

# **Guide To Customer Care**



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## **CUSTOMER CARE ORIENTATION**

Welcome to your new Cresleigh Home! By now, you have completed your New Home Orientation, your purchase transaction has successfully “closed escrow” and you have taken possession of your new home. While we have made our best efforts to prepare the home for your immediate move-in, there may be a few items that still require our attention. These may be items that were noted during your Orientation or items that appear during the limited warranty period.

For specific warranty information, we recommend that you refer to the Fit & Finish Warranty and Customer Care Procedures in the set of documents given to you at the time of your home purchase, plus another duplicate set during your New Home Orientation. These duplicate documents given to you at Orientation should include a copy of the Maintenance Manual, a bound booklet that contains the Fit & Finish Warranty, Customer Care Procedures, Alternative Non-Adversarial Procedures, Binding Dispute Resolution Procedures, and Enhanced Protection Agreement. In addition, you should receive various manufacturers’ manuals and the Guide To Manufactured Product Warranty & Operation Manuals, which contains manufacturers’ information for appliances and other items that are warranted directly by the manufacturer.

For your convenience, we have outlined below our policy regarding service offered by our Customer Care Department. You may want to keep this document handy as a helpful reference for future use. Should you have any questions about our policy, please feel free to call our Customer Care Department at (800) 978-8945.

### **All Service Requests Must Be in Writing**

In order to properly track and respond to homeowner service requests, we must receive such requests in writing on the Service Request Form at the following address: Cresleigh Homes Customer Care, 3005 Douglas Blvd., #110, Roseville, CA 95661. For your convenience, requests may be sent via facsimile to (844) 978-8948. Verbal requests cannot be processed except in the event of an emergency. You will find a blank Service Request Form in the back of this guide.

### **Emergency Situations**

An emergency is any situation that may endanger lives, health or property unless corrected immediately. Examples are water leaks that require the main water service to be shut off, total loss of electrical service, total stoppage of the sewer system (within 30 days of move-in) and complete loss of heat. In the event of an emergency, please contact the appropriate subcontractor listed on the Useful Telephone Numbers list included in this guide, or contact our Customer Care Department. For further discussions on emergency service and after hour customer care, please review the section on After Hours Emergency Service in this guide.

### Manufacturers' Warranties

For items such as appliances covered by a manufacturer or supplier warranty, we ask that you contact that company directly for more immediate service. You will find various useful information in the Guide to Manufactured Product Warranty & Operation Manuals. Some key manufacturer contact phone numbers are included in the Useful Telephone Numbers list in this guide. If the manufacturer or supplier fails to fulfill its obligations, we'll do our best to work with you to obtain satisfaction.

### Permission to Enter During Regular Business Hours

All homeowner service requests will be handled during our regular business hours, which are Monday through Friday 9 a.m. to 4:30 p.m. (excluding holidays). We must have the homeowner's permission to enter the property during those hours in order to perform any agreed-upon work. For convenience, you may provide a key to our Customer Care staff for access when no one is at home (we will also need your written authorization to enter the property in your absence, and any animals or alarms must be secured). As an alternative, you may want to inform us of certain times when someone will be home to provide us access during our regular business hours. In either event, we must have reasonable access to the property during the hours stated above or we will not be responsible for completing the requested work. Evening and/or weekend appointments cannot be accommodated.

### Completion of Orientation Items

Specific items noted during your New Home Orientation and recorded on the Final Walk-through and Buyers Acceptance agreement will be completed as soon as reasonably possible. Our field staff and subcontractors will make their best efforts to complete such items within 30 days. Should any such items be outstanding after 30 days, please feel free to call our Customer Care Department.

### Items Noted Within 30 Days of Escrow Closing

As you settle into your new home, you may notice a few warrantable items that might have been missed at the New Home Orientation or that appeared afterwards. For your convenience, we recommend that you list all items discovered within the first 30 days after close of escrow on one Service Request Form and send the form to us at the end of the 30-day period. Once your request has been received, our Customer Care staff will contact you within seven days to schedule an inspection. After the inspection, our staff and subcontractors will make their best efforts to complete all warrantable items within 30 days. Should any such items be outstanding after 30 days, please contact our Customer Care Department.

### Items Noted Within One Year of Escrow Closing

While most warranty issues will be noticed within 30 days after move-in, warrantable items may appear after 30 days and prior to the expiration of the one-year warranty period. Unless such items are considered an emergency, we request that you note the items on a second Service Request Form and send the form to us 11 months after the close of escrow (just prior to your one-year anniversary date). This policy will be strictly enforced to minimize inconvenience to you and to allow our subcontractors and staff to address your needs in an efficient manner without multiple service trips. Upon receipt of your request, our Customer Care staff will contact you within seven days to schedule an inspection. After the inspection, our staff and subcontractors will make their best efforts to complete all warrantable items within 30 days. Should any such items be outstanding after 30 days, please contact our Customer Care Department.

### Items Covered Under the Enhanced Protection Agreement

Although the Fit & Finish Warranty expires one year after close of escrow, your home is covered by 46 standards under the Enhanced Protection Agreement. These standards are subject to statute of limitation less than 10 years or shorter periods for individual standards. Service items after the first year should be submitted to our Customer Care Department on the Service Request Form within 30 days of homeowner's discovery of the condition requiring attention.

