A NOTE FROM TIH HOMES

Welcome Home

Dear Homeowner,

Welcome to your new community! We would like to thank you for selecting TIH Homes, Inc. as your IRC Certified Professional Homebuilder.

We value your business and appreciate the opportunity to serve you. The pages that follow explain what to expect at your Orientation, how your one-year builder warranty works, and exactly how to reach us if something needs attention.

Everything in this packet is also on your homeowner page. Scan the code at the bottom of this letter with your phone to keep it handy.

Sincerely,

Renee' Mckenzie
TIH Homes, Inc.

YOUR NEW HOME

Orientation Introduction

Your home has been carefully designed and constructed to give you years of pleasure with minimal care.

Your Homeowner Handbook will provide you with all the information about the items in your home: how they operate, and how, through proper maintenance, you can avoid problems in the future.

TIH Homes will conduct an Orientation Introduction with you. We will walk you through all the aspects of your new home, offer clear insight and understanding on how everything works, and give you the proper procedures you need to know if a problem should arise.

As a Code Certified Professional Builder and licensed Home Inspector, TIH Homes works through the guidelines of the Greater Atlanta Home Builders Association for builder allowances and warranty procedures. This time is set aside for educational information for you: questions you may have about your new products, where things are located, and how to address emergency and non-emergency items to maintain your new home properly.

> **Our goal:** by the completion of your Introduction you will feel comfortable, understand how your new home operates, and know where to go if a problem may arise.

With TIH Homes fulfilling our responsibility as the builder, and you taking the necessary steps to maintain your new home properly, your home will provide enjoyment for many years ahead.

TIH Homes, Inc. · Canton, Georgia
contact@tihhomes.com · Office 678-493-5128 · tihhomes.com

Scan for your homeowner page
Welcome letter, orientation steps, warranty info and the request form, all in one place.
tihhomes.com/welcome.html

WHAT TO EXPECT

Orientation Introduction Outline

Your Orientation is an introduction to your new home. TIH Homes has created a procedure that goes beyond the traditional buyer introduction. It covers the exterior and interior of your home and the surrounding community.

Scheduling

When your home is near completion we will schedule your Orientation with you. You will meet your Builder and your Customer Service Representative at your home for an educational tour and inspection. The Orientation usually occurs approximately one week before closing. Appointments are available **Monday through Friday, 9:00 a.m. to 3:00 p.m.**

Preparation

Allow enough time. We expect the Orientation to take from one to three hours, so arrange your plans to use the full amount of time allotted. If you have questions about your home, the warranty coverage, or the new community, bring them to the Orientation. It is a good idea to review your Homeowner Handbook beforehand so any areas needing clarification can be discussed.

Experience has shown the Orientation is most beneficial when buyers can focus all their attention on their new home and the information presented. Friends and relatives are welcome to visit later, and we suggest that children and pets not attend. A real estate agent involved in your purchase is not required to attend.

Inspection

The Orientation includes an inspection of the home by you and the Builder. Any items noted will be resolved and reviewed at your Buyer Re-walk. Under normal conditions these items are completed before the **Affidavit of Acceptable Completion**. If any items cannot be completed by then, your Builder has 10 days after closing (excluding weekends and holidays) to complete them, and your signature will be required on completion. The Affidavit is a legally binding document that holds TIH Homes responsible for any work not completed at the time of closing. Your Builder will notify you of any delay caused by the availability of parts or materials before you sign your final paperwork.

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BEFORE CLOSING

Re-Walk and Final Acceptance Review

After your Buyer Orientation Introduction, a Re-walk of your new home will be scheduled with you, your Builder and your Customer Service Representative. At closing, all service, maintenance responsibilities and warranties pass from us to you as the new owner. These meetings are the time to make sure your new home is acceptable to you and that every question has been answered.

We take time to explain every aspect of your home, looking carefully at all items and finishes, including painted surfaces. Any items needing attention are listed on the Re-walk / Final Acceptance Review list and addressed before closing. Anything that cannot be completed before closing is added to the Affidavit of Acceptable Completion, a legally binding document that ensures it is completed in a timely manner shortly after closing.

Your Homeowner Handbook includes labeled sections covering important features and tips on caring for your new investment. We will demonstrate the techniques and procedures in those sections during your Orientation, Re-walk and Final Acceptance Review.

