

COUNTRY CREEK

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Design, Build, Remodel, Finish
www.CountryCreekBuilders.com

Contractor's license # 20636393

PERFORMANCE GUIDELINES EXHIBIT B

The following Guidelines are specification that Country Creek Builders Inc will follow when performing all remodeling projects. These guideline specifications are taken from the publication, Residential Construction Performance Guidelines, Third edition, which is published by the National Association of Home Builders and the Remodelers Council.

A LEVEL OF EXPECTIATION:

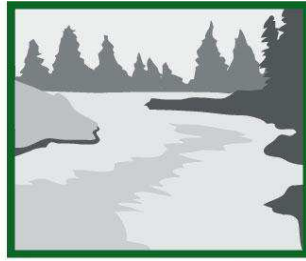
Beyond building codes and local regulations, both contractors and their customers have long sought a measureable benchmark that deals with the expectations of performance in the goods and services provided by the residential construction industry. Although addressing matters of health, safety and welfare are the mandated responsibility of those codes and regulation, a greater likelihood of matching the "other" dimension of consumers expectation will come from acceptance of objective criteria regarding performance. Country Creek Builders is providing the following performance guidelines to offer achievable minimum levels of workmanship for the product delivered.

Observation: **Water Leaks**

Performance guidelines: Leaks resulting in actual trickling of water supply lines, valves, fittings, DWV lines, or any part that Country Creek Builders purchases and/or installs will be replaced or repaired by Country Creek Builders.

Observation: Dampness is evident on basement walls or the floor.

Performance guidelines: Dampness caused by condensation of water vapor on cool walls and floors is not the responsibility of the contractor.



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Corrective Measure: Dampness due to condensation is caused by high moisture content in the air. It is the consumer's responsibility to control the humidity.

Observation: Water, ice or moisture in the wall cavity.

Performance Guidelines: Country Creek Builders strongly recommends removal of all batt insulation, (especially below grade and in basement areas), and use foam spray insulation. If these conditions are found during the work process, a time and material firm price will be given to the consumer for approval.

Corrective Measure: Country Creek Builders will not cover up any moisture problems, but will remove all wet insulation, repair any water damage, and foam spray the cavity. This will be a time and material change order, and this cost is not included into this agreement unless it is stated.

Wall Framing

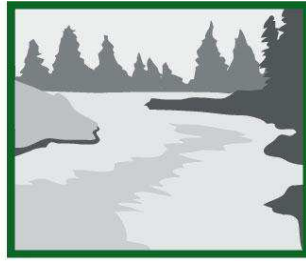
Observation: A framed wall is not plumb.

Performance guidelines: The interior face of a wood-framed wall shall not be more than 3/8" out of plumb for any 32 inches in and vertical measurement.

Remodeling specific: The consumer and Country Creek may agree to intentionally build walls out of plumb to match the existing structure to accommodate or compensate for inaccuracies in the existing structure.

Observation: A wall is bowed.

Performance guidelines: Walls shall not bow more than 1/2" out of line within and 32" horizontal measurement, or 1/2" out of line within any 8-foot vertical measurement.



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All interior and exterior walls have slight variances in their finished surface. On occasion, the underlying framing may warp, twist or bow after installation.

Corrective Action: Country Creek Builders will repair the wall to meet the performance guidelines.

Observation: Wall insulation is insufficient.

Performance guidelines: Country Creek will install insulation according to R-values as stated by Minnesota building codes.

WINDOWS:

Observation: A window is difficult to open or close.

Performance guidelines: Windows should require no greater operation force than that described in the manufactures instruction.

NOTE: Country Creek Builders is not responsible for inoperable windows not covered by this contract.

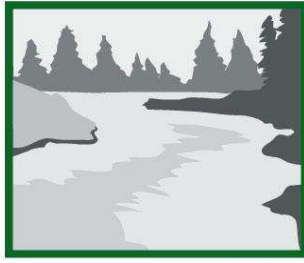
Observation: Mirror or glass surfaces are scratched.

Performance guidelines: Glass or mirror surfaces shall not have scratches visible from 10 feet under normal lighting conditions at the time of substantial completion of the project.

