

WELCOME
HOME



New Home Orientation Guide



William Lyon Homes

Experience the pride.

www.lyonhomes.com

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Welcome Home!

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Dear Homeowner,

Allow me to offer my sincerest congratulations on the purchase of your new home. After more than 60 years in the homebuilding industry, it remains a great honor to be able to play a part in providing families with the opportunity to experience the pride of homeownership. Purchasing a home is a time of great excitement, as it should be. It is truly one of life's most rewarding experiences.

I realize that you had a number of options in purchasing your home and I thank you for choosing William Lyon Homes. I have no doubt that you will be satisfied with this decision. Our dedication to providing the highest-quality homes on the market is driven by our mission of commitment to your satisfaction. We stand behind our work. If you need anything throughout your new journey, we're here for you.

On behalf of all of us at William Lyon Homes, congratulations and welcome home.

Sincerely,

A handwritten signature in black ink, appearing to read 'William Lyon'. The signature is fluid and cursive, with a long horizontal stroke at the end.

General William Lyon

Welcome Home!

Ensuring that your home is properly cared for, properly maintained and properly warranted lengthens the time you can enjoy your home, and adds value to your considerable investment.

This guide covers four very important areas:

1. Your **online account**, where you will access all of your important homeowner documents, including the maintenance and warranty information for your home.
2. Your **walk-through inspection procedure** and checklist.
3. Your **access to manufacturers' and William Lyon Homes' customer service**.
4. Your own **responsibilities as a homeowner**.



We hope this guide will set proper expectations and give you the tools to make the most of your new home.

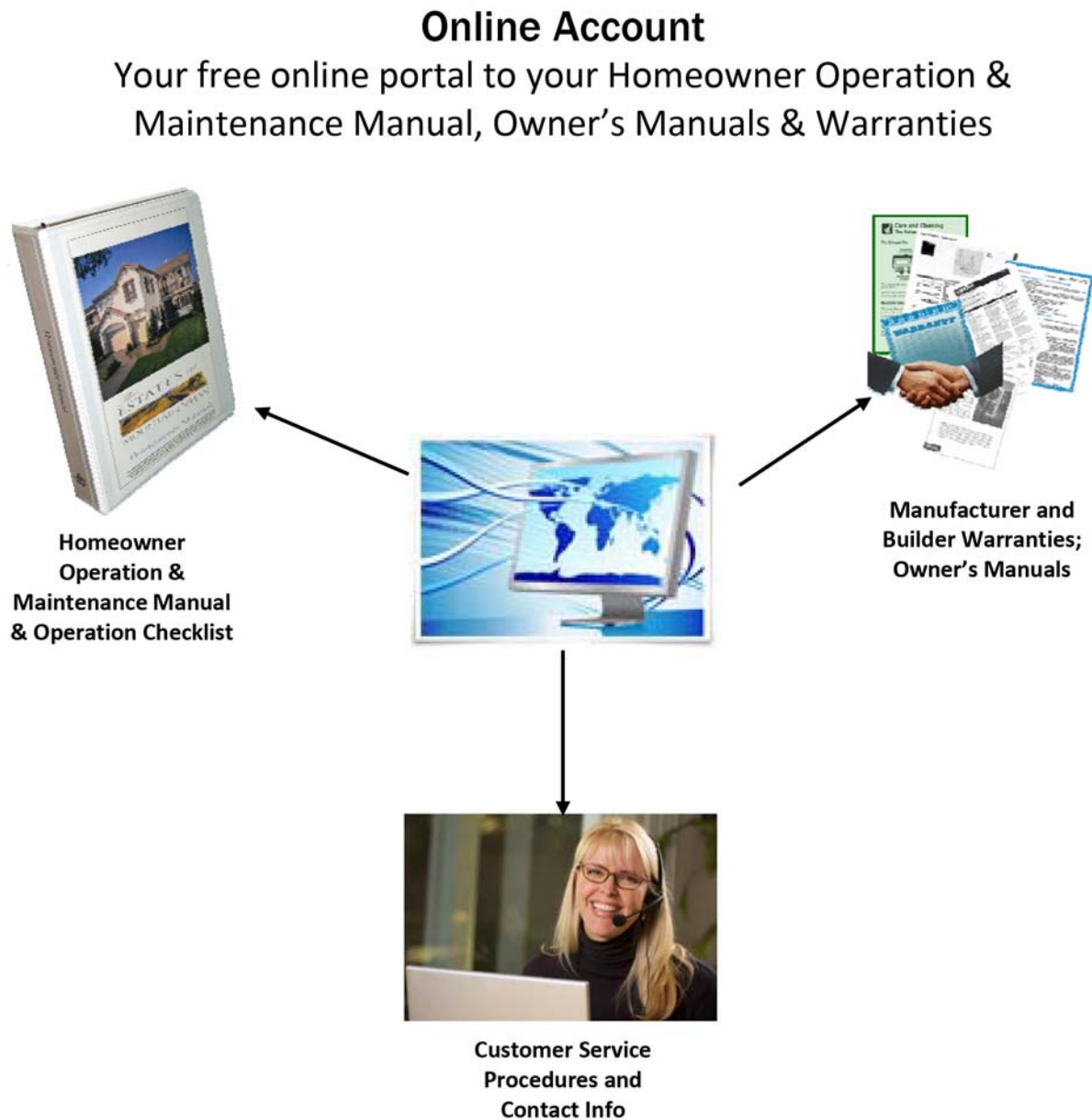
Welcome home!

