

# WALK THROUGH PROCEDURE AND WARRANTY SERVICE CLAIMS

Dear Homeowner:

We believe the cornerstone of good customer service is communication. In our effort to provide you with the best possible customer service, we will ask that you meet with one of our members at Vigil Construction for a series of scheduled walkthrough appointments, and initial evaluation appointments for each warranty claim you submit for your new home.

## Walkthrough Schedule

A series of walkthrough appointments with Vigil Construction are designed to make sure that your home is delivered complete and that any defects/flaws related to the construction of the home that are discovered within the first year of ownership are corrected. The walkthrough schedule will be as follows:

- Orientation : This appointment will be approximately 7 days before the close of escrow, "COE". Our Representative will walk though the home with you and verify that the home has been delivered complete and that any potential "punch-list" items are identified and documented. Before COE, we will address as many of the repair items as possible and will request a final sign-off appointment 1 day before COE. Any outstanding items not completed at that time will be finished as soon as possible.
- 12 Month Review: Prior to the Twelve months from the COE, Owner may contact our Representative to address or identify any potential new warranty items that need to be reviewed and corrected.

## Warranty Service Claims

Once the assessment of your claim is complete, and if the Contractor's representative has permission to enter your home, you will not need to be present for repairs. If you have not provided access to your home for repairs, then we will schedule all repair work directly with you for normal business hours and you will need to be home to provide entry to us.

By reviewing your claim with you personally, your Customer Service Representative will be able to understand your concerns more clearly. This will also provide both you and your Service Representative a chance to discuss the necessary repairs to be done and answer any questions you may have regarding your new home.

Thank you for purchasing one of our homes. We look forward to being of service to you.

## PROCEDURE FOR WARRANTY SERVICE CALLS

Our normal working hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. It is in Vigil Construction's policy not to accept service requests over the telephone, except in emergencies. Emergencies are those situations that, if left unattended for an extended period of time, could cause extensive or irreparable damage; such as a major plumbing leak or stoppage, or a major roof leak with interior damage likely.

### EMERGENCY SERVICE REQUESTS

Monday through Friday 9:00 am - 5:00 pm

**If an emergency occurs after working hours homeowner should contact an appropriate service to stabilize the emergency.**

The following conditions are considered to be emergencies:

1. Total stoppage of the plumbing sewer system within 30 days after occupancy
2. A water leak that requires the ENTIRE water service to be shut off to avoid serious damage to buildings or furnishings.
3. Total furnace failure (during cold weather).
4. Total electrical failure (not PG&E related)
5. A serious roof leak permitting the flow of water to enter the house and possible damage to occur.

### NON-EMERGENCY SERVICE REQUESTS

For the Customer Service Department to properly document and expedite requests for warranty service, we ask that all non-emergency requests be emailed to [warranty@hightown-townhomes.com](mailto:warranty@hightown-townhomes.com). Clearly state each item of warranty service you require on the warranty claim form found in your walkthrough folder.

Please include: Name

Address:

Telephone numbers (work and home)

Forward the warranty claim to: [warranty@hightown-townhomes.com](mailto:warranty@hightown-townhomes.com)

The following conditions ARE NOT considered emergencies:

1. Toilet stoppage (only considered emergency if all toilets in the house are affected).
2. Leak under sink or lavatory.
3. Loss of hot water for any reason.
4. Loss of partial electrical service.