirm carpet is in acceptable condition and correct stains or spots noted at that time. Virginia Homes is not responsible for dye lot variations if replacement is necessary. Stains, burns, or tears not reported before closing are the homeowner's responsibility.

Ceramic Tile

AT A GLANCE	
Maintenance	Seal grout periodically; clean with non-abrasive products
Frequency	Seal grout annually; clean as needed
Warranty	12 months — cracked tiles noted at orientation; grout cracking from settling is normal
Key Caution	Re-caulk where tile meets tub/shower to prevent water damage

Maintenance

Ceramic tile is one of the easiest floor coverings to maintain. Vacuum as needed and occasionally wet-mop with warm water. Avoid adding detergent; if a cleaning agent is

needed, use a mild solution of warm water and dishwasher crystals. Avoid abrasive cleaners on all tile surfaces.

Grout

Expect slight separations in grout between tiles over time. Grout is primarily decorative—it does not hold tile in place. Fill cracks with premixed grout from a hardware store. Clean yellowed grout with a fiber brush and grout cleaner. Sealing grout is your decision and responsibility. Maintaining the seal around tubs, showers, and countertops is important to protect underlying surfaces from water damage.

Warranty: We confirm tile and grout areas are acceptable at orientation and will repair cracked, badly chipped, or loose tiles noted at that time. Virginia Homes provides one repair for grout cracking due to shrinkage at joints during the warranty period. Color variations in replacement grout are expected. Ongoing grouting and caulking is the homeowner's responsibility.

Countertops

AT A GLANCE

Maintenance	Seal granite annually; avoid cutting directly on surface
Frequency	Granite: annually; Quartz: as needed
Warranty	12 months — separation from walls; natural variation not covered
Key Caution	Use trivets for hot items; quartz can scorch

Use a cutting board to protect your counters when cutting or chopping. Never place extremely hot items directly on any countertop surface—if you cannot hold your hand on it, do not place it on the counter. Any cracks, chips, or deep scratches noted on the orientation list will be repaired.

Granite & Quartz

Granite and quartz are very hard surfaces, but they can chip from heavy impacts, especially along edges. Avoid dragging heavy objects across the surface. Clean with soap and water. Avoid harsh cleaners such as 409 or Tilex on granite, as they cause cloudy residue buildup. Granite is sealed with a silicon impregnator; consult your countertop provider for resealing recommendations. Quartz surfaces typically do not require sealing.

Laminate

Laminate countertops are manufactured with particleboard beneath the surface. Excessive moisture rolling over the edge will cause the particleboard to swell. Do not allow a dishwasher door to stand open for drying—the steam can cause warping. Avoid abrasive

cleaners. Rubber drain mats can trap moisture and cause blistering; dry the surface as needed.

Cultured Marble

Cultured marble provides a durable, nonporous surface that resists staining. Clean routinely with a soft sponge and nonabrasive foam cleaner. Products like Soft Scrub are not recommended as they can reduce shine. Periodic paste wax application maintains luster. Minor scratches can be removed with automotive polishing compound or baking soda.

Caulking

As the home settles, caulking between the countertop and wall, along the backsplash joint, and around sinks will appear to shrink. Maintaining a good seal in these locations prevents moisture from reaching underlying materials. This is considered homeowner maintenance.

Warranty: During the orientation, we confirm all countertops are in acceptable condition. We repair noticeable surface damage (chips, cracks, scratches) noted on the orientation list. Surface damage during or after move-in is the homeowner's responsibility. Laminate countertop seam gaps or differential exceeding 1/16 inch will be repaired one time during the warranty period.

Drywall

AT A GLANCE

Maintenance	Touch up with joint compound and paint as cracks appear
Frequency	As needed; most settling occurs in year one
Warranty	One-time repair at 11-Month Review for cracks and nail pops
Key Caution	Small cracks at corners and seams are normal settling

Maintenance

Minor cracking, nail pops, and visible seams may develop in walls and ceilings over time. These are caused by the normal shrinkage of framing lumber and deflection of the structural members behind the drywall.

Repairs

Most drywall repairs are straightforward. Repair hairline cracks with a coat of paint. Fill slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch, apply two to three thin coats of spackle, sand smooth with fine-grain sandpaper when dry, and paint. This work is best done when you plan to repaint the room.

Warranty: During the orientation, we confirm drywall surfaces are in acceptable condition. Virginia Homes will repair drywall shrinkage cracks and nail pops in excess of 1/8 inch one time during the initial 12-month warranty period. No touch-up painting of repaired areas is included. Drywall flaws must be visible from 6 feet under normal lighting to qualify. Repainting the room to blend repairs is the homeowner's choice and responsibility.

