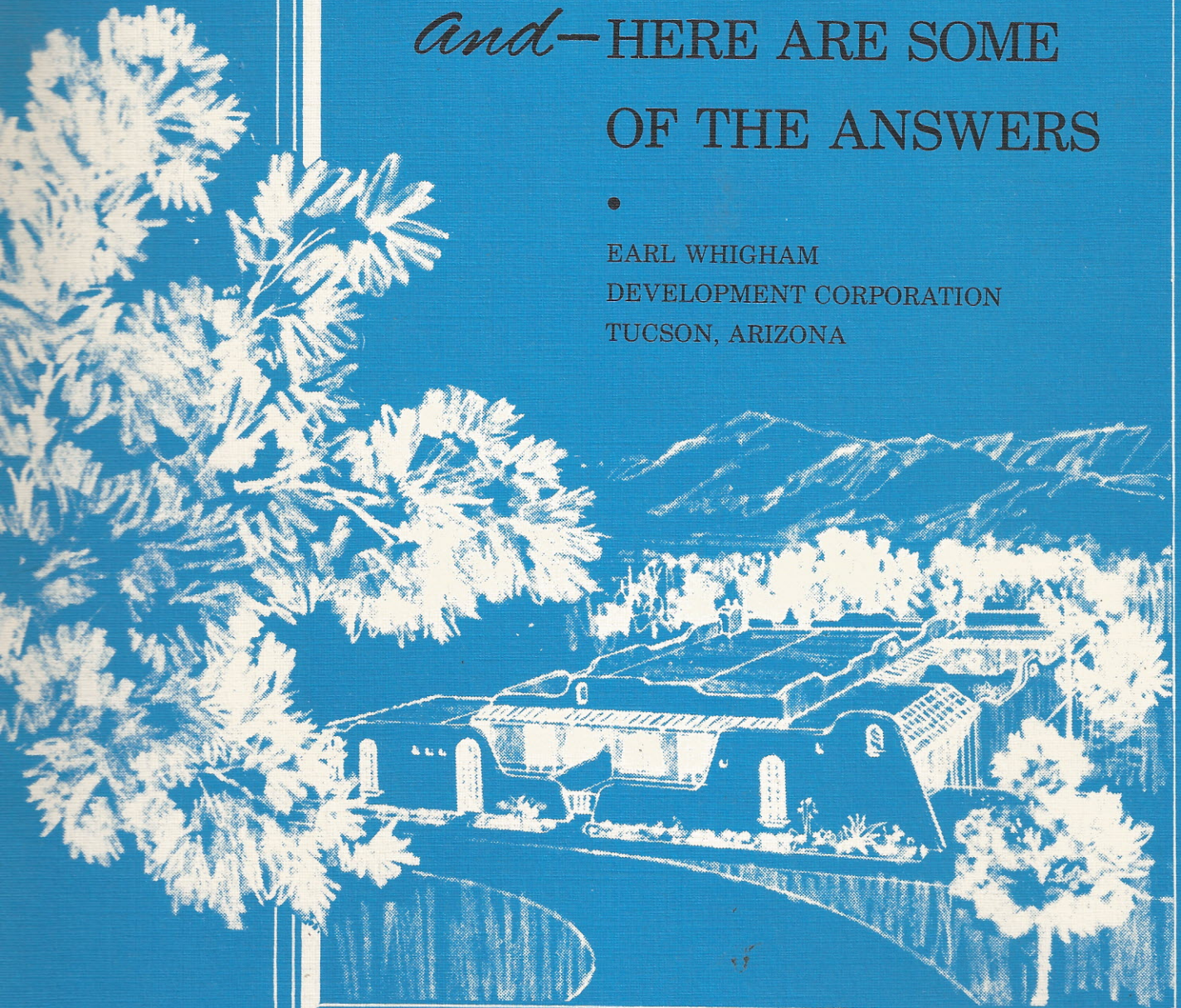


WHAT YOU
ALWAYS
WANTED TO
KNOW AFTER
BUYING A HOME
And—HERE ARE SOME
OF THE ANSWERS

•

EARL WHIGHAM
DEVELOPMENT CORPORATION
TUCSON, ARIZONA



REAL ESTATE • LAND DEVELOPMENT • SALES
P.O. BOX 5548 TUCSON, ARIZONA 85703 • OFFICE PHONE 888-0800

Earl Whigham Builders

GREEN VALLEY ESPERANZA ESTATES SALES OFFICE • 601 WEST ESPERANZA
GREEN VALLEY, ARIZONA 85624 • PHONE 882-9463 TOLL FREE or 625-3570

Esperanza ESTATES

GREETINGS!

