

SECTION 1

What Happens Next?

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What Happens Next?

Welcome Home

Congratulations on your new home from Avante Venture Partners and RDV Homes. We share your excitement about your new residence and hope that you find this manual useful. This manual provides you with maintenance guidelines and a description of our limited warranty program. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier. Please take time to review this material thoroughly.

Your Feedback and Suggestions

Our desire to maintain open communications with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we have performed. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal.

Quality

Our company has built your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and skilled labor. To complete each home, it requires the efforts of numerous parties with varying degrees of knowledge, experience, and skill to come together.

Errors and Omissions

From time to time during the building process, which takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We have inspected every step of construction and are responsible for quality control. In addition, the county, city, and/or an engineer may conduct a number of inspections at different stages of construction. Your house has passed all required inspections prior to completion.

Your Questions

We respect your interest and appreciate your attachment to your new home. Your input into our system is welcome. To avoid duplication of efforts, confusion, misunderstandings, and/or compounding errors, we ask that you first check your purchase documents to review what you ordered and the specifications for construction of your home. If you still believe we are in error, contact your sales counselor, in writing, with your question. You are welcome to use one of the Our Customer Wants to Know forms included at the end of this section. We will note the date and time it was received and will respond within fifteen business days. Also, keep the following points in mind once you have notified the builder of a concern:

- § Your concern may involve an item RDV Homes Corp. has already identified. Correction may not occur immediately, due to trades and suppliers not being available on short notice.
- § Because some repairs are performed in stages, work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished.
- § Methods and materials vary from region to region and change over time. When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

Completion of Outstanding Items

RDV Homes Corp takes responsibility for resolving any items noted. We will complete most items before your move-in/close or will transfer any outstanding items over to Warranty Service Request. If work needs to be performed in your new home after you move-in/close, please refer to pages (24-26) for the Warranty Service Request Processing Procedures.

Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. RDV Homes Corp. will not honor verbal commitments of any kind.

We will confirm that any items listed during your orientation have been resolved to meet our standards and policies.

Utilities and Mailboxes

The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control RDV Homes Corp. The utility companies and the U.S. Postal Service designate the placement of these items.

RDV Homes Corp will have utility service removed from its name the day after closing. You will need to have notified all applicable utility companies of your move so that service is provided in your name. Please refer to page (6) for contact information.

Failure to keep water and power on your home may damage your house, landscaping and pool. It can also void applicable warranty coverage.

Security System

Your house is equipped with a security system installed by RAMPART SECURITY SYSTEMS. For your convenience, your security code has been set to 1234 until you create a new code. Please contact Rampart Security Systems at 407-282-9552 to schedule an appointment for a free orientation to receive operation instructions. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for you and your family. To ensure the security of your property and its contents we recommend that you activate your alarm every time the house is vacant and have it monitored by a security company.

WORK PERFORMED BY ANYONE OTHER THAN RAMPART SECURITY SYSTEMS WILL VOID YOUR WARRANTY.

(However, you can have it monitored by any company of your choosing)

Homeowner's Keys

Once exterior doors and locks are installed, we will access your home through the front door with a construction master key. Company policy prohibits staff members from loaning these keys to customers. As soon as the closing process is completed, you will receive the keys to your new home. When you take possession, use your permanent key in the front door lock(s).

Standard deadbolt locks and/or handle sets must be rotated with the key through both locked and unlocked positions. This action will reposition the lock tumblers and the construction master key will no longer open your home. This is an important extra protection feature provided by your homebuilder for your safety and security. We recommend that you try all entrance keys in all of the exterior door locks to confirm smooth operation.

NOTE: Your homebuilder HAS NOT used your set of permanent keys.

(OPTIONAL) Garage Door Opener

Garage door opener operators, will be left in the light housing on the garage door opener. If you wish to change the code, review the manufacturer instructions. Batteries typically need to be replaced about once a year. You will receive two operators for each garage door opener installed in your home. If you need additional operators, contact the garage door opener company using the customer service number shown in the manufacturer's literature that came with the openers.

