



Closing Checklist

CONGRATULATIONS on your new home! Now that you have received keys to your new home here is a list of next steps...

- Set up your services (Reminder you have 5 business days to transfer services into your name):
 - PG&E: 1-877-743-4112
 - Solar: [Sunnova](#)
 - Contact Information: solar@mrcool4ac.com; 559-255-1644
 - Note: It can take up to 8 weeks for Solar to be turned on
 - Solar Bird Stop/Critter Guard – For questions about purchasing/installing solar bird stops or critter guards please contact the Leonard Roofing rep below:
 - Divinia Cosio: divi@leonardroofing.com (951) 365-1230
 - Water: Tesoro Viejo Master Mutual Water Company
 - 559-896-4546
 - Website: www.tvmmwc.com
 - Trash Service: Red Rock Environmental Group
 - 559-665-7300
 - Website: www.cagliaenvironmental.com/madera
 - Xfinity Internet that is included in your HOA
 - You should have received an email from Xfinity about setting up your services
 - If you need assistance please contact the Xfinity Platinum Support Team: 1-855-307-4896
- Mail Box keys
 - You can pick-up your keys for the mailbox from the post office located in Madera
 - Address: 201 S. D Street, Madera, CA 93638
 - You will need to bring a photo ID along with something to prove ownership of the home such as the Settlement statement from your loan docs or PG&E start of service
- Register all Appliances – your appliances are warranted directly through Frigidaire
 - Check the manuals for each appliance and register the appliance per instructions from the manufacturer
 - Frigidaire Registration website: <https://frigidaire.registria.com/Product-Registration>
 - Frigidaire Warranty Submission website: <https://www.frigidaire.com/Owner-Center/Service--Repair/>
- Once your internet is set-up:
 - Register and set up your smart devices:
 - Download the Nest app and create an account – both the Yale Smart Lock and the Google Video Doorbell operate via Nest
 - Yale Smart Lock:
 - User manual and instructions will be left with you – please also see link in email
 - Nest Hello Doorbell: [Google Nest Help Page](#)
 - See back of this sheet for instructions on connecting doorbell to the Nest App
 - LiftMaster MyQ App for your garage door – this will enable you to control the garage door with an App on your phone. MyQ has also partnered with delivery companies such as Amazon to allow for deliveries in your garage keeping them safe from porch pirates.

- Exterior Lights: Leviton OR Intermatic:
 - Video with step-by-step instructions to program:
 - Leviton: <https://www.youtube.com/watch?v=xU2LFs3Gadg>
 - Intermatic: <https://www.youtube.com/watch?v=T29r-MXzqWU>
- LinkUs, who installed many of the tech features in your home, does provide a free consultation to all homeowners once you move in. You can contact them at: 559-256-6600 (choose Option 2) to schedule your consultation

If you need to contact our Customer Experience Department please visit our website: www.deyoungproperties.com and click on the “Customer Care” tab under “Contact us” to submit an online submission.

*****Reminder: Trade Partners have 30 days to complete work orders – if you do not hear from a Trade Partner within 3 weeks of submitting a warranty request please contact us**

Google Nest Doorbell Instructions to connect to Nest App:

Make sure you have your Wi-Fi password handy to connect Hello to the app and the internet.

1. Enter Hello's location and your Wi-Fi info

First, you'll tell the app where you installed Nest Hello.

Then you'll select your Wi-Fi network and enter the password.

If you already have a Nest product installed in your home, Nest Hello will try to get your Wi-Fi info from it.

If Hello can't connect to your Wi-Fi network, you can try moving your router a bit closer or adding a Wi-Fi extender.

2. Test the video stream and chime

Once Hello is connected to Wi-Fi and the app, the app will test the video.

Ring the doorbell to check that your chime is working. You should also get a notification from the app that someone's at your door.

If you have an electric chime that doesn't have moving parts, you may need to adjust the duration with the app so you can hear it ring.

3. Troubleshoot if needed

- If you have a mechanical chime with moving parts and it didn't ring or didn't sound right, remove the chime cover and check that the wires aren't touching any moving parts.
- Then test your chime again.
- If your chime still doesn't sound right, try installing the connector on the outside of your chime cover.