Welcome to your new community. If the chore of unpacking and moving in is behind you, congratulations; but if you still have some boxes poised precariously in the corner, take heart. Soon these tasks will be a part of the past, and you and your family will be able to fully enjoy your new home and new neighborhood.

As you look around, you will notice the streets in your community are laid out with the intent of providing easy access to major roads, as well as the common facilities. The esthetic quality of the area is enhanced with all utilities placed underground and out of sight. In the future, as you add your own personal touches in landscaping, and in your home, the value of your property is sure to increase.

The quality of your community is the direct result of countless hours spent by EARL WHIGHAM BUILDERS in cooperation with Municipal and County Officials, Planning Commission, Health Department, School Officials, and the Park District. Now, it's your turn. When the time comes to get involved, why not let your voice be heard at meetings and in the polling place. The continued development of your area is in your hands. Time spent in community activities is sure to be rewarding, and rewarded in countless ways.

You and your family can look forward to many happy hours full of pleasure and contentment in your new home. But, like new shoes or a new automobile, a new home needs a period of adjustment or "breaking in." A general knowledge of the rules of proper maintenance and a better understanding of materials will enable you to more fully understand the matters of shrinkage, expansion, contraction, etc., all of which are to be expected in every new home, whether its cost be \$40,000 or \$200,000. What follows on the next few pages is information we urge you to make use of during this initial period. Proper information, proper care, and common sense now, will insure unlimited years of future comfort.

Again, welcome to ESPERANZA ESTATES Subdivision which was designed and built by EARL WHIGHAM BUILDERS. We hope this Homeowner's Manual will be useful to you. Please study it thoroughly, at your earliest convenience.

Very truly yours,

EARL WHIGHAM BUILDERS

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THE FOUNDATION

Your home rests upon concrete footings, engineered strong enough to more than do the job required of them. However, one area which concerns homeowners, particularly if they have never lived in a masonry home before, are the cracks which may appear due to the natural shrinkage, expansion, and contraction which takes place in concrete when it receives its final set, plus the extremes between the daytime and nighttime temperatures which we experience in the desert. There is no reason for concern, since these cracks do not in any way affect the structural integrity of the home.



CONCRETE WALKS, GARAGE FLOORS & PATIOS

Concrete is not flexible. As a result, it is subject to the expansion and contraction due to the extreme changes in temperatures experienced in the desert. Consequently, the stresses which it will be subjected to have been anticipated; the proper thickness poured, and proper expansion strips and joints have been installed to provide sound concrete walks, garage floors and patios. Should a few minor cracks appear, it is no cause for concern, and can usually be tended to by the homeowner.



WORDS ON WOOD

The joists, studding, framing and rafters in your home are made of wood which has been *Moisture-Controlled* in order to reduce the amount of shrinkage to a minimum. All the wood in your home is of such grade, size and quality, that it will carry the entire load of the home with an ample safety factor. However, you should be advised that some shrinkage of wood is inevitable, thus explaining why some molding or trim may move out of its original position. Shrinkage may also cause joints in the woodwork to open, doors to warp, and cracks to appear.

But, never fear ... you do not have to remain at the mercy of moisture. There is a simple preventative measure which will help the wood in your home dry out at a more moderate rate, thus preventing warping. During the first heating season, try to keep the temperature of the house at approximately seventy degrees. Too high temperatures will tend to dry out the wood too quickly, and cause the wood to twist, warp, and pull out of shape. This method slows down the drying out process, thus saving the wood from a case of the *frizzies*, resulting in warping. Despite all precautions of the builder, some warping of outside beams and trim will occur in this desert climate.



FLOORS

You were given an allowance for, and your choice of floor coverings. The company from which you selected your floor, will provide you with information on the proper maintenance of your floors. Please read and follow their instructions.



CLOSETS & CLOSET DOORS

Since nobody likes to have a closet door swinging into their face, most closets in your home have been fitted with bifold or bipass doors. These doors also allow for greater flexibility in furniture placement, since no door will be swinging into the room area, and thus, require a space consideration. You can keep the doors operating smoothly and quietly by lightly greasing the rollers and track occasionally with petroleum jelly or any other light grease.