(OPTIONAL) Swimming Pool

Please contact Classy Pools at 407-292-8633 to schedule an appointment for a free Orientation to receive operation instructions. At the Orientation, you will also receive a pool starter kit. If proper maintenance is not performed on your pool as required, it could potentially void your pool warranty. The Builder recommends that you hire a qualified company to maintain your pool if you are not capable of performing the routine maintenance yourself. Classy Pools will be able to recommend a qualified maintenance company. If a warranty service item does occur with your pool, please refer to page (16) of this manual for the appropriate warranty service reporting procedures.

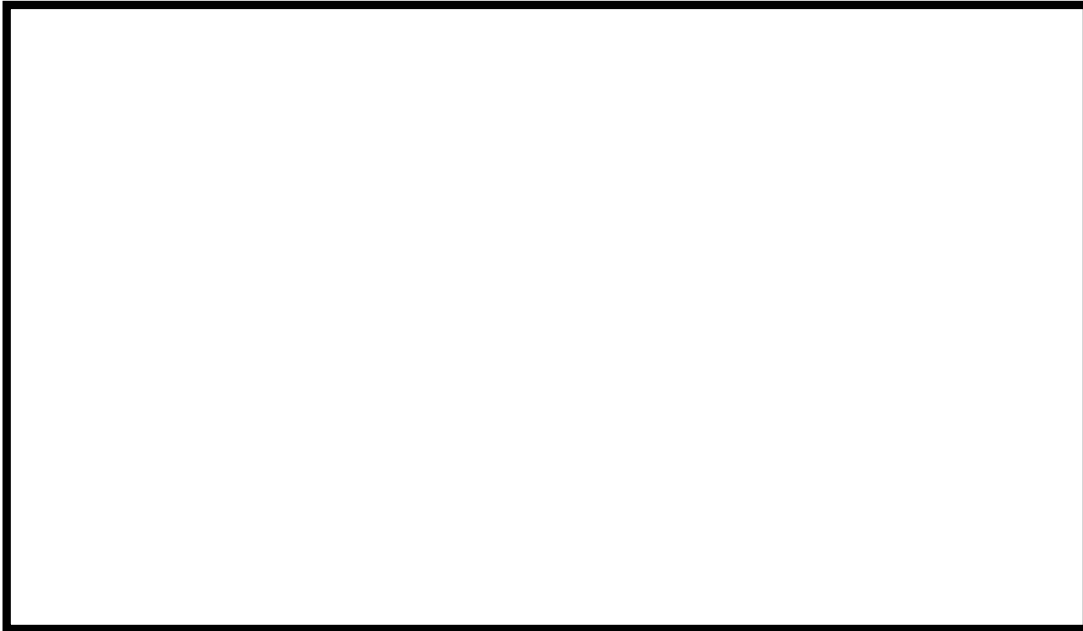
Who's Who?

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing whom to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

Builder RDV HOMES CORP 7680 Universal Blvd #220 Orlando, FL 32819 Phone: 407-781-1095 Fax: 407-781-1099 8:30 am – 5:00 pm	Villa Sorrento, LLC 7680 Universal Blvd #220 Orlando, FL 32819 Phone: 407-781-1095 Fax: 407-781-1099 8:30 am – 5:00 pm	Service Department 7680 Universal Blvd #220 Orlando, FL 32819 Phone: 407-781-1095 Fax: 407-781-1099 8:30 am – 4:00 pm For details, please refer to pages (13-26) of this manual
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Title Company



Utility and Community Services Directory

Electric

Progress Energy
P.O. Box 33199
St. Petersburg, FL 33733
800-700-8744 (customer service)
800-411-8825 (fax)
800-228-8485 (24 Hr. Emergency Service)
Note: M-F 7:00 am- 9:00 pm
Weekends closed