EXTERIOR DOORS:

Observation: An exterior door is warped.

Performance guidelines: Exterior doors shall not warp to the extent that they become inoperable or cease to be weather-resistant. A ¼" inch tolerance as measured diagonally from corner to corner is acceptable.



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Country Creek Builders will correct or replace exterior doors that do not meet the performance guidelines.

Observation: An exterior door sticks.

Performance guidelines: Exterior doors shall operate smoothly, except that doors may stick during occasional periods of high humidity or with variation in temperature.

Observation: An exterior door will not shut completely.

Performance guidelines: Exterior doors shall shut completely.

Country Creek Builders shall adjust or replace the door to meet the performance guidelines.

Observation: A door swings open or closed by the force of gravity.

Performance guidelines: All doors shall not swing open closed by the force of gravity alone.

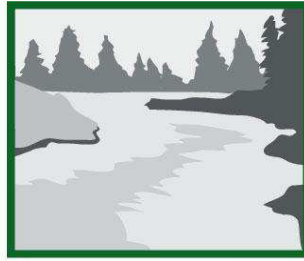
Remodeling specific: For remodeling projects, this guideline does not apply where a new door is installed in an existing wall that is out of plumb.

Corrective Measure: Country Creek Builders shall adjust the door to prevent it from swinging open or closed by the force of gravity.

Observation: Gaps are visible around an exterior door edge, door jamb, and/or threshold.

Performance guidelines: Gaps between adjacent components shall not vary by more than 3/16 inch.

This applies unless the existing building is out of square or plumb.



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Corrective Measure: Country Creek Builders shall repair existing unit to meet performance guidelines.

Observation: Door hardware or kick plate has tarnished.

Performance Guidelines: Finishes on door hardware or kick plates installed by Country Creek Builders are covered by the manufactures warranty.

Corrective Measure: The consumer shall contact the manufacture.

Observation: A sliding patio door does not roll smoothly.

Performance Guidelines: Sliding patio doors shall roll smoothly at the time of substantial completion of the project. The cleaning and maintenance necessary to preserve proper operation are the consumer's responsibilities.

Observation: A doorknob, deadbolt or lockset does not operate smoothly.

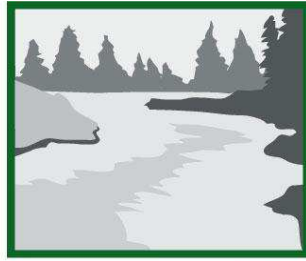
Performance guidelines: A doorknob, deadbolt or lockset should not stick or bind during operation.

Corrective action: One time only, Country Creek Builders will adjust, repair, or replace knobs that are not damaged by abuse.

Masonry and Stone Veneer

Observation: A masonry or stone veneer course is not straight

Performance guidelines: No point along the bottom of any course shall be more than ¼" higher or lower than other point within 10 feet along the bottom of the same course. Note: Many Stone Veneers area purposely installed in a non level pattern for a certain style or look.



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Corrective action: Country Creek Builders will rebuild the wall as necessary to meet the performance guidelines.

Mortar stains are observed on the exterior brick or stone.

Performance guidelines: Exterior brick or stone shall be free from mortar stains detracting from the appearance of the finished wall when viewed from a distance of 20 feet.

Corrective Measure: Country Creek Builders will clean the mortar stains to meet the performance guide lines.

Observation: A stone does not match the stone selected in color or style

Performance Guidelines: Both Natural and Cultured stone (manufactured stone) colors and styles may not exactly match the manufactures or suppliers brochures, web pictures, or displays were the stone was selected. This is not Country Creek Builders responsibility, but rather the consumer's responsibility to inspect the stone prior to installation.

Corrective Measure: Country Creek Builders will verify that the consumer's selection is the same name and color that was ordered and delivered to the job site.

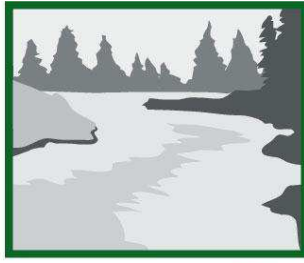
Plumbing:

Water Supply Systems:

Remodeling Specific: Country Creek Builders is responsible only for areas of the property worked on and specified in the contract, and **not** the entire house.