4. Select other options

For the last step you'll choose some more settings:

- Opt to try out Nest Aware for free
- Pick a language Hello will speak to visitors
- Choose to turn on audio recording and [familiar face](#) detection

Normal Occurrences as the home settles during the first year of living in the home:

- Drywall cracks along walls especially near windows and doors
- Drywall nail pops on walls
- Tile and Grout cracks in bathrooms and floors
- Caulking cracks around sinks, tubs, and wood trim
 - please note that caulking maintenance is a homeowner responsibility.
- Concrete cracks along stress joints and in various other places – concrete is warranted for 1-year post closing for any major defect.
 - Please do not allow large commercial vehicles to park on your driveway at anytime as they are not constructed to withstand that weight – damage to a driveway due to commercial vehicles is not covered under warranty. Only park residential cars and trucks on the drive way
 - Cracks within stress joints is normal – the joints are there to allow the concrete to expand and contract and crack in those areas
- Cracked roof tiles – please note that maintenance of the roof is a homeowner responsibility
- Warped/cracked fence planks – the fence is warranted for 1-year post closing

** We will have a 30-day and an 11-month walk through with you post-closing. Please keep a running list of any cosmetic issues such as those mentioned above and we will go over the list with you during each walk through and submit work orders for all warrantable items.

Maintenance Reminders:

Per your Buyer Orientation there are several components of your home that will require routine maintenance. Below is a list of common items within your home that require maintenance. The list is not all inclusive – we highly recommend reviewing Chapter 6 of the homeowner guide for a complete list of maintenance recommendations.

- HVAC (heating, ventilation, air conditioning) Unit
 - Service 2 times per year – recommended to be serviced in the Spring and in the Fall by a licensed HVAC technician. Donald P Dick is the company that installed the HVAC system in your home and they do provide maintenance services
 - It is also recommended that you change out the air filters in your home as needed to ensure proper air flow and to reduce strain on your HVAC system. There are many factors that affect how often the filters need to be changed so check them regularly.
- Roof
 - Per the homeowner Guide it is recommended that you have your roof inspected and roof jacks serviced by a licensed roofer. The roofer can also check for cracked roof tiles – which will occur as the house settles over time.
 - Pigeons are persistent problem in the Legacy Square area – it is recommended that you also have a roofer check the roof for pigeon droppings and have the roof cleaned off at least once a year
- Gutters and downspouts
 - You should have your gutters cleaned out at least once annually to remove any debris that could prevent the flow of water from your roof down to the ground. The gutter system plays an integral role in ensuring water flows away from the roof to prevent leaks.



SOLAR ACTIVATION FOR YOUR NEW DEYOUNG HOME

Congratulations on your new home! DeYoung Properties proudly partners with Donald P. Dick Air Conditioning – a trusted contractor in the Central Valley for over 50 years – for the installation of your home solar system.

STEP-BY-STEP SOLAR ACTIVATION

Donald P. Dick will be with you every step of the way to get your solar up and running. Here are easy steps to get your solar activated:

1. REQUIRED PG&E INFORMATION

- Create a utility account with PG&E
- It is important to obtain your **Electrical Service Agreement ID** and **Electric Meter Number**
- These two numbers are required to turn on the solar system

2. NOTIFY DONALD P. DICK WITH UTILITY INFORMATION

- Send an email to Donald P. Dick at solar@mrcool4ac.com with this information:
Name, Address, Electrical Service Agreement ID and Electric Meter Number

3. AUTHORIZATION TO CONNECT

- Once you have provided the necessary utility information, Donald P. Dick will submit the documents for interconnection
- You will receive from PG&E a DocuSign email to sign the "Authorization to Connect" that allows Donald P. Dick to apply for the necessary permits on your behalf
- This process can take up to 30 days once the form is signed

4. SOLAR IS ACTIVATED

- PG&E will send a **Permission to Operate (PTO)** to you via email – this indicates that the system can be turned on and the solar monitor will be activated
- The PTO date begins your warranty period

Please note: Power Purchase Agreement (PPA) customers with Sunnova will have an additional day or two before the system activates as it goes through Sunnova's activation process