Telephone/Internet

Verizon
P.O. Box 920041
Dallas, TX 75392
800-483-4000 (customer service)
(727) 896-1301 (fax)
Notes TV, INTERNET,& PHONE

Trash Collection/ Recycling
City of Haines City Public Works
Haines City, FL 33845
(863) 421-3777
Note: Between 8:00 am-5:00 pm

Post Office

American Legion Post 34
1051 State Rd. 544 E
Haines City, FL 33844
(863) 422-3689

Newspaper

The Ledger
P.O. Box 408
Lakeland, FL 33802 (mailing)
300 West Lime St.
Lakeland, FL 33815 (physical)
subscriberservice@theledger.com
(863) 802-7323 (Lakeland)
(863) 299-2141 (east Polk)
(888) 431-7323 (Toll free)

Cable TV

Bright House
401 East Hinsin Avenue
Haines City, FL 33844
(863) 965-7766
(863) 288-2360 (digital phone)
Mon.-Fri. 9:00 am-5:30 pm

Water/ Sewer/ Billing

City of Haines City
P.O. Box 1507
Haines City, FL 33845-1507
(863) 421-3600
(8:00 am-5:00 pm, Mon. - Fri.)
(863) 421-3636 (after hours)

Above information is only provided as a courtesy and Villa Sorrento, LLC nor RDV Homes Corp. guarantees its accuracy.

Residential Waste Collection Useful Information

City of Haines City Public Works
(863) 421-3777

Residential waste collection is activated when the water/sewer is placed into the homeowner's name and the deposit is paid. The homeowner must call the City of Haines City Public Works at the number listed above to have a tub and bin delivered. Household trash/garage and recycling will not be accepted in any other bins other than the ones supplied by the city. Please see table below for pick-up information.

Trash/Garbage/Recycling	
Waste generated from the preparation and handling of food and all paper materials and product packaging.	Garbage should be properly bagged. Garbage and recycling should be placed in containers provided by the city. Garbage and recycling should be placed at curb on Thursdays for pick-up (once per week).

Yard Waste	
Lawn cutting, trees trimmings, leaves and other green waste.	Yard waste should be reduced to a manageable size. Limbs should be neatly stacked in bundles (nothing longer than 5' or larger than 5" in diameter). Place grass-clipping, leaves and/or yard debris in bags. Yard waste should be neatly stacked and placed at curb on Wednesdays for pick-up (once per week)

Large or Bulky Items	
Refrigerators, stoves, carpet and furniture	Will be picked-up from curbside at no charge within 72 hours of notification to Florida Refuse (863) 294-8778

Tires	
Tires dismounted from rims	Each residence is allowed to dispose of (4) tires per year through regular trash/garbage pick-up.

Construction Material	
Any construction materials	Please call Florida Refuse Service at 863-294-8778 to receive an estimate for pick-up service (Homeowner must pay for this service and may not place these materials into regular trash/garbage for pick-up).

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Hazardous Waste Materials	
Any Hazardous waste materials (Please confirm with Polk City Solid Waste)	Please call Polk City Solid Waste at 863-284-4319 to receive directions where to take the materials to be removed. (Homeowners may not place hazardous waste in regular trash/garbage for pick-up).

Unacceptable Items	
Cars, boats, automobile parts, engines, asbestos, radioactive materials, and explosives.	Please call Polk City Solid Waste at 863-284-4319 to receive information regarding the proper disposal of these items

Above information is only provided as a courtesy and Villa Sorrento, LLC nor RDV Homes Corp. guarantees its accuracy.

VENDORS

IF THE TRADE (VENDOR) IS CONTACTED AND THE ITEM IN QUESTION IS NOT AN EMERGENCY AND/OR NOR IS IT WARRANTABLE, THEN THE HOMEOWNER IS LIKELY TO INCUR CHARGES DIRECTLY FROM THE VENDOR.

Please refer to pages (18-23) of your Homeowner's manual.