DOORS

Certain doors in your home are made of wood, and they too, may be subject to shrinkage. All doors, both interior and exterior, have been fitted exact. If a door should stick, *DO NOT PLANE IT*, but instead, coat the surface which is sticking with soap. As the door dries, it will become normal. However, there could be some twisting and warping, something which could happen to any door. Doors are guaranteed against a certain degree of warpage which has been set up by the Association of Manufacturers. If cracks appear, they can be filled in and redecorated so they are no longer noticeable. Outside doors are subject to greater fluctuations of temperatures than interior doors. The front door of your home is provided with weatherstripping. Due to weather changes, it is possible the doors will have a tendency to warp inward, towards the heat. This again will happen to any door. It is beyond the control of the manufacturer and beyond our control, too. With regards to weatherstripping, it might be mentioned that sometimes the weatherstripping on outside doors may *sing* during very high winds. It may be necessary to adjust your weatherstripping a little tighter. This will become apparent if it *sings* easily, or if you can see light around the door.

There is one excellent preventative measure which will help the wood in your home to dry out. As mentioned previously under WORDS ON WOODS, try keeping the temperature at approximately seventy degrees.



LET THE SUNSHINE IN

Although the windows in your home are of excellent quality, they may cause some minor adjustments.

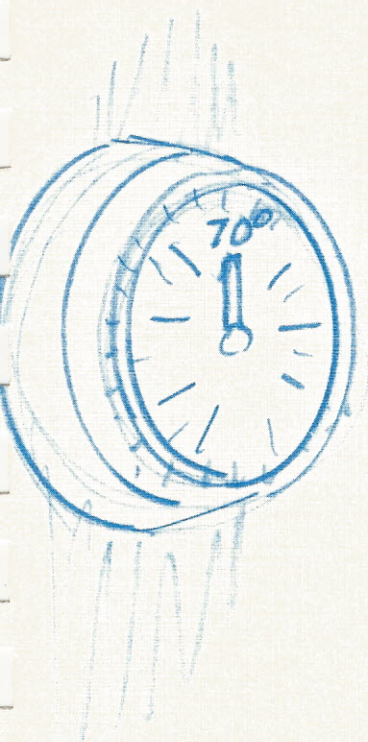
During the cooler weather, they may give the sound of *leaking*. What is actually happening is that as the outside air cools, the air against the glass then drops to the floor and sets up a current which moves throughout the room. This current may give you the impression the window is *leaking*, but it is nothing more than the cool air in motion. Keep in mind, however, that you do not want a *hermetically sealed* home. You need air to breathe and the heating system needs air to burn. All this air must come from somewhere. On occasion, you may find your window sticking because it is tightly fitted or stuck with paint. If the latter is the case, you can try to solve the problem by running a sharp knife along the painted edge, then rapping the window sharply with the heel of your hand. Another approach you might try to free the sliding motion of your window, is waxing the slides with paste wax. Eventually, the windows will *wear* into smooth operation.

It is quite likely your home is equipped with double-paned windows. These will provide better insulation than single-paned windows. However, **do not** use *Reflecto Shield* or any similar type of material which is used to reflect the sun's rays. If you do so, it is very likely the pane will break, due to the different rate of expansion and contraction of each separate piece of glass.

HUMIDITY

Humidity, believe it or not, can be a bother in new masonry homes. Hundreds of gallons of water were used to build your home, in the mixing of the mortar and concrete. As this water evaporates, it will create higher moisture in your home than you might expect, particularly if the structure was completed in the fall or winter season. Keeping your home sufficiently ventilated will help this evaporative, or *drying out* process.

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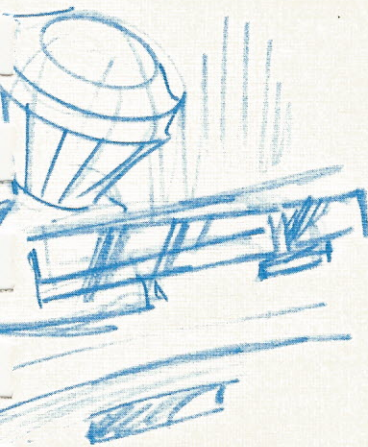


Condensation is usually most bothersome on windows or exposed plumbing [water] pipes. Condensation occurs when warm, moisture-laden air contacts a cold surface. In this situation, the *droplets* you see on the pipes most likely are not leaks, nor are the windows letting in the weather. Again, don't try to hurry up the natural process of evaporation. Keep your thermostat at approximately seventy degrees during the first heating season.

