



HARRIS DOYLE
HOMES

HARRIS DOYLE HOMES CUSTOMER CARE PROGRAM

CONGRATULATIONS ON THE PURCHASE OF YOUR NEW HOME FROM HARRIS DOYLE HOMES!

Please read your Customer Care information package prior to submitting any customer care request. This package covers what is and what is not covered under the warranty program.

We have compiled the following information packet to outline customer care procedures, define homeowner maintenance responsibilities and identify non-warranty items. Additional manufacturer warranties that may extend beyond Harris Doyle Homes warranty coverage period can be found online.

HARRIS DOYLE – First year warranty coverage period includes a limited warranty on defects in workmanship and materials listed in this package and the builder's quality standard package. This warranty is nontransferable to future homeowners.



HARRIS DOYLE
HOMES

PROCEDURES FOR SUBMITTING CUSTOMER CARE REQUESTS

There are two ways to submit a customer care request. Please note your specific divisional email address listed below:

EMAIL:

- Birmingham: CUSTOMERCARE@HARRISDOYLE.COM
- Auburn: AUBURNCUSTOMERCARE@HARRISDOYLE.COM
- Coastal: COASTALCUSTOMERCARE@HARRISDOYLE.COM

PHONE:

- Birmingham: **205.982.2896 ext. 0**
- Auburn: **334.521.3576 ext. 0**
- Coastal: **850.775.3285 ext. 0**

Once we have received your request, we will contact you to set up an appointment to have the customer care department reach out to obtain additional information if needed. If our team is unable to correct the item, we will have the appropriate trade partner schedule a time to correct the item. They will contact you directly to set up an appointment time.

Additional information regarding customer care as well as submitting a request can be accessed through the Harris Doyle Homes website.

<https://harrisdoyle.com/>



HARRIS DOYLE
HOMES

IMPORTANT PROCEDURAL ITEMS

Warranty work is scheduled during regular business hours. Customer care department office hours are Monday – Friday 8:00 AM through 5:00 PM.

When work is being performed in your home, please move pictures, items from the countertops, large furniture and any other items that are in the general working area. When carpet is being stretched, all large items must be removed beforehand.

If there are warrantable items that arise throughout the year that are not on the one-time repair items list, please email your divisional Customer Care email address listed above to repair those items.

An email will be sent to all homeowners prior to their one-year anniversary date. Please submit all concerns at that time. After the one-year limited warranty has expired, manufacturers warranties are to be coordinated by the homeowner directly with the manufacturer.

If you are selling your home and your one-year limited warranty has not expired; please submit all concerns you may have prior to moving. Once you have vacated your home, we will not assume any responsibility for concerns that have not been reported prior to your moving.

For items that require a trade partners help, a work order will be sent to the trade partner to complete the work. When completed, please sign off on the trade partner paperwork. We will need to inspect some warranty concerns prior to involving trade partners for repairs. We apologize for the inconvenience, but this procedure is necessary at times.



HARRIS DOYLE
HOMES

HOMEOWNER MAINTENANCE EXAMPLES

- Caulking – exterior silicone should be monitored every six (6) months and addressed as needed
- Cleaning of clogged gutters, downspouts and drain extensions
- Changing of light bulbs and batteries
- Changing HVAC filters
- Landscaping maintenance including all sod, seed/straw, bushes, trees and irrigation adjustments
- Lubricating window tracks and door hinges
- Exterior paint and stain
- Pest control and vermin removal
- Relighting of water heaters
- Removal of garden hoses from exterior hose bibs
- Scald devices – any adjustment up or down
- Tightening of loose doorknobs

- Cabinets – Daily use can create hinges to become loose, hardware to become loose and drawer guides to become loose. Screws may need to be tightened from time to time. Daily use can lead to areas that need to be touched-up and this is when the touch-up kit can be used. Touch-up kits are left in the junk drawer prior to closing

Please review the Top 25 Customer Care Questions and Responses at the end of this package for additional information.



