



## *Congratulations!*

You've just begun the exciting and rewarding experience of owning a new Homes by Tentac home. Homes by Tentac is Bloomington-Normal's leading home builder and is a proud company with a strong reputation for building homes of quality and value. We've designed this packet to assist you after the purchase of your new home. This packet will answer many questions should anything arise after you've settled in.

If you need clarification or additional details about anything, please reach out to us. We are delighted to welcome you as part of the Homes by Tentac family and are always ready to serve you.

**309-664-3695**

**[Builder@HomesByTentac.com](mailto:Builder@HomesByTentac.com)**

Thank you for choosing Homes by Tentac!

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# Caring for Your Home

Homes by Tentac has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our owner and field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Quality materials and workmanship have been used in creating your home, and similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime.

## **Homeowner Use and Maintenance Guidelines**

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

### **Prompt Attention**

In addition to routine care, many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

### **Manufacturer Literature**

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

If any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverage.

# Important Phone Numbers

Homes By Tentac Office  
1 Brickyard Dr., Bloomington, IL 61701

Builder@HomesByTentac.com  
309.664.3695 opt 1

If an **emergency** occurs after moving into your new home, please contact the Homes by Tentac team:

[Builder@HomesByTentac.com](mailto:Builder@HomesByTentac.com) 309.664.3695 opt 4

You may also reach out to our vendors directly:

## **Heating and Air Conditioning System**

Masters Brothers

309.200.9126

## **Plumbing**

S.O.S. Plumbing

309.275.5438

Chad Overton

## **Electrical**

Masters Brothers

309.200.9126

## **Exteriors (Roofing/Siding/Gutters/Garage Doors)**

Carlson Exteriors

309.661.9001

Nicor Gas

1.888.642.6148

Ameren

1.800.755.5000

Corn Belt Energy

1.800.879.0339

City of Bloomington water and garbage

309.434.2495

Town of Normal water and garbage

309.433.3411

Comcast cable and internet service

1.800.934.6489

Frontier phone and internet service

1.800.921.8101

# Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, Homes by Tentac provides you with a limited warranty.

## **Corrective Actions**

In addition to the information contained in the limited warranty itself, this packet includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in many common situations.

## **We Sometimes Break Our Own Rules—In Your Favor**

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

## **We Sometimes Say No**

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Homes by Tentac warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

## **Warranty Reporting Procedures**

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of many independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed based on your written report of non emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone. Please put all non emergency service requests in writing.

You are welcome to mail, e-mail, or drop off your warranty service request in person at our main office. Keep a copy for your records. This written system permits Homes by Tentac personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation. We plan two standard warranty contacts with you. The first is 60 days after your closing and the second is 11 months after

closing. We also have emergency response procedures and have provided for miscellaneous warranty requests between the standard 60-day and 11-month reports.

### **60-Day Report**

For your convenience and in order for our service program to operate at maximum efficiency, we suggest that you wait 60 days before submitting a warranty list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, jot them down on the service request form included in this packet.

### **11-Month Report**

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report if you have any items to report. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items on a service request form. This is also the best time for you to request the "one-time" repairs we offer on several components such as drywall.

### **Emergency Service**

While emergency warranty situations are rare, when they occur, prompt response is essential. Items that would typically fall under the emergency category are:

- Air conditioning
- Electrical
- Heating
- Plumbing
- Roof (leak)
- Water heater

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 50 degrees F
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

**Air Conditioning.** Understandably, if your air conditioner is not working, you want it fixed pronto. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

**Roof Leak.** While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible.

**Other Emergencies.** In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

### **Kitchen Appliance Warranties**

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Appliance warranties are generally for one year. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

### **Warranty Processing Procedures**

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

### **Help Us to Serve You**

We can provide service faster and more accurately if we have all the necessary information. With your warranty request, please include:

- Your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number. If you are usually home on Thursday, mention that.

### **Access to Your Home**

Homes by Tentac conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our inhouse service technicians and those of our trade's contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

### **Exterior Items**

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

### **Inspection and Work Hours**

Our warranty hours will be as follows:

- Admin Staff: Monday-Friday, 8am-5pm
- Inspection Appointments: Monday-Friday, 8am-4pm
- Work Appointments: Monday-Friday, 8am-4pm

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

### **Completion Time**

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

# Warranty Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our office and we will guide you.

## Warranty Hours

- Administrative staff: Monday through Friday, 8:00 a.m. until 5:00 p.m.
- Inspection appointments: Monday through Friday, 8:00 a.m. until 4:00 p.m.
- Work appointments: Monday through Friday, 8:00 a.m. until 4:00 p.m.

