

DRH East Florida Division Warranty | Scenarios & Frequently Asked Questions

- **Important Documents** – Items 2-4 should have been included in the home owner's documents when he/she had the walkthrough/closing. Item 1 is located at <http://www.drhorton.com/Florida/East-Florida/Warranty-Services>. Let Liz know if you would like a paper copy of the following for your reference.
 1. Melbourne Homeowner Manual – pages 2 & 32 are very useful for warranty inquiries
 2. RWC Limited Warranty Booklet – pages 2 & 20 are very useful for years 2-10 warranty details
 3. Warranty Procedures – the process for submitting requests
 4. Recommended Key Items for Home Maintenance – maintenance tips, especially stucco cracks
- **East Florida Division Warranty Teammates & Division of Work** – Adam & Liz receive all incoming online requests, phone calls, and walk-ins; the requests are then forwarded to the CS Technician for that area. The Tech is responsible for contacting the home owner, coordinating trades (or completing the work himself), and following-up with the home owner.

<u>Team Member</u>	<u>Title</u>	<u>General Area/Assignment (May Vary)</u>
Kimble McCoy	Customer Service Technician	Brevard County Warranty
Rod Mitchell	Customer Service Technician	Brevard County Warranty
Luis Cubas	Customer Service Technician	Brevard County Warranty & Entire Division Special Projects
Paddy Murphy	Customer Service Technician	Indian River County Warranty & Special Projects
Alan Whitt	Customer Service Technician	St. Lucie County Warranty & Special Projects
Liz (German) Manley	Customer Service Coordinator	Entire Division
Adam Modert	Customer Service Manager	Entire Division

Note: Simon Tyrrell has moved to the Construction Team of the Orlando Division of DRH and is no longer in East Florida DRH.

- **Walkthrough lists, Contract Addendums, and 30-day lists** – Not the Warranty Department; check status with Construction Department (super/builder), even if it has now passed 30-days since the home owner closed.
- **Drainage/grading** – Drainage and grading will be assessed, however, most times it is *home owner maintenance* of their lot. If the home was built in 2017-2018, please have them contact the Construction Department (super/builder). If the home was built in 2015-2016, please have them submit a warranty claim. In the Melbourne Homeowner Manual, see pages 2, 8 (“Homeowners Association”), 12 (“Soils”), 15 (“Erosion”), 19**, 49-50**, 56, & 57 of the attached document with pages 19 & 49-50 being the most straightforward.
- **Irrigation** – After 30-days after the close date, service on the irrigation system is not considered warrantable; it is considered *home owner maintenance* (including irrigation head direction or replacement, scheduling, etc.). In the Melbourne Homeowner Manual, see pages 2**, 15 (“Erosion”), 56, 69, & 70 of the attached document with page 2 being the most straightforward. There is a 30-day warranty on irrigation system, with the exception of the irrigation timer that has a 1-year warranty.
- **Fence/gate/community areas** – Not the Warranty Department; have the home owner inquire with the HOA and/or Property Manager.
- **Basic Warranty Questions** – Any DRH Employee can answer the following (not just the warranty team members)
 - *What is included in my home's warranty?* See page 2 of the Melbourne Homeowner Manual.
 - *What is included in the 1 year warranty? The 2 year warranty? The 10 year warranty?* See the RWC Booklet; pages 20 of the physical booklet (and page 2) are very helpful in explaining years 2-10 of the warranty.
 - *How do I submit an emergency warranty claim (water leak, HVAC issues preventing the unit from working, electrical issue)?* Please have the home owner call the emergency contact number for the applicable contractor (located on their emergency contact list received at the walkthrough/closing. They may also submit an urgent claim online at www.drhorton.com/warranty.
 - *How do I submit a non-emergency warranty claim?* Please wait until 5 months after closing (submit 6-month list) and 10-11 months after closing (submit 12-month list).
 - *How do I submit a 6-month & 12-month list?* One may copy/paste the typed list into the form at www.drhorton.com/warranty or they may mail a copy of the form to WarrantyRequests-FLMEL@drhorton.com.
 - *How long until I will hear back from my online submission or an email sent to the Warranty Requests email address?* You will typically be contacted back within 1 week of submitting the warranty claim, if not sooner.