Hardwood Floors

AT A GLANCE

Maintenance	Use felt pads on furniture; clean with manufacturer-approved products
Frequency	Clean regularly; refinish as needed per manufacturer
Warranty	12 months — defects in material; scratches and wear not covered
Key Caution	Control humidity 35–55%; never wet-mop hardwood

Daily Care

Preventive maintenance is the key to long-lasting hardwood floors. Sweep regularly with a soft-bristle broom and vacuum with a soft floor attachment. Clean periodically with a professional wood floor cleaning product. Do not wet-mop a wood floor. Wipe spills immediately with a slightly dampened towel. Excess moisture can cause warping, cupping, and finish damage.

Protection

- Install floor protectors on all furniture legs and clean them regularly to remove accumulated grit.
- Place protective mats at exterior doors to catch sand and grit—the worst enemies of wood flooring.
- Avoid rubber-backed rugs and mats, which can cause yellowing and warping of the floor surface.
- Keep high heels in good repair. An exposed fastening nail exerts over 8,000 pounds per square inch—enough to damage hardened concrete.

Seasonal Changes

Wood floors respond noticeably to humidity changes. Individual planks expand and contract, especially during winter heating months. Some separation between boards during dry seasons is normal. A humidifier helps but does not eliminate this natural movement. Direct sunlight will cause shading changes over time; window coverings help reduce this effect.

Finish Care

Waxing and oil soap products are neither necessary nor recommended for polyurethane-finished floors. Once wax is applied, re-coating becomes difficult because new finish will not bond to the wax. Stick with preventive cleaning.

Warranty: During the orientation, we confirm hardwood floors are in acceptable condition and correct noticeable cosmetic defects listed at that time. Separations exceeding 1/8 inch (measured during non-heating months) will be filled one time during the 12-month warranty period. Routine maintenance is the homeowner's responsibility.

Interior Doors & Hardware

AT A GLANCE

Maintenance	Tighten hinges; lubricate locks and knobs periodically
Frequency	As needed; check seasonally
Warranty	12 months — operation and fit; settling adjustments included
Key Caution	Doors may stick seasonally due to humidity changes

Maintenance

Interior doors are wood products subject to shrinkage and warpage. Humidity fluctuations from forced-air heating, showers, and dishwashers may require occasional minor adjustments.

- **Squeaky hinges:** Remove the pin and apply silicone lubricant. Avoid oil (gums up) and use graphite sparingly (can smudge).
- **Sticking doors:** Try paste wax or paraffin on the sticking surface before planing. Doors may swell in humid seasons and return to normal when conditions change.
- **Failure to latch:** If settling causes a door not to latch, adjust the strike plate on the jamb.
- **Slamming:** Avoid slamming doors—it damages doors, jambs, and can crack surrounding walls.

Hardware

Doorknobs and locks should operate correctly with little attention. Over time, normal shrinkage may require occasional tightening of screws or minor adjustments.

Warranty: During the orientation, we confirm all doors and hardware are in acceptable condition. Virginia Homes will adjust doors that require fitting due to normal settling, as identified at the 60-Day Warranty Review. Interior doors that warp in excess of 1/4 inch

during the warranty period will be repaired. Hardware items that do not function as intended will be repaired during the initial 12-month warranty period.

Luxury Vinyl Plank (LVP) Flooring

AT A GLANCE

Maintenance	Sweep/vacuum regularly; damp mop with manufacturer-approved cleaner
Frequency	Weekly sweeping; damp mop as needed; deep clean monthly
Warranty	12 months — installation defects; scratches and dents not covered
Key Caution	Use felt pads on all furniture; avoid rubber-backed mats

About Your LVP Flooring

Virginia Homes installs luxury vinyl plank (LVP) flooring, which offers excellent durability, water resistance, and ease of maintenance. LVP is engineered to withstand the demands of daily living while providing a beautiful, realistic wood-look finish. While LVP is one of the most resilient flooring options available, proper care will help it look its best for years to come.

Routine Cleaning

- Sweep, dust mop, or vacuum your LVP floors regularly to remove dirt, dust, and grit that can cause surface scratches over time. Use a vacuum with a hard-floor setting—avoid beater bar attachments, which can damage the surface.
- Damp mop as needed using a manufacturer-approved floor cleaner. Avoid excessive water—wring mops thoroughly so no standing water remains on the floor.
- Do not use steam mops on LVP flooring. The heat and moisture can damage the adhesive bond and cause planks to warp or lift.
- Avoid abrasive cleaners, steel wool, scouring pads, or harsh chemicals such as bleach and ammonia. These can dull or damage the wear layer.

Preventing Damage

- Place felt pads under all furniture legs and replace them periodically as they wear down. This prevents scratches and indentations from heavy furniture.
- Use protective mats under rolling office chairs. Casters can concentrate weight and cause permanent indentations or scratches.
- Avoid rubber-backed or latex-backed mats and rugs directly on LVP. These can cause discoloration or chemical staining over time. Use mats with non-staining backings instead.