(Plumber)

Prestige Plumbing, Inc
64 W. Central Avenue
Lake Wales, FL 33853
Phone: 863-696-3737
Fax: 863-679-3528

(Electrician)

Clermont Electrical Services, Inc
300 Rob Roy Dr.
Clermont, FL 34711
Phone: 352-536-2506
Fax: 352-536-2506
clermontelectrical@aol.com

(AC/HEAT)

Air Flow Designs, Inc
250 Jasmine Rd.
Casselberry, FL 32707
Phone: 407-831-3600
Fax: 407-830-4826

(Pool)

Classy Pools, Inc
7651 C Ashley Park court
Orlando, FL 32835
Phone: 407-292-8633
Fax: 407-292-1536

(Pest Control)

Middleton Lawn & Pest Control
1855 Dundee Rd.
Winter Haven, FL 33884
Phone: 863-294-6658
Phone: 1-800-352-3764
www.middletonpest.com

(Roof)

Hall Brothers Roofing, Inc
1812 Acme Street
Orlando, FL 32805
Phone: 407-425-8908
Fax: 407-841-6009

(Appliances)

Milcarsky's Appliance Center
461 E. Hwy. 434
Longwood, FL 32750
Phone: 407-830-6800
Fax: 407-830-0558

(Security Systems)

Rampart Security Systems
P.O. Box 721347
Orlando, FL 32872
(407) 282-9552 (customer service)
(407) 277-0888 (fax)

Our Customer Wants to Know...

Date _____ Lot # _____
Purchaser _____ Phone _____
Fax _____ E-mail _____
Address _____ City _____ State _____ Zip _____

Question:

My preference is to receive a response by ___ phone ___ fax ___ e-mail ___ letter

Please allow 15 business days for a response.

Response:

By _____

Date _____

Please mail your request to:

ATTN: Villa Sorrento, LLC/RDV Homes Corp

MAILING ADDRESS: 7680 UNIVERSAL BLVD, Suite 220, ORLANDO, FL 32819

Or Fax: 407-781-1099

SECTION 2

Manufacturer Literature and Additional Warranties

Ø	Intro	page (12)
§	Pest Control	Insert
§	Final Boundary Survey - Two Original Copies-	Insert
§	Mid Continent Cabinetry	Insert
§	Hall Brothers Roofing, Inc –Warranty Tile Roof-	Insert
§	Corian [®] -Care and Maintenance Tips-	Insert
§	Milcarsky's Appliance Centre'	Insert
§	Color Wheel Paints & Coatings	Insert
§	Classy Pools -Homeowners Information Guide-	Insert

Introduction

Manufacturer's 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 owned in the past.

We make every effort to keep the information in this manual current. However, if any detail in our manual 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 1-year and it is in your best interests to know about such coverages. You can find all appliances manufacturer's manuals and warranties in your kitchen cabinet above the microwave. Please contact the service department if you have any trouble finding these documents. Please refer to pages (13-26) of your Homeowner's Manual for additional warranty information.

Pest Control

Your home has been pretreated for termites by your homebuilder and offers a 1-year limited warranty through Middleton Lawn & Pest Control. We advise you to contact Middleton Lawn & Pest Control for further information about your warranty. You should also consider renewing your termite bond before the 1-year warranty expiration date. It is your responsibility to arrange for regular pest control treatments. RDV Homes Corp does not offer pest control services and should not be contacted in this regards.

Middleton Lawn & Pest Control
1-800-352-3764

Final Boundary Survey

For your records, we are supplying you with two original sealed copies of the final Boundary Survey of your Villa Sorrento home.