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HOMES

EXAMPLES OF NON-WARRANTY ITEMS

- **Caulking** – External caulking and silicone will shrink.
- **Paint** – Interior or Exterior touch-ups are not covered by the warranty
- **Ceiling repairs not matching perfectly** – Repairs made to your ceiling may not match perfectly, the whole ceiling will not be repainted.
- **Drywall Dust from Repairs** – Some dust will settle over time from drywall repairs
- **Ceramic Tile, Carpet and Hardwood** – Slight color variations on ceramic tile, or hardwood are typical on initial installs and repairs. Spots found in carpet after closing are not covered in this warranty.
- **Closet Shelves** – Shelves can pull loose from the wall because of too much weight.
- **Concrete** – Some concrete over-pour might remain under soil adjoining poured walks and drive
- **Cracks in Concrete** - Concrete patios, walks, drives, and porches will develop cracks due to concrete's property of expanding and contracting or the changing characteristics of the soil on which it is laid. There is no known solution for this condition. It is not uncommon to have some water standing on flat driveways after rain. Harris Doyle does not fill cracks in concrete
- **Exterior Hose Connections** – Frozen hose bibs can occur if hose pipes are left connected during freezing temperatures
- **Garage Doors** – Overhead single and double doors are not intended to be weather tight. Some entrance of the elements can be expected under heavy weather conditions
- **HVAC Vents** – HVAC vents may occasionally make a small amount of noise.
- **Kitchen Cabinets** – Color variations in finished products are common due to wood grains and shades never being the same.
- **Countertops** – Damaged identified after closing is not covered by the warranty
- **Plumbing** – Staining of plumbing fixtures can occur due to high iron content in water supply.
- **Vermin** – Removal of vermin is not covered by the warranty
- **Water Collecting in Meter Boxes** – Water will often collect in this low point of the yard.

- **Window Screens and Enclosed Patio Porch Screens** – Wind may loosen screen material slightly.
- **Windows and Doors** – Some infiltration is normal especially during high winds.
- **Soil Erosion and Grading** - Maintenance or repair to yards that experience soil erosion after closing is not covered by the warranty. Alterations to grading are not covered by the warranty. Your grading has been constructed to ensure proper drainage away from your home. Should you wish to change the drainage pattern for landscaping purposes, be sure a proper drainage slope is retained.
- **Standing Water** - Water standing **48 hours** after a normal rain will be addressed. This does not include damp soil. Ditches and swells are expected to hold water for longer periods of time.
- **Exterior Wood** – Fences, Decks and Porch Post that are exposed to the elements will twist, warp and shrink. Natural checks that occur in the timber are expect and are not covered by the warranty.



HARRIS DOYLE
HOMES

ONE TIME REPAIR ITEMS

DRYWALL AND TRIM SHRINKAGE – These will appear during the curing process of your home. This is normal and expected. Stress cracks, peeling drywall tape, nail pops and loose corner bead will be repaired and repainted. Some deflection on the ceiling and walls are to be expected. During the first year the average home will lose around 3000 pounds of moisture as the lumber dries. This can cause some cracking in the drywall due to lumber shrinkage.

The painter will come back **ONE** time at the end of the warranty period to caulk and touch up these shrinkage cracks. It is advisable to wait until close to the end of your first year in your new home before requesting repairs. Our customer care department takes extra care in repairing stress cracks. These areas are filled, sanded, and painted. We cannot guarantee that additional stress cracks will not appear or that these repaired areas will not crack again after repairs have been made.

The customer care department does not cover all items (furniture and knickknacks) in the room where drywall work is to be done. The customer care department will clean up what they can when their work is done but cannot control drywall dust in the air. Dust settlement will be the responsibility of the homeowner. If you would like your furniture completely covered, we suggest that you have this done prior to the appointment time.

FLOOR SQUEAKS – Lumber shrinkage and humidity will occasionally cause the floors to squeak and pop. This is a normal occurrence and will be addressed one time at the end of your one-year anniversary.

