



HOMEOWNER'S MANUAL

Your Guide to the Virginia Homes Experience

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Building Homes. Building Relationships.

Welcome

Congratulations on your decision to build with Virginia Homes. We share in your excitement and look forward to working with you throughout this process.

This Homeowner's Manual has been designed to guide you through every step of building and owning your new home. The information presented here will answer many of the questions that come up along the way — from financing and selections to construction, closing, and warranty service.

Please take the time to review this material. We recommend keeping it accessible throughout the process, as you will refer to it often. When you have questions that this manual does not address, your sales representative or our main office is always available to help.

We are delighted to welcome you to Virginia Homes.

Sincerely,

Charles E. Ruma

President, Virginia Homes

Your Home Experience at a Glance

Building a custom home involves many steps, each requiring your participation. The timeline below outlines the major milestones from contract signing through move-in. Where timeframes are noted, meeting them helps us deliver your home on schedule.

Milestone	Timing	Description
Purchase Contract Signed	Day 1	You and Virginia Homes execute the Purchase Contract and all addenda. Initial and contract deposits are paid.
Financing Secured	Within 14 days	Deliver lender documentation confirming financing. See Section 4 of this manual and Section 5 of the Purchase Contract.
Attorney Review (if applicable)	Within 5 days	Your attorney reviews the Purchase Contract. This contingency is waived if no written comments are received within five days.
Plan Approval Meeting	Scheduled by VH	Review and approve all structural plans, make your 5% deposit, and receive an overview of the selection and construction process.
Selections Completed	Within 90 days	Complete all interior and exterior selections through scheduled vendor appointments. Timely selections are critical to keeping construction on schedule.
Building Permit Issued	VH handles	Virginia Homes submits plans to the building department and obtains the permit. Construction begins within 15 days of financing being secured, selections being completed, and the permit being issued.
Construction	~10–12 months	Your home is built through ten stages of construction. You may visit the site at any time and will have scheduled check-ins along the way.
Pre-Drywall Inspection	During construction	A walkthrough to verify placement of outlets, switches, cable/data lines, lighting, and plumbing before drywall is installed.
Homeowner Orientation	~1 week before closing	A detailed walkthrough to demonstrate features, review maintenance, confirm all selections, and note any items requiring attention.
Completion / Closing	Within 5 days of Substantial Completion	For loan buyers, your construction loan converts to a permanent mortgage. For cash buyers, a formal closing conveys the home and lot. Either way — key handoff and your new home is officially yours.

Your Purchase Contract

The Purchase Contract and its attached addenda form the complete legal agreement between you and Virginia Homes. All parties must sign all documents before the agreement becomes binding. Any changes to the terms must be in writing and signed by both parties. Verbal agreements are not binding.

What You Signed

Your Purchase Contract package includes the following documents:

- Purchase Contract — The primary agreement describing the property, purchase price, payment schedule, and all terms and conditions.
- Addendum/Endorsement to Agreement of Sale — Details your specific selections and options beyond the standard plan.
- Included Features Addendum — Lists the standard features included in every Virginia Home.
- Wooded Lot Addendum — Addresses tree preservation and clearing for lots with existing trees.
- Homeowner's Limited Warranty — Your warranty agreement, covered in detail in Section 11 of this manual.
- Real Estate Broker Agreement (if applicable) — Outlines the terms if a real estate agent was involved.
- Draw Schedule Addendum — Defines the payment milestones tied to construction progress.

Key Terms You Should Know

The Purchase Contract uses several defined terms that are referenced throughout this manual:

- Substantial Completion — The point at which the Home passes its final inspection or receives a Certificate of Occupancy, whichever occurs first.
- Contract Documents — The Plan, Addendum/Endorsement, Exterior and Interior Color Selection Sheets, and any approved Change Orders. Together, these define exactly what will be built.

