

WELCOME HOME



HAPPINESS IS BUILDING YOUR DREAM HOME



SR HOMES



HELLO

Design is our first, second and third nature. It inspires every choice, informs every idea and breaks every tie. And while it thrills our souls, good design is not subjective; there are rights and wrongs and because we know the difference, we build homes that are as perfect for posting as they are perfect for people. It's by listening to and learning from homebuyers that we create the thoughtful design that has become the **SR Homes** hallmark: homes that are the beautiful backdrops for the memories made inside.

WELCOME TO SR HOMES

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OUR STORY

INTRODUCTION:

At **SR Homes**, we rely on honored design principles to build homes that feel right for a reason. Our passion is sharing a love of home design with people who want to live in thoughtfully designed homes.

We are not only devoted to crafting homes of quality and distinction but also devoted to building long-lasting relationships with the families who live in the homes we create.

We believe that a home is more than just a structure; it's a place where memories are made and cherished for years to come. That's why we take great pride in every detail of our homes, from the layout and functionality to the finishes and materials used.

We understand the importance of community and the role that a home plays in bringing people together. That's why we work closely with our clients to create homes that reflect their unique personalities and lifestyle, while also fitting seamlessly into the surrounding neighborhood.

Our commitment to excellence extends beyond the construction process. We offer exceptional customer service and support, ensuring that our clients feel comfortable and confident every step of the way.

At **SR Homes**, we are more than just builders. We are partners in creating your dream home and helping you build a life filled with love, laughter, and cherished memories.



AN OVERVIEW OF YOUR NEW HOME EXPERIENCE

01. PURCHASING YOUR
NEW HOME

02. HOMEOWNER
ORIENTATION

03. CLOSING OF YOUR
HOME

04. WARRANTY



CURATED INTERIOR DESIGN

Design Your Dream Home: The Perfect Balance of Style and Comfort

Your new home should be a reflection of your personal style - trendy yet timeless, spacious yet cozy, luxurious yet low-maintenance, perfect for entertaining yet comfortable. Our team of expert designers understands the importance of finding the perfect balance for your dream home. We offer a wide range of professionally curated interior designs that cater to every style and lifestyle. You can relax and leave everything in our capable hands, while we transform your house into the envy of the neighborhood.





Build Process

SITE PREPARATION

FOUNDATION

FRAMING

ROUGH IN MECHANICALS

INSTALLATION & DRYWALL

FINISH CARPENTRY & PAINTING

FLOORING AND FINISHING TOUCHES

HOMEOWNER WALKTHROUGH





FOUNDATION

Our foundations start with a professionally engineered foundation inspected by the Field Manager and local municipality to ensure strength and peak performance.

- Homesite prepared for construction
- Footer/foundation built
- Rough plumbing installed
- Slab poured
- Block walls constructed

Many inspections occur during this stage, to ensure your home is being built to that state's building codes as well as our high-quality standards.



FRAMING

Industry-leading construction techniques (including manufactured roof trusses and wall panels) are used to create each home.

- Roof installed
- Interior walls framed
- Everything inside the walls is installed and inspected - Electrical, HVAC, insulation, etc.



ROUGH IN MECHANICALS

All mechanicals, which includes plumbing, heating, cooling, and electrical, will be roughed in following the completion of the framing stage. "Rough-In" consists of supply and drain lines for plumbing, wiring for electrical outlets and switches, and ductwork.



INSULATION & DRYWALL

Our construction techniques create framing that allows for optimal insulation. Once all mechanical inspections are completed, we will insulate the exterior walls. Once the insulation is completed and inspected, the drywall will be hung. After the drywall is completed, we schedule the insulation to be blown into the attic.

- Drywall
- Driveway poured



FINISH CARPENTRY & PAINTING

Now the fun really begins! During this phase, all the choices you made during your selection meeting will come to life. We will install your trim and interior doors and we will also complete all other interior woodwork throughout your home, including cabinets, countertops, and vanities. Your walls and trim will be prepped and painted with your selected colors.

- Plumbing and HVAC fixtures
- Flooring
- Landscaping and sod
- Paint touch-up
- Finishing touches
- Quality control checks
- Full cleaning



FLOORING & FINISHING TOUCHES

Your vision is almost reality-The look and feel of your custom home is nearly complete! After the painting is done, the hard surface flooring and carpet will be installed, in addition to the lighting and plumbing fixtures. After all finishing touches are complete, we will perform a final cleaning of your new home.