- Place walk-off mats at all exterior entrances to catch dirt, sand, and grit before they reach your floors. Grit is the primary cause of surface scratches.
- When moving heavy furniture or appliances, never drag them across the floor. Use furniture sliders or place a protective layer of plywood or hardboard to distribute weight during moves.

Spills & Moisture

While LVP is water-resistant, it is not waterproof at the seams. Wipe up spills promptly—especially around edges and transitions. Prolonged exposure to standing water can seep between planks and damage the subfloor underneath. Pet accidents should be cleaned immediately, as urine can penetrate seams and cause odor and subfloor damage if left unattended.

Temperature & Sunlight

LVP expands and contracts with temperature changes. Maintain a consistent indoor temperature between 60°F and 80°F. Prolonged direct sunlight can cause fading or discoloration over time. Use blinds, curtains, or UV-protective window film in rooms with significant sun exposure to protect your flooring.

Warranty: We confirm all LVP flooring is in acceptable condition at orientation. Virginia Homes will repair lifting, bubbling, and installation defects during the warranty period. Seam gaps exceeding 1/8 inch where planks meet (or 3/16 inch where flooring meets another material) will be corrected. Scratches, dents, and damage from moving furniture or appliances are not warranted. Damage resulting from excessive moisture, steam mopping, or failure to maintain consistent indoor temperature is not covered.

Mirrors

AT A GLANCE

Maintenance	Clean with glass cleaner; check mounting clips
Frequency	As needed
Warranty	Confirmed at orientation; not covered after closing
Key Caution	Verify mirror is secure after any wall-mounted work nearby

Clean mirrors with a reliable liquid glass cleaner. Avoid acidic cleaners and splashing water under the mirror, as either can cause the silvering to deteriorate. Keep glass cleaners away from plumbing fixtures, as some formulas can damage finishes.

Warranty: We confirm all mirrors are in acceptable condition at orientation. Virginia Homes will correct scratches, chips, or other damage noted during the orientation.

Paint & Stain

AT A GLANCE

Maintenance	Touch up with matching paint; keep records of colors
Frequency	As needed
Warranty	Touch-up paint provided at orientation; fading not covered
Key Caution	Exact color match on touch-ups is not always possible

Maintenance

Wash painted surfaces gently with mild soap and minimal water. Avoid abrasive cleaners, scouring pads, and scrub brushes. Flat paints show washing marks more easily than gloss finishes—many homeowners find touch-up painting more effective than washing.

Touch-Up

When touching up paint, use a small brush and apply paint only to the damaged area. Be aware that touch-ups may not perfectly match the surrounding area, even using the same paint. Your selection sheets record the paint and stain colors used in your home. We may provide small paint samples at closing—store them with lids tight, away from extreme temperatures.

Warranty: During the orientation, we confirm all painted and stained surfaces are in acceptable condition. Virginia Homes will address items noted on the orientation list. All subsequent touch-up is the homeowner's responsibility, except touch-up performed as part of another warranty repair. Touch-up painting is not guaranteed to match existing finishes.

Stairs & Railings

AT A GLANCE

Maintenance	Tighten railings and balusters as needed
Frequency	Check annually
Warranty	12 months — structural; minor squeaks from settling are normal
Key Caution	Squeaking is caused by wood shrinkage and is not a defect

No known installation method prevents all vibration or squeaks in a staircase. A shrinkage crack will likely develop where stairs meet the wall. When this occurs, apply a thin bead of latex caulk and touch up with paint when dry.

Warranty: Although Virginia Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them. During the 60-Day Warranty Review, we will re-caulk the stairway if necessary.

Wood Trim

AT A GLANCE

Maintenance	Caulk and touch up separations at joints
Frequency	As needed; most movement in year one
Warranty	12 months — one-time caulk/nail repair at 11-Month Review
Key Caution	Minor separations at mitered joints are normal shrinkage

Maintenance

Interior wood trim will experience shrinkage during the first two years or longer, particularly during heating season. Maintaining a moderate, stable temperature helps minimize the effects. Shrinkage can cause separation at joints of trim pieces—correct this with caulking and touch-up paint. If base shoe molding appears to lift from the floor, this is likely due to slight floor joist shrinkage. Remove the old nails and re-nail.

Warranty: During the orientation, we confirm wood trim is in acceptable condition. Virginia Homes will correct construction damage (chips, gouges) listed at orientation. Caulking of cracks greater than 1/8 inch will be performed one time at the 60-Day Warranty Review. No further cosmetic work on trim is provided.

4 Mechanical Systems

Electrical Systems

AT A GLANCE

Maintenance	Test GFCI outlets monthly; know your breaker panel layout
Frequency	GFCI test monthly; overall check annually
Warranty	12 months — code-compliant installation; light bulbs not included
Key Caution	Never plug refrigerator/freezer into a GFCI outlet

Breaker Panel

Know the location of your breaker panel. It includes a main shut-off controlling all power and individual breakers for separate circuits. Each breaker is labeled. Circuit breakers have three positions: on, off, and tripped. A tripped breaker must first be turned off before it can be turned on.