- Change Order — A written, signed document that modifies the Contract Documents. All changes must go through the formal Change Order process described in Section 8 of this manual.
- Progress Payments — Payments made according to the Draw Schedule as construction milestones are reached.

Important: If a feature, option, or modification is not documented in writing in one of your Contract Documents, do not assume it will be included. Any features seen in a model home or discussed with a sales associate must be confirmed in writing.

Financing Your Home

Virginia Homes buyers typically fall into one of two categories: those financing with a construction-to-permanent loan and those purchasing with cash. The process differs for each, so it is important to understand which path applies to you.

Construction-to-Permanent Loan Buyers

If you are financing your home with a construction-to-permanent loan, you will close on the lot and your financing before construction begins. Under Section 5 of your Purchase Contract, you have fourteen (14) days to deliver lender documentation confirming that you qualify for a loan sufficient to cover the Purchase Price. Your lender will fund the construction through progress payments (draws) as milestones are reached. At the end of construction, your loan automatically converts to a permanent mortgage — there is no second closing. See Section 10 of this manual for more detail on what happens at completion.

Cash Buyers

If you are paying cash, Virginia Homes retains ownership of the lot throughout construction. You will make progress payments according to the Draw Schedule as construction milestones are reached. At completion, you will have a formal closing where the home and lot are conveyed to you and the remaining balance is due. Seller may request additional assurance of your ability to fulfill the terms of the Purchase Contract.

Choosing a Lender

Virginia Homes can suggest lenders experienced with new construction financing if you would like a recommendation. Construction-to-permanent loans have specific requirements that differ from a standard home purchase mortgage, so working with a lender familiar with the process can save time and avoid complications.

Take your fully executed Purchase Contract with you when you first meet with your lender. Be thorough and transparent — providing complete information up front prevents delays later in the process.

What Your Lender Will Need

The documentation required for a construction loan can be substantial. Gathering the following before your appointment will help the process move quickly:

- Personal information: Social Security numbers, driver's licenses, home addresses for the past two years, and any applicable trust or divorce documents.
- Income documentation: Recent pay stubs, two years of tax returns (especially if self-employed or commissioned), and documentation of any supplemental income.
- Asset statements: Three months of bank statements, investment account statements, retirement account balances, and life insurance cash values.
- Liability information: Account numbers, balances, and monthly payments for all credit cards, auto loans, and other installment debt.

Your lender will likely request additional documentation as the process moves forward. This is normal and helps finalize your approval. Your loan officer has seen every situation — do not hesitate to ask questions.

Loan Approval and Rate Lock

After submitting your application, your lender will verify employment, deposits, mortgage history, and credit. This process typically takes several weeks. Once approved, you and your lender will determine the right time to lock your interest rate.

A note on rate locks: Virginia Homes will provide a firm closing date approximately 45 days before closing. Until then, weather and other factors can affect the schedule. Locking your rate too early can result in additional expense if construction takes longer than expected. We will keep you updated on the projected timeline throughout the build.

Your Closing Costs

You are responsible for all fees and charges associated with your financing, including but not limited to: appraisal, credit report, title search, title insurance, flood certification, survey, recording fees, loan origination fees, and other customary closing costs. Your lender will provide a Loan Estimate detailing these costs early in the process.

Plan Approval

The Plan Approval Meeting marks the start of the construction process. This meeting takes place at our main office after your building plans have been prepared, and you should allow two to three hours.

What Happens at This Meeting

During the Plan Approval Meeting, you will:

1. Review and approve all structural components, including the placement of doors, windows, and walls.
2. Receive an overview of the selection timeline and what to expect over the next 90 days.
3. Receive a demonstration of our online project management system, which allows you to approve Change Orders electronically, communicate with our team, and manage your selections throughout the build.
4. Make your Plan Approval deposit (5% of the Purchase Price as set forth in Section 4 of the Purchase Contract).

Important: After the Plan Approval Meeting, no structural changes will be permitted. All structural decisions — room layouts, window placements, door locations — are finalized at this meeting. Non-structural changes may still be possible through the Change Order process described in Section 8.