### Regular Homeowner Maintenance

Regular maintenance is the best way to keep your home in top shape. While Cresleigh Homes will make every attempt to resolve warranty issues, homeowners have a responsibility in this area also. For your convenience and information, we have prepared a Maintenance Manual for your use. By following the maintenance information and performing the necessary precautionary care, you can extend the life of your home investment and reduce repair expenses.

### Alteration of Grading and/or Drainage

Cresleigh Homes has taken great care to complete the final grading of your homesite according to engineering specifications and local building codes. Such grading ensures that all water will drain away from the house foundation and flow to the street or into drainage inlets. The grading usually includes ditch-like areas called drainage swales, and sometimes includes underground drains.

Homeowners are encouraged to landscape their property as soon as possible after move-in to prevent ponding and erosion of soil that could adversely affect the performance of existing swales or drains. When designing and installing your landscaping, it is extremely important that the final grade and drainage patterns are not altered. Using the services of a licensed landscape designer/installer is highly recommended to avoid potential damage to your property or your neighbors' property. Also, be sure to keep all swales, underground drain and drainage inlets free of debris to ensure proper water flow. Please note that, on terraced lots with retaining walls, some groundwater seepage may occur and is considered normal.

### Dispute Resolution

For any disputes that may arise from customer care or other issues, please follow the Alternative Non-Adversarial Procedures. If necessary, use the Binding Dispute Resolution Procedures to resolve these disputes.

### Commitment to Quality and Service

We are providing this information to you today because we want you to know how we will fulfill our commitment to quality and service to you. Our hope is that you will be very satisfied with your new Cresleigh home, and that you will refer family, friends and other prospective buyers to us in the years ahead. Thank you for the privilege of building your home.

## **AFTER HOURS EMERGENCY SERVICE**

In the event you have an urgent question or if you have an after hours emergency and cannot reach the appropriate Subcontractor on the list of Useful Phone Numbers in this guide, Cresleigh's on-call program puts you in touch with a Cresleigh Homes Customer Care staff member.

### **WHAT IS AN EMERGENCY?**

Cresleigh defines an emergency as a situation in which the home is unusable or unlivable. Examples of situations where these procedures should be used are as follows:

- Whole house electrical failure. If your entire home is without electric power (First, check with neighbors to make sure it is not a utility company related problem). In the event there is only a partial loss of power, it must include the heating or cooling system in extreme temperature situations, or the kitchen where food refrigeration and cooking is not possible.
- Plumbing leaks from under the foundation, walls or attic space requiring that the water main be shut off at the side of the house. Non-emergency plumbing issues that can be reported during normal business hours are as follows: A leaking plumbing fixture (The valve to the supply line of a leaking plumbing fixture can be shut off to stop the water to the leak). An irrigation leak (Lawns and shrubbery can be hand watered). A drain leak (You can stop using the fixture).
- Complete sewage backup (That affects all toilets). Remove the cover at the front of the house marked sewer (Closest to the house) and remove the cap to the sewer clean out. This will temporarily relieve the pressure to the sewer system.
- A natural gas leak. If you smell a gas leak, open all the windows and leave the house. Call the fire department from another location.
- Air Conditioning/Heating not working when the exterior temperatures reach extremes. Call the Heating and Air Conditioning company directly.
- Please note that water intrusion into the interior of the home from any source should be reported immediately.

For an after hours emergency, the homeowner again should make every attempt possible to contact the appropriate original Cresleigh Subcontractor using the contact information provided. However, this is not always possible. In the event that the appropriate Cresleigh Homes Contractor cannot be contacted, our on-call customer care representative should be contacted.

A Cresleigh Homes customer care representative is on call during non-business hours and can be reached via a paging service by calling **(916) 506-6411**. Cresleigh's on-call personnel should respond within a short time of being paged and will advise you, or help in any fashion available in the given situation. In some situations, the on-call representative may simply authorize the use of an outside contractor. In situations where the homeowner must pay the outside contractor for this authorized emergency response on a warrantable issue, a receipt must be presented for reimbursement for this expense. Expense will not be reimbursed unless the work is done by a Cresleigh authorized contractor on a warrantable emergency.



## SERVICE REQUEST FORM

Community: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Lot: \_\_\_\_\_ Plan: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Best time to contact? \_\_\_\_\_

Permission to enter in my absence:             Yes             No

Service Request type:             30-day             11-month             Other

Description of work requested (please print; if more than 7 items, attached separate sheet):

ITEM	LOCATION	DESCRIPTION
1.		
2.		
3.		
4.		
5.		
6.		
7.		

\_\_\_\_\_  
Homeowner's Signature

\_\_\_\_\_  
Date

MAIL OR FAX TO:    Cresleigh Homes Corporation, Customer Care Department  
 3005 Douglas Blvd., # 110, Roseville, CA 95661  
 Phone: (844) 978-8945            Fax: (844) 978-8948

## SERVICE REQUEST FORM

Community: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Lot: \_\_\_\_\_ Plan: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Best time to contact? \_\_\_\_\_

Permission to enter in my absence:             Yes             No

Service Request type:             30-day             11-month             Other

Description of work requested (please print; if more than 7 items, attached separate sheet):

ITEM	LOCATION	DESCRIPTION
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\_\_\_\_\_  
Homeowner's Signature

\_\_\_\_\_  
Date

MAIL OR FAX TO:    Cresleigh Homes Corporation, Customer Care Department  
                                  3005 Douglas Blvd., # 110, Roseville, CA 95661  
                                  Phone: (844) 978-8945            Fax: (844) 978-894