SECTION 3
RDV HOMES CORP - Service Department -

Caring for Your Home

- Ø Intro and Homeowner Use and Maintenance Guidelines page (14)
- Ø RDV Homes Corp. Limited Warranty Guidelines pages (14-15)
- Ø Warranty Service Reporting Procedures
 - § Standard Warranty Service Reporting Procedures excluding appliances page (16)
 - § Appliance Warranty Service Reporting Procedures page (17)
 - § EMERGENCY Warranty Service Reporting Procedures pages (18-23)
- Ø Warranty Service Request Processing Procedures
 - A simple description of a complex process – pages (24-26)
- Ø Sample Service Request Form page (27)
- Ø Service Request Form page (28)

Introduction

RDV Homes Corp. has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our 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.

Although quality materials and workmanship have been used in creating your home, 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

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. Please refer to the HOMEOWNER'S MAINTENANCE MANUAL provided to you in the closing package for detailed information regarding routine required maintenance to be performed by the homeowner. For your convenience, the maintenance manual includes checklists, general information & safety tips, homeowner's maintenance information, and a glossary of construction terms. The maintenance checklists are broken down into after move-in, every month, every six months, and annually. We make no claim that we have included every detail; however, we do believe we have provided you with a good start.

Prompt Attention

In addition to routine care, providing immediate minor maintenance attention can save you a more serious, time-consuming, and sometimes costly repair later. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for many years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

NOTE *** Neglecting routine maintenance can void your limited warranty coverage on all or parts of your home. ***

RDV Homes Corp Limited 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, RDV Homes Corp. provides you with a third party limited warranty provided through Bonded Builders Warranty Group. Please refer to your warranty documents for all warranty standards. The original warranty documents will be mailed to you after closing directly from Bonded Builders Warranty Group. For your convenience, RDV Homes Corp. has provided you with the Bonded Builders Warranty Group Sample Warranty Packet in the closing package and at the Orientation walk.

Corrective Actions

In addition to the information contained in the limited warranty itself, the warranty manual 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 warranty 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. RDV Homes Corp's meets or exceeds those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines without being obligated to exceed all guidelines to a similar degree for other homeowners

We Sometimes Say "No"

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are RDV Homes Corp. warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain 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.

NOTE *** providing routine maintenance for your home is your responsibility. ***

Warranty Service 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 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential.

The Builder has established a warranty service system that has been proven in the past to provide the homeowner with the maximum protection and allow for the most efficient operation.

Standard Warranty Service Reporting Procedures Excluding Appliances

Standard warranty items are communicated to the Builder using a form called a Warranty Service Request. You should have received blank copies of this form at your Orientation Walk as well as a sample form providing an example of how the form should be completed (should be located in the cabinet above the microwave). In addition, the Builder has provided a copy of both of the forms at the end of this section. The blank warranty service request at the end of this section can be removed to make copies. If for some reason you are still not successful in obtaining a warranty service request, you can call our main office at (407) 781-1095 to request one be sent to you electronically or obtain one in person from our main office, one of our sales centers, and/or construction offices.

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:

- Ø Your name, address, and the phone numbers where you can be reached during business hours.
- Ø A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Ø 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. If you are usually home on Thursday, mention that.

After completing the form, please forward it to our main office via fax at (407) 781-1099, email to admin@avantevp.com, or drop it off in person at the main office location (7680 Universal Blvd. Suite 220, Orlando, FL 32819). The main office will then forward the form to the local service department in your area. Keep a copy for your records. The completed form permits RDV Home Corp. 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.

A completed warranty service request will not be accepted by any of our staff located at a sales or construction center/office. The completed warranty service request must follow the procedure above (provided to the main office) in order for the item(s) to be reviewed.