HOMEOWNER WALKTHROUGH

Once your home is nearing completion, you will meet with your Construction Manager who will introduce you to your new home and discuss how to operate and care for many of the components. Because your new home is a source of pride to both you and **SR Homes**, we want to be certain that your home meets our level of craftsmanship and standards of quality. Start packing boxes—moving day is just around the corner!

Plans and Specifications

The building and zoning departments of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Only written instructions from SR Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which SR Homes must comply. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Topography and Home site Conditions

Because each home site is shaped differently, the position of your home on the site may vary from others in the community. Your purchase agreement will include receiving a copy of a surveyor plot plan drawing that shows your home's approximate position on your home site.

In addition, the exterior elevations of each home are affected by the topography, or surface contours of your home site. For instance, slopes on the site may affect the number and configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope on your home site and retaining walls are sometimes needed for certain conditions. SR Homes identifies existing trees on your home site that must be removed to create room for your home, driveway, and so on. However, because the reaction of trees to construction activities and your new home are outside our control, we cannot guarantee the health or survival of any existing trees.

Construction in your neighborhood

When you select and move into a home in a section of the subdivision where other homes are under construction our construction teams will be working around you.

We recognize this creates a muddy, dusty, noisy, and high-traffic situation.

This is inconvenient, but it is the nature of the business. You should watch your children very carefully in the streets and be sure to keep them completely away from lots where homes are under construction.



WE BELIEVE IN
GIVING OUR
BEST EFFORT,
MAKING SURE
OUR WORK
GOES BEYOND
JUST
COMPLETING
TASKS.

Utilities and Mailboxes

The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of SR Homes. We can make no representations about final locations due to authority of the utility companies and the U.S. Postal Service.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current at the time they were completed, although they may be different in your home, based on your selection and availability. In all instances, as required by your Purchase and Sale Agreement, any substitution of method or product that we make will be of equal or better quality. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

Models

Model homes display many decorator items, window coverings, and furnishings. Mature landscaping, extra walks, fences, lighting, fountains, signs and flags are other examples of items which are not part of the home we will be building for you.

Please review your home's specifications as well as information SR Homes provides about optional items displayed in the models carefully to avoid misunderstandings. Consult with your Sales Agent if you have any questions.

Natural Variations

Dozens of trade contractors have carefully crafted your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan and vary by county.

Quality

SR Homes will build your new home to the quality standards as demonstrated in our model homes. Each new home is a handcrafted product - combining art, science, and raw labor. From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

Private Home Inspectors

If you wish to retain the services of a private home inspector to review your home at the end of construction, please be aware of SR Homes policies regarding private home inspectors: The inspection firm must be a full member of a professional association, such as the American Society of Home Inspectors, and experienced in new home construction or a P.E. with current building code certifications. Your inspector must provide evidence of liability insurance to SR Homes and be licensed in the respective state.

Inspections shall be limited to matters of building code and functionality. Opinions, suggestions, or personal preferences of the inspector, including cosmetic issues, cannot be addressed.

The inspector should provide you and SR Homes with a written report itemizing any suspected deficiencies. Code deficiencies must be identified by code, edition, and appropriate paragraph (i.e. IRC2000, Para.29.1.2). Deficiencies of any of the aforementioned are concerns that we will address in a timely fashion. Please notify your Sales Agent if you plan on using a private home inspector so we can schedule this inspection that will take place prior to your appointment(s) with SR Homes. Inspection reports must be available to SR Homes **no later than ten days prior to closing.**

SR Homes reserves the right to validate suspected deficiencies with local code authorities or the appropriate product manufacturer. Issues found to be in compliance or otherwise acceptable to the manufacturer cannot be addressed.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades. In order to ensure the SR Homes' standard of construction, only authorized suppliers, trade contractors, and SR Homes employees are permitted to perform work in your home. For instance, you cannot personally modify items such as speaker wire, telephone or cabling. Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions should go through your Sales Agent or Master Builder. We will obtain input from the trades when it is appropriate. Suppliers and trade contractors have no authority to enter into agreements for SR Homes. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from SR Homes.