INTERIOR WALLS

Except for bumping into them on bad days, most people don't notice their walls, only the personal touches they add to them, in the form of pictures, paintings, etc. However, you should know your walls are referred to as *drywall* or *sheetrock* in the building trade, and should last without undue maintenance for the life of the structure. In unusual cases, extreme shrinkage in framing boards will cause minor cracks in your interior walls. You may not even notice them, but should you find yourself constantly staring into a *monstrous fissure*, you have a way of correcting the crack. However, it is recommended you wait until you are ready to repaint the entire surface. When you are ready for that, purchase some *spackling compound* from any paint or hardware store. Fill the crack with this compound, and smooth it with fine sandpaper. Then repaint the entire wall. Don't be in too much of a hurry to fix any crack. After the first two years, most of the shrinkage which is going to take place, will have occurred. Then you can repair the minor cracks and repaint fairly assured that you will not have more cracks to contend with.

If unusual abrasions scuff or indent the wall surface, you may consider filling the indentation with two or three applications of joint cement used for drywall taping.



PAINTING AND DECORATING

The walls, woodwork and other parts of your home have been decorated with the best paint products available for each type of service. They should give you long service if properly cared for.

When wanting to wash painted surfaces, consult your paint dealer for selection of the proper cleaning compounds. Your color selection chart will indicate the colors of all paint and flooring in your home.

Paint is used to beautify, and the harmonious colors were selected to fit your particular color scheme. Your paint dealer can be of valuable assistance in resolving your paint-care problems.

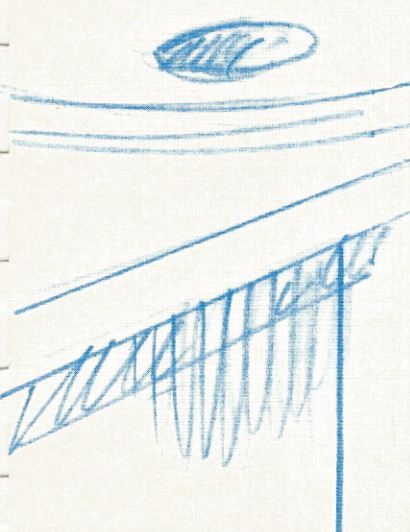
DO NOT wax painted walls.

PLUMBING

After a time in your new home, you may find a drippy faucet; or you may discover the toilet tank does not operate smoothly. Generally, all that is required is the relatively minor chore of cleaning or replacing a washer. Please remember: **IF FAUCETS ARE CLOSED TOO FORCEFULLY, THE WASHERS WILL BE CUT.** They should be closed just enough to shut off the flow of water. Aerators should be removed and cleaned periodically.

If you find the toilet tank flushing mechanism is not working properly, remember, the rubber ball valve plunger which moves vertically and allows the toilet to flush, is subject to deterioration. You can easily find these items at your local hardware store. If you unscrew the old plunger from the end of the vertical rod which holds it in place, you can then install the new plunger fairly easily. The large ball float can also be easily replaced. This floating ball is used to maintain the proper level of water in the tank. Your tank contains a mark, indicating the proper water level. Floats can be adjusted to maintain this level.

Hair, grease, lint, diapers, rubbish, tampons, etc., belong in the trash, **NOT IN THE TOILET.** Flushing such waste down the toilet risks backed-up plumbing lines.





WATER HEATERS

Water heaters can be drained and cleaned by connecting a garden hose to the valve at the bottom of the water heater, and running the other end of the hose to the outside of your home. If you open the valve at the bottom of the hot water tank and allow the water to drain completely, you will help in discarding the small amount of scale and dirty water which normally collects in these heaters. All water heaters, whether gas, oil, or electric, have a control which governs the temperature of the water. Generally, this is set at approximately 125°F. You should keep in mind, however, that the higher temperatures increase the possibility of scalding by either small children or the elderly. The lower temperatures are a good form of energy conservation too. And, today, the detergents on the market promise a clean laundry, even in Cold water!

CARE OF SINKS & TUBS

Surfaces of your china or enameled plumbing fixtures are smooth and glossy like a mirror, and harder than steel, BUT THEY ARE NOT INDESTRUCTIBLE. Shiny, new fixtures can be dulled or stained within a short time through improper care or excessive use of strong abrasive cleaners. All household cleaners are *mildly* abrasive, but if used in moderation, with PLENTY OF WATER, most are not harmful.

Carelessness also causes many scratches and stains. Scraping or banging metal utensils in the kitchen sink will gradually scratch and dull the surface. The finish is then susceptible to stains which become increasingly difficult to remove.

Listed below are some general precautions to prolong the life of your sinks and tubs:

DO NOT LET FOOD WASTES ACCUMULATE IN THE SINK.

DO NOT EVER STEP IN A BATHTUB WITH SHOES ON. SHOE SOLES CARRY HUNDREDS OF GRITTY PARTICLES WHICH CAN SCRATCH THE ENAMEL.