In Your Orientation Guide:

- What is online account?
- What happens at the Orientation Inspection?
- Who is responsible for my home's maintenance and repairs?
- What warranties does my home come with?
- How do I get warranty service?

ONLINE ACCOUNT OVERVIEW

The following provides a quick overview of what you will find online at your account. You can find instructions and troubleshooting information in the Online Account section in this guide.



Log in today at <https://login.dwellinglive.com>

WHO IS RESPONSIBLE FOR MY HOME?

Following is a quick overview of who is responsible for caring for your home. You can find more information on your responsibilities and warranties in the *Maintaining Your Home* and *Understanding Your Warranties* sections in this guide.

If Something in my New Home Needs Service, Who is Responsible?



You, the Homeowner:

You are responsible to maintain the home and its components as directed in the maintenance and warranty information provided to you. If a component fails due to misuse or neglected maintenance, you are responsible for the repairs.

Who to Contact:

A service provider of your choice, as this is your financial responsibility.



The Manufacturer:

If a problem stems from an installed component (such as appliances, HVAC equipment, etc.), the manufacturer is responsible under the provisions of their limited warranty.

Who to Contact:

Contact the manufacturer directly for a warranty claim.



William Lyon Homes:

Some repairs are covered under our Fit and Finish Warranty. Other repairs may be covered under SB800 requirements. These items may include: cabinets, mirrors, flooring, countertops, paint, walls and trim, landscaping, plumbing system.

Who to Contact:

Visit your online account at: <https://login.dwellinglive.com>

Online Account

Your home comes with a website to help you manage your home, your warranties, and your customer service needs. Your online account is a COMPREHENSIVE website about your home and community. Your personal account includes:

- Your **Homeowner Maintenance Guide**.
- **Product warranties and operation manuals** for your installed products.
- Organized **maintenance tasks** and home care tips.
- A monthly **maintenance reminder via email**.
- A convenient connection to your **manufacturers' and William Lyon Homes customer service departments**.
- William Lyon Homes **New home warranties**.
- Other documents and information important to your home, community, and HOA.



About Your Account

Monthly Emails

- Monthly emails contain specific maintenance to-dos.

You Should Know...