Observation: A pipe of fitting leaks

Performance Guidelines: No leaks of any kind shall exist in any pipe or fitting



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Corrective Measure: Country Creek Builders will make repairs to eliminate leakage.

Observation: A faucet or valve leaks

Performance Guidelines: Country Creek Builders will repair or replace the leaking faucet or valve for the first year after completion of the project.

Observation: A bath tub or shower leaks

Performance Guidelines: Bath tubs and showers shall not leak

Corrective Measure: Country Creek Builders will repair bath tubs or shower leaks.

Note: Proper repairs can be affected by sealing areas around tubs and showers. The consumer is responsible for maintaining caulk seals from occupancy onward.

Observation: A plumbing fixture, appliance or trim fitting is defective

Performance Guidelines: Plumbing fixtures, appliances and trim fitting shall not be damaged at the time of substantial completion of the project.

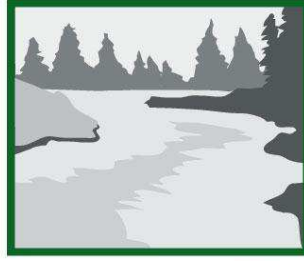
Corrective measure: No action is required by Country Creek Builders. This will be covered by the manufactures warranty.

Observation: The surface of a plumbing fixture is cracked or chipped.

Performance Guidelines: Cracks and chips in surface of bathtubs and sinks are considered excessive if they are visible from 3 feet in normal lighting conditions.

Corrective measures: Country Creek Builders is not responsible for repairs unless the damage is reported prior to substantial completion of the project. If the problem is the result of a manufacturing defect, the manufacturer's warranty is in effect.

Observation: A fiberglass tub or shower enclosure base flexes



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Performance Guidelines: The tub or showers are to be installed according to the manufactures instructions.

Corrective measure: Country Creek Builders shall repair or replace the base to meet performance guidelines.

Observation: A vanity top is cracked.

Performance Guidelines: Vanity tops shall not have cracks when installed.

Corrective measure: Country Creek Builders will repair or replace the top. Cracks must be reported prior to substantial completion of the project.

What **is not covered** is any plumbing leaks due to re-installed parts that the homeowner insist be installed, any part or fixture that the home owner provides, any supply line of DWV line that was previously installed in the home. If any item that the homeowner purchases and/or provides is cracked, leaks or defective, Country Creek Builders is not responsible for the repair or replacement of these items.

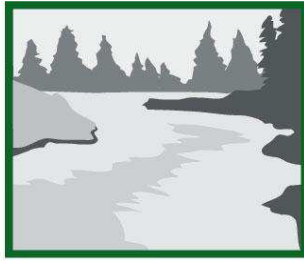
INTERIOR:

Observation: An interior door is warped

Performance guidelines: Interior doors shall not warp in excess of 1/4"

Corrective Measure; Country Creek Builders will correct or replace and refinish defective doors to match existing doors as nearly as practical.

NOTE: in bathroom or utility areas, exhaust fans and/or whole house systems must be used to minimize moisture to prevent warpage of door units. If the consumer is responsible for painting or staining the door, Country Creek Builders is not responsible.



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Observation: Bifold doors come off their tracks during normal operation.

Performance Guidelines: Bi-fold doors shall slide properly on their tracks and the time of substantial completion of the project. Cleaning and maintenance necessary to preserve proper operation are consumer's responsibilities.

Corrective Measures: One time only – Country Creek Builders will repair any Bifold door that will not stay on its track during normal operation.

Observation: a pocket door rubs in its pocket during normal operation

Performance Guidelines: Pocket doors shall not rub in their pockets during normal operation.

Corrective Measures: One time only – Country Creek Builders will repair the pocket door to meet the performance guidelines.

Note: Pocket doors commonly rub, stick or derail due to the inherent nature of the product.

Observation: A door rubs on jambs or contractor installed floor covering

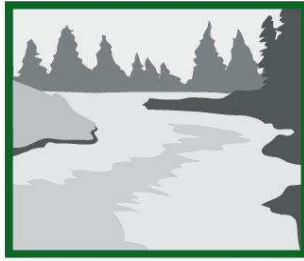
Performance Guidelines: Doors shall operate smoothly.