Breaker Tripping

Breakers trip from overloads (too many appliances on one circuit), worn cords, defective appliances, or motor starts. If a circuit trips repeatedly, unplug everything and reset. If it trips with nothing connected, contact an electrician.

GFCI Outlets

Ground-Fault Circuit Interrupter (GFCI) outlets are required in bathrooms, kitchen, exterior, garage, and bedrooms. These outlets have test and reset buttons. Test monthly by pressing the test button, then restore power with reset. **Do not plug refrigerators or freezers into GFCI outlets**—the outlet may trip and spoil the contents without your knowledge.

Underground Cables

Before any digging project, call the Ohio Utility Protection Service to locate buried utility lines. In most cases, lines run in a straight line from the service panel to the nearest utility pad.

Warranty: Virginia Homes will repair electrical wiring that fails to carry its designed load. Outlets, switches, and fixtures that do not function as intended will be repaired or replaced. Power surges and lightning damage are excluded—consider a whole-home surge protector

and consult your homeowner's insurance. The warranty excludes any fixtures you add to the home, including ceiling fans.

Gas Fireplace

AT A GLANCE

Maintenance	Annual professional inspection; keep glass clean
Frequency	Annually before heating season
Warranty	12 months — operational; cosmetic changes to logs are normal
Key Caution	Glass gets extremely hot; keep children and pets away

Operation

Virginia Homes offers direct-vent gas fireplaces, which are demonstrated during the orientation. A slight delay between turning the switch on and flame ignition is normal. Flames should ignite gently and silently. If you notice any deviation or smell gas, immediately shut off the switch and contact the gas company.

Safety

- Keep the glass clean and do not operate without glass in place.
- The exterior vent cover becomes very hot during operation—use extra caution with small children.
- Excessive wind can cause a downdraft that blows out the pilot. Re-light before using the fireplace.
- An advantage of gas fireplaces: they continue to provide a small level of heat during power outages.
- Read and follow all manufacturer's directions carefully.

Warranty: Fireplaces are not intended as the sole heat source in the home. The fireplace should function properly when Virginia Homes and manufacturer directions are followed.

Heating & Cooling (HVAC)

AT A GLANCE

Maintenance	Change filters; test system each season; maintain condensate line
Frequency	Filters monthly (year 1), then quarterly; system test spring + fall
Warranty	12 months — must maintain 70°F at center of room, 5ft above floor
Key Caution	Clogged filters are the #1 cause of HVAC failure

Filters

This is the single most important maintenance task for your HVAC system. Change your filter monthly during the first year, then every 3 months thereafter. A clogged filter restricts airflow, reduces efficiency, and can lead to premature system failure and condensate problems. Buy filters in bulk for convenience.

Thermostat

The furnace activates when the temperature at the thermostat drops below your setting. Setting the thermostat higher will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees. Temperatures may vary 10 degrees or more between floors on extremely cold or hot days—running the fan continuously helps balance temperatures throughout the home.

Registers & Vents

Heat registers are adjustable. Experiment with settings to balance comfort for your family. Registers farther from the furnace generally need to be opened wider. Keep furniture and window treatments clear of registers and return air vents for optimal airflow.

Condensate Line

Your HVAC system produces condensation that drains through a condensate line to the exterior. If this line becomes clogged (from dirty filters, insect nests, or mineral buildup), water can back up and damage floors. Check the exterior condensate line in summer to confirm water is dripping. Before each cooling season, pour a bleach-and-water mixture into the clean-out to prevent mold growth. Do not bury the end of your condensate line.

Seasonal Tips

- Run the heating system early in fall and air conditioning early in spring to identify any issues before peak season.
- Do not overheat your new home—excessive heat accelerates shrinkage of trim and framing lumber. Increase heat gradually.
- A slight odor when first operating the furnace each season is caused by dust in the ducts and should pass quickly.
- Some popping or pinging sounds from ductwork are normal as metal expands and contracts with temperature changes.

Warranty: The heating and cooling system is installed according to local building codes and engineering designs for your home plan. System adequacy is measured by its ability to maintain 70°F in the center of the room, 5 feet above the floor. In extreme cold (10°F below zero or colder), the system should maintain an 80° differential from the outside temperature.

Virginia Homes will correct oil canning in ductwork and repair ductwork that becomes detached during the warranty period.

Plumbing

AT A GLANCE

Maintenance	Know shut-off locations; avoid chemical drain cleaners
Frequency	Inspect fixtures seasonally; flush water heater annually
Warranty	12 months — leaks at connections; fixture operation
Key Caution	Never pour grease or harsh chemicals down drains

General Care

Clean plumbing fixtures with a soft sponge and soapy water. Avoid abrasive cleansers, which remove the finish and leave surfaces difficult to clean. When running the garbage disposal, always use plenty of cold water—cold water congeals grease so blades can cut it. Hot water keeps grease liquid, allowing it to solidify in the sewer line.

