Warranty Manual



REECE HOMES

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979.635.4800

warranty@reece-homes.com

www.reece-homes.com

Warranty Request Procedure

If you believe there is a construction defect covered by your New Home Warranty, these are the steps that will take place.

Step 1 - Contact us

Contact us as soon as possible with the details of your concern, following the guidelines for how to submit a service warranty request to Reece Homes. This is to be communicated only in written form via email, letter, or through the Reece Homes website. Verbal or text message requests will not be processed. If your concern is an emergency, these should be reported immediately. Emergencies are most quickly responded to by first contacting the appropriate subcontractor. The Reece Homes goal is to promptly respond to all emergent and non-emergent service requests.

Step 2 - Allow us to investigate

Upon receipt of your service request, we will review the details and investigate the item or items of concern. This may involve sending a Reece Homes' team member or sub-contractor to your home to do an inspection, perform tests, and analyze the situation. We will need your cooperation should we need to meet at your home during normal working hours.

Step 3 - Reece Homes responds

After reviewing and analyzing the situation, we will notify you if there is a construction defect covered under your New Home Warranty. If it is a covered defect we will make repairs or at our option replace it as provided in the warranty.

Step 4 - Repair process begins

Work will begin on your home after the concern is accessed and determined that it is in fact warrantable. We will need access to your home during normal working hours to repair the defect. We may ask that you be at home when the work is performed as we prefer not to be in your home when you are not there. We will start and complete the work as soon as possible based on your schedule, our work schedule, and the contractors availability and the materials required to do the work. It is our goal to have all repairs completed within 30 days upon receipt of your warranty service request.

Thank you in advance for your cooperation and flexibility to complete the work efficiently.

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How to Submit a Warranty Service Request

Reece Homes is dedicated to those we serve and want your home owning experience to be a great one. Please let us help address any issues that you may encounter.

Normal Service Request: *(see below for emergency requests)*

Preferred Method:

1. Fill out the warranty service request online: *http://www.reece-homes.com/warranty-service-request*

2. Go to website ***www.reece-homes.com*** and click on ***Homeowners*** at the top of the page, then click on ***Warranty Service Request,*** enter in pertinent fields, and submit.

Other Methods:

1. Email request to *warranty@reece-homes.com*
   Include your name, address, phone number, email, warranty request description, and picture if applicable.

2. Mail request to Reece Homes *(please note: delays in receiving will occur when mailed)*
   4007 Cross Park Drive, Bryan, Texas 77802

EMERGENCY Service Request: *(see next page for what constitutes an emergency)*

Follow These Steps:

1. We authorize you to directly contact the applicable subcontractor identified on the list provided to you by your superintendent.

2. Send secondary notification to ***warranty@reece-homes.com*** within 12 hours of initial notification to subcontractor for follow up.

***PLEASE NOTE:* Verbal (phone or in person) and text message requests will not be accepted**

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What is an Emergency?

As stated in your New Home Warranty, an emergency means a substantial risk of serious physical damage to the home or a substantial risk of serious bodily injury to its occupants if a Defect or Major Structural Defect is not immediately repaired.

Please read further in your New Home Warranty for more details and refer to this list below for DEFECTS that would be considered an EMERGENCY.

- Total loss of heating or air conditioning during extreme weather conditions.
- Total loss of electricity. (check with the utility company prior to reporting this to Reece Homes or an electrician)
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents
- Total loss of water (check with your water company to determine if your area has a general outage)
- Gas leak (safely leave your home, check with your gas provider prior to reporting, and follow emergency procedure from remote location)
- Electrical problem that is a fire hazard or a source of danger
- A total stoppage of the plumbing drain system (ex: the main sewer line is clogged making it impossible to utilize the plumbing system in your home)
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

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Warranty Service Request Basics

Equip yourself to knowledgably request a warrantable defect.

- Please be conscious of what is considered a warrantable issue.
- Be familiar with your New Home Warranty. It details what is considered warrantable and gives guidelines in handling warrantable service requests.
- Warranty requests must be submitted in writing through email, the Reece Homes website, or by mail. Verbal and text message requests will not be accepted.
- Your service request will be assessed for eligibility of coverage.
- If a service request is completed at your home and the reported issue was determined to be caused by people, pets, pests, or lack of maintenance, the homeowner will be responsible for the service call charge.
- All warranty requests are handled on a first in/out basis. You will be contacted within 2 business days upon receipt of your request to notify you of our course of action. Please note that mailed in warranty items might incur delays due to mail service delays or holidays.
- Non emergent service requests will be handled Monday-Friday, 8:00 -5:00.
- Typically, we will inspect the problem so that we have a complete understanding of the request and then set an appointment to begin work.
- Warranty repairs will be scheduled for completion within 30 days upon receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take longer due to delays in material acquisition, sub-contractor schedules and conflicts, weather, and holidays.