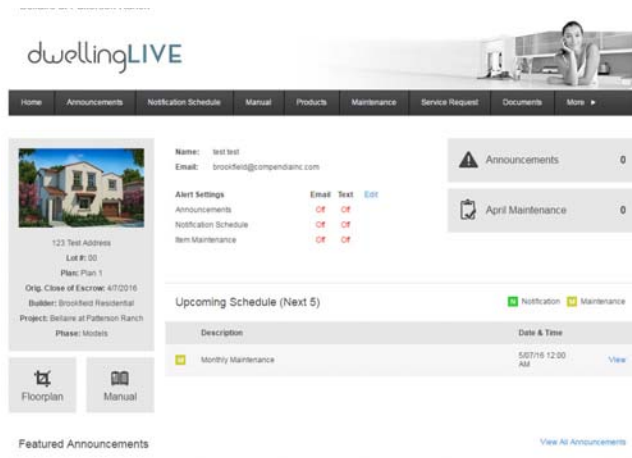
- You are given a secure, personal account.
- All the functionality is available at your fingertips.

Why Online?

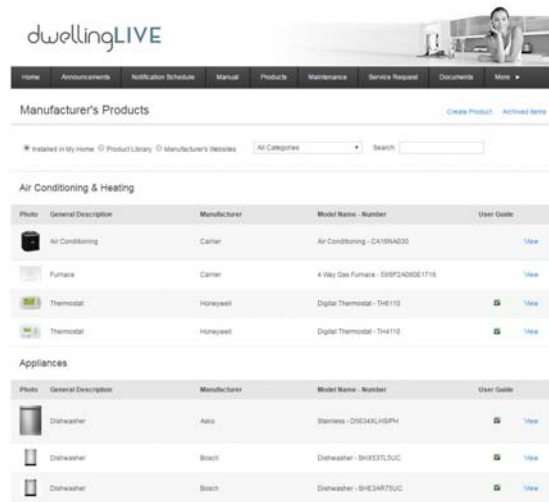
- You get faster access to important documents.
- It saves your information.
- You get easier, more convenient communication with William Lyon Homes.

ONLINE ACCOUNT FEATURES

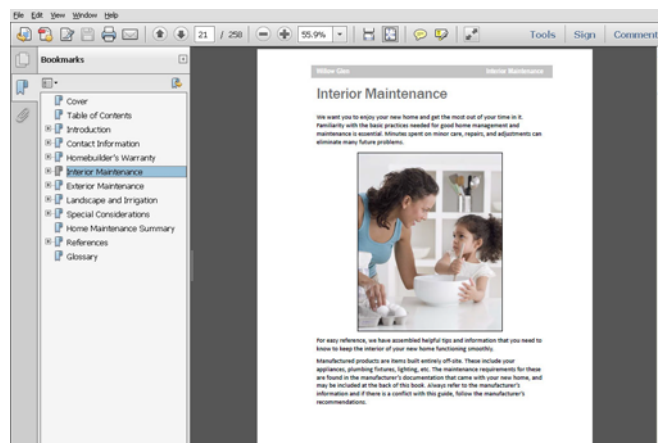
1. **24/7 personalized access from any computer** – you receive your own username and password. You control your own account profile.



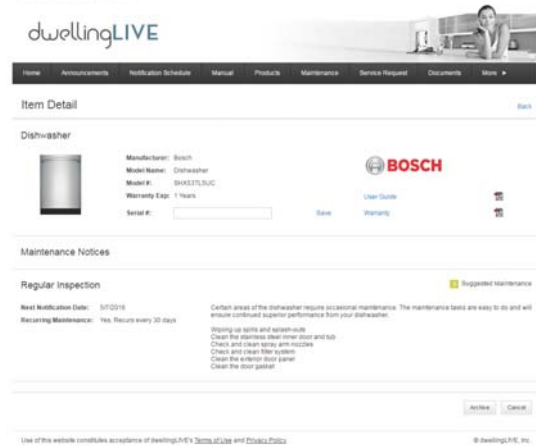
2. **Search** makes finding the right document for the right job fast, efficient, and 100% correct.