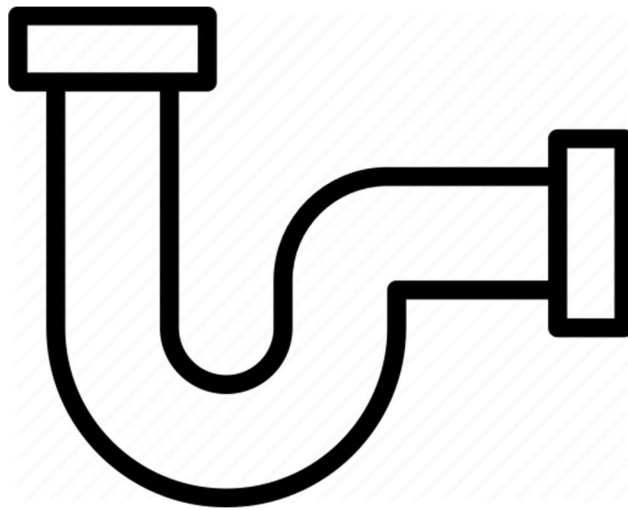
TILE CRACKS – Even though precautions are taken by using a flexible mortar base. As the concrete cures and shrinks, hair line cracks could appear. This will be addressed one time at the end of your one-year anniversary.

GROUT REPAIRS – Tile showers, tile tub surrounds, areas where the tub meets the tile floor and backsplash to countertops will crack. This is due to moisture loss in the grout and differential movement in the materials. This will be addressed one time at the end of your one-year anniversary.

NOT COVERED UNDER ONE TIME REPAIRS

CAULKING – At the time of your homeowner orientation inspect your exterior caulking and silicone. Exterior caulking and silicone are not covered under this warranty. Any repairs in this area will be a homeowner's maintenance.

PAINT TOUCH-UP – At the time of your homeowner orientation inspect your interior and exterior paint carefully. Painting is not covered under this warranty. We will only repaint drywall repairs made by the customer care department.



SEWER BLOCKAGES

Sewer blockages caused by construction debris are covered by the warranty. For the first thirty (30) days after closing, Harris Doyle Homes will schedule blocked sewer line inspections if blockage occurs. After the first thirty (30) days, the homeowner will be responsible for initiating an inspection. Any time the inspection reveals a non-construction debris blockage, or no obstruction is found, Harris Doyle Homes **WILL NOT** be responsible for payment.

Please recognize that a quality plunger and a good understanding of how to easily inspect your sewer clean-out will help you avoid unexpected bills.

Most toilets average 1.6 gallons per flush. Estimated daily use of 9.1 gallons per person per day. Toilet paper doesn't often have an opportunity to break down with one flush. The toilet that is furthest from the sewer clean-out will need an extra flush.

Resource:

<https://www.familyhandyman.com/plumbing/best-toilet-paper-for-plumbing/>



EMERGENCY CALLS PROTOCOL

The following items qualify as emergencies and are eligible for immediate attention. During business hours, please call or email the customer care department to report the issue. If it is after hours, please locate the emergency contact sticker located in your breaker box.

HEAT & AIR

- 1.** If the heat goes out on a cold day (60 degrees or less inside the home), it is an emergency. If you have a dual zone system and only part of your home is not working properly, this is not considered an emergency. Please contact the HVAC contractor making sure you email the customer care department as well.
- 2.** A/C going out is not considered an emergency unless there is a medical condition that requires A/C. If there is no medical condition, please contact the HVAC contractor making sure you email the customer care department as well.

ELECTRICAL

1. Severe electrical short or sparks from outlet.
2. No electricity to your home when the rest of your community has power.

PLUMBING

1. If a water line breaks and your home is flooding

NOTE First turn off the main water supply, then call for a plumbing leak that cannot be controlled by closing the water shutoff valve at the fixture.



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HOMES

TOP 25 CUSTOMER REQUESTS & HOW THEY ARE HANDLED



Item not required to be addressed by Harris Doyle



Maintenance item that will be serviced once during the warranty period by Harris Doyle.



Non-Emergency warranty item that will be addressed once during the 11-12 month of the Builder's Warranty.