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Pre-Closing Orientation - Buyer Acknowledgement

Job Information

Job Number:	
Homeowner:	
Property Address:	
Phone Number:	
Email:	

It is important to know that any cosmetic items, such as paint, cracks, chips, cleaning, etc., must be noted on the punch list on the following page at the time of the Pre-Closing Orientation, with a Reece Homes team member present. After the closing of your home, no further cosmetic deficiencies will be addressed by Reece Homes. Below is a helpful list indicating the most common items **NOT** covered Reece Homes after the closing of your home. As you live life in your Reece Home, you will find that items that require general homeowner maintenance and/or adjustments. It is our hope that the Pre-Closing Orientation equips you with the knowledge to be able to care for your home adequately.

Most Common Post-Closing Items NOT Covered by Reece Homes, LLC

1. Damage or issues stemming from abnormal or extreme weather (i.e., hail, lightning, high wind, flooding, etc.) is not warrantable
2. Any work or material supplied by the homeowner is not warrantable
3. Cosmetic items such as paint, caulking, cracks, chips, cleaning needs, etc. are not warrantable items. Remaining paint will be left in the attic for homeowner maintenance, as needed.
4. Cracks in flatwork (driveway, sidewalk, patios, etc.). 1/4" in horizontal separation and vertical displacement is acceptable
5. Work done by non-Reece Homes, LLC. Contractors will void the warranty
6. Drainage due to altered grades by you or neighboring lots, as well as lack of soil stabilization (grass) will not be warranted.
7. Floor squeaks are not warrantable on second flood of home, if applicable.
8. Window condensation on windows or window sills is a natural occurrence and is not warrantable.
9. Fencing and gates are not warrantable unless the issue stems from improper installation.
10. Landscaping, including trees, shrubs, and grass, as well as mowing, watering, and general care for landscape is not warrantable and is the responsibility of the homeowner.
11. Stoppages of drain lines and toilets due to flushed items are the responsibility of the homeowner.
12. Electrical outages either due to a tripped breaker or electrical service provider issues is the responsibility of the homeowner.
13. Shrinkage cracks in your foundation are normal occurrence but should not exceeds 3/16" wide or 3/16" in vertical displacement
14. Any loss or damage that the homeowner has not taken appropriate action to minimize as soon as possible or caused by failure to maintain the home will not be the responsibility of Reece Homes, LLC.

I/We acknowledge that I/we must make known any items in the home that are to be addressed prior to the closing of the home at the time of the Pre-Closing Orientation and that all items must be listed on the attached punch list. I/We acknowledge that after the closing of the home, Reece Homes, LLC. is not responsible for the items listed above and other non-warrantable items. As the homeowner I accept responsibility of the general homeowner maintenance items and/or adjusts to the home as needed.

Homeowner	/ Date	Reece Homes, LLC.	/ Date

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Pre-Closing Orientation - Buyer Walk

Job Information

Job Number:	
Homeowner:	
Property Address:	
Phone Number:	
Email:	

The purpose of this orientation is to familiarize yourself with the operation of all equipment, review homeowners maintenance responsibilities, and review your home in accordance with Reece Homes' standards.

The list below are the areas in your home that will be reviewed during your Pre-Closing Orientation. After reviewing each item with a Reece Homes team member, please initial below.

	Interior	***Initial***
1	Kitchen Appliances - Demonstration, Maintenance, & Warranty Cards	
2	Refrigerator Connection - Use & Recommendation	
3	Kitchen Faucet, Sink, & Garbage Disposal - Demonstration, Maintenance, & Care	
4	Kitchen & Bath Countertops - Care & Maintenance	
5	Kitchen & Bath Cabinetry - Adjustable Shelving, Hinges, & Demonstration	
6	Toilet, Lavatories, Tubs - Proper Use and Shut Off Valve	
7	Bathroom Faucets	
8	Shower & Tub Surrounds - Tile and Grout Maintenance & Care	
9	Vent Fans - Location & Purpose	
10	Washing Machine Box - P-trap & Knockout	
11	Dryer Venting & Dryer Plug - Exterior vent location, Voltage, Plug Type, & Maintenance	
12	Interior Doors - Types, Latch adjustment, Hinges, Door Stops, & Maintenance	
13	Interior Windows - Seal, Cleaning, Maintenance	
14	Flooring (tile, wood, carpet, etc.) - Maintenance & Warranty Information	
15	Security Key Pad & Security System	
16	Fireplace - Use & Maintenance	
17	Smoke and CO2 Detectors - Location & Maintenance	
18	Clean Outs - Location & Purpose	
19	Cable & Phone Locations	
20	Caulking & Paint Touch Up Maintenance	
21	HVAC - Thermostat, Return Air, Vent Location, Air Flow, & Maintenance	
22	Doorbell - Location	
23	Media Panel - Phone & Cable Wires, Connections	
24	Interior GFCI	
	Garage & Attic	
1	Overhead Garage Door - Maintenance & Demonstration	
2	Electrical Panel - Location & Breakers	
3	Gas Shutoff	
4	Main Water Shutoff Valve	
5	Water Heater - Tank, Drain Pan, T&P, Maintenance	
6	Ventilation & Insulation	
7	HVAC Condenser, Heat Pumps, Disconnect, Gas Furnace	
	Exterior	
1	Fence & Gate - Maintenance & Recommendations	
2	Lot Drainage - Swales, Foundation, Maintenance	
3	Exterior Doors - Maintenance & Weather	
4	Exterior Windows - Screens, Caulking, Warranty	
5	Gutters & French Drains (if applicable) - Maintenance & Care	