Preventing Clogs

The most common causes of clogs are domestic items: excessive toilet paper, disposable wipes, sanitary supplies, dental floss, and children’s toys. When using chemical drain cleaners, follow directions carefully to avoid personal injury or fixture damage.

Aerators

Clean the aerators on your faucets every three to four months. Small mineral deposits can restrict flow and cause dripping by wearing down washers.

Running Toilet

If a toilet runs continuously, check the shut-off float in the tank—it may have risen too high. Gently bend the float rod down until water stops at the correct level. Also check the chain on the flush handle; if too tight, it prevents the rubber stopper from sealing.

Outside Faucets

Important: Remove all hoses from exterior faucets before cold weather, even if the faucet is in your garage. If a hose is left connected, water in the hose can freeze, expand back into the pipe, and cause a break in the line.

Shut-Offs

Know the location of your main water shut-off (in the garage or under the house) and individual shut-offs at each toilet and under each sink. In a plumbing emergency, shutting off the water supply quickly can prevent significant damage.

Jetted Tubs

If your home includes a jetted tub, read and follow the manufacturer's instructions. Every 3–4 months, fill the tub with warm water, add bleach, and run the jets for several minutes to keep them clean.

Warranty: Virginia Homes will repair plumbing leaks during the warranty period. If a warranted leak causes drywall or floor covering damage, we will repair or replace items that were part of the original home. Secondary damages (wallpaper, window coverings, personal belongings) are not covered—these should be covered by your homeowner's insurance. Clogged drains are not warranted. Frozen pipes resulting from insufficient heat or failure to disconnect hoses are not warranted.

Water Heater

AT A GLANCE

Maintenance	Flush tank annually; check T&P relief valve
Frequency	Annually
Warranty	12 months builder; extended manufacturer warranty (see unit)
Key Caution	Know the location of the gas shut-off valve

Maintenance

Carefully read and follow the manufacturer's literature for your specific model. Review and follow the manufacturer's timetable for draining several gallons from the bottom of the tank. This reduces mineral buildup, prolongs the life of the tank, and saves energy.

- Never light a gas pilot when the tank is empty. Always turn off gas before shutting off the cold water supply.
- Vacuum the area around a gas-fired water heater to prevent dust from interfering with combustion.
- Do not use the top of the heater for storage. Do not store flammable liquids nearby.
- High thermostat settings waste energy and increase scalding risk. Consult manufacturer recommendations.

Extended Absence

If you will be away for an extended period, consider draining water supply lines. Shut off the main supply, open faucets to relieve pressure, and set the water heater to its lowest or vacation setting. Consult manufacturer directions for complete instructions.

Warranty: Refer to the manufacturer's warranty for water heater coverage.

5 Structure & Foundation

Attic Access

AT A GLANCE

Maintenance	Replace displaced insulation after any attic entry
Frequency	After each entry
Warranty	12 months — access panel as installed
Key Caution	Walk only on framing members; never step on drywall ceiling

Attic access is provided for maintenance of mechanical equipment. When accessing the attic, stay on wood members and avoid stepping on insulation or drywall. The building department inspects the attic before closing to confirm insulation compliance. We will review this area during your orientation.

Basement Waterproofing

AT A GLANCE

Maintenance	Ensure sump pump operates; maintain exterior grading
Frequency	Test sump pump quarterly; check after storms
Warranty	12 months — waterproofing system as installed
Key Caution	Never disable or unplug sump pump

Your basement/foundation walls are treated with an asphalt waterproofing material plus an insulation membrane to channel water to the foundation drain. This system comes with a 30-year manufacturer guarantee. During times of excessive moisture, you may notice some dampness. Over time, natural soil compaction in backfill areas typically eliminates this condition. Maintaining positive drainage is your best protection.

Warranty: Virginia Homes will correct conditions that allow actual water to enter the basement, unless caused by improper landscaping installation or failure to maintain drainage.

Crawl Space

AT A GLANCE

Maintenance	Inspect for moisture, pests, and insulation displacement
Frequency	Twice yearly (spring and fall)
Warranty	12 months — ventilation and vapor barrier as installed
Key Caution	Keep vents clear; do not store items in crawl space

The crawl space is not intended for storage of items that could be damaged by moisture. Do not store wood in the crawl space, as it can attract termites. A vapor barrier (plastic) is installed on the ground to help control dampness. The crawl space is a conditioned area. Inspect it several times per year for leaks or standing water.

Warranty: Soils in the crawl space may be damp but should not have standing water. Provided you have not altered drainage or installed landscaping that causes excessive moisture, Virginia Homes will correct conditions that result in persistent standing water.

