



11 MONTH SERVICE

WARRANTY SERVICE:

HRS provides scheduled warranty services for non-emergency items at 11 months after the closing date. To request this service, please complete the 11 month service form and submit it to the office prior to your 11 month anniversaries. Please note that the warranty service is provided on a homeowner request basis only; we do not contact the homeowner to obtain a list.

WARRANTY COVERAGE AND EXCLUSIONS:

Please understand that the warranty service is for warranty items only, as specified in your Welcome Home Guide. The service does not cover personal home maintenance issues such as caulking, filters, light bulbs etc. or personal property damage. ***It also does not cover any scratches, chips, or other damage to finished surfaces such as fireplace surround, wood, tile or vinyl flooring, countertops, screens, dents to entry doors and garage overhead doors, cabinets, doors, tubs, mirrors, and showers that were inspected at the final walk through and found to be satisfactory. We will refer to your Final walk through list for any pre-existing defects or damages which were noted on your list, and any such damages not identified at the walk-through must be treated as personal property damage occurring after the closing, and therefore are not covered by warranty.***

Please remember that all drywall touchups, for nail pops and cracks from the house settling, will be covered under the 11 month service. Painting is not included for the drywall touchups due to the paint will not match. For ceramic tile grout, that cracks during the first year after closing, is also done only once at the 11 month service due to settling of the house.

SUBMITTING A 11 MONTH LIST:

In order to schedule service during the appropriate time frame, we request that the 11 month lists be submitted prior to the 11 month anniversary. Please sign and date the provided list and submit it to our mailing address, fax number, or email address as listed at the bottom of the form.

SCHEDULING:

Once the form has been submitted, please allow up to 2 weeks for HRS Communities to make contact and schedule an appointment with our Construction Team. In the initial meeting, someone from our Construction Team will review the list with the homeowner to determine what repairs need to be done, if covered by the warranty, and what trades will be needed. The service department will then schedule a date with the homeowner and trades once the list is reviewed. All items will need to be signed off by the homeowner the day they are completed.

Thank you for your attention, punctuality, and understanding as we work with you on your new home. We hope you have enjoyed your experience and know that we strive to provide our best service for you.

Homeowner Signature: _____ Date: _____

HRS Communities Customer Service – 2370 Commerce Drive, Farmington Hills, MI 48355

Fax: (248) 615-4129 – email to _____



Return to: HRS Communities
 23370 Commerce Dr
 Farmington Hills MI 48335
 (248) 615-1313
 patricias@hrsgreen.com

11 Month Warranty Service Request

At this time, the following list of items (prepared by the homeowner) will conclude your 11 Month Home Warranty Inspection with HRS Communities. This is your one time opportunity to provide us with a list of warranty items. Once the items listed below have been addressed and/or repaired this will complete your 11 month warranty process. You will not be able to add anything to this list. Our customer service representative will be in contact with you shortly if she has not already contacted you to schedule any appointments necessary to complete this work. There will be a separate form for you to sign to signify completion of the warranty work. Thank you for your cooperation. We hope you are enjoying your HRS Communities built home at Clyde Smith Farms.

Name _____ Date _____

Address _____

Phone: Home or Work _____ Phone: _____

Email Address _____ Best Time to Reach You _____

SERVICE REQUESTED (completed by Homeowner)	SERVICE ACTION (completed by HRS)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Comments: _____

The work listed above represents a complete list of items that will be addressed during the warranty process. This completes the 11 Month Warranty Inspection:

 Homeowner's Signature HRS Construction Signature HRS Management Signature

Date: _____

Note: HRS Communities warranty is limited to correction of structural, operational and/or materials failures (excluding appliances which are covered by the manufacturer's warranty). Warranty service appointments will be taken care of by our trades Monday through Friday only between 8AM and 3PM.