DO NOT USE TUBS OR SINKS AS RECEPTACLES FOR PHOTOGRAPHIC OR DEVELOPING SOLUTIONS. DEVELOPER STAINS ARE PERMANENT.

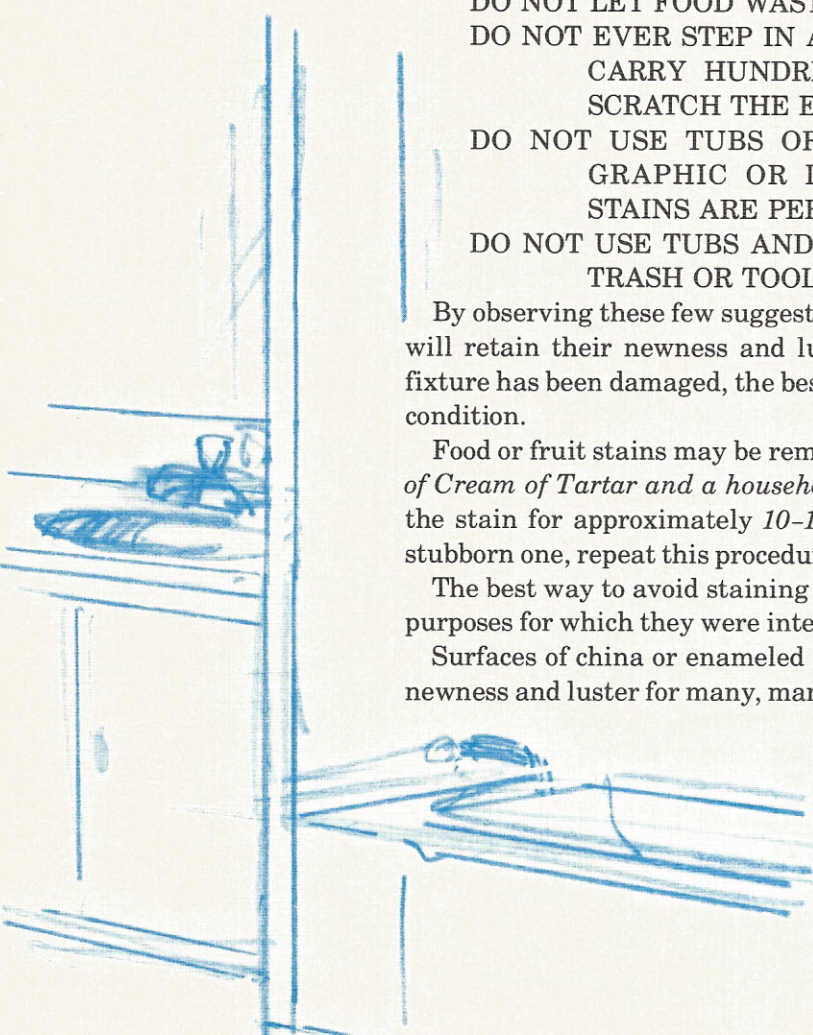
DO NOT USE TUBS AND SINKS AS CATCH-ALLS FOR PAINT CANS, TRASH OR TOOLS WHEN REDECORATING.

By observing these few suggestions, and providing the proper care, your fixtures will retain their newness and luster for an indefinite number of years. Once a fixture has been damaged, the best plumber in town cannot restore it to its original condition.

Food or fruit stains may be removed with a paste made of *Peroxide & equal parts of Cream of Tartar and a household cleaner*. Apply the paste and let it remain on the stain for approximately 10-15 minutes before rinsing it off. If the stain is a stubborn one, repeat this procedure.

The best way to avoid staining sinks and tubs is to care for and use them for the purposes for which they were intended.

Surfaces of china or enameled sinks and tubs will thus retain an appearance of newness and luster for many, many years.



CLEANING: Below are a few suggestions for removing stains:

Most stains are caused by dirt, grease, rust or water minerals. To clean sink or tub, regardless of whether or not their surfaces are acid resistant: *Slice one-half bar of Naptha-based soap in one quart of hot water. Add two table-spoons of paint thinner or dry cleaning solvent.* Apply this solution to the tub or sink with a stiff-bristled brush to remove most simple stains.

Paint, rust, acids and other stains are more complicated to remove, and must be handled differently to avoid damaging the fixture's surface.

Hardened paint stains may be removed with a razor blade. BUT, be very careful to keep the blade slanted against the fixture in order that the surface is not gouged. After the heaviest of the paint has been scraped off, the remainder should come off easily with *Benzene, dry cleaning fluid or any household cleaner* and water.