## Appliances

Contact the manufacturer directly with model and serial number, closing date, and description of problem.

## Emergency

During our business hours (Monday through Friday, 8:00 a.m. until 5:00 p.m.), call our office:

309.664.3695 opt 4

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers provided on page 11.

## Non-emergency

Mail, e-mail, or drop off your list of items at our office. You will find a warranty service request form at the end of this packet or you can request copies by calling our office.

Homes by Tentac  
1 Brickyard Dr.  
Bloomington, IL 61701  
309.664.3695 opt 1  
Builder@HomesByTentac.com

## Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.





1 Brickyard Dr  
 Bloomington, IL 61701  
 309.664.3695  
 Builder@HomesByTentac.com

**Warranty Service Request Form**

With the exception of emergencies (loss of electricity, loss of heat, or gas leaks, etc.) all requests for service must be submitted to Homes by Tentac in writing. Please either submit by email, standard mail or drop off at the office. We will contact you to schedule an inspection of the requested repairs. Appointments will be done between 8am – 4pm Monday-Friday. Homes by Tentac must have access to the home for the inspection and to complete any required repairs. Please be willing to be available or make arrangements for providing access.

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Address: \_\_\_\_\_ Subdivision: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
 Closing Date: \_\_\_\_\_

	Service Requested (One item per line) Action Taken (To be completed by HBT)	Action

Comments/Suggestions: \_\_\_\_\_  
 Authorization to do agreed repairs \_\_\_\_\_ (Owner)  
 Agreement to complete repairs: \_\_\_\_\_ (Homes by Tentac)

# Suggested Maintenance Schedule

## Spring

- Clean and test smoke alarms.
- Test and reset ground fault circuit interrupters (GFCI) breakers.
- Change or clean the furnace filter MONTHLY
- Operate air-conditioning system; if service is needed it is more conveniently arranged before the busiest part of the season arrives.
- Adjust registers and confirm that cold air returns are clear of furniture or draperies.
- Make certain the air-conditioner compressor is level and clear of debris.
- Pour water down the basement floor drain. As drain water evaporates, sewer odor can seep into the house.
- Inspect grout around tile (floor or wall) and touch up.
- Wash windows and screens, clean weep holes, and lubricate tracks.
- Check caulking, inside and out, and touch up.
- Check garage overhead doors, tighten bolts as needed, and lubricate springs with motor oil. Have other repairs done by professionals.
- Clean gutters and confirm that downspouts or splash blocks drain away from the house.
- Look for settling of backfill soils and fill in where needed.
- Check exterior paint and stain surfaces (especially stained doors) and refinish as needed.

## Winter

- Clean and test smoke alarms.
- Test and reset ground fault circuit interrupters (GFCI) breakers.
- Change or clean the furnace filter MONTHLY
- Operate the heating system.
- Adjust registers and confirm that cold air returns are clear of furniture or draperies.
- Clean the humidifier per manufacturer's instructions.
- Adjust or replace weatherstripping on exterior doors as needed.
- Check the fit of exterior doors; thresholds are adjustable—use a quarter to turn the screws.
- Check caulking, inside and out, and touch up.
- Remove hoses from exterior faucets. "Freeze proof" faucets suffer a broken water line if the water in the hose freezes and expands into the pipe.
- Review safe fireplace operation. Provide professional cleaning at regular intervals.
- Check garage overhead doors, tighten bolts as needed, and lubricate springs with motor oil. Have other repairs done by professionals.
- Clean gutters, check downspouts; confirm that splash blocks drain away from the house.
- Check foundation, concrete, and yard for settling; fill in as needed for positive drainage.
- After snowfall, brush snow off gutters and away from downspouts.
- Remove ice and snow from concrete promptly; avoid de-icing agents with damaging salts. On pleasant days, open windows to allow the house to breathe. Decorate safely for the holidays. Do not overload circuits or use worn extension cords. 61 Air Conditioning

# Helpful Landscaping Tips

## Homeowner Use and Maintenance Guidelines

Providing complete details on landscape design is beyond the scope of this packet. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you.

