



Customer Service Manual



BOULEVARD
HOMES

INTRODUCTION

Dear _____:

Building a home is one of life's most rewarding experiences. An experience Boulevard Homes is glad to share with you.

Taking time to read through our Customer Service Manual will supply you with the necessary information about your Limited Warranty workmanship and material standards, manuals and warranties, and service request.

If any warranty work is required that falls within the limited warranty, there are specific steps to take to notify Boulevard Homes so the work can be done in a timely manner. Write down the description of the problem on your "Homeowner Service Request" form. Mail or fax this form to the Boulevard Homes main office. Please do not give this form to our Realtors or field supervisors. When it is time for your 30 day or 11 month inspection, please send this form to us in care of Boulevard Homes \ 14300 NE 20th Ave. #D102-170 \ Vancouver, WA 98686-1493.

Upon receipt of your request form we will call within 48hrs to review your request and to coordinate convenient times for work to be done. Most work can be scheduled and completed within two weeks.

Thank you for purchasing your new home in our townhome community at Pebble Creek.

Congratulations-

Brent Harrison

Builder

EXPLANATION OF LIMITED WARRANTY

Notes:

Your home comes with a 2-10 HBW new home warranty. This mean you have: **1** full year of surety coverage against defects in workmanship and materials; **2** full years of systems surety coverage against defects in wiring, piping and ductwork in electrical, plumbing, heating, cooling, ventilation and mechanical systems; **10** full years of third-party, insurance-backed, structural defect coverage for load-bearing components.

Boulevard Homes also provides a one year Limited Warranty which is explained below.

Consequential and incidental damages are excluded, and the duration of implied warranties has limitations. Occasionally we are called upon to make repairs that have been caused by some action of the homeowner or someone working for the homeowner. If Boulevard Homes or its subcontractors are required to answer a call for service, that is determined to have been necessitated by the homeowner, then the homeowner will be expected to pay for the service call.

Terms:

The terms of the various coverage of this Warranty begin on the sooner of the date on which your home is deeded to you or the date you occupy the home. That date is referred to in the Limited Warranty as the "Closing".

Coverage:

For a period of one year after Closing, the floors, ceilings, walls and other internal structural components of the home that are not covered by the other portions of the Limited warranty will be free of defects in the materials or workmanship.

For a period of 30 days after Closing, the following items will be free of defects in materials or workmanship: (excluding glass); electric switches, receptacles and light fixtures and caulking around all exterior openings.

For a period of 30 days after Closing, the sod and plants installed by Boulevard Homes or its sub-contractors will be free of defects in materials or workmanship except where improper maintenance has occurred.

Due to some items being cosmetic in nature and are easily damaged during the move-in process, we have chosen to warranty their condition only through the completion of your customer orientation inspection. This means that we will only correct cosmetic defects noticed during your initial walk-through and will not be responsible for cosmetic damage which may have taken place during the move-in. (i.e. paint touch-up, floor damage, etc.)

We will correct problems such as chipping, smudging, breaks or other readily visible blemishes or defects which EXCEED normal industry standards and tolerances as defined by Boulevard Homes for the following items only, if they are noted at the time of your walk-through: plumbing fixtures, glass, mirrors, electrical fixtures, counter-tops, screens, cabinets, floor coverings, painting, drywall, exterior wood shrinkage, and concrete surfaces.

Manufacturers' Warranties:

Boulevard Homes shall assign and pass through to you the manufacturer's warranties on all appliances and equipment. The following are examples of such appliances and equipment, though not every home includes all of these items and some homes may include appliances or equipment not on this list: range, range hood, microwave oven, dishwasher, garbage disposal, ventilating fan, air conditioning and compressor (heat pump), smoke alarm, doorbell, and water heater.