Appliance Warranty Service Reporting Procedures

The manufacturers and suppliers of appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information (should be located in the cabinet above the microwave). 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. For appliances, warranty information and/or additional assistance that might be required with processing your warranty claim directly with the appliance manufacturer please contact:

Milcarsky's Appliance Centre'
407-830-6800

Emergency Warranty Service Reporting Procedures

For Fire, Theft, Break in to the House, and any other Life Threatening Emergencies please call 911

While emergency warranty situations are rare, when they occur, prompt response is essential. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

RDV Homes Corp provides emergency responses to the following conditions:

- Ø Total loss of heat when the outside temperature is below 50 degrees F
- Ø Total loss of A/C when the outside temperature is above 90 degrees F
- Ø Total loss of electricity or shorts (Contact Progress Energy first to establish if the loss of power is due to a problem on the exterior of the house)
- Ø Total loss of water (Contact City of Haines City Water –Water Department first to establish if the loss of water is due to a problem on the city side of the meter or the meter itself)
- Ø Any major Plumbing leak that requires water supply to be shut off to the house
- Ø Hot water not working
- Ø Roof Leaks

Note: If a service (phone, cable, internet, electricity, water) is out in an entire area, attention from the local utility company is needed and you will need to contact them directly.

BEGIN BY CHECKING ITEMS YOU CAN CONFIRM (Refer to troubleshooting tips below):

Troubleshooting Tips: No Heat

Before calling for service, check applicable items below:

- Ø Thermostat is set to "heat" and the temperature is set above the room temperature.
- Ø Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Ø Filter is clean to allow airflow.
- Ø Vents in individual rooms are open.
- Ø Air returns are unobstructed.
- Ø Outside unit is not blocked.
- Ø Outside coil does not have an excessive ice build-up.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful.

Troubleshooting Tips: No Air Conditioning

Before calling for service, check applicable items below:

- Ø Thermostat is set to "cool" and the temperature is set below the room temperature.
- Ø Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Ø Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Ø 220 volts switch on the outside wall near the air conditioner is on.
- Ø Switch on the side of the furnace is on.
- Ø Fuse in furnace is good. (See manufacturer literature for size and location.)
- Ø Filter is clean to allow airflow.
- Ø Vents in individual rooms are open.
- Ø Air returns are unobstructed.
- Ø Air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful.

Troubleshooting Tips: No Electrical Service

Ø No Electrical Service Anywhere in the Home

Before calling for service, check applicable items below:

- § Service is not out in the entire area. If so, contact the utility company.
- § Main breaker and individual breakers are all in the on position.

Ø No Electrical to One or More Outlets

Before calling for service, check applicable items below:

- § Main breaker and individual breakers are all in the on position.
- § Applicable wall switch is on
- § GFCI is set (see details on GFCI(s), earlier in this section)
- § Item you want to use is plugged in
- § Item you want to use works in other outlets
- § Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful.

Troubleshooting Tips: Plumbing

Ø No Water Anywhere in the Home

Before calling for service, check applicable items below:

- § Main shut off on the meter inside your home is open.
- § Main shut off at the street is open.
- § Individual shut-offs for each water-using item are all open.

Ø Leak Involving One Sink, Tub, or Toilet

- § Check caulking and grout.
- § Confirm shower door or tub enclosure was properly closed.
- § Turn water supply off to that item.
- § Use other facilities in your home and report problem on next business day.

Ø Leak Involving a Main Line

- § Turn water off at the meter in your home.
- § Call emergency number for service.

Ø Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- § Shut off the water supply to the toilet involved.
- § Use a plunger to clear the blockage.
- § Use a snake to clear the blockage.
- § If you've been in your home fewer than 30 days, contact RDV Homes Corp.
- § If you've been in your home over 30 days, contact a router service.

Ø Sewer Back Up Affecting Entire Home

- § If you've been in your home fewer than 30 days, contact RDV Homes Corp.
- § If you've been in your home over 30 days, contact a router service.
- § Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful.

Troubleshooting Tips: No Hot Water

Before calling for service, check applicable items below:

- Ø Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Ø Temperature setting is not on "vacation" or too low.
- Ø Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if the trouble shooting tips do not identify a solution, the information you gather will be useful.