Foundation

AT A GLANCE

Maintenance	Monitor for cracks; maintain proper grading away from walls
Frequency	Inspect annually; after heavy rain
Warranty	12 months — cracks wider than 1/4 inch or causing water entry
Key Caution	Hairline cracks are normal settling and not structural

Construction

Your home's foundation is designed and installed to meet or exceed applicable building codes and the recommendations of our consulting engineer. Footings and foundation walls are poured concrete. To protect your foundation, follow the landscaping and drainage guidelines in this guide.

Cracks

Surface cracks can develop in foundation walls even when built to exceed code. These are not detrimental to structural integrity and are not a warranty item. If a crack develops that allows water entry, or if a crack opens and travels to the ground or below, follow the warranty claim procedure.

Basement Construction

If you decide to finish your basement, obtain guidelines from the appropriate building department or a licensed engineer, secure a building permit, and comply with all codes. Work performed after closing is not warranted by Virginia Homes.

Warranty: Nonstructural cracks in foundation walls are not unusual and are not warranted. Cosmetic imperfections (mortar shade changes, visible seams between pours, slight honeycombing) require no repair unless they allow water entry. Your warranty covers conditions that permit water to enter the basement, provided you have maintained proper drainage and landscaping.

Insulation

AT A GLANCE

Maintenance	Inspect for displacement or compression; do not compress
Frequency	Annually; after any attic work
Warranty	12 months — installed per code; displacement by homeowner not covered
Key Caution	Compressed insulation loses R-value effectiveness

Blown insulation must remain smooth and even to be effective. After any work in the attic (antenna installation, etc.), confirm the insulation is level. Do not step on drywall ceilings in the attic—this can result in injury or ceiling damage. Electrical outlets, base cabinets, and fireplaces may emit noticeable cold air when outside temperatures are low; this is normal.

Warranty: Virginia Homes installs insulation to meet or exceed building codes applicable at the time of construction.

6 Site & Grounds

Grading & Drainage

AT A GLANCE

Maintenance	Maintain positive slope away from foundation; keep swales clear
Frequency	Inspect seasonally and after heavy rain
Warranty	12 months — original grading; homeowner changes void coverage
Key Caution	Never alter grading, add beds, or install hardscape against foundation

Your Responsibility

Final grades around your home have been inspected and approved for proper drainage by local building authorities and Virginia Homes. All responsibility for maintaining grades and drainage transfers to you at closing. This is one of the most important maintenance obligations you have as a homeowner.

Drainage Guidelines

- The grade around your home should slope 6 inches in the first 10 feet, or to a swale.
- Maintain slopes to allow water to drain away from the foundation as rapidly as possible.
- Keep splash blocks and downspout extensions in place at all times.
- Keep drain tiles and curb outlets clear of debris and ice.
- Do not alter drainage patterns to suit landscape plans—changes affect adjacent lots and may void your warranty.

Settling

The area excavated for your foundation was backfilled, but the soil does not return to original density. Settling will occur, especially after heavy rain or snowmelt, and can continue for several years. Inspect the perimeter regularly and fill settled areas to maintain positive drainage.

Warranty: Virginia Homes established the final grade to ensure adequate drainage. If you alter drainage after closing, or if changes occur due to lack of maintenance, the warranty is void. Virginia Homes will supply one load of dirt during the first year to address backfill settlement. Virginia Homes is not responsible for repairing landscaping or mulch beds.

Landscaping & Lawn Care

AT A GLANCE

Maintenance	Water, fertilize, and mow regularly; replace dead plantings
Frequency	Ongoing through growing season
Warranty	Initial installation only; ongoing care is homeowner's responsibility
Key Caution	Keep mulch and plantings 6+ inches from foundation siding

Getting Started

Install basic landscaping as soon after closing as weather permits. In addition to meeting HOA requirements, well-designed landscaping prevents erosion and protects your foundation. Check with your homeowner's association before designing or installing landscaping.

Sod Care

- Water new sod immediately and thoroughly after installation. Continue daily for the first three weeks or until rooted.
- In temperatures above 75°F, water 2–3 times daily. Water early morning or late afternoon for best results.
- Once rooted, reduce to every 2–3 days. Target 1–2 inches of water per week for a healthy lawn.
- Do not mow until sod is completely rooted (typically 2–3 weeks). Set mower blades to the highest setting—usually 3 inches.
- Fertilize in September and October. Apply pre-emergence crabgrass/weed control each spring.
- Over-seed in autumn with Turf Type Tall Fescue. Aerate and over-seed seasonally.

Trees

There is no warranty on trees. We preserve as many trees as possible during construction, but it is impossible to predict which will continue to thrive after development. Approximately 8% of all trees in undisturbed habitats die annually of natural causes. Changes to drainage patterns, water tables, and environmental stress can affect tree health. If you close during winter, deciduous trees will be evaluated in spring. Trees showing no signs of life by May 15 will be removed by Virginia Homes, but written notification must be received by our office no later than May 15.