Before You Come

Review your building plans carefully before the meeting. If you have questions about the plan, layout, or specifications, note them in advance so we can address them during the appointment. If you need to discuss anything beforehand, contact your sales representative or our main office.

Making Your Selections

After the Plan Approval Meeting, the selection process begins. Over approximately 90 days, you will attend a series of scheduled appointments with our vendors to customize your home. These appointments cover cabinets, appliances, interior finishes, electrical layout, low-voltage systems, lighting, and landscaping.

You will have many decisions to make in a relatively short window. We encourage you to start thinking about your preferences early — visit showrooms, browse online, and collect ideas before your appointments.

Selection Guidelines

- **Samples vs. installed materials:** Variations between showroom samples and the material installed in your home can and will occur due to dye lots, natural material variation, and environmental factors over time.
- **Keep your selection sheets:** After completing each selection form, double-check all color numbers and names. Retain your selection sheets for future reference — they are invaluable for matching paint colors and replacement items later.
- **Model home features:** Each home is different. Our model homes may feature custom and designer elements not included in your home or community. Do not rely on a model as an identical representation of your finishes.

Why Timely Selections Matter

Construction is sequenced around your selections. When selections are made on time, materials can be ordered, delivered, and installed without interruption. Delays in selections can delay construction, and under Section 8 of the Purchase Contract, failure to make timely selections after written notice may constitute a default.

If you are struggling to finalize a selection, contact your sales representative. We are here to help you make decisions you will be happy with — not to rush you. But please communicate early if you need more time.

Construction of Your Home

Building a custom home is unlike any other manufacturing process. Your home is created in front of you over the course of approximately 10–12 months, weather permitting. Understanding what to expect — and what is normal — will help you enjoy the experience.

Visiting the Construction Site

You are welcome to visit your home at any time during construction. A construction site can be fascinating, but please keep the following in mind:

- Safety first: Watch for boards, cords, nails, and construction materials. Do not enter any level without stairs and safety rails. Stay at least six feet from all excavations. Give heavy equipment plenty of room.
- Keep children safe: Older children should remain in view; younger children within reach. Consider leaving young children elsewhere when visiting.
- Do not visit after dark during construction, prior to proper lighting being installed.
- Do not direct, instruct, or communicate with subcontractors or suppliers while on site. All communication should go through Virginia Homes. This protects both you and our trade partners from confusion or unauthorized changes.

Under Section 10 of your Purchase Contract, Virginia Homes maintains exclusive control of the construction site, including all keys, access codes, and entry points. Changing locks, restricting access, or interfering with Seller's subcontractors constitutes a material breach of the Purchase Contract.

Quality and Inspections

Virginia Homes inspects every stage of construction. In addition, county and/or city building inspectors conduct inspections at multiple points — your home must pass each one before construction continues. Virginia Homes is responsible for all building department interactions, inspections, and code compliance throughout construction.

If you have questions or concerns about your home's construction, communicate through our online project management system. We will note your request and respond promptly.

Independent Home Inspections

You are welcome to hire an independent home inspector at your expense. The best times for an independent inspection are before drywall installation and again prior to your final walkthrough. Please notify us of the date and time so we can ensure the home is accessible

and secure. Email or send a copy of the inspector's report to our office — we will review it and let you know which items we will address.

Please note that Virginia Homes' specifications may differ from the standards an independent inspector applies, and the inspector's recommendations are advisory. Many items noted in inspection reports are routinely addressed during the final walkthrough.

Pre-Drywall Inspection

Before drywall is installed, you will have the opportunity to walk through the home and verify the placement of all outlets, switches, cable/data lines, lighting, and plumbing fixtures. This is your chance to confirm that the mechanical elements of your home have been installed to your specifications. Changes after drywall become significantly more expensive, so this inspection is important.