COMMITMENT TO GOING
ABOVE AND BEYOND THE
MINIMUM

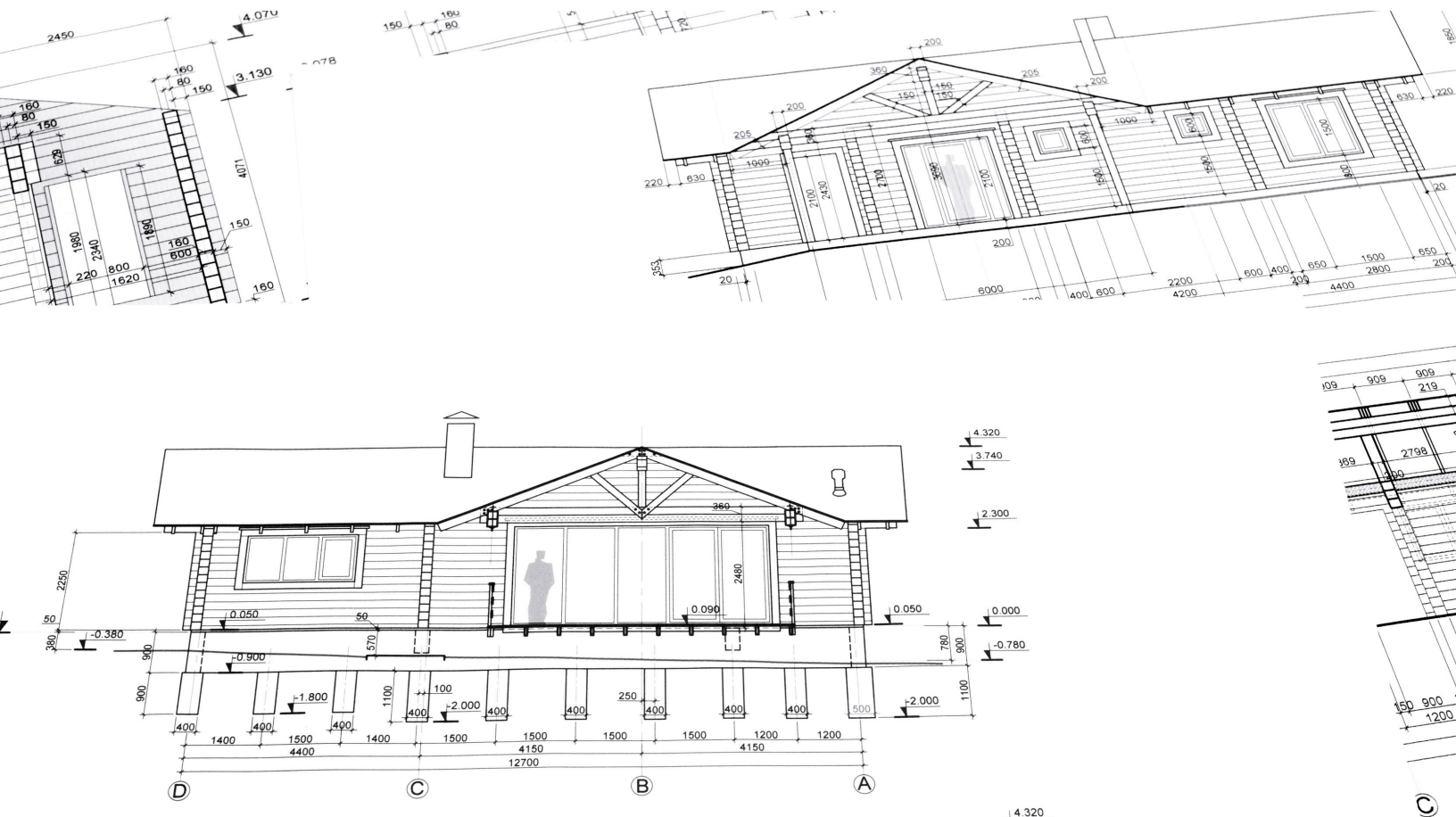
Scheduling Settlement of Your New Home

The settlement date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home is past the potential for weather-related delays, weather can severely impact construction including, but not limited to installation of utility services, final grading, and concrete flatwork.. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, people go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to complete your new home.

Single Source

SR Homes is a single source builder. That means we select all personnel and suppliers who will be working on your home. We order all materials and products from these suppliers and supervise the installation of those items. As a single source builder, only SR Homes can install materials or complete the work in your home.

OUR AIM IS TO FULLY COMMIT OURSELVES, RATHER THAN MERELY FINISHING THE TASK AT HAND.



HOMEOWNER ORIENTATION

Your homeowner orientation is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. Our homeowner orientation provides you with a demonstration of your new home, a review of key points about maintenance and limited warranty coverage.

SCHEDULING

The orientation is scheduled as your home nears completion, typically two weeks before your closing. Appointments are available Monday through Friday, 9:00 a.m. to 1:00 p.m. to ensure sufficient day light to view all surfaces adequately. We meet at your new home. Expect your orientation to take approximately 2 hours.

