

Transition To Customer Care

CHAPTER

During the process of building your new T.W. Lewis home, you've probably spent considerable time with your Field Manager, and we're confident you'll also have developed a good working relationship.

To ensure a smooth transition after you've moved into your new home (and to help with any unforeseen issues that may arise), your Field Manager retains responsibility for your home for 30 days after you move in.

Your Customer Care Representative will contact you to schedule your 30-day Review, to be held 30 days after close of escrow. The purpose of this review is to discuss any items requiring our attention discovered after move-in. Both your Field Manager and your Customer Care Representative will be present at this review to ensure a smooth transition as you settle into your new home.

It is important that any remaining scratches, cracks, chips, stains or defects in sinks, tubs, plumbing fixtures, countertops, cabinets, glass, flooring, appliances, doors, trim and hardware should be noted during your 30-day Review. Warranty coverage for these items may be affected if not identified at this time.

Thirty days after closing, responsibility for your home will transition from your Field Manager to your Customer Care Representative.

On the following pages, you'll learn more about what to expect in terms of Warranty Service on your new home, including scheduled service calls, how to request service, and what to do in emergency situations.

Milestone

30-DAY REVIEW

- Held 30 days after close of escrow.
- Discuss any items needing attention.
- Both your Field Manager and Customer Care Representative will be present.

Scheduled Warranty Review

To help ensure your satisfaction, a proactive Warranty Review will be conducted for your home at 11-months after move-in. In advance of your scheduled review time, our Customer Care department will contact you to schedule your 11-month Review. Reviews normally take 1-2 hours to complete and are scheduled during normal weekday hours. We'll work around your schedule as much as possible, but we regret that weekend or evening appointments are not possible.

Your **11-month Review** is designed to identify items needing attention, and to schedule the appropriate repair work. In addition, your 11-month Review provides an opportunity to ensure that deficiencies are identified and repaired prior to the end of any applicable warranty period.

We recommend that you maintain a list of any items you notice that need attention in the time leading up to your 11-month Review. Our experience has shown that the vast majority of items needing repair are relatively minor in nature, and taking care of them at one time is much more efficient for everyone.

Milestone

11-MONTH REVIEW

- Occurs eleven months after closing.
- At your new home with your Customer Care Representative.
- Usually takes 1-2 hours, during normal weekday hours.
- Customer Care will contact you to schedule.

Interim Service Requests

If a needed repair or service is such that it cannot wait for the 11-month Review, we ask that you submit a Homeowner Service Request through our Customer Care department. This request should include your name, address, home and office telephone numbers, closing date, and a detailed description of the problem needing attention.

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A few points to remember about Warranty Service:

Whenever possible, try to keep a list of minor repairs for your 11-month Review.

In cases where Warranty Service repair work is performed, we will ask you to inspect the work and sign the work order indicating that the work has been satisfactorily completed.

For your own protection and privacy, we do not permit workers into your home if you are not present, and ask your help in coordinating schedules.

Service requests can be submitted by:

PHONE: To submit a request via phone, call 480-768-4964 during normal business hours, and ask for our Customer Care Department.

MAIL: To submit a request via regular mail, send the request to:

T.W. Lewis
Attn: Customer Care Department
850 West Elliot Road, Suite 101
Tempe, AZ 85284

E-MAIL: To submit a request via e-mail, send your request to ccare@twlewis.com

ONLINE: To submit a request via www.twlewis.com, go to "Homeowner's Corner" and click on "Customer Service Request."

After receiving your Service Request, the proper method for correcting the problem will be determined. Our Customer Care department will then contact you (usually the next business day) to schedule an appointment with our staff or our trade contractors, as appropriate.