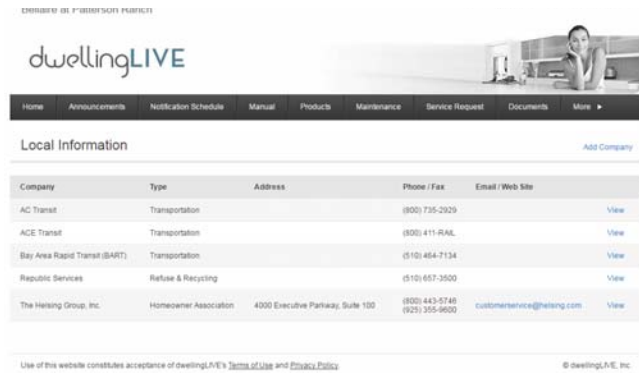
3. Your **Homeowner Maintenance Guide** is available electronically on your account. It provides guidelines and maintenance logs for maintaining your home. In addition, you will find customer service info, new home warranties, and other information that we consider important for you as a new homeowner.



4. All of the **manufacturer warranties, website links, and phone information** for the products installed in your home are included online. Use the drop-down menu to select the product category and locate your Home Items.



5. **Customer service contact info, CC&Rs, HOA and other important documentation, community info, and more** are also available online.



6. **Each month you will receive an email** outlining some of the important homeownership tips, maintenance reminders, and other information you need to know. We encourage you not to opt out of this free service. These monthly reminders are a very helpful tool in keeping you on track with you home maintenance responsibilities.



HOW TO ACCESS YOUR ONLINE ACCOUNT

To login to your account, go to <https://login.dwellinglive.com>.



Update Your Account Settings

1. Select "My Account" located at the top right of the screen.
2. The account profile page will appear.
3. To update your name or phone number, type in the new information and click on the Save button.
4. To add a user, follow the same steps above and click "Add User" to enter in the information for a new user.

Change Your Password

1. Login to dwellingLIVE.
2. Go to "My Account" on the top right. Click "Edit" on the right hand side of your screen.
3. Type your new password in the "New Password" and "Confirm Password" fields.
4. Scroll to the bottom and click "Save."

NOTE: Passwords must be at least 6 characters.

Technical Support

If you are experiencing issues with the site or have question, click "Tech Support" at the top right of the screen and fill out a request or email dlhelp@frontsteps.com.

USING YOUR ONLINE ACCOUNT

Hundreds of researched and proven home care tips are available on the dwellingLIVE portal. We encourage you to visit your account regularly to stay on top of your home maintenance responsibilities for each month and season.



Adobe Acrobat Reader – Free Download



Many of the documents on this website are intended for viewing in the free Adobe Acrobat Reader. It is always best to have the latest version of Adobe Reader. You can get this free download at www.adobe.com.

Quick Response Code Reader for Smartphones

To download a free QR code scanner app for your mobile smartphone, follow these simple steps:

1. Open your mobile app store (i.e. App Store, Google Play, Windows Marketplace, etc.).
2. Search for QR code reader or scanner.
3. Download the QR code reader to your phone and open the application.
4. Test by holding your phone over the QR code so that it is clearly visibly within your smartphone's screen. The phone may automatically scan the QR code or if necessary press a button to snap a picture.
5. Once complete, the device will read the code and navigate to the intended destination.

Maintaining Your Home

You are responsible for maintaining your home. Preventive maintenance saves you time, money, and extends the beauty and livability of your home. In order to implement a successful home maintenance plan, you should:

- **Make maintenance a priority:** The keys to cost-effective maintenance are attending to immediate maintenance needs and following the preventive maintenance program.
- **Perform regular inspections:** Inspect your home regularly and adjust your maintenance plan accordingly.
- **Use professionals:** When the maintenance tasks are outside of your expertise or ability, use professionals.
- **Follow manufacturers' recommendations:** Failure to do so may result in voiding parts or all of your warranties.
- **Be smart:** Know your part and **save money.**



Your Maintenance Tasks

How Often?