Construction Stages

Although the specific sequence varies and stages may overlap, your home is generally built in the following order:

Stage 1: Planning & Permits Plan approval, building permit, lot clearing (if necessary), staking.

Stage 2: Foundation Excavation, footings, foundation walls, waterproofing, backfill.

Stage 3: Framing First and second floor framing, roof trusses, windows, house wrap, exterior doors, stairs. Followed by framing inspection.

Stage 4: Rough Mechanicals Rough plumbing, HVAC, and electrical. Concrete slabs. Insulation. Followed by inspections and pre-drywall walkthrough.

Stage 5: Drywall Sheetrock installation, taping, and finishing.

Stage 6: Interior & Exterior Finishes Exterior siding and painting. Interior trim, doors, cabinets, and painting.

Stage 7: Detail Work Countertops, tile, plumbing fixtures, exterior grading, gutters.

Stage 8: Final Installations Landscaping, finish plumbing, finish electrical, finish HVAC, flooring, appliances.

Stage 9: Final Inspections Building department final inspections, cleaning, builder punch list.

Stage 10: Handoff Homeowner orientation, closing, and key handoff.

Construction may pause at various points for building department inspections, lead time between trades, or weather. These pauses are a normal part of the process. If you have questions about the pace of work, contact your sales representative or our office.

Scheduling and Delivery

Virginia Homes uses commercially reasonable efforts to complete construction within 360 days of commencement, subject to weather and Excused Delays as defined in Section 7 of the Purchase Contract. A firm closing date will be provided approximately 45 days before closing.

Until you receive a firm closing date from Virginia Homes, avoid finalizing moving arrangements or locking your interest rate. Verbal estimates from field personnel or your online calendar are not confirmed dates.

Change Orders During Construction

After the Plan Approval Meeting, all changes to the Contract Documents must go through the formal Change Order process. This includes changes to finishes, fixtures, layouts, or any other aspect of the home that differs from what was originally approved.

How to Request a Change

1. Submit your request in writing through our online project management system or directly to your sales representative.
2. Virginia Homes will evaluate the request based on timing, scope, practicality, and scheduling.
3. If the change is feasible, we will prepare a written Change Order detailing the modification, the cost (including any prepayment required), and any impact on the construction schedule.
4. Upon your signature and any required prepayment, the Change Order becomes effective and is incorporated into the Contract Documents.

What to Expect

- Virginia Homes may decline Change Orders that are no longer practical given the stage of construction. For example, moving a window after framing is complete would require disassembly and rework.
- Late-stage changes may involve additional costs for disassembly, reassembly, or rework, which will be detailed in the Change Order.
- No commission is paid on Change Order amounts. The cost reflects materials and labor only.

Your Homeowner Orientation

The homeowner orientation is your formal introduction to your completed home. It serves three purposes: to demonstrate the features and systems in your home, to review homeowner maintenance responsibilities, and to confirm that Virginia Homes has delivered the home in accordance with your Contract Documents.

Scheduling

We schedule your orientation approximately one week before your closing date. Appointments are available Monday through Friday. We will meet at your new home, and you should allow one to two hours. Orientations are limited to buyers and their agents. If you would like friends or family to see the home, we encourage scheduling that separately before the orientation.

What Happens During the Orientation

During the orientation, a Virginia Homes representative will:

- Walk through the home with you room by room, noting its features and demonstrating systems including heating and air conditioning, electrical panel and GFCI outlets, appliances, water heater, gas and water shut-offs, and exterior connections.
- Review key maintenance responsibilities and direct you to the Virginia Homes Home Care Guide for detailed component-by-component guidance.
- Document any items requiring attention on the orientation form. Our goal is to complete all items before closing.

How to Prepare

- Arrange your schedule so you can use the full time allotted. The orientation is most productive when you can focus entirely on your home.
- Review Section 11 (Your Warranty) and Section 13 (Your Responsibilities) of this manual before the orientation.
- Bring any questions about maintenance, warranty coverage, or your home's systems.