Plant Selection

Choose plants suited to central Ohio's climate. Consider ultimate size, shape, and growth patterns. Group plants with similar water, sun, and space needs. Water new plantings twice weekly for the first 4–6 weeks with a slow stream (no nozzle). Virginia Homes does not install or recommend irrigation systems adjacent to foundation areas.

Important Reminders

- Do not allow landscape edging to dam water flow away from the home.
- Do not permit landscape contractors to tie into existing drainage pipes without Virginia Homes approval.
- Maintain irrigation systems and winterize before cold weather.
- Direct sprinkler heads away from the home.

Warranty: Shrubbery, trees, and grass are not warranted. We confirm the healthy condition of all plant materials at orientation. Maintaining landscaping is the homeowner's responsibility. There is no warranty on sod.

7 Health & Safety

Mold Prevention

AT A GLANCE

Maintenance	Control humidity; ventilate bathrooms and kitchens; fix leaks promptly
Frequency	Ongoing
Warranty	Not covered — mold prevention is homeowner's responsibility
Key Caution	Maintain indoor humidity between 30–50%

Mold is a naturally occurring fungus found everywhere. Over 100,000 varieties exist worldwide, and mold requires only food (wood, carpet, drywall), air, water, and temperatures between 40–100°F to grow. Designing or building a mold-free home is impossible. Moisture is the only growth factor you can control.

Prevention Strategies

- Maintain all caulking around windows, doors, sinks, and tubs.
- Vacuum and dust regularly—mold grows well on dust and dirt.
- Wipe up condensation on windows promptly and reduce indoor humidity.
- Check under sinks, behind toilets, and in seldom-used closets regularly for signs of moisture.
- Report any plumbing, roof, or window leaks to Virginia Homes immediately. Delayed reporting increases risk.
- Know your water shut-off valve locations so you can stop leaks quickly.
- Keep weep holes on brick and windows clear.
- Run exhaust fans when cooking and bathing. Connect dryer exhaust to the vent pipe.
- Inspect items you bring into the home (storage boxes, plants) for signs of mold.

Warranty: The Virginia Homes warranty excludes mold.

Radon Mitigation

AT A GLANCE

Maintenance	Monitor U-tube manometer; keep system running continuously
Frequency	Check manometer monthly; retest radon every 2 years
Warranty	12 months — passive or active system as installed
Key Caution	Never turn off the radon fan

Your home includes a radon mitigation system as required by code. Radon is a naturally occurring radioactive gas that can accumulate in enclosed spaces. The mitigation system includes a vent pipe and, in some cases, a fan that draws radon from beneath the foundation and exhausts it above the roofline. Ensure the vent pipe remains unobstructed and, if equipped with a fan, verify the fan is running periodically. The EPA recommends testing your home for radon every two years.

Smoke & Carbon Monoxide Detectors

AT A GLANCE

Maintenance	Test monthly; replace batteries annually
Frequency	Test monthly; batteries yearly; replace units per manufacturer
Warranty	12 months — installed per code
Key Caution	Never disable or remove detectors

Read the manufacturer's manual for detailed care instructions. For your safety, clean each smoke detector monthly to prevent false alarms or failure to respond. After cleaning, press the test button to confirm the alarm is working. Replace batteries as recommended by the manufacturer.

Warranty: Virginia Homes does not represent that smoke detectors will provide the protection for which they are installed. Detectors are tested by the electrician and building inspector prior to closing. You are responsible for obtaining fire insurance and maintaining all detection devices.

Ventilation

AT A GLANCE

Maintenance	Run exhaust fans during and after moisture-producing activities
Frequency	Every use; clean fan covers quarterly
Warranty	12 months — fan operation as installed
Key Caution	Exhaust fans are essential to moisture control and air quality

Modern homes are built more tightly than ever, which saves energy but requires attention to ventilation. Condensation, cooking odors, indoor pollutants, and carbon monoxide can accumulate without proper air exchange.

Daily Habits

- Do not cover or interfere with the fresh air supply to your furnace.
- Run the hood fan when cooking.
- Turn on bathroom exhaust fans during and after use.
- Connect and maintain the clothes dryer exhaust vent.
- Open windows periodically when weather permits to allow fresh air exchange.

Attic & Crawl Space

Attic ventilation occurs through soffit vents. Driving rain or snow may occasionally enter through these vents—do not cover them. Instead, cover the insulation in front of the vent to allow moisture to safely evaporate. Keep crawl space vents open until daytime temperatures are consistently below freezing, then close them to prevent pipes from freezing.

Warranty: Active ventilation components (exhaust fans) are covered under their respective system warranties. Wind-driven rain or snow through vents is not covered—contact your homeowner’s insurance for such damage.