Routine tasks have cycles:

- Monthly
- Quarterly
- Semi-Annually
- Annually

You Should Know...

- Property values rise with proper maintenance and records
- Recommendations were written by industry experts
- State law requires you to properly maintain your home if you wish to make a claim on your warranties

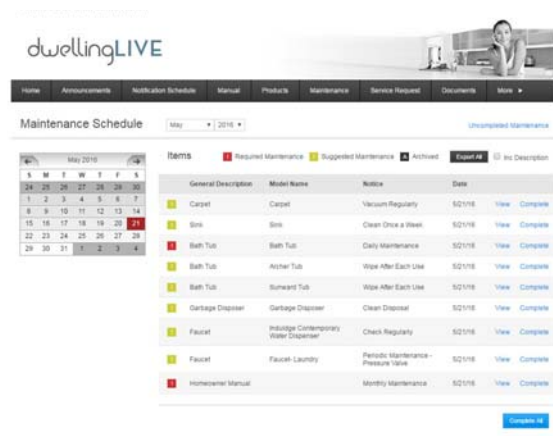
Guidelines are Easy to Follow

- Your Homeowner Maintenance Guide was written with you in mind.
- The web portal makes it easy to locate what you need

MANAGE YOUR HOME'S MAINTENANCE ONLINE

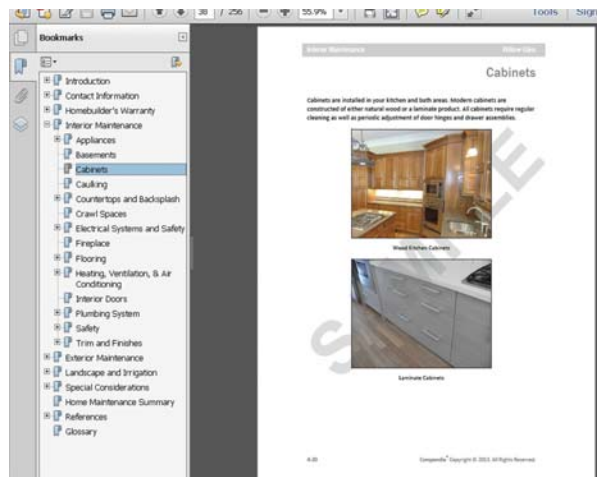
Know what to do, and when and how to do it: Easy-to-follow maintenance schedules for every part of the home.

The **personalized preventive maintenance schedule** and home care tips give you knowledge to sustain or improve the value of your property, extend the lifespan of the products and amenities within your home and lengthen the home's life expectancy.



The screenshot displays the 'dwellingLIVE' Maintenance Schedule interface. At the top, there are navigation tabs: Home, Announcements, Notification Schedule, Manual, Products, Maintenance, Service Request, Documents, and More. Below this is a 'Maintenance Schedule' section for May 2016. A calendar shows the month with a red '21' on the 21st. To the right, a table lists maintenance items:

General Description	Model Name	Notice	Date	View	Complete
Carpet	Carpet	Vacuum Regularly	5/21/16	View	Complete
Sink	Sink	Clean Once a Week	5/21/16	View	Complete
Bath Tub	Bath Tub	Daily Maintenance	5/21/16	View	Complete
Bath Tub	Acrylic Tub	Wipe After Each Use	5/21/16	View	Complete
Bath Tub	Stainless Tub	Wipe After Each Use	5/21/16	View	Complete
Garbage Disposal	Garbage Disposal	Clean Disposal	5/21/16	View	Complete
Faucet	Washbasin/Compartments/Water Dispenser	Check Regularly	5/21/16	View	Complete
Faucet	Faucet Leachery	Periodic Maintenance-Pressure Valve	5/21/16	View	Complete
Homeowner Manual		Monthly Maintenance	5/21/16	View	Complete



The expert advice and preventive maintenance recommendations included in your **Homeowner Operation & Maintenance Guide** will assist you in monitoring the condition and needs of your home. They will also allow maintenance practices to be adjusted to obtain the best results that can be reasonably expected, given the conditions which exist in your home and community.