Corrective Measure: One time only – Country Creek Builders will repair the door as necessary to meet the guidelines.

Observation: A door edge is not parallel to the door jamb

Performance Guidelines: When Country Creek Builders install the door frame and the door, the door edge shall be within 3/16" of parallel to the door jamb

Corrective Measure: Country Creek Builders will adjust the door as necessary to meet the guidelines.



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Observation: A door swings open or closed by the force of gravity

Performance Guidelines: Doors shall not swing open or closed by the force of gravity alone.

Corrective Measure: Country Creek Builders will adjust the door as necessary to meet the guidelines.

Observation: Interior doors do not operate smoothly

Performance Guidelines: Doors shall operate and move smoothly with limited resistance.

Corrective Measure: Country Creek Builders will adjust or repair door operation to meet the guidelines.

Observation: A door knob or latch does not operate smoothly

Performance Guidelines: A door knob or latch should not stick or bind during operation.

Corrective Measure: The contractor will adjust, repair or replace knobs or latches that are not damaged by abuse one time.

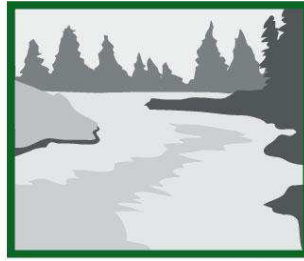
Trim and Moldings:

Observations: There are gaps at non mitered trim and molding joints

Performance Guidelines: Openings at joints in trim and moldings and at joints between moldings and adjacent surfaces shall not exceed 1/8-inch in width at the time of installation.

Corrective Measure: Country Creek Builders will repair joints to meet the performance guidelines.

Observation: Nails are not properly set or, where puttied, nail holes are not properly filled.



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Performance Guidelines: Setting nails and filling nail holes are considered part of the painting and finishing. After finishing, nails and nail holes shall not be readily visible from a distance of 6 feet under normal lighting conditions. After painting or staining, putty colors will not exactly match variations in wood color.

Corrective Measure: Where Country Creek Builders is responsible for painting, we shall take action necessary to meet the performance guidelines.

Observation: Trim or molding mitered edges do not meet

Performance Guidelines: Gaps between mitered edges in trim and molding shall not exceed 1/8" gap at the time of installation.

Corrective Measure: Country Creek Builders will repair gaps that do not meet the performance guidelines. Caulking or puttying with materials compatible to the finish is acceptable.

Observation: Interior trim is split

Performance Guidelines: Splits, Cracks and checking greater than 1/8" in width are considered excessive

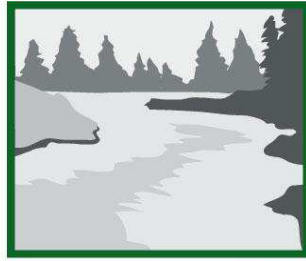
Corrective action: Country Creek Builders will repair the affected area one time only to meet the performance guidelines.

Observation: Hammer marks are visible on interior trim.

Performance Guidelines: Hammer marks on interior trim shall not be readily visible from a distance of 6 feet under normal lighting conditions.

Corrective Measure: Country Creek Builders will fill hammer marks and refinish or replace affected trim to meet the performance guidelines. Refinished or replaced areas may not match surrounding surfaces exactly.

CABINETS:



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Observation: Cabinets do not meet the ceiling or walls

Performance Guidelines: Gaps greater than 1/4" in width are considered excessive

Corrective action: Country Creek Builders will repair the gap with putty, caulk or scribe moldings, or will reposition/reinstall cabinets to meet the performance guidelines.

Observation: Cabinets do not line up with each other

Performance Guidelines: Cabinet faces more than 1/8-inch out of line and cabinet corners more than 3/16-inch out of line are considered excessive.

Corrective action: Country Creek Builders will make the necessary adjustments to meet the performance guidelines.

Observation: A cabinet door or drawer binds

Performance Guidelines: Cabinet doors and drawers shall open and close with reasonable ease.