8 Network & Technology

Smart Home Systems

AT A GLANCE

Maintenance	Keep firmware updated; maintain strong Wi-Fi coverage
Frequency	Check for updates quarterly
Warranty	Per device manufacturer; Virginia Homes covers initial installation
Key Caution	Change default passwords on all smart home devices

Your home may include smart thermostats, USB charging outlets, or pre-wired connections for home automation. Consult the respective manufacturer's documentation for setup, operation, and troubleshooting. Software updates and configuration are the homeowner's responsibility. If your home includes a security or alarm system, contact the monitoring company to activate service.

Warranty: Virginia Homes warrants the installed hardware during the initial 12-month warranty period. Software, connectivity, and third-party services are not warranted.

Structured Wiring & Low Voltage

AT A GLANCE

Maintenance	Protect cable runs during renovation; label connections
Frequency	As needed
Warranty	12 months — wiring as installed; service provider equipment not covered
Key Caution	Do not cut or modify low-voltage wiring without professional guidance

Your home is equipped with structured wiring for data, cable, and other low-voltage systems. Initiating services, adding connections, or relocating outlets for convenience is your responsibility. Your home may include a structured wiring panel (typically in a closet or utility area) where service lines converge.

Warranty: Virginia Homes will repair low-voltage wiring that does not perform as intended during the initial 12-month warranty period. From the service box outward is the responsibility of the service provider.

9 Seasonal Maintenance Checklist

Regular maintenance protects your investment and helps prevent costly repairs. Use this checklist as a guide throughout the year.

Spring

- Inspect and clean gutters and downspouts.
- Check all exterior caulking (windows, doors, trim, deck). Re-caulk as needed.
- Inspect the roof for winter damage. Look for missing or lifted shingles.
- Test the air conditioning system before warm weather arrives.
- Service sprinkler system and direct heads away from the home.
- Inspect grading and drainage. Fill any settled areas around the foundation.
- Apply pre-emergence crabgrass and weed control to lawn.
- Clean or replace HVAC filters.
- Test smoke and carbon monoxide detectors. Replace batteries.
- Pour bleach-water mixture into condensate line clean-out.

Summer

- Monitor condensate line—confirm water is dripping from the exterior end.
- Inspect deck for needed sealing or staining.
- Water landscaping appropriately. Adjust irrigation for weather conditions.
- Clean or replace HVAC filters monthly.
- Check for signs of mold in damp areas (under sinks, crawl space).
- Inspect and clean window weep holes.

Fall

- Clean gutters and downspouts after leaves fall.
- Inspect and re-caulk exterior joints as needed before winter.

- Disconnect garden hoses from exterior faucets.
- Winterize sprinkler system (have all water removed from lines).
- Test the heating system before cold weather. Note any unusual odors.
- Clean or replace HVAC filters.
- Seal concrete surfaces before first winter if not yet done.
- Fertilize and over-seed lawn. Aerate if needed.
- Remove fallen leaves from sod areas.
- Check attic insulation for evenness.

Winter

- Keep walkways and driveway clear of snow and ice. Avoid chemical de-icers on concrete.
- Monitor interior humidity—adjust humidifier settings if condensation appears on windows.
- Keep garage doors closed to protect plumbing from freezing.
- Close crawl space vents when temperatures remain below freezing.
- Inspect interior caulking at tubs, showers, and sinks. Re-caulk as needed.
- Clean or replace HVAC filters.
- Clear snow from downspouts and splash blocks.

10 Common Warranty Requests Not Covered

The following items are among the most common warranty requests that fall outside the scope of coverage. Understanding these upfront helps set proper expectations and allows you to take proactive steps to care for your home.

Paint	Virginia Homes will leave any unused paint (if available)—ideal for minor move-in nicks, scratches, and cosmetic touch-ups.
Caulk	Caulk shrinks over time. For best results, re-caulk interior and exterior areas regularly, paying special attention to wet areas around tubs, showers, and sinks.
Vinyl Flooring	Vinyl flooring is a soft product that can be easily damaged by sharp objects and heavy items. Inspect vinyl floors carefully at the orientation.
Countertops	Marble and laminate tops must be protected from sharp objects, heat, and abrasives. Do not allow water to stand on countertop seams.
Drywall	As your home settles, hairline cracks may form in walls and ceilings, especially in corners. This is expected settling behavior, not a construction defect.
Drainage	Unplanted yards can wash out with a single rainfall. Maintaining established drainage pathways is a homeowner responsibility. Review drainage carefully at orientation.
Windows	Window condensation is caused by indoor humidity, not window defects. It occurs when the glass temperature drops below the dew point relative to indoor humidity.
Brick	Expect some mortar staining on brick. Repeated cleaning may damage the finish. Cracks and chips are common to the product and not a sign of defect.
Floor Noise	Some noise when walking on second-story floors is characteristic of multi-level homes and is not a construction deficiency.
Concrete	Cracks in driveways, sidewalks, patios, and foundations are common. They are usually not an indication of construction deficiency and will not impair function. Seal before your first winter.

Thank you for choosing Virginia Homes.

We are honored to build your home and are here to support you.