KNOW YOUR RIGHTS AND RESPONSIBILITIES

Warranties

Most product warranties begin at time of closing—and so do your maintenance responsibilities. Warranties last from 1 year to 10 years.

SB800

This California law, passed in September 2002, is clear on the matter of providing manufactured documentation.

California Civil Code §912

(c) a builder shall provide to the home...all manufactured products maintenance, preventative maintenance and limited warranty information in conjunction with the initial sale of the residence.

California Civil Code §907

Another state-based law concerning the provision of warranty information is Civil Code § 907.

A homeowner is obligated to follow all reasonable maintenance obligations and schedules communicated in writing to the homeowner by the builder and the product manufacturers, as well as commonly accepted maintenance practices.

This provision emphasizes the importance of not only maintenance recommendations from the builder, but also manufacturer's maintenance recommendations. The builder as an agent for the manufacturer must provide this information.

**YOUR MAINTENANCE TASK LIST**

Your online account contains specific preventive maintenance and inspection guidelines that are recommended to keep your home in great shape and help keep your warranties intact. Some of the tasks are more critical than others. We strongly recommend that you login to your online account to view your complete maintenance manual and Home Maintenance Summary for all of your maintenance responsibilities.

Understanding Your Warranties

Your home comes with two types of warranties: the manufacturer warranties for installed products such as appliances, cabinets, doors, fixtures, etc., and William Lyon Homes' warranty, which covers workmanship.



William Lyon Homes Warranty:

Some repairs are covered under our Fit and Finish Warranty. Other repairs may be covered under SB800 requirements. These items may include: cabinets, mirrors, flooring, countertops, paint, walls and trim, landscaping, plumbing system.



Manufacturer Warranties:

If a problem stems from an installed component (such as appliances, HVAC equipment, etc.), the manufacturer is responsible under the provisions of their limited warranty.

How Warranties Work

Coverages

- Manufacturer's coverage is separate from William Lyon Homes.
- William Lyon Homes warranty coverage excludes damage sustained after move-in, lack of proper maintenance, acts of God, and elective changes to the property or structure.

You Should Know...

- Manufacturers, not William Lyon Homes, are responsible for the manufactured product warranties.
- Most appliance warranties cover 1-2 years. Others, like roofing, cover 10 years.
- Right of repair laws allow builders to effect repairs before legal action can proceed.

Your Online Account has...

- Copies of all your warranties
- Manufacturer contact info
- Builder warranty request process
- Login at <https://login.dwellinglive.com>

TWO TYPES OF WARRANTIES

William Lyon Homes Limited Warranty (Home Builder)

William Lyon Homes has a warranty that is separate from the manufacturer. **Every home comes with a limited warranty.** There are typically two home builder warranties that cover your new home:

1. **FIT AND FINISH:** This is typically a one year warranty coverage in which builders are responsible for the quality of specific materials and workmanship used to construct your home. William Lyon Homes covers the Fit and Finish Warranty for three full years. Your Fit and Finish Warranty includes items such as:
 - ***Cabinets***
 - ***Mirrors***
 - ***Flooring***
 - ***Countertops***
 - ***Paint***
 - ***Interior and exterior walls and trim***
2. **10 YEAR STRUCTURAL:** This warranty guarantees your home will be free of construction defects for the term of the agreement. Please refer to your express written warranty to understand the definitions of a construction defect, the builder's obligations and your maintenance obligations. William Lyon Homes has a warranty that is separate from the manufacturer.