HEATING

The heating system installed in your home is of excellent quality, however, excessive heat in the first heating season will cause excessive shrinkage and material damages. **NEVER** place your thermostat above seventy degrees during the first heating season. In fact, considering the energy crunch, you may want to set the thermostat even lower than seventy degrees for conservation reasons. If the system needs adjustment, you have been provided with an Operating Manual, which should answer your questions.

A certain amount of *noises* are to be expected in a new heating system of almost any type. Air movements, expansion and contraction of metal ducts, moving parts such as the motor and fan all contribute to "odd noises." Temperature controls make *clicking* sounds after the heat is turned off or on.

In order to prevent the accumulation of dirt, which restricts the efficiency of your system, removal and cleaning of the air filters is strongly recommended. This should be done every two or three months during the heating season. If you switch to *replaceable* filters, you should replace these every two or three months also. By so doing, you will lower your utility bills, reduce the dust and pollen in your home, and give your heating system added protection for greater life and efficiency.

ELECTRICAL

The electrical circuits in your home are protected by a panel of *circuit breakers*. Most wire circuits are designed to carry a limited amount of electrical current. If you should overload one by plugging in too many electrical appliances at one time, you will *throw a circuit breaker*. Before attempting to re-set the circuit breaker at the circuit box, **DISCONNECT ALL ELECTRICAL** cords and appliances. Then check them for defects. Wires worn bare of insulation may have caused a short-circuit. **REMEDY DEFECTS AT ONCE!**

There are **no fuses** in this type of panel. Instead, you will find a switch for each circuit of the home. A look at the service panel will tell you which circuit is *thrown*. The switch will have been clicked to the OFF position. To restore the circuit, you need only: **PRESS THE SWITCH TO THE EXTREME OFF POSITION**, then **PUSH IT ALL THE WAY TO THE ON POSITION**. This will re-set it, and nothing more is necessary.

DO NOT ATTEMPT TO FIX ANYTHING ELECTRICAL WHILE IT IS STILL PLUGGED IN!

Notice you have at least 200 ampere service, and that you have a large number of circuits. This wiring is extremely important in view of the fact that in the last twenty years, the household usage of current has doubled approximately every five years, and continues to do so.

continued next page

Your electrical system is complete and nearly foolproof. **DO NOT ABUSE IT.** Teach your children not to put their fingers on any object in the electrical outlets, and **do not handle anything electrical with wet hands or feet.** Touching anything electrical, even a radio, while in a tub or shower, is an invitation to death.

PLASTIC COUNTERS AND VANITY TOPS

On some of the counter areas in your home, you will find they are covered by an amazing new plastic. This plastic makes a handsome counter, but like any material, this covering has a **HEAT RESISTANCE POINT** beyond which it may be damaged. **275°F—WHICH IS 63°F HOTTER THAN BOILING WATER**—is the **MAXIMUM** heat to which the covering should be subjected.

Do not take hot skillets, pots or pans directly from the stove and place them on a counter top. **THEY WILL BLISTER.** Use a hot pad. A convenient hot pad to use in the kitchen is your cutting board, or a square of ceramic tile. Use a hard wax or a polishing cream such as *Jubilee* on your counters to give it luster and added surface protection. Counter tops which are protected will not absorb fruit stains, such as grape, or blueberry.

CERAMIC TILE

Glazed tile may be cleaned with a damp cloth. Extremely dirty areas, on unglazed tile, may be cleaned by scrubbing with *Soft Scrub* or *Liquid Comet*. There is a product named *Elco Cleaner Conditioner*, available from Elco Sales, Inc., Park Forest South, Illinois 60466. If used on ceramic tile, glass, etc., it leaves a silicone finish which soap scum, and other annoying dirt will not adhere to. It is not expensive, and does a fabulous protecting job.

CAUTION: Never use an acid solution on glazed tile!

You will sometimes get a separation in the bathroom, between the tub and wall tile due to wood shrinkage. This can be filled with *grout* which is nothing more than *white Medusa cement* which can be purchased in a hardware store or material supplier's store, and water mixed to a paste consistency. Clean the crack of the old cement. Dampen and apply the *grout mixture*, and then wipe off. A similar crack sometimes occurs between the sink in the kitchen and the counter tile, and may be repaired in the same way.

FIREPLACES

The wise owner will **NOT** start a roaring fire the first time, in a new fireplace. Start a **SMALL** fire, so the brick will dry out in the fireplace and chimney, thereby avoiding cracks.