In planning any further landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

## Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

## Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

## Seeded Lawns

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before overseeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

**Sod - See Additional Details Included**

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

**Trees - See Additional Details Included**

Homes by Tentac values trees as one of the features that make up an attractive subdivision and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Remember to water new trees during the summer or during warm dry periods in the winter.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by Homes by Tentac are excluded from warranty coverage.

Watering new sod is an essential step in the process of establishing your lawn. There are a few things you should know before getting started. This article will walk you through each stage to ensure that your new sod has the best start possible!

## Watering Advice and Basic Guidelines for the First Two Weeks after Sod Lawn Installation

The establishment of your new sod lawn is easy but requires the right amount of water and an optimal watering schedule.

Put down a lot of water on your first watering. The water should be 3-4 inches deep after the first watering.

The first watering needs to be a lot because the ground is dry when we first apply the water. The ground needs the first heavy application of water to saturate the soil. Once the soil is saturated underneath, it then takes frequent lesser waterings to keep the soil/sod moist.

Do not allow the sod to dry out. Most issues we see in the first 14 days are due to the fresh sod not getting enough moisture to keep the sod alive!

Sprinklers give the most even and efficient watering compared to hand watering with a hose. Remember, after the first watering, the key is to keep it moist, not soaked. Too much water can cause fungus and other diseases.

### Day 1 of Your New Sod

As soon as you have your new lawn down, water it heavily! That first watering should be 30 – 80 minutes depending on the following factors:

Also, your sprinkler uniformity will be key to giving even coverage.

### Day 2 and the Following Two Weeks

You will be watering your installed sod/new roots, 2-4 times per day to keep the lawn moist. Our recommended watering start times are between 7 am – 2 pm evenly spaced to start.

The amount and frequency of watering per day will depend on your sprinklers and soil type. We are not flooding it, we just want to keep it evenly moist. It is possible to over-water the sod. This can cause root rot or fungus to occur.

After 12-13 days, you want your soil to dry out a little so that you can walk on it. We do not want you to sink into the ground.

Once the ground can be walked on, mow your new lawn for the first time.

## Mowing your Lawn

Always let your lawn dry out enough to walk and mow on. If possible, we recommend mowing your lawn with a mower that will bag or catch the grass clippings.

If you don't bag your grass clipping, you could leave a lot of grass clippings on the lawn, and when those grass clippings get wet with the once-a-day watering they can clump together and smother the grass below.

Initially, it may be necessary to mow twice if the grass is too high. If this is the case, mow it twice in one day.

## Watering Your New Sod Lawn After The First Two Weeks

Water once a day after the first mowing for the next week.

Watering is the most effective if done during the early morning hours when sunlight and heat cannot cause excessive evaporation.

After your lawn becomes established, it generally requires about 1.5 inches of water per week during the heat of the summer.

Spring, winter, and fall will require less watering depending on weather conditions.

Water should penetrate up to 4-6 inches into the soil to ensure deep rooting. If your lawn needs water it will turn from bright green to blue or gray-green.

## Week 4 of Your New Sod

After mowing the 3rd time, you may now start watering your lawn every other day or less, depending on the weather. The key to having a happy lawn, second to good ground preparation, is regular and consistent watering, mowing, and fertilizing! These three items will give your root establishment the best chance to provide a healthy and happy lawn for years to come.



## Watering Trees During First Two Years

During the first couple growing seasons, your newly planted tree is expending a lot of energy trying to get its roots established in the soil. Especially during the first few summers of your new tree's life, it will have a difficult time dealing with heat and drought. You can make this easier by providing water and covering the soil with wood-chip mulch. Deep watering can help speed the root establishment. Deep water consists of keeping the soil moist to a depth that includes all the roots.

### How Much Water and When For Young Trees

Not enough water is harmful for the tree, but too much water is bad as well. Over-watering is a common tree care mistake. Please note that moist is different from soggy, and you can judge this by feel. A damp soil that dries for a short period will allow adequate oxygen to permeate the soil.

You can check soil moisture by using a garden trowel and inserting it into the ground to a depth of 2", and then move the blade of the trowel back and forth to create a small narrow trench. Then use your finger to touch the soil. If it is moist to the touch, then they do not need water.