Exclusions From Coverage:

Boulevard Homes does not assume responsibility for any of the following, all of which are excluded from the coverage of this Limited Warranty:

- A. Damage caused by ordinary wear and tear, abusive use, or lack of proper maintenance of your home is the responsibility of purchaser.
- B. Only material supplied and/or installed by Boulevard Homes or sub-contractors are warranted. Additions or modifications to structural or mechanical systems by anyone other than us will void the Limited as to the item specified. For example if a homeowner installs a garage door opener or installs ceramic tiles onto the floor it will void all contractor warranties.
- C. Any appliance, piece of equipment, or other item in the home which is a “consumer product” for the purposes of the Mansion-Moss Warranty Act (15 U.S.C. Sec. 2301 through 2313). The following are examples of “consumer products” (other items in the home also may be consumer products): range, dishwasher, furnace, central air conditioning and compressor, thermostat, garbage disposal, exhaust fan, smoke detector, chimes, electric meter, water meter, gas meter, water heater, and range hood.
- D. Boulevard Homes has assigned these manufacturers’ warranties to you, and you should follow the procedures in these warranties if defects appear in these items.
- E. Defects that result of characteristics common to the materials used, such as (but not limited to)
 - Warping and deflection of wood -unless a door is warps or swells so badly it is unusable. They will usually straighten out during the first year. Cabinet adjustments are usually simple and are normal maintenance by owner.
 - Cracking of cement is a normal occurrence because of materials brittle nature. Cracks will not be subject to repair unless they are of vertical displacement to be a hazard

- Nail pops and small cracks will occur in new construction. These are excluded from the Limited Warranty however if you wish we will fix these items at the same time as work is performed pursuant to the final closing list and you will be responsible for the required painting.
- Maintenance of exterior caulking and damages resulting in failure to maintain is the responsibility of purchaser.
- Because of normal expansion and contraction of material, squeaks in floors, stairs and other areas will occur. These are normal and not eligible for repair. The builder shall make his best efforts in remedy by adding glue and fasteners.

F. Loss or injury due to the elements.

G. Conditions resulting from condensation on, or expansion, or contraction of materials. The humidity level must be controlled by you, in order to avoid damage to you residents.

H. Paint applied over interior walls.

I. Air filtration is normal and will occur in spots such as electrical openings and insulated ceilings; this is more noticeable in the winter.

J. Consequential or incidental damages to any buyer, use or other party.

K. Site Drainage's are graded to finish grade, and landscaped to ensure drainage. Purchaser must maintain drainage patterns. Purchaser is also responsible for removing and replacing sod, sidewalks decks and plant material in settled areas

L. Any tree, shrub or plant growth in either its original or relocated spot is responsibility of homeowner. Regardless of warrantor's care to protect any tree or shrub.

M. Damage to any porcelain sink during construction will be repair by the builder. It will not be replaced because of such damage.

ACKNOWLEDGEMENT OF REPAIR:

You must sign and acknowledgment of the completion of each repair made pursuant to this Limited Warranty. On the repair order as each repair is completed your failure to sign an acknowledgment upon request, will terminate the Limited Warranty & relieve us of any further obligation to make additional repair.

CLAIM PROCEDURES:

If defects appear which you think are covered by this warranty, please follow the procedure outlined in this section of the manual. Please do not request service for normal maintenance work. It is your responsibility to perform normal homeowner maintenance on all items excluded from warranty. No service will be performed for any damage done after your move-in except as noted earlier that all requests for service must be in writing except in the event of an emergency as defined in your Homeowners Manual. Upon receipt of your Homeowner Service Request Form (found at the back of section 2), if the defective item is covered under this Limited Warranty, Boulevard Homes will repair or replace it at no charge to you, within 30 days (longer if weather conditions, labor problems, or material shortages cause delays). The work will be done by Boulevard Homes. The choice between repair or replacement shall be by Boulevard Homes. Our address is shown below

Boulevard Homes: Customer Service
D102-170
14300 NE 20th Ave.
Vancouver, WA 98686-1493
FAX: 360/887.0447