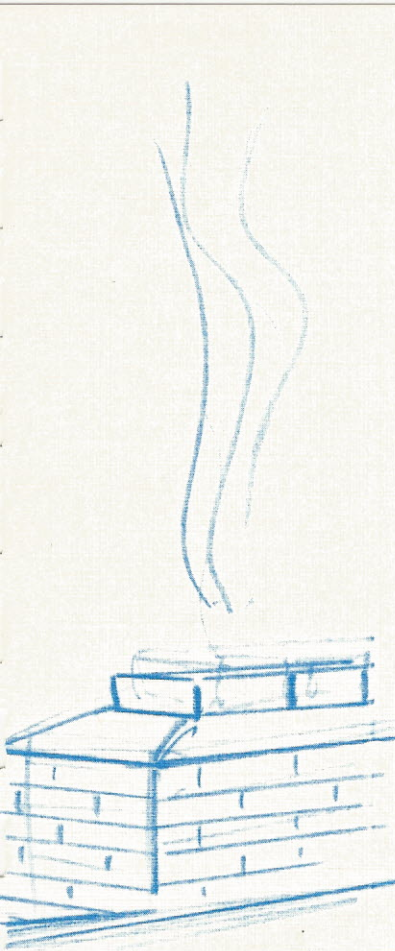
Before you use your fireplace for the first time, light a piece of newspaper in the fireplace to make certain the smoke is being *drawn off* properly.

If your fireplace has a damper, always be sure it is **OPEN** when preparing to start a fire. When the fireplace is not in use, be sure the damper is **CLOSED**. This will prevent additional loss of heat or cooling, and eliminate a draft in the room.

If you plan to burn logs, you will need andirons. Should you prefer briquettes, coal or small wood, you will then need a grate. Also, you will need a snug, well-fitting screen to protect floors, carpet and furniture from sparks.

TERMITES

We have gone to great lengths to provide all possible protection against termites in your home. All trees, roots, etc., which were encountered in clearing and grading the land, were removed. During the building of the house, all rubbish has been burned and hauled away. No debris of any type has been buried, which encourages the breeding of these insects. These are all possible precautions which have been taken by Earl Whigham Builders. Now here is a bit of advice to you:



Termites live in nests underground, and feed on cellulose. Keep wood piles and wood posts away from your house. Keep the exposed foundation clear of any debris so they will not build their tunnels there. Watch for any swarms in the Spring. They will be tiny, flying, black bugs like a flying ant, and will be found in large swarms only. If you are watchful, you will have ample warning to catch them before they have done any damage, and take whatever measures necessary to dispose of them. There are ground poisons available which the homeowner can use, or you may call a reputable exterminator, but do not become unduly alarmed.

The builder has purchased a five-year Termite Treatment Guarantee for your home.

ROOFS

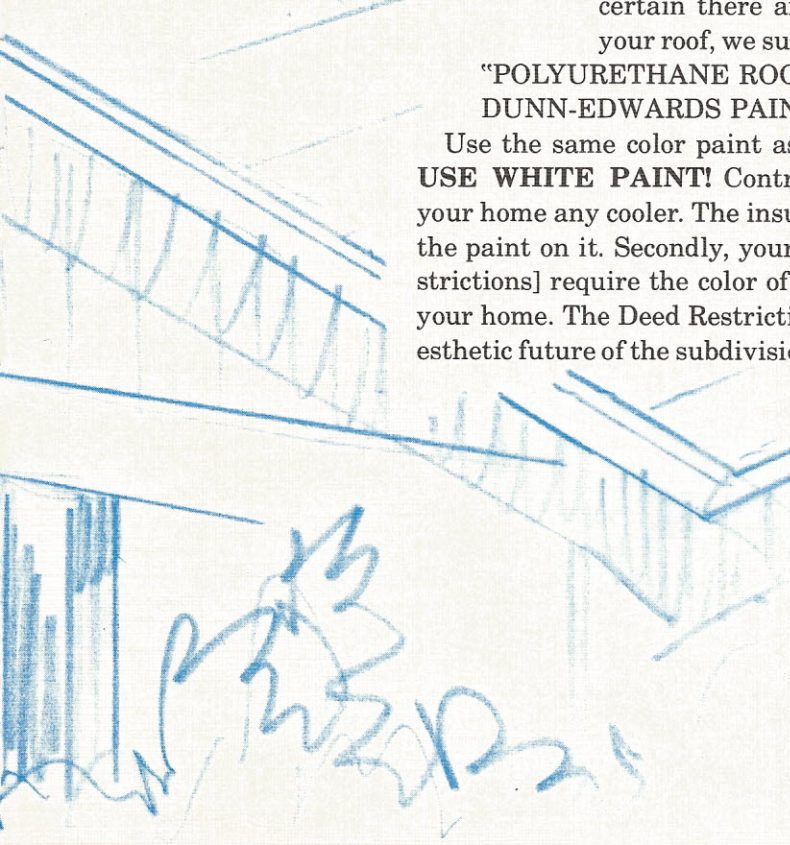
Your home has been built with a *Polyurethane* roof. Usually, the builder and the homeowner have the most problems about roofs, regardless of the type of construction. This is not due to any inferiority in a polyurethane roof, but rather results from a lack of knowledge on the homeowner's part, regarding polyurethane roofs. To begin, polyurethane roofs are the finest roofs available. A polyurethane roof far outlasts any type of roofing material available today, and provides far better insulation than any other roofing material. This is important in this day of energy conservation and rising costs of utilities. However, a polyurethane roof must be cared for in a particular way:

