

WATERVIEW HOMES OURAY HOMEOWNER WELCOME GUIDE

VERSION- December 2024

Congratulations and welcome to Waterview Homes!

We are excited to welcome you to your new home. This is a guide in which you will find relevant information on your home and items required to complete your move in process. We have also created a folder with your property with a variety of key documents pertaining to your new property, and will send a link to this folder via email. **Please take the time to read through the information below prior to reviewing the contents of your folder, there is key information here and actions that must be taken.** We have worked hard to build these homes, and we are so excited to finally welcome you as a homeowner.

By now, you should have received your keys at closing and scheduled a move in date, or perhaps you have already moved in! Whatever the case, we are always available for questions during your move. Please contact us at Rural Homes anytime with questions. We can be reached at: info@ruralhomesproject.co

Whether we talk to you tomorrow, next week, or in a year or two, we hope that you enjoy your new home for years to come!

Sincerely,

Rural Homes Team
Paul, Sheamus, Trevor and Dylan

NEXT STEPS:

We ask that you please contact the local utility providers to set up your billing and accounts. Their contact information is below.

HOME WARRANTY INFORMATION:

For more pressing home emergencies (e.g. broken plumbing), please see the contacts below in this document and reach out to them/us immediately. Your home warranty information is contained in Addendum B of your purchase and sale agreement (included in your lot folder and on file with the title company.) Ouray Homes provides a home builder industry standard one year home construction warranty. If something in your home is not quite right, please first review Addendum B of your contract and then if you determine you would like to file a claim, submit your issue with photos to info@ruralhomesproject.co. You should also register your home for its 2-10 Modular Structural Warranty ([which can be found here](#)). Generally, any warranty claims or issues with the homes should be addressed within the following timelines:

Pre-closing walk through/orientation: Before you close, we will schedule a walk-through and orientation of the home with you. This will be a good time for you to inspect the home and bring up any concerns you may have.

30-day after claim submission deadline: In the month after you move in, if you have any issues with your home, please first read through the information below to see who to contact, and if you are still unsure, reach out to us at info@ruralhomesproject with a comprehensive list with photos of your claim/s.

11-month after closing submission deadline:

If you identify significant drywall cracking or other aesthetic shifts within the first year of living in your home that you believe to be a result of poor workmanship, you have 11 months to bring these concerns up, and they will be addressed in bulk on a date not yet scheduled by Rural Homes

IMPORTANT ADDITIONAL/CONTACT INFORMATION:

There were a lot of different parties that came together to make Waterview Homes a reality. If you are unsure who specifically to reach out to, please get in touch with us. We can be reached at: info@ruralhomesproject.co Otherwise, we have listed out some important contacts here for you to get in touch with directly:

Electric/Power Company:

Power is supplied by San Miguel Power Association (SMPA). **You must set up your account with them immediately after closing.** If you have any questions about setting up your account or about your electrical bills, please reach out to them directly. These are all electric homes, there is no natural gas mainline in the vicinity.

San Miguel Power Association

w: <https://www.smpa.com/>

e: memberservice@smpa.com

p: (970) 864-7311

Deed Restriction and Re-Sale Information:

For deed restriction, rental and sale inquiries and information such as how to document home improvements, please contact Impact Development Services (IDS), if they are not available reach out to the City. Attached in your folder are the Waterview Homes Deed Restriction Guidelines and summary, but for the most up to date information visit IDS's website. This will have information about ongoing compliance requirements, and an outline for selling your house if you need to in the future. Get in touch with the Housing Authority at any time with additional questions.

Impact Development Services

w: <https://impactdf.org/home-page/impactdevelopmentservices/>

e: lottery@impactdf.org

p: (970) 494-2021

Solar Panel Tariff On Bill Financing:

For information or questions regarding the *billing for your PV offset repayment program that SMPA cannot answer*, please contact our friends at the Colorado Clean Energy Fund (CCEF). We will include further information on this on-bill financing program in your folder/it will be with the title company:

Colorado Clean Energy Fund

w: <https://cocleanenergyfund.com/>

e: info@cocleanenergyfund.com

p: (970) 275-8482

Solar Panels:

There is no built-in storage or battery bank for your solar panels, they are tied to the grid with your home. The solar panels work by bypassing the meter and offsetting what your house uses in electricity, while the excess energy your panels generate gets credited by SMPA, in a process called "net metering". If you would like, someone from C.A.M Electric can give you an introduction to your system, show you the circuits, and introduce you to the app that monitors production. There is a 25-year warranty on your panels, and a 2-year warranty on the installation. You can find an owners manual for your Solar System in your folder. If you think there is an issue with your rooftop solar array, please get in touch with C.A.M Electric

C.A.M Electric Inc.
W: <https://www.camelectric.us/>
p: (970) 249-6617

Heat Pump/HVAC system:

Your home comes with an air-source heat pump and mini-split distribution units in each room, which will provide efficient heating and an added benefit of air conditioning when it's warm. Each mini-split in your home connects to the condenser unit outside. There is a 10-year warranty on your system. If you are having issues with your heating/cooling system, reach out to Rural Homes at info@ruralhomesproject.co. The installer of the system was Cooling's Heating & Air Conditioning based out of Montrose, but Fading West (the factory) supplied the unit. It's best to reach out to Rural Homes first to determine which party to contact. We also recommend you read about your mini split system and its maintenance/upkeep.