Acceptance

Upon completion of your scheduled Orientations you will accept your home, subject to any items noted. Please make careful note of the following before closing. **After closing they are not warrantable:**

1. Sinks, tubs and plumbing fixtures
2. Countertops and cabinet doors
3. Light fixtures, mirrors and glass
4. Windows and screens
5. Tile, carpet and resilient flooring
6. Doors and wall surfaces
7. Finish on appliances
8. Paint

> Defects in these "appearance items" are readily detectable at the Orientation inspections and are the items most likely to be damaged during move-in. For that reason TIH Homes, Inc. does not accept warranty claims for cosmetic damage after closing. Please review the Final Acceptance list before the meeting.

HOW IT WORKS

One-Year Builder Warranty

It is our policy to address warranty items throughout your first year as any problems arise.

Homeowner maintenance and warranty care are both important in keeping your investment running properly. If you have warrantable items you would like addressed during your first year of occupancy, follow the steps below. We address written warranty requests throughout the first year as any warrantable situation arises.

1. **List the items.** Using the Warranty Request Form and your Homeowner Handbook, list each warrantable item with the **page number and paragraph number** where it appears in your Handbook. This is your responsibility for every request, and incomplete lists will be returned to you.
2. **Send it in writing.** Submit the form online at tihhomes.com/warranty, or email or mail it to TIH Homes. No verbal requests are accepted, and the builder in the field is not authorized to perform any work that has not come to them in writing from the warranty department.
3. **We call you.** On receipt of your list you will receive a call to go over it and schedule any warrantable repairs. By the end of that call you will have a clear understanding of which items will be repaired according to your warranty book and the guidelines you received with your home.
4. **Sign off.** When repairs are complete you will be asked to sign off on the work orders, by confirmation email or in person.

> If we do not hear from you about any warrantable request within the allotted time period, we will understand that everything is satisfactory. This is strictly the homeowner's responsibility, and no warranty list will be accepted after that time frame. If you have questions about what is warrantable, call the office. We will be glad to help.

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Submit a warranty request online
Type it in from your phone, attach photos, and get a confirmation.
tihhomes.com/warranty.html

TIH HOMES
Quality, Craftsmanship, Value

TIH Homes, Inc.

IRC, ICC CERTIFIED · ICC RESIDENTIAL BUILDING INSPECTOR

ONE-YEAR BUILDER AND MECHANICAL WARRANTY

Warranty Requests and Emergency Contacts

Emergencies

For an electrical, heating and air, or plumbing emergency, call the contractor directly. These are the only requests that may be made by phone.

ELECTRICAL
RBR Evolution
770-283-9347

HVAC
RBR Evolution
770-283-9347

PLUMBING
State Plumbing Contractors, Inc.
770-345-5382

Everything else: builder non-emergency requests

Take these steps to report any non-emergency item covered in your Homeowner Handbook:

1. Fill out the **Warranty Request Form**, listing each item with the Handbook page and paragraph number that corresponds to it.
2. Submit it **online at tihhomes.com/warranty** (scan the code below), or email it to **renee@tihhomes.com**.
3. You will be contacted within 24 hours or the next business day to confirm receipt of your request.

Customer service hours
Monday to Friday, 8:00 a.m. to 5:00 p.m.

No warranty requests are taken over the phone.
Written requests protect you: they are dated, listed and tracked.

Thank you in advance for your cooperation concerning your warrantable customer service work.

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TIH HOMES

Quality, Craftsmanship, Value

Warranty Request Form

T.I.H. HOMES, INC. · IRC, ICC CERTIFIED · ONE-YEAR BUILDER WARRANTY

With the exception of specified emergencies, all requests for service must be in writing. Using your Homeowner Handbook, list your warrantable items along with the page number and paragraph number where each is located in your Handbook. This form will be returned if that information is missing. Type into the boxes, then email the saved file to renee@tihhomes.com, or print and mail it. You can also submit online: scan the code at the bottom.

NAME

DATE

ADDRESS

LOT #

PHONE, HOME

CELL / WORK

COMMUNITY

PLAN

	WARRANTABLE ITEMS	HANDBOOK PAGE AND PARAGRAPH
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

ADDITIONAL DETAILS (OPTIONAL)

Submit this request online instead

Scan with your phone, or go to tihhomes.com/warranty

Type it in, attach photos, and get a confirmation. Mon-Fri 8am-5pm.

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Warranty requests: renee@tihhomes.com