Troubleshooting Tips: Roof Leak

Before calling for service, check applicable items below:

- Ø Confirm the source of the water is the roof rather than from a
 - § Plumbing leak
 - § Open window on a higher floor
 - § Clogged gutter or downspout
 - § Blowing rain or snow coming in through code required roof vents
 - § Gap in caulking
- Ø Where practical, place a container under dripping water.
 - § If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
 - § Even if the troubleshooting tips do not identify a solution, the information you gather will be useful.
 - § Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot be performed, a) safely or b) effectively while the roof is wet. Please take appropriate steps to mitigate damage, and refer to Standard Warranty Service Reporting Procedures to report the leak.

If your review of the troubleshooting tips fails to solve the problem, during business hours, after hours, on weekends, or holidays, call:

1-800-713-1327
(EMERGENCIES ONLY)

NOTE *** you will need to leave a message and our Warranty Service Department Coordinator will call you back within 30 minutes. ***

VENDORS can only be contacted directly under the following conditions:

The following items have occurred:

- 1) The description of items for Emergencies, as defined in the Homeowners Manual has been reviewed and the Homeowner emergency falls into one of the categories listed.
- 2) Troubleshooting tips for the applicable emergency has been reviewed and not been successful.
- 3) The service Beeper number supplied has been called, a detailed message was left stating the issue and contact information, and no phone call was returned within 30 minutes.

Please refer to pages (18-21)

The reason the previous items must occur prior to contacting the individual trades (Vendor) is due to the following:

IF THE TRADE (VENDOR) IS CONTACTED AND THE ITEM IN QUESTION IS NOT AN EMERGENCY AND/OR NOR IS IT WARRANTABLE, THEN THE HOMEOWNER IS LIKELY TO INCUR CHARGES DIRECTLY FROM THE VENDOR. Villa Sorrento, LLC and RDV Homes Corp. will not be held responsible for any incurred charges on the behalf of the Homeowner. Please refer to page (9) for the Vendor contact information.

AFTER THE VENDOR IS CONTACTED A WARRANTY SERVICE REQUEST MUST BE COMPLETED. OTHERWISE the Homeowner might incur charges from the Vendor and RDV Homes Corp will not be held responsible. After completing the form, please forward it to our main office via fax at (407) 781-1099, email to admin@avantevp.com, or drop it off in person at the main office location (7680 Universal Blvd. Suite 220, Orlando, FL 32819). The main office will then forward the form to the local service department in your area. Keep a copy for your records. The completed form permits RDV Home Corp. 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.

Other Emergencies:

In addition to emergencies 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.

Warranty Service Request Processing Procedures

When we receive a warranty service request, we may contact you for an inspection appointment. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action.

If the item(s) is warrantable, we schedule the repair(s) to be performed accordingly. If the item(s) is deemed as a homeowner's 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 will schedule the repair(s) to be performed accordingly and will notify you that we have done so.

Inspection and Work Hours

Many homeowners ask whether evening and weekend appointment times are available. RDV Homes Corp. understands the desire for appointments outside normal business hours. We recognize the trend to services being available "24/7" in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- ⊗ A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- ⊗ We also found that most of the 35 to 50 independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- ⊗ Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- ⊗ When we calculated the impact on wages and salaries for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently the prices for our homes.

We are still looking for a workable long-term answer to this recognized dilemma. Meanwhile, our warranty hours will be as follows:

- ⊗ Administrative staff: Monday through Friday, 8:30 a.m. until 5:00 p.m.
- ⊗ Inspection appointments: Monday through Friday, 8:30 a.m. until 4:00 p.m.
- ⊗ Work appointments: Monday through Friday, 8:30 a.m. until 4:00 p.m.

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

Access to Your Home

RDV Homes Corp. conducts inspections and performs repairs of interior warranty items only when an adult is present to accompany our representative/trade contractor. During the original inspection the adult must be able to identify/explain the items listed on the Warranty Service Request Form. An adult is a person of 18 years of age or older who has your authorization to admit service personnel and sign completed Warranty Service Requests.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult being 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. In certain situations, other arrangements can be made to access your home without an adult being present through the use of a Hold Harmless/Release of Liability Form. It is solely up to the management staff of RDV Homes Corp. to determine if the situation warrants the use of this form for an exception to the rule.