A copy of the William Lyon Homes Limited Warranty can be found in your online account. Please refer to your specific Limited Warranty for important terms and conditions.

Manufacturer Warranties



The warranties that cover the many products installed in your new home are guaranteed by different manufacturers (these items are often referred to as “manufactured products” as they are manufactured off-site — please see “What are Manufactured Products” on the next page).

If a problem stems from an installed component the manufacturer of the product is responsible under the provisions of their limited warranty. However, you are required to use and maintain the products in accordance with the manufacturer’s recommendations, as detailed in the documentation that is provided on your online account. Contact the manufacturer directly for this type of warranty claim and service.

WHAT ARE MANUFACTURED PRODUCTS?

Manufactured products are the products that are manufactured off-site and installed in your home, and are warranted by the manufacturer. **Your online account includes your manufactured product warranties**, which include the following, as they apply to your home:

Appliances

- Dishwasher
- Range Hood
- Oven
- Cooktop
- Microwave Oven
- Washer/Dryer

Wardrobe and Doors

- Entry Doors
- Interior Doors
- Door Hardware
- Bath Enclosures
- Mirrored and Wardrobe Doors

Cabinets and Surfaces

- Cabinets
- Countertops
- Flooring
- Paint

Electrical

- Light Fixtures
- Smoke Alarm
- Security
- Exhaust Fans
- Door Chimes
- Panel and Breakers

Climate Control

- Heating and Cooling
- Thermostat
- Fireplace
- Furnace

Plumbing

- Plumbing Fixtures (sinks, faucets, tubs)
- Toilet
- Garbage Disposal
- Water Filtration
- Water Heater
- Fire Sprinklers

Exterior

- Windows
- Garage/Overhead doors
- Garage Door Opener
- Roofing
- Irrigation Controllers and Valves
- Sprinkler Heads
- Decking
- Fencing



William Lyon Homes Home Care

For items that are our responsibility, you are a priority and we want to do everything we can to provide you with the best ownership experience possible!

Our customer service pledge to you is to be there when you need us. You can feel secure that we remain committed to you and your home.

Repair and Warranty Requests?

You can submit a service request by visiting your online account.

Exceeding Your Expectations

We are committed to responding to your request for service as quickly as possible and working hard to ensure your complete satisfaction.



Three Types of Issues

Emergencies

Examples of emergency issues:

- Loss of heat/air conditioning
- Loss of power
- Water leaks
- Natural gas leak

Non-Emergencies

Examples of issues that do not require immediate attention:

- Appliance rendered unusable
- Leaky faucet
- Faulty electrical outlet or switch

Scheduled Warranty Repairs

Examples of issues to be addressed as part of the scheduled warranty repair:

- Adjust cabinet hinge
- Slider door adjustment
- Flooring problem

MAKING A SERVICE REQUEST

You may submit a service request through a link on your personal online account at <https://login.dwellinglive.com> or scan the QR code. Login in using your email and password and provide complete information when submitting a Service Request.



When SiteOne Services receives a service request, they will review that item listed in your request to confirm coverage under the Limited Warranty and determine appropriate action.

EMERGENCY PROCEDURES

In case of an emergency, you may contact William Lyon Homes' Warranty Service at:

Southern California Region
Phone: 949-476-1396

Northern California Region:
Phone: 800-770-6883

Emergency Service is available 7 days a week at the above numbers.
Business hours are 9:00 am to 5:00 pm Monday-Friday.

William Lyon Homes, Inc.
4695 MacArthur Court, 8th Floor
Newport Beach, CA 92660



William Lyon Homes

Experience the pride.

www.lyonhomes.com

Your Orientation Inspection

We thank you for selecting William Lyon Homes and are confident you will be pleased with your decision. As we add the finishing touches to your home, we want to offer you the opportunity to learn more about your home and the services we will provide you. **There are six important points that we want to cover with you as part of this process.** Our goal is to set clear expectations for you as you go through the new home buying experience.