PREPARATION

The following suggestions will help ensure that you get the maximum benefit from your orientation.

Allow Enough Time

Arrange your schedule so you can use the full amount of time allotted.

Attend Alone

Our experience shows that the orientation is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your orientation. Similarly, we suggest that, if possible, children and pets not accompany you at this time. If a real estate agent has helped you with your purchase, he or she is not required to attend.

COSMETIC SURFACES

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your orientation forms. After we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility.

Please plan to make careful note of the following items:

Sinks, Tubs and Plumbing fixtures.

Surfaces of countertops and cabinet doors.

Light fixtures, mirrors and glass.

Windows.

Tile, carpet, hardwood and resilient flooring.

Surfaces of doors, trim and hardware.

Paint and drywall.

Finish on appliances.



Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the hardwood entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car is your responsibility. SR Homes is always available to assist you with information about cosmetic repairs you may need to make.

BRING QUESTIONS

If you have not already done so, please read the maintenance information, limited warranty, and warranty guidelines in this manual. If you have questions, make note of them to bring up at the orientation.

ATTIRE

Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.

GET INVOLVED

Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

QUALITY

The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. No verbal commitments of any kind will be honored by SR Homes. Orientation items fall into several categories:

1. Incomplete or missing (cabinet knob not installed).
2. Incorrect (porch light should be polished brass, not antique).
3. Dysfunctional (bath fan does not come on).
4. Does not meet company quality (mitered corner rough, top right of den door, hallway side).
5. Damaged (scrape on wall from carpet installation).
6. Un-cleaned (mud on the garage floor).

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we have promised. If you wish to make it even better after moving in, we will be happy to assist you with information.



CLOSING OF YOUR HOME



At closing the ultimate purpose of your purchase agreement is achieved: Ownership of your new home is transferred from SR Homes to you. The steps include finalizing your loan and SR Homes selling you the home. This process involves about 75 documents—some of which are duplicates. Although these documents are not negotiable and thousands of home buyers have signed them, you should read them.

Location:

The closing on your new home will take place at one of McMichael and Gray's law office. We will confirm the location with you when we set the appointment 30 days prior to your closing.

Documents:

The principal documents typically include the following:

General Warranty Deed

The general warranty deed conveys the home and lot to you, subject only to permitted exceptions. You should expect the original recorded warranty deed 6-8 weeks preceding closing.

Title Commitment

At closing, you can purchase a standard form for an American Land Title Association (ALTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase agreement.

The title insurance company will mail the actual policy in the weeks following the closing. When you receive this, keep it in a safe place with your other important papers. What you will see on the day of closing is a document that promises to issue the policy. Lenders require title insurance in the amount of the mortgage. This insurance protects the lender in the event the title search missed anything. You are wise to request an owner's policy to protect your interest in the property. By ordering the owner's policy from the same company that issues the lender's policy, you can save a bit; the title insurance company will usually issue a second policy at a discount.

Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy with your other valuable papers.

SR Homes Limited Warranty

We provide a copy of the 2-10 Home Buyers Warranty at the end of this manual for your review. Please read it thoroughly.

Promissory Note

The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance may be added to the principal and interest payment to determine your total monthly payment.

Deed of Trust

This encumbers your home as security for repayment of the promissory note.

"The Final Number"

Although a reasonably close estimate may be determined before the date of closing, the pro-ration of several items included is affected by the closing date and cannot be calculated until that date is known. Pro-rations of general real property taxes and assessments will be based on the current year's taxes and assessments or the most recent available year. The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment.

Preparation

The key to a smooth closing is preparation. Several details require your attention. You can handle most of these by phone.

Address these details during the weeks before closing to prevent last-minute delays.

Form of Payment

Plan to bring certified funds or a bank check (made out to yourself, which you will endorse at the closing) to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds. Keep in mind that some banks place a hold on monies moved from another account. NOTE: The attorney can't accept a bank check or certified funds over the amount of \$5,000. Any closing amount over \$5,000 will have to be wired into the attorney's account.

Insurance

You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least 3 weeks before the expected closing date.

SR Homes or Lender Issues

The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing.

Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.

Utilities

SR Homes will have utility service removed from its name 3 days after closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. For your convenience, we have mailed a list of your utility companies and contact information to you.

House Keys

When the closing process is complete, you will get the keys to your new home. The same key will operate both the knob and the deadbolt locks. When you insert your new key for the first time in each lock, the tumblers are altered, and our master key will no longer unlock your door. Keys will be given out at the closing table. You will be able to find the garage remote in a drawer in the kitchen.