Corrective action: Country Creek Builders will adjust or replace cabinet doors or drawers as necessary to meet the performance guidelines.

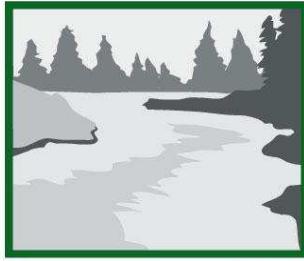
Observation: A cabinet door or drawer will not stay closed

Performance Guidelines: The catches or closing hardware for cabinet doors shall be adequate to hold the doors in a closed position.

Corrective Measure: Country Creek Builders will adjust or replace the door catches or closing hardware as necessary to meet the performance guidelines.

Observation: Cabinet doors or drawers are cracked

Performance Guidelines: Panel and drawer fronts shall not crack.



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Corrective action: Country Creek Builders will replace or repair cracked panels and drawer fronts. No contractor action is required if the cracked drawer fronts or panels result from the consumers abuse.

Observation: The cabinet units are not level

Performance Guidelines: Individual cabinet should not have a deviation of more than 3/16-inch out of level.

Corrective action: Country Creek Builders will level cabinets to meet the performance guidelines.

Observation: Cabinet doors do not align when closed

Performance Guidelines: Gaps between cabinet doors should not exceed 1/8-inch

Corrective action: Country Creek Builders will adjust doors to meet the performance guidelines.

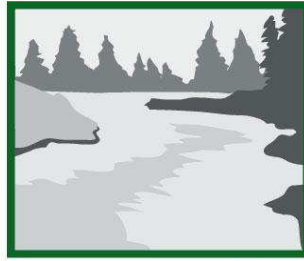
COUNTERTOPS:

Observation: Solid surface or granite countertops are visibly scratched

Performance Guidelines: At the time of substantial completion of the project, solid surface countertops shall be free of scratches visible from 6 feet under normal lighting conditions.

Corrective action: Country Creek Builders shall repair scratches in the countertop to meet performance guidelines.

Observation: A countertop is not level



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Performance Guidelines: Countertops shall be no more than 3/8-inch in 10 feet out of parallel with the floor. For projects where the floor is out of level, the countertop may be installed proportionately out of level.

Note: When Country Creek Builders is installing new countertops on existing cabinets, the levelness of the existing cabinets will determine the levelness of the countertops.

Observation: Granite, marble, stone or solid surface countertop is cracked at the time of substantial completion

Performance Guidelines: Cracks great than 1/32-inch in width are considered excessive.

Corrective Measure: If the crack is found to be caused as a result of faulty installation or product, Country Creek Builders will repair or replace the countertops. Patching or caulking is an acceptable repair.

Observation: The granite or solid surface countertop has texture or color variation.

Performance Guidelines: Color variations are acceptable. Country Creek Builders has no responsibility for countertop texture or color variations when the consumer selects the material.

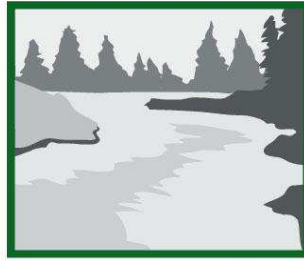
Observation: Granite, marble or solid surface countertop is chipped at the time of substantial completion of the project.

Performance Guidelines: Chips greater than 1/32-inch in width are considered excessive.

Corrective action: Country Creek Builders will repair or replace affected areas to meet the performance guidelines.

INTERIOR WALL FINISH

Observation: Cracks are visible on a finished wall or ceiling.



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Performance Guidelines: Cracks shall not exceed 1/16-inch in width

Corrective action: One time only, Country Creek Builders will repair cracks exceeding 1/16-inch in width. Country Creek Builders will touch-up paint on repaired areas if Country Creek Builders was responsible for the original interior painting. A perfect match between original and new paint cannot be expected and Country Creek Builders is not required to paint an entire wall or room.

Observation: A nail pop, blister or other blemish is visible on a finished wall or ceiling.

Performance Guidelines: Any such blemishes that readily visible from a distance of 6 feet under normal lighting conditions are considered excessive.