Plumbing System:

The plumbing on your house was primarily installed in the factory, but was connected on site by subcontractors and inspected by State officials. If you have any significant leaks or plumbing issues you determine to be a result of poor workmanship, reach out to us at info@ruralhomesproject.co and we will work to get these addressed as soon as possible.

Electric Vehicles:

Every home is pre-wired to be ready for an electric vehicle charging station if you desire to purchase an electric vehicle in the future. If you have a garage, the port will be available in the garage, otherwise it will be near/on your porch on the driveway side of the unit.

Appliances:

All appliances aside from your water heater have been installed by Western Slope Appliance and include a standard one year warranty. If you are having any issues with your appliances, contact Western Slope Appliance with the information below. If you are having issues with your **water heater**, reach out to General Electric to schedule maintenance with their warranty department, or Rural Homes.

Western Slope Appliance
w: <https://www.westernslopeappliance.com/>
e: sales@westernslopeappliance.com
p: 970-249-4596

Information on the Installed Electrical Components of the Home:

Bathroom Fan Timer Installation and User Guide:
<https://drive.google.com/file/d/1p032XB9z1iafBaW7GRcxWII7SoQtCjPC/view?usp=sharing>

All Other Home Component Information (paint colors, materials, etc.) can be found in the "Specification Sheet" in your folder.

City of Ouray Water and Sanitary Sewer Services:

Potable Water and Sewer for your home are provided by the City of Ouray. Please refer to their website for relevant information, forms, and service fees. Please also get in touch with the City for any questions about your taxes, street maintenance, and other neighborhood questions.

w: <https://www.cityofouray.com/>
p: (970) 325-7211

Trash Collection Services:

If you would like to sign up for weekly trash pick up, please call Bruin Waste at 1-800-559-2149. Otherwise, please refer to the [City utilities website page](#) for information on recycling and other waste disposal.

Internet Service:

Your home comes pre-wired with fiber internet from Clearnetworx! Call them below upon moving in to set up an account and get online. Be sure to ask them about any discounts applicable to the Waterview neighborhood, as they offered to give Waterview Residents the first two months of service for free. Additionally, for residents who have a household income below 80% AMI, Clearnetworx is offering an additional \$20 off per month on the service of your choice. If you believe you qualify, call the number below to set up your account and apply the discount. For additional information, please visit their website or get in touch with them:

Clearnetworx:
w: <http://clearnetworx.com/>
e: info@clearnetworx.com
p: (970) 240-6600

Shared Maintenance:

Your home may share a common partition wall with another house - referred to as a "party" or "parti" wall. This is common with residential construction and provides well established legal protection for you. Please refer to Addendum A of your purchase agreement for more information.

Home Capital Improvements and Fences:

Because there is no homeowners association (HOA) in Waterview Homes, each homeowner is free to improve the interior and exterior of their home as they would like, as long as they are complying with local and regional building codes and regulations and acquiring proper permitting. More information on these regulations can be found through the town building department with the following [link](#). You can also try calling the City for clarification at (970) 325-7211.

In order to capture the value of any capital improvements in the Maximum Sales Price of your home you MUST document them with the Housing Authority prior to construction (see the Deed Restriction Information for more information).

If you want to build a **fence** around your property, we recommend discussing this with your neighbors first, and then **discussing the location with the City regarding any permitting and potential concerns with easements**. The title company has information on official lot line boundaries, but there is also a site plan in your folder.

Crawlspace and Radon Mitigation:

The Crawlspace is where the **main water shutoff** for the house is and can be accessed in the utility closet. Radon: the plastic film in your crawl space is taped to the stem wall foundation and vents radon (a sometimes naturally occurring gas in soils in Ouray) out of the roof. We recommend trying not to damage this surface. This crawlspace is conditioned, but is not an occupiable space.

USPS Mail

There will be no mail boxes on the homes and those who wish to receive USPS mail in Ouray must set up a PO Box with the Post Office.

Homeownership & Financial Counseling:

Please look into the following statewide resources for new Homeowners!

[Colorado Housing and Finance Authority \(CHFA\) Financial Advice page](#)
[Department of Local Affairs Housing Counseling Assistance Program](#)

In the event of an emergency, always call 911 first