Non-Emergency warranty item that will be addressed within 1-2 weeks.



Emergency item that will be addressed within 24 hours if possible.



GAPS IN CORNER OF TILE SHOWERS/WALL TILES/BACKSPLASH

This is a recurring maintenance item that Harris Doyle will fix one time typically in the 11-12 month of the Builder's Warranty. The cracking at the corners of any tiled area occurs because the wood in the cavity behind the tile is constantly shrinking and swelling. This is a non-preventable issue and is a result of living in a home built primarily of wood. This shrinking and swelling is due to atmospheric conditions and humidity levels. When the wood behind the tile moves, the tiles move with it causing cracks in the corners at the grout lines. Running the exhaust fan to prevent moisture build up will not eliminate this issue but will help reduce the occurrences. The shrinking and swelling of the lumber will reduce over time as the wood cures, but it is likely that you will have to maintain this item on an ongoing basis to prevent shower from leaking. Harris Doyle installs a sheet of rubber under the floor and up the side of the shower stall prior to tile installation to capture water that could get behind the drain due to cracks in the grout.



PLANTS AND SOD

Plants and sod are not warrantable items unless they were completely dead when you moved in. If you do not water your grass and plants almost daily, they will wilt, thin or die. Sod will almost always come back from turning brown. Homeowners are encouraged to enroll in a weed and fertilization program for their yard. Yards need to be fertilized 2 to 3 times per year and have multiple herbicide applications to look their best. Mowing your yard weekly during the growing season can prevent your grass from thinning. If you do have a brown patch of sod in your yard it will take time for it to return to a healthy state. Fertilizing and watering it will help. If you have seed and straw in your yard it must be fertilized and watered regularly for the grass seed to grow.



TRIM SEPERATIONS

This is a recurring maintenance item. We are only required to fix trim cracks during the warranty period. The cracking at trim joints occurs because the wood in the cavity behind the trim, as well as the trim itself is constantly shrinking and swelling. This is a non-preventable issue and is a result of living in a home built primarily of wood. This

shrinking and swelling is due to atmospheric conditions and humidity levels. When the wood behind the wall moves the trim moves with it, causing cracks in the corners.



PAINT TOUCH-UPS

Exterior paint should be monitored once a year and touched-up as needed. Silicone should be monitored every six months and touched-up as needed.



CONCRETE CRACKS

Concrete cracks are to be expected throughout the life of the home. Please note that your home is built on expansive soils concrete cracks in driveway, patios or sidewalks are not covered under your Builder's Warranty. Cracks are due to settling, soil expansion, and the curing process.



EROSION, DIPS, DIVETS IN YARD

None of these items are covered under your Builder's Warranty. Yards settle and create divets and humps. Homeowners can apply play sand to level off divets and humps. Grass will grow through the sand. The straw in the beds need to be changed out 3 times a year in order to look their best and help control weeds and erosion.



AIR CONDITIONING AND HEATING OUTAGES

This is an emergency item that will be responded to within 24 hours, including weekends while the home is within the one year Builder's Warranty.



PLUMBING LEAKS THAT ARE NOT INSIDE THE HOUSE OR THAT CAN BE TURNED OFF BY THE HOMEOWNER

In the event a plumbing leak can be turned off by a homeowner through a valve, or if there are leaks in the sprinkler system in the yard, this is considered a non-emergency warranty item.



PLUMBING LEAKS THAT CAN'T BE STOPPED INSIDE THE HOUSE

This is an emergency item that will be responded to within 24 hours, including weekends, while the home is within the one year Builder's Warranty period.



MINOR ELECTRICAL ISSUES

These items are non-emergency warranty items. These items are defined as; outlets not working, breakers tripping, dead switches, etc.



DEAD BOLTS NOT LATCHING OR DOOR KNOBS NEED ADJUSTING

These items are non-emergency warranty items to be addressed within one year warranty.



ROOF LEAK

This is a non-emergency warranty item. To ensure the safety of our trade partners we do not allow them on the roof during inclement weather.