Corrective Measure: One time only, Country Creek Builders will repair such blemishes. Country Creek Builders will touch-up paint on repaired areas if Country Creek Builders was responsible for the original interior painting. A perfect match between original and new paint cannot be expected, and Country Creek Builders is not required to paint an entire wall or room.

Observation: Cracked corner bead, excess joint compound, trowel marks or blister in tape joints are observed on drywall surface.

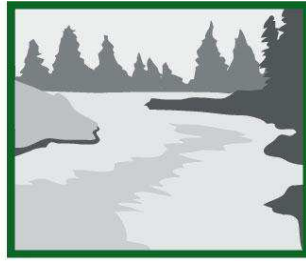
Performance Guidelines: Defects resulting in cracked corner bead, trowel marks, excessive joint compound or blisters in tape are considered excessive.

Corrective action: Country Creek Builders shall repair the affected area of the wall to meet the performance guidelines one time with-in the warranty period.

Observation: Joints protrude from the surface

Performance Guidelines: Any joint that is visible from a distance of 6 feet under normal lighting conditions are considered excessive.

Corrective action: One time only, Country Creek Builders will repair the affected areas.



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Observation: The texture of gypsum wallboard does not match.

Performance Guidelines: Any variations that are readily visible from a distance of 6 feet under normal lighting conditions are considered excessive.

Corrective action: Country Creek Builders will repair the area to meet the performance guidelines.

Observation: Drywall is cracked

Performance Guidelines: Drywall cracks greater than 1/16-inch in width is considered excessive.

Corrective Action: One time only, Country Creek Builders will repair cracks and touch up paint in affected areas. The texture and paint color may not exactly match the existing texture and paint color.

PAINT, STAIN, and VARNISH

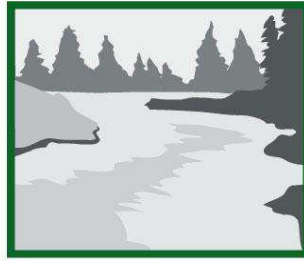
Observation: Interior paint does not "cover" the underlying surface

Performance Guidelines: The surface being painted shall not show through new paint when viewed from a distance of 6 feet under normal lighting conditions.

Observation: Brush marks show on interior painted surfaces

Performance Guidelines: Brush marks shall not be readily visible on interior paint when viewed from a distance of 6 feet under normal lighting conditions.

Corrective Action: Country Creek Builders will refinish as necessary to meet the performance guidelines.



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Observation: Interior painting, staining or refinishing does not match original surface areas in home.

Performance Guidelines: A perfect match between original and new paint or stain cannot be expected.

CARPETING:

Observation: Carpet does not meet at the seams

Performance Guidelines: It is **not unusual** for carpet seams to show. However, a visible gap at the seams is considered excessive.

Corrective Action: If the carpet was installed by Country Creek Builders, We will eliminate visible gaps at carpet seams.

Observation: Carpeting stretches or loosens.

Performance Guidelines: When Stretched and secured properly, wall to wall carpeting installed as the primary floor covering shall not come up, loosen, or separate from the points of attachment.

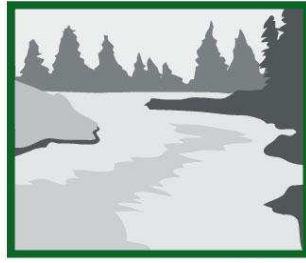
Corrective Measure: If the carpeting was installed by Country Creek Builders, we will re-stretch or re-secure the carpeting to meet the guideline.

Observation: Carpeting is faded or discolored.

Performance Guidelines: Fading or discoloration of carpet is the manufacture's responsibility.

Discussion: Fading or discoloration may result from the consumers spilling liquids on the carpet, exposure to sunlight, of the consumer's failure to properly maintain the carpet.

Observation: Dead spots are observed in padding area below the carpet surface.



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Performance Guidelines: Carpeted areas shall have full coverage of padding consistently throughout the flooring area.

Corrective Measure: Country Creek Builders will repair/replace padding in the affected areas to meet the performance guidelines.

WOOD FLOORING:

Observations: Gaps exist between strip hardwood floor boards.