We recommend that you try all the keys in all your locks to confirm smooth operations. Depending on the number of family members living in the home, you may want to get extra copies of your house keys made.

Moving Preparation Checklist:

- ✓ Compare proposals of professional movers
- ✓ Costs for services such as packing and unpacking
- ✓ Costs of packing materials and boxes
- ✓ Distance and weight charges
- ✓ Insurance
- ✓ Availability and notice needed
- ✓ Plan a self-move well in advance, make truck reservation early (6–8 weeks, or more)
- ✓ Include a reservation for a dolly and moving pads
- ✓ Reconfirm one week prior
- ✓ If you have children, involve them in planning and preparing for the move
- ✓ Create a file for storing documents about your home and manufacturer literature
- ✓ Retain receipts for tax purposes, moving costs may be deductible

- ✓ Send change-of-address cards to magazines and book clubs six weeks prior to your move
- ✓ Give the forwarding order to your old post office one month prior to assure uninterrupted service
- ✓ Register children in their new schools
- ✓ Transfer medical and dental records, if necessary
- ✓ Arrange for homeowner insurance and obtain the certificate you need for closing
- ✓ Order checks with new your address; update financial records
- ✓ Update your driver's license, car and voter registration
- ✓ Properly dispose of flammable or hazardous materials that should not be moved

Packing Materials Checklist:

- ✓ Boxes of various sizes; cartons for mattresses
- ✓ Packing tape and heavy string
- ✓ Packing paper, newspaper, bubble-wrap
- ✓ Labels to identify boxes (include a number, room/name); "Fragile" labels for special items
- ✓ Markers
- ✓ Master packing list (list each box by number with name/room and brief description of contents)
- ✓ Scissors
- ✓ Furniture pads, blankets, rugs

Moving Day Necessities Checklist:

- ✓ Children's toys and games
- ✓ Toilet paper
- ✓ Beverages and snacks
- ✓ Paper towels
- ✓ Soap and hand towels
- ✓ Trash bags
- ✓ First aid kit
- ✓ Prescription medication
- ✓ Medical supplies for special needs
- ✓ Pad and pen
- ✓ Shelf liners
- ✓ Small tools: tape measure, scissors, screwdrivers and hammer
- ✓ Ice maker hook-up kit
- ✓ Dryer vent flex hose
- ✓ New hoses for washing machine
- ✓ Picture hangers
- ✓ Plant hooks
- ✓ Scratch cover
- ✓ Phone and phone book





WARRANTY SERVICES

The many details of warranty coverage can be confusing. This summary of key points will help. If you do not know who to contact, call our warranty office and we will guide you.

Warranty Reporting Procedures & How to Submit Warranty Requests

Rather than reaching out directly to your builder to submit warranty service requests, you will utilize the **SR Homeowners ITK Portal**.

Go to <https://mysrarranty.com> and enter the temporary password you received at orientation. If you are a first-time user, please be sure to change the temporary password. Select Click Here to Enter Service Request to create your warranty request. Once you have completed your service request select Save to send your request for processing.

Once your request is submitted, a warranty team member will contact you.

If you cannot access the homeowner portal, you can submit requests by calling or emailing the Warranty Service team at 678.252.2574 or warranty@thesrteam.com

No list will be accepted over the phone or in the field. This is for your own protection as well as to allow us efficient and accurate operation.

Appliance and equipment warranties - Please read all the material carefully so you understand your responsibilities.

Be sure to mail any warranty cards to the manufacturer. The manufacturer's warranty handles all repairs on your appliances.

Transfer of utilities to purchaser's name. Place in your name the day of closing to avoid disruption of service.

Emergency Warranty Requests

If you experience an emergency warranty-related situation such as no hot water, total loss of electricity or complete lack of heating or cooling, please notify the SR Warranty team and then reach out directly to the appropriate contractor.

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers listed above and you received at orientation.

Emergency Service

Emergency situations require a prompt response. Begin by checking items you can check. Troubleshooting tips appear in this manual for several of your home's components:

Total loss of air conditioning if temperature is above 95°F, Air conditioning, Electrical, Heat system, Plumbing, Roof (leak), Water heater.

Please refer to the individual categories to review these hints. They are located at the end of their corresponding sections. Often the appropriate action by you can solve a problem immediately and/or mitigate the situation until a technician arrives.