Acceptance and Cosmetic Conditions

The orientation is also the time to identify any cosmetic surface conditions. After we correct items noted during the orientation, cosmetic surface damage becomes your responsibility — including damage that may occur during move-in. This applies to items such as sinks, tubs, countertops, light fixtures, mirrors, windows, tile, flooring, doors, trim, hardware, paint, drywall, and appliance finishes.

Tip: If you are using a moving company, verify that they carry insurance to cover any damage to your home during the move.

Follow-Up

If any items require correction, we will schedule a follow-up meeting before completion or closing to verify that all work has been completed to your satisfaction. Under normal circumstances, all orientation items are resolved within 15 business days. Exterior items dependent on weather may take longer.

Completion and Closing

Under Section 12 of the Purchase Contract, closing or final payment is due within five (5) days of Substantial Completion. How this milestone works depends on whether you are financing your home with a construction-to-permanent loan or purchasing with cash.

Construction-to-Permanent Loan Buyers

If you are using a construction-to-permanent loan, you closed on the lot and financing before construction began. At the end of construction, there is no second closing. Instead, your construction loan automatically converts to a permanent mortgage once the home reaches Substantial Completion. The following steps outline what to expect as we prepare for your completion day.

Final Purchase Price Addendum

You will receive the final purchase price addendum via DocuSign. This document confirms any additional items and finalizes the total cost of your home. Please review and sign at your earliest convenience upon receipt.

Utility Set-Up

To make your move-in seamless, we will provide guidance for setting up utilities in your name. This includes electricity, gas, water, and any additional services needed. Setting these up early ensures everything is ready on completion day.

Final Occupancy and Loan Draw Submission

As we receive the final occupancy certification, we will submit the final draw to your lender. This step confirms all final payments will be made prior to your completion day.

Final Payment for Change Orders

If there were any change orders or customizations beyond the loan amount, we will reach out to request the final payment. This payment must be made by wire or certified check.

Completion Day

On completion day, you will meet with our construction team to receive your keys, garage door openers, and all warranty information. We will provide a rundown of the home's systems, answer any questions, and ensure you feel prepared to settle into your new home. Your lender will contact you with any final paperwork related to the loan conversion. Virginia Homes will provide the lender with the documentation they need to process the conversion, including confirmation of Substantial Completion.

Cash Buyers

If you are paying cash, Virginia Homes retains ownership of the lot throughout construction. At completion, you will have a formal closing where the lot and home are conveyed to you. Virginia Homes will confirm your closing date approximately 45 days in advance.

At closing, you will sign the documents necessary to convey the home and lot to you. Principal documents typically include:

- General Warranty Deed — Conveys the home and lot to you, subject to permitted exceptions.
- Title Commitment — Insures salable title in the amount of the purchase price. Review this carefully and contact the title company with any questions.

Final payment (the remaining balance of the Purchase Price less any deposits paid) is due at closing in certified funds (cashier's check or wire transfer). Allow time to arrange these in advance.

At closing, real estate taxes and HOA assessments will be prorated to the date of closing. You will also be responsible for the HOA initial contribution at that time.

For All Buyers

- Homeowner's insurance: We recommend contacting your insurance company well in advance of completion or closing to ensure your policy is in place and effective on the date you take possession.
- Utilities: Contact all applicable utility companies before completion or closing to transfer service into your name and avoid any interruption.

If you have questions about any aspect of completion or closing, discuss them directly with Virginia Homes or your lender in advance. The title company is not authorized to negotiate or make representations on behalf of any party.

Your Warranty

Virginia Homes provides a Homeowner's Limited Warranty that is a separate contract with independent consideration. The full warranty terms are set forth in the Homeowner's Limited Warranty Agreement attached to your Purchase Contract. This section summarizes the key provisions — if any detail here differs from the warranty agreement itself, the warranty agreement controls.