Performance Guidelines: Gaps between strip hardwood floor boards shall not exceed 1/8-inch at the time of installation.

Corrective Measure: Country Creek will repair gaps that do not meet the guidelines.

Discussion: Proper repair can be affected by filling the gap. Relative humidity in the home can cause noticeable fluctuations in gaps between floor boards. This is a common phenomenon in climates and areas of the home that experience significant shifts in humidity. The home owner is responsible for maintaining proper humidity levels in the home.

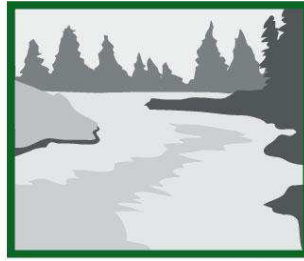
Observation: Excessive lippage is observed at the junctions of prefinished wood flooring products.

Performance Guidelines: Lippage greater than 1/16-inch is considered excessive.

Corrective Measure: Country Creek Builders will repair lippage in the affected areas to meet the performance guidelines.

Observation: Voids are observed in the floor finish.

Performance Guidelines: Voids that are readily visible from a distance of 6 feet under normal lighting conditions are considered excessive.



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Corrective Measures: Country Creek Builders will repair the floor finish in the affected area(s) to meet the performance guidelines.

Observation: Hardwood flooring has buckled from the substrate.

Performance Guidelines: Hardwood floor should not become loose from the substrate.

Corrective Measures: Country Creek Builders will repair the affected area to meet the performance guidelines.

Observation: Excessive knots and color variations are observed in strip hardwood flooring.

Performance Guidelines: Country Creek Builders will install the grade of hardwood specified for the project. All wood should be consistent with the grading stamp as specified.

Discussion: Hardwood is a natural product and consequently can be expected to exhibit variations in color, grain and stain acceptance.

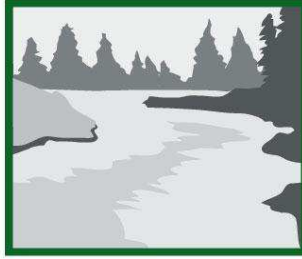
Tile and Stone Flooring:

Observation: Tile or stone flooring is broken or loose.

Performance Guidelines: Tile or stone flooring shall not be broken or loose.

Corrective Measure: Country Creek Builders will replace broken tiles and stone flooring, and re-secure loose tiles or stone unless the flooring was damaged by the home owners actions or negligence. Country Creek Builders is not responsible for discontinued patterns or color variations when replacing tile.

Observation: Cracks are observed in the grouting of tile joints of at the junctures with other materials – such as bathtubs or floor thresholds.



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Performance Guidelines: Cracks in grouted of ceramic tile joints commonly results from normal shrinkage conditions. Cracks that result in loose tiles or gaps in excess of 1/16-inch shall be repaired.

Corrective Measure: Country Creek Builders will repair grouting, if necessary, one time only. Country Creek Builders is not responsible for color variations or discontinued colored grout. The homeowner is responsible for re-grouting these joints after Country Creek Builders one time repair.

Observation: There is excessive lippage of adjoining ceramic tile floors.

Performance Guidelines: Lippage greater than 1/16-inch is considered excessive, except where the materials are designed with an irregular height (such as hand- made tile)

Corrective Measure: Country Creek Builders will repair lippage in the affected area to meet the performance guidelines.

Observation: A grout or mortar joint is not a uniform color

Performance Guidelines: After the grout has cured, any color variations that is readily visible from a distance of 6 feet under normal lighting conditions is considered excessive.

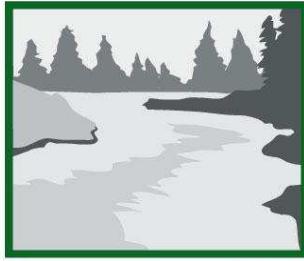
Corrective Measure: One time only, Country Creek will repair the joint to meet the performance guidelines.

Project:

Date:

Homeowner's signature

Daniel Drenckhahn, President
Country Creek Builders Inc.



COUNTRY CREEK
BUILDERS

Design, Build, Remodel, Finish
www.CountryCreekBuilders.com

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