DO NOT walk on your roof, unless absolutely necessary, and then only with soft-soled shoes, such as tennis shoes. Boots or shoes with small heels will punch holes in the roof.

DO NOT cut or punch holes in the roof for such things as wiring television antennas or any other reasons. Your roof should be repainted every two and one-half (2½) years, **OR** any time the paint has chipped or come off for one reason or another. The purpose of the paint is not as a sealer against moisture, nor as a reflector of the sun's rays. The reason for painting the polyurethane roof, and keeping it painted is to protect the polyurethane foam from the harsh, ultraviolet rays of the sun. If left exposed to the sun's rays, the ultraviolet will deteriorate the polyurethane roof. Therefore, from time to time, make certain there are no exposed or bare spots on your roof. To paint your roof, we suggest you use:

"POLYURETHANE ROOF COAT"—manufactured by:
DUNN-EDWARDS PAINT COMPANY

Use the same color paint as the color of the exterior of your home. **DO NOT USE WHITE PAINT!** Contrary to popular opinion, white paint will not keep your home any cooler. The insulating factor is in the *Polyurethane* Roof, and not in the paint on it. Secondly, your Conditions, Covenants and Restrictions [Deed Restrictions] require the color of your roof be the same color as the exterior color of your home. The Deed Restriction was done in order to insure the harmonious and esthetic future of the subdivision.



WARRANTY

Your home has been built to exacting specifications of materials and workmanship. Every part of it equals or exceeds standards in building codes and regulations.

Before you execute the mortgage closing papers, you yourself are required to inspect the house thoroughly in the company of your builder's representative. If by some oversight or error, there is a structural defect or unfinished work, we will correct it.

Under the required builder's warranty, your builder is responsible for the correction of major defects arising out of inferior workmanship and materials. This warranty runs for a period of one year from the date of your acceptance of the property.

If, during the period of warranty, you experience a major defect, which you claim to be within the framework of the warranty, please report the deficiency at once.

Only deficiencies reported in WRITING and delivered to the construction office in person or by mail, will be honored. **PLEASE, DO NOT REPORT ANY DEFICIENCIES BY TELEPHONE**, as this will only delay the mechanics of inspection and repair and/or replacement if required. The builder will not be responsible for the repair or replacement of materials or equipment where such deficiency is the result of misuse, malicious damage, normal wear and tear, or for the lack of the homeowner's normal housekeeping maintenance.

STEP BY STEP PROCEDURE A HOMEOWNER MUST TAKE TO REMEDY A DEFICIENCY:

If your subdivision is still under construction, please deal directly with the construction office on TUESDAY and THURSDAY afternoons. **You MUST leave a written, detailed note** at the office.

If the construction of your subdivision is completed, then direct your complaint, in WRITING to the home office:

Attention: Customer Relations Dept.
P.O. Box 5548
Tucson, Arizona 85703

No matter which office you deal with, you **MUST**:

Make your complaint in writing. **DO NOT TELEPHONE** your complaint. Please, **DO NOT** stop workmen, or orally communicate your problem with them.

Experience has shown and proven that a problem does not get the attention it deserves when telephoned or discussed on the job site.

WRITE IT ... A WRITTEN COMPLAINT IS INSURANCE OF A SOLVED COMPLAINT

Your complaint should contain the following information:

YOUR NAME _____

YOUR ADDRESS _____

YOUR LOT NUMBER _____

YOUR TELEPHONE NUMBER, both Residence & Employment _____

I request the following problem be investigated: * _____

**Please be as specific as possible. This will save both you and the Construction office unnecessary delays. Also, please remember that a particular problem may require we contact a sub-contractor and this may require a few additional days. We will do whatever we can to correct your problem in the least amount of time in the most efficient manner.*