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6	Roof, Shingles, Vent Pipes, Soffit Vents, Air Hawks, Turbines, Ridge Vents	
7	Masonry - Expansion Joints, Lentils, Weep Holes	
8	Water - Meter and Backflow Location	
9	Sewer Line & Clean Outs	
10	Fire Hydrants & Utility Pedestals	
11	Easements	
12	Hose Bibs - Backflow and Locations	
13	Water Heater Drain Pipe Location	
14	HVAC Drains - Primary & Secondary	
15	Exterior GFCI - Location & Purpose	
16	Exterior Gas Line for Outdoor Kitchen - Use and Location	

I have met with a Reece Homes team member for a Pre-Closing Orientation on my home and understand that all items requiring attention must be listed on the attached Pre-Closing Punch List. Reece Homes will not honor any other commitments, verbal or written, not on this list as pertains to the Per-Closing Orientation. I understand Reece Homes will perform the necessary work listed below and that all work will be completed prior to the closing of my home.

	/		/
Homeowner	Date	Homeowner	Date

Pre-Closing Orientation - Punch List

Job Information

Job Number:	
Homeowner:	
Property Address:	
Phone Number:	
Email:	

The following items have been notes at the Pre-Closing Orientation and require attention. Please note the items included in this list will need to be inspected by the homeowner prior to closing.

#	Location	Item	Complete	
1.			Y	N
2.			Y	N
3.			Y	N
4.			Y	N
5.			Y	N
6.			Y	N
7.			Y	N
8.			Y	N
9.			Y	N
10.			Y	N
11.			Y	N
12.			Y	N
13.			Y	N
14.			Y	N
15.			Y	N
16.			Y	N
17.			Y	N
18.			Y	N
19.			Y	N
20.			Y	N
21.			Y	N
22			Y	N
23.			Y	N
24.			Y	N
25.			Y	N

By signing below you acknowledge that this is the final punch list for your home to be completed before closing.

Homeowner **Date** **Reece Homes, LLC.** **Date**

Please initial on the line that applies to your home prior to closing.

_____ *All items above have been completed to my satisfaction and my home is ready to close with no outstanding items. By signing below you acknowledge that all work has been completed on your home and construction is complete.*

_____ *All items, marked as complete, on the list above have been completed to my satisfaction. The incomplete items have been moved to the Post-Closing Punch List Form. By signing below you acknowledge that the incomplete items will be completed post-closing.*

Homeowner **Date** **Reece Homes, LLC.** **Date**

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Post - Closing - Punch List

Job Information

Job Number:	
Homeowner:	
Property Address:	
Phone Number:	
Email:	

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Due to the nature of the item, they were unable to be completed prior to closing.

#	Location	Item	Complete	
1.			Y	N
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Pre-Closing Orientation - Buyer Acknowledgement

Job Information

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Homeowner	Date	Homeowner	Date

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Pre-Closing Orientation - Punch List

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10.			Y	N
11.			Y	N
12.			Y	N
13.			Y	N
14.			Y	N
15.			Y	N
16.			Y	N
17.			Y	N
18.			Y	N
19.			Y	N
20.			Y	N
21.			Y	N
22			Y	N
23.			Y	N
24.			Y	N
25.			Y	N

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Homeowner **Date** **Reece Homes, LLC.** **Date**

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Homeowner **Date** **Reece Homes, LLC.** **Date**

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Post - Closing - Punch List

Job Information

Job Number:	
Homeowner:	
Property Address:	
Phone Number:	
Email:	

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3.			Y	N
4.			Y	N
5.			Y	N
6.			Y	N
7.			Y	N
8.			Y	N
9.			Y	N
10.			Y	N

By signing below you acknowledge that this is the final punch list for your home to be completed after closing.

Homeowner **Date** **Reece Homes, LLC.** **Date**

By signing below you acknowledge that all items above have been completed to your satisfaction.

Homeowner **Date** **Reece Homes, LLC.** **Date**

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