One-Year Limited Warranty

For one year after the date of completion, Virginia Homes warrants that the home will be free from defects in materials and workmanship due to noncompliance with the Approved Standards. The Approved Standards are set forth in this manual and are based on residential construction guidelines published by the Ohio Home Builders' Association (OHBA), a statewide industry organization that establishes performance and quality benchmarks for new home construction.

Ten-Year Structural Warranty

For ten years after the date of completion, Virginia Homes warrants that the home will be free from Major Structural Defects. A Major Structural Defect is actual physical damage to the load-bearing portions of the home — foundation systems, beams, girders, lintels, columns, load-bearing walls, floor systems, and roof framing systems — caused by failure of those elements that affects their load-bearing function to the extent the home becomes unsafe, unsanitary, or otherwise unlivable.

What Is Covered

- Defects in materials and workmanship that do not meet the Approved Standards (Year 1).
- Major Structural Defects as defined above (Years 1–10).

What Is Not Covered

The warranty does not cover:

- Items not integral to the structure: decks, patios, fences, retaining walls, landscaping, and other site improvements.
- Normal maintenance responsibilities and acceptable construction variations.

- Damage caused by homeowner neglect, abuse, improper operation, failure to maintain adequate heat, or changes in grading by anyone other than Virginia Homes.
- Damage to personal property or real property not furnished by Virginia Homes.
- Normal wear and tear, insect damage, and accidental loss from causes beyond Virginia Homes' control (fire, flood, windstorm, etc.).
- Conditions arising from use of the home for anything other than normal residential purposes. Converting the home to a rental voids the warranty.
- Mold, fungi, bacteria, and related organisms (see Section 16 of the Purchase Contract).

Appliance and Manufacturer Warranties

Appliances, equipment, and other components with separate manufacturer warranties are covered by those manufacturers, not by Virginia Homes. All manufacturer warranties are assigned to you at the time of completion. Complete and submit any registration cards included with your appliances to activate the manufacturer's warranty.

If an appliance fails due to a manufacturing defect, contact the manufacturer directly. If an appliance issue is caused by improper installation by Virginia Homes, contact us and we will address the installation issue under our warranty.

Warranty Is Not Transferable

The Homeowner's Limited Warranty is extended to the original purchaser(s) only and is not transferable to any subsequent buyer without the prior written consent of Virginia Homes.

THE PROVISIONS OF THE LIMITED WARRANTY DO NOT APPLY IF THERE IS ANY MONEY OWED TO VIRGINIA HOMES.

Warranty Service Procedures

Virginia Homes responds to warranty items in accordance with the terms and conditions of the Homeowner's Limited Warranty. To ensure efficient service and a clear record of all requests, please follow the procedures below.

How to Submit a Warranty Request

All warranty requests must be submitted in writing through our online warranty system. Written requests provide maximum protection for you and allow us to operate efficiently. When submitting a request, clearly describe the nature of the issue and include any relevant photos.

Non-emergency warranty service is available Monday through Friday, 7:30 a.m. to 4:00 p.m. Under normal circumstances, you can expect all items to be resolved within 15 business days. We will notify you of any delays caused by back-ordered materials or scheduling constraints.

Exterior items dependent on weather or seasonal conditions may require additional time. We will communicate the expected timeline for these items.

Emergency Service

Emergencies are limited to the following situations:

- Total loss of electricity (check with the utility company first to confirm the outage is not in the general area).
- Total loss of water (check with the water department to confirm there is no general outage).
- A plumbing leak requiring the entire water supply to be shut off.
- A gas leak (contact your utility company immediately; if the leak is at the furnace or water heater supply lines, contact the plumber).

For emergencies, contact the appropriate subcontractor using the Emergency Phone Numbers provided at closing. After contacting the subcontractor, notify Virginia Homes at (614) 764-1953.

Important: An emergency or service call not covered by the warranty will result in a charge to you from the responding professional.