Please call the necessary trade contractor or utility company directly. Their phone numbers are listed on the Sub-Contractor's Contact sheet in the front of this book. We suggest that you secure it inside a kitchen cabinet, or near your phone.

Our trade contractors or local utility companies provide emergency responses to the following conditions: Total loss of heat when the outside temperature is below 50 degrees F, Total loss of electricity, Total loss of water. Plumbing leak that requires the entire water supply to be shut off Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

If your review of the troubleshooting tips fails to solve the problem, or you are unable to acquire emergency service from a Sub-Contractor, call SR Homes Warranty 678.252.2574

Appliances

Contact the supplier directly with model and serial number, closing date, and description of problem. Refer to your Appliance Service information sheet. Appliances are not warrantable through SR Homes.

SR Homes Limited Warranty Guidelines

While we strive to build a defect-free home, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections, so the item meets our warranty guidelines. In support of this commitment, SR Homes provides you a 2-10 Home Buyers Warranty Booklet.

You will be given a SR Homes Homeowners Warranty Booklet and your Certificate of Warranty Coverage containing SR Homes Limited Warranty. We ask that you thoroughly read the warranty. This warranty provides the entire legal entitlement that SR Homes provides.

Corrective Actions

In addition to the information contained in the limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in many common situations.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty. Be sure to verify that a breaker is marked correctly before working on a circuit with a breaker turned to the off position. Breakers are marked for the general area and might not cover every light or receptacle.

12 Month Warranty Submission by Homeowner

Near the end of the twelve months, submit any items that need to be addressed by notifying us by submitting the online SR Homes Homeowner Portal before your warranty expires.

****Outside Inspector reports will not be accepted as a Warranty submission to SR Homes.** The Warranty Request form must be submitted from the homeowner.

Air-Conditioning

Avoid the June rush...we recommend that you operate your air conditioner as soon as warm temperatures begin. If your Air Conditioners are not cooling properly within your first year of warranty, we will be happy to service your units.

Roof Leak

Most roof repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Be prepared to provide the model and serial number of the item and the closing date on your home.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials or register online. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction. This number is usually visible when the door is open on dishwasher, microwave, and oven.

Warranty Procedures

When we receive a warranty service request from the warranty portal, we determine appropriate action. Generally, reported items fall into one of three categories:

Trade contractor item (subcontractor corrects)

In-house item (SR Homes technician corrects)

Home maintenance item (homeowner corrects)

If a trade contractor or an SR warranty employee is required to perform repairs, we issue a warranty service order describing the situation to be addressed. If the item(s) is home maintenance, SR Warranty Department will review the maintenance steps from your Homeowner Warranty booklet.

Troubleshooting Tips Before You Call (To Avoid Tradesman Service Charges!):

Electrical Issue: Check GFCI (Outlet Reset Button) first.

Plumbing: Check low flow at faucet – it may be a faucet aerator (unscrew and check for clogging).

A/C Shut Off / Freeze Up: Check Filter for dust, debris, etc.

Help Us to Serve You

For SR Homes Warranty Department to provide service faster and more accurately, please provide all the following information on the service request:

Name, address, lot number, email, and the phone number(s) where you can be reached during business hours, if calling you at work is acceptable.

Complete description of the problem, for example, “guest bath – cold water line leaks under sink” rather than just saying a plumbing problem.

Your availability: what are the best days or times to reach you? If you are usually home on Thursday, mention that.

Access to Your Home

If deemed necessary, SR Homes may conduct inspections of interior warranty items. An adult must be present during the inspection to accompany our representative and review any specific items being inspected. Both our in-house service technicians and those of our trade contractors will perform repairs only when an adult is available to admit them in your home.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present.

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available to all areas including fenced or gated locations. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment.

Repair Appointments

At the conclusion of the inspection appointment, the warranty manager will ask you to designate a work date—a date up to 14 days from date of the original warranty request for approved repairs to be made. This 14-day time frame allows us to notify appropriate trades and arrange for most repairs to occur on the same day.

Pets

SR Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work.

Your Belongings

In all work that we perform for our homeowners we are concerned that your personal belongings be protected. When warranty work is needed in your home, we ask that you remove any vulnerable or personal belongings from the area of the repair. We cannot be responsible for breakage or fine dust getting into your valuables or personal belongings. SR Homes and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 14 workdays of the request for warranty repair unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will notify you. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are acceptable for the work to be completed.

Missed Appointments

If an SR Homes employee or a trade person will be late, he or she should contact you as soon as the delay is recognized and offer a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for up to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.





SR HOMES



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