We will...

1. Visit your online account.
2. Discuss who is responsible for the various needs of your home.
3. Explain how you can get the service you deserve.
4. Prepare you for emergency situations, should they arise.
5. Review forms.
6. Walk through your home and complete your Orientation Checklist.



What to Expect...

Orientation Checklist

- Applies to quality of workmanship
- Physically mark items needing attention

You Should Know

- Your Orientation takes about 2 hours
- Finishing touches are typically the last items to be completed
- Limited warranty excludes damage caused by moving in

Did You Check?

- Do the breakers work?
- Hot and cold water?
- Where are the gas meter & shutoffs located?
- Did you tour your online website?

WHAT HAPPENS DURING MY ORIENTATION?

Your orientation is an introduction to your new home and your chance to make sure that your expectations are set and met. The Orientation Checklist that is provided on the following pages will help you ensure that you check each area of your new home. Please bring your Orientation Guide with you on your walk-through date.

On your orientation we will:

- **Follow a set route** to ensure we cover everything.
- Go through **your orientation checklist** (located on the next page).
- **Demonstrate** your new home's features.
- Review the **key points of maintenance** and your warranties.
- **Confirm** that we installed selections and options as you ordered them.

How to Use the Orientation Checklist


Cosmetic surfaces should be in acceptable condition. Use this list as you walk through your home and mark off each component that you inspect and accept. If a component is not applicable to your home, check the N/A box. There is a place for additional notes on the next page.

TAKE IT STEP BY STEP

1. Follow the prepared route. It covers both interior and exterior of the home.
2. Look for details not in acceptable condition.
3. Punch list items that need attention. Write down all these items on your checklist.
4. Learn about the amenities of the home.
5. Review your online account for maintenance and warranty information.
6. Ask questions!
7. Follow up on items that required attention during the walk-through.
8. Pick up your keys!



YOUR ORIENTATION CHECKLIST

	N/A	Component	Notes
<i>Outside</i>			
		Yard: Drainage (grading/swales)	
		Yard: Landscaping	
		Yard: Irrigation system/sprinklers	
		Yard: Hardscape/Patio (concrete surfaces)	
		Yard: Perimeter Walls/Fencing	
		Yard: Mailbox	
		House: Stucco, Siding, Stone	
		House: Roofing	
		House: Deck	
		House: Trim/Accents	
<i>Garage</i>			
		Garage Door and Opener	
		Fire Alarm/Sprinkler System	
<i>Kitchen</i>			
		Appliances	
		Sink and Faucet	
		Cabinets	
		Countertops/Backsplash	
		Hardware (knobs, etc.)	
<i>Bathrooms & Laundry</i>			
		Cabinets	
		Countertops/Backsplash	
		Exhaust Fans	
		Faucets	

	N/A	Component	Notes
		Hardware (towel racks, knobs, etc.)	
		Mirrors and Medicine Cabinets	
		Sinks/Toilets	
		Showers/Tubs/Surrounds	
		Tile/Stone Walls	
		Washer/Dryer	
Flooring & Walls			
		Caulking	
		Drywall/Paint/Trim	
		Flooring: Carpet	
		Flooring: Wood	
		Flooring: Stone/Tile	
		Flooring: Vinyl	
Doors & Windows			
		Interior Doors	
		Exterior Doors	
		Door/Window Hardware	
		Windows/Screens	
General			
		Climate Control (heater/air conditioner)	
		Electrical Fixtures (GFCI, breaker panel)	
		Fireplace(s) (doors, flue, etc.)	
		Lighting Fixtures	
		Security System	
		Smoke Detectors	
		Water Heater	

Your home is probably the single greatest investment you will ever make.

Ensuring your home is properly maintained not only lengthens the time you can enjoy your home, but adds value to your considerable investment.

Congratulations on your new home!

This guide was written, compiled and distributed on behalf of William Lyon Homes by



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