Virginia Homes' Right to Cure

Under Ohio law (ORC Chapter 1312) and the terms of your Purchase Contract and warranty, Virginia Homes has the right to investigate, diagnose, and cure any alleged construction defect before you may commence arbitration or legal action. This means:

- You must provide written notice to Virginia Homes at least sixty (60) days before filing any legal action.
- Virginia Homes will have a reasonable opportunity to inspect, investigate, and propose a remedy.
- You must provide ongoing access to the home for diagnosis and repair, share any inspection reports, and cooperate with our reasonable efforts.

Some issues may be difficult to diagnose and may require multiple repair attempts or evaluation under specific weather conditions. As long as Virginia Homes is diligently pursuing repairs in good faith, your duty to cooperate remains in effect.

Dispute Resolution

If, after completing the Right to Cure process, the parties cannot resolve a dispute, the matter will be submitted to binding arbitration in Franklin County, Ohio, in accordance with the American Arbitration Association's Home Construction Arbitration Rules. The fees of the arbitrator are split equally. Any dispute resolved through arbitration, mediation, or written settlement is final and binding.

Your Responsibilities as a Homeowner

A home is one of the last hand-built products in the world. Once assembled, its components interact with each other and the environment. Quality materials and workmanship do not eliminate the need for regular care. Like any significant investment, your home requires attention from day one.

Neglect of routine maintenance can void applicable warranty coverage on all or part of your home. By caring for your home attentively, you protect both your investment and your warranty.

Key Maintenance Areas

A separate Virginia Homes Home Care Guide provides detailed, component-by-component maintenance guidance. The following are the most critical areas to be aware of:

HVAC System: Change furnace filters regularly (monthly during heavy use). Keep outdoor condenser units clear of debris. Schedule annual professional maintenance for both heating and cooling systems.

Grading and Drainage: Maintain positive drainage away from the foundation at all times. Do not alter the grading established by Virginia Homes. Keep gutters and downspouts clear of leaves and debris. Ensure downspout extensions direct water at least four feet from the foundation.

Caulking and Sealing: Inspect and maintain exterior caulking annually, including around windows, doors, and where siding meets trim. Interior caulking in wet areas (bathrooms, kitchen) should be inspected and refreshed as needed.

Plumbing: Know the location of your main water shut-off and individual fixture shut-offs. Disconnect outdoor hoses before freezing weather. Do not pour grease or harsh chemicals down drains.

Concrete and Asphalt: Do not use salt or deicing chemicals on concrete surfaces. Seal your asphalt driveway every two to three years. Minor cracking in concrete is normal and does not indicate a structural issue.

Paint and Exterior Finishes: Touch up exterior paint as needed to prevent moisture intrusion. Inspect siding and trim annually for gaps, cracks, or damage.

Smoke and CO Detectors: Test monthly. Replace batteries at least once per year. Replace units according to manufacturer recommendations.

Sump Pump and Radon System: Test your sump pump periodically by pouring water into the pit. If you choose to activate the passive radon mitigation system, the cost of activation, testing, and additional mitigation is your responsibility.

Your Home Care Guide

For detailed maintenance instructions covering every component of your home — from air conditioning and appliances to windows and wood trim — refer to the separate Virginia Homes Home Care Guide. This companion document provides the Approved Standards that define how warranty claims are evaluated, along with practical care tips for each system and material in your home.

If you did not receive a copy of the Home Care Guide, contact our office and we will provide one electronically.

Contact Information

Main Office	(614) 764-1953
Address	565 Metro Place South, Suite 220, Dublin, OH 43017
Website	www.virginia-homes.com
Email	charles@virginia-homes.com
Warranty Requests	Submit through our online warranty system
Emergencies	Contact subcontractor from Emergency Phone Numbers list, then call our office

Virginia Homes is committed to delivering an outstanding experience from contract signing through years of homeownership. If you have questions that this manual does not address, we are always available to help.



Building Homes. Building Relationships.