

CUSTOMER CARE

LifeStyle Builders is proud to offer an extensive Customer Care program which not only provides our Homeowners with the typical 11 Month List but also an interim visit by a LifeStyle Builders representative which is done approximately 60 days after the settlement.

REPORTING PROCEDURES

- 60 Day List – We know that during the first couple of months, you will want to show your friends and relatives your new LifeStyle Builders home and we want you to be proud of it. We have developed an opportunity for you to submit a list of warranty concerns *approximately 60 to 80 days* after closing. Waiting 60 days after closing allows you sufficient time to become settled in your new home and thoroughly examine all components. *A form for your 60 Day List will be mailed to you.* Please read the “Product Expectations and Warranty” chapter of this guide prior to completing your 60 Day List as some items provide for a “one time repair” and you may want to wait until your 11 Month List to include such items.

The following items will be corrected if listed on the 60 Day List:

1. Door adjustments (sticking or inoperable) for interior and exterior doors
2. Caulking which was missed during installation
3. Installation of any back-ordered fixtures or parts

PLEASE NOTE: Drywall repairs are a time consuming process. To inconvenience you as little as possible, we ask that you only list these items on one warranty list. They may be listed on either your 60 Day List or your 11 Month List. However, we recommend that you include them on your 11 Month List so that your home can undergo sufficient settlement and complete a full heating/cooling cycle.

The following items will not be corrected if noted on your 60 Day List as they are “appearance” items and should have been listed on the Pre-Settlement Orientation Checklist:

1. Dings, dents, cracks, scratches, holes, and stains which appear on the following: sinks, tubs, plumbing fixtures, countertops, cabinet doors, light fixtures, mirrors, glass, door trim and drywall.
2. Window and screens which are broken or scratched.
3. Tile, carpet hardwood, and resilient flooring which is stained, has a surface defect, holes, scratches or indentations.
4. Doors, trim and hardware with dents, gouges, slices, or scratches.
5. Drywall with respect to gouges, dents or holes in drywall.

6. Paint with marks that require touch-ups. All paint touch-ups should have been listed on the Pre-Settlement Orientation Checklist. No painting will occur after move-in except where drywall repairs have been made by LifeStyle Builders, and those areas will only be painted with the original paint color applied by LifeStyle Builders. Refer to the “Paint and Stain” section in the “Product Expectations and Warranty” chapter.

7. Finish on appliances – no dents, scratches, gouges, etc.

** With regard to repairs after settlement, consider the fact that more damage occurs to your walls, trim, countertops, cabinets, tubs, etc. during the actual “moving” process than at any other time. LifeStyle Builders cannot be responsible for these items after you take possession.*

- 11 Month List – During the *ninth month* of your one year warranty, you will receive an “11 Month List”. We will also be happy to discuss any maintenance questions you may have at this time. We *strongly suggest* that you use the *Product Expectations and Warranty* chapter of this guide in compiling your list. *Please return your 11 Month List no later than the last business day of your tenth month.* It is important that we receive your list prior to the “one year” mark as most warranties expire at that point. For your convenience, the form for your 11 Month List **will be mailed to you.**

SERVICE PROCESSING PROCEDURES

There are three ways to initiate action from our Customer Care Team to ensure that we understand your concerns and expedite them to our Customer Care Team or Trade Partners for expedient service. These procedures help produce documentation that help manage each Customer Care Service experience.

Our THREE ways to better serve you are:

1. E-MAIL: Simply e-mail your requests to customercare@lifestylebuilders.com
2. FAX: Fax your requests to Attn: Customer Care Team @ 804-639-9442
3. MAIL: Mail your requests to Attn: Customer Care Team
Lifestyle Builders & Developers, Inc.
4561 Lifestyle Lane
Midlothian, VA 23112

What you can do . . .

You can help us to serve you better by including complete contact information on all correspondence (especially on the Post-Settlement and 11 Month List)

1. Name, address, phone numbers and e-mail where you can be reached during business hours
2. Your lot number, subdivision (neighborhood name), and street address
3. A complete description of the problem item

What we do . . .

1. Upon receipt of your 60 Day List and 11 Month List, our office will mail you an acknowledgement postcard. A LifeStyle Builders Customer Care Representative will then contact you to set up an inspection appointment.
2. All lists are handled in the order that they are received. All questions concerning the status of lists should be directed to our office.
3. Each list will be reviewed for covered repairs according to the Home Owner's Guide and in accordance with the Residential Warranty Corporation (RWC) Limited Warranty.
4. Appointments with our Customer Care Team are available Monday through Friday, 8:00am to 3:30pm. We realize the inconvenience this may cause, but must insist on these hours due to the types of repairs commonly reported. Most repairs require the assistance of a Trade Partner whose typical hours are that of the business day. No work will be performed on weekends.
5. When Trade Partners are required to complete repairs, our process is to notify the appropriate Trade Partners and be your point of contact for scheduling. In some cases, you may be contacted directly by some to schedule needed work.
6. Access to your house is critical to performing these repairs. Please be prepared to allow adequate access to LifeStyle Builders personnel and Trade Partners.



This page is to be filled out with your home's specific vendor information and replaced by your Field Manager at your Pre-Settlement Orientation.

CUSTOMER CARE SERVICE HOURS: MONDAY-FRIDAY 8AM-3:30PM

HOW TO SUBMIT REQUESTS

1. **Email:** customercare@lifestylebuilders.com
2. **Fax:** 804-639-9442 Attn: Customer Care
3. **Mail:** 4561 Lifestyle Lane; Midlothian, VA 23112 Attn: Customer Care

If your schedule will not allow us access to your home, please wait to submit your request until your schedule permits.

EMERGENCY SERVICE CONTACTS

<u>Trade</u>	<u>Vendor</u>	<u>Phone #</u>
PLUMBING	_____	_____
HVAC	_____	_____
ELECTRICAL	_____	_____
	<u>Utility Company</u>	<u>Phone #</u>
GAS	_____	_____
ELECTRIC	_____	_____
WATER	_____	_____

Once you have contacted the appropriate Trade Partner for emergency service, please email us at the address listed above or call us at 804-639-9440 for our records. You can expect a follow up call the next business day in order for us to survey your Customer Care experience.