

# **TOWNWOOD HOMES SERVICE PROCEDURES**

## ***“HOW TO REPORT WARRANTABLE DEFICIENCIES”***

### **PRE-DELIVERY INSPECTION FORM**

Just prior to moving into your new home you completed a **PRE-DELIVERY INSPECTION FORM (P.D.I.)** with a Townwood Homes representative, listing areas found to be defective in material and/or workmanship.

We will attempt to complete these P.D.I. items within a reasonable amount of time. Please understand that on occasion certain weather conditions prevent completion of certain items. Also, certain materials may not be available at the time they are requested.

The items listed on your P.D.I. will only be handled by our site staff as soon as possible. Please direct any questions you may have regarding your P.D.I. Form to our site.

### **POST P.D.I. – PRE 11-MONTH WARRANTY**

Townwood Homes will only attend to emergency related (see page 4) service issues in your home at any time after your pre-delivery inspection (P.D.I.) and prior to your 11-MONTH WARRANTY SERVICE.

An emergency is defined as any one or a combination of the following:

- A) No heat, electricity or plumbing.
- B) Sewer back-up (please read page 15 on plumbing for details).
- C) Water leak in plumbing / basement wall / roof / window.
- D) Front door or other exterior entry door unable to lock or close properly.
- E) Stress cracked window glass.

All other issues are considered as non-emergency in nature and will be reviewed by Townwood Homes if necessary.

### **11-MONTH WARRANTY REPORT FORM**

Townwood Homes uses the **11-MONTH WARRANTY REPORT FORM** to report year end deficiencies.

After living in your home for approximately 11-months, you may have some warrantable items in need of attention. Please report any warrantable items on the **11-MONTH WARRANTY REPORT FORM** contained in this manual. Again, please thoroughly review the material contained in this manual prior to reporting any warrantable deficiency. Homeowner maintenance items will not be attended to by Townwood Homes, and are your responsibility.

**Please mail or fax your 11-MONTH WARRANTY REPORT FORM to the attention of our Service Department at our Head Office, and not to the site office.**