Exterior Items

Exterior items can usually be inspected and repaired without an adult being present, provided access is available (for instance, no locked gate). 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 during our normal operational hours.

Repair Appointments and Completion Time

Depending on the work needed, at the conclusion of the inspection appointment, the Warranty Service Coordinator will coordinate/schedule the repair as quickly as possible pending trade contractor, material, and your (homeowner/adult representative) availability. On occasion, work must occur in sequence and more than one work date might be required.

Regular review of outstanding work orders is part of our office routine. Checking with trade contractors 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 workdays 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.

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a RDV Homes Corp. employee or a trade contractor will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time, the same day, or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. RDV Homes Corp requires a minimum of 24 hour notice for any cancellation. We can put warranty service requests on "hold" for 10 to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home. Keep in mind that if it is an emergency we recommend that the work be performed as soon as possible to avoid any additional damage to your home. RDV Homes warranty does not cover against negligence or misuse by the homeowner or resident.

Pets

RDV Homes Corp. respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed our staff and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform for our homeowners, we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. RDV Homes Corp. and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in. Clean up is performed after all work is completed.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on completed Warranty Service Requests

Signing a completed Warranty Service Request acknowledges that warranty repair work was performed and completed on your home concerning the item(s) listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you are dissatisfied with any service we provide, you can contact the main office at 407-781-1095 with your feedback and we will review your concerns.

Villa Sorrento, LLC Homeowner Manual



RDV Homes Corp.
7680 Universal Blvd Ste. # 220
Orlando, FL 32819

Date Received	
Received By	
Sent Out	

Sample Warranty Service Request

In order to properly and quickly expedite your request the Homeowner/Homeowner’s appointed representative needs to fill out the information below. Upon completion please fax this form to **407-781-1099**. We will contact you in 48 business hours to set up an inspection appointment. Service appointments are available from 8:30 a.m. to 4:00 p.m., Monday through Friday.

For emergencies please contact 800-713-1327.

Please Note: A list of problems which constitutes an emergency is included in your Homeowner’s manual. Improper use of this service could cause Homeowner applicable service charges.

Homeowner/Homeowner’s appointed representative must be present throughout the duration of work to be completed with no exceptions.

DON'T FORGET TO INCLUDE YOUR CONTACT INFORMATION

Name: Joe Homeowner

Address: 222 Service Ticket Lane

Phone (Home) 999-999-9999

Phone (Work) 999-999-9999

Phone (Cell) 999-999-9999

Date: 00/00/00

Location	Service Requested	Service Action		
		Warranty	Courtesy	Denied
Bedroom	Door Handle Broken			
Kitchen	Disposal will not work			
A/C	Not working			
Hot Water Heater	Hot water not working			

NOTES

If warranty or courtesy, the builder will assume responsibility. If denied, the reason will be listed below and the Homeowner will assume responsibility.

By Signing below you agree that all items above have been completed to you satisfaction

Signature:



RDV Homes Corp.
7680 Universal Blvd Ste. # 220
Orlando, FL 32819

Date Received	
Received By	
Sent Out	

Warranty Service Request

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Homeowner/Homeowner's appointed representative must be present throughout the duration of work to be completed with no exceptions.

DON'T FORGET TO INCLUDE YOUR CONTACT INFORMATION

Name: _____

Address: _____

Phone (Home) _____

Phone (Work) _____

Phone (Cell) _____

Date: _____

Location	Service Requested	Service Action		
		Warranty	Courtesy	Denied

If warranty or courtesy, the builder will assume responsibility. If denied, the reason will be listed below and the Homeowner will assume responsibility.

NOTES

By Signing below you agree that all items above have been completed to your satisfaction

Signature: _____