CRACKED FLOOR TILE

Harris Doyle will warranty this item once during the 11-12 month of the Builder's Warranty. Cracked tiles can occur for a variety of reasons. 1) The house is settling. A small amount of settling is to be expected throughout the life of the home because of the constant load of the home on the soil and different soil characteristics. Some small movement of the structure is to be expected. Usually this happens early in the life of the home, but it can happen beyond the warranty period. 2) Stress cracks in the concrete due to the curing process. It can take up to 50 years for concrete to completely cure. Most of the curing is complete by the time you move in to the home, but additional curing will take place long after you move into the house. Sometimes this curing can lead to cracks. The reason we wait until the one year mark to address this issue is to allow the cracks to completely crack, in hopes that this problem will not have to be readdressed by you, after the warranty period has expired.



HARDWOOD FLOOR THAT DEFLECT

We will warranty this item during the 11-12 month of the Builder Warranty. Usually, when this happens, the glue needs touching up. This can occur for a variety of reasons. The most common are: 1) The slab is not level in the area of deflection. There is no way to guarantee a perfectly flat slab. Sometimes this will cause the glue holding the wood to pop. 2) Glue consistency at the time of installation. 3) There was too much moisture in the slab at the time of installation. Concrete dries at various rates, depending on a variety of factors. The remedy for these issues is to inject glue at the site of deflection. If touching up the glue doesn't work we will then reinvestigate the problem and make further assessments.



TUB NICKS AND SCRAPES

These items are not warranted by Harris Doyle once the house has closed. If this was caused by construction, it must be noted during the walkthrough prior to closing. We recommend Tub Doctor for repairs after your home has closed.



GRANITE NICKS AND SCRAPES

These items are not warranted by Harris Doyle once the house has closed. If this was caused by construction, it must be noted during the walkthrough prior to closing. Granite edges can be brittle and often chip or crack. Usually they can be polished out, but sometimes there is no remedy.



COSMETIC FLOORING

This item is not warranted by Harris Doyle once the house has closed. If this was caused by construction it must be noted during the walkthrough.



LOOSE DOOR KNOB

We do not tighten screws on loose door knobs for the customer. This issue can easily be remedied by tightening it with a screw driver. You may have to tighten knobs once or twice during the year from regular use.



WARPING OR CRACKING OF PRESSURE TREATED LUMBER

Harris Doyle doesn't warranty warping, shrinking, discoloration or cracking of pressure treated lumber. Pressure treated lumber needs to be stained and sealed on an annual basis, at the very least. This will help to alleviate, but not eliminate all the problems associated with treated lumber. If you do not do this, your fence, deck or docking will begin to fall apart in a few years.



SIDING CRACKS

This is a recurring maintenance item. The cracking at the siding joints is due to the siding curing. If fiber cement siding is used it will shrink during the curing phase. This will be a maintenance item that the homeowner will have to maintain throughout the life of the home. Once the siding completely cures, the shrinking and swelling will stop.



CABINETS

Harris Doyle does not warranty cabinets. Daily use can create hinges to become loose. You may have to tighten screws throughout the year. A touch up kit for nicks and scratches is provided in the junk drawer at closing..



SEWER PUMP OUTAGES

This issue will be resolved within 24 hours, including weekends if possible.



EXTERIOR COLUMNS

Any wood on the exterior of the home i.e. pressure treated lumber, retaining walls, columns, doors etc. is subject to weatherization. Any warping, twisting, wicking of sap, or moisture from within the wood that is visible on the exterior is beyond the control of Harris Doyle. Vertical cracks in posts or corbels going with the grain of the wood are natural checks in the wood and arrive directly from the mill this way. We recommend homeowners seal the exterior wood annually to reduce noticeable weatherization. This is a homeowner maintenance issue and not a warrantable item.



BATH ACCESSORIES

No accessories will be warranted after closing. This includes pulling away from the wall. Fixtures secured to the wall are designed for normal wear and homeowner use. Harris Doyle cannot be held responsible for over aggressive use of accessories.



CLOSET SHELVING

Closet shelving is not covered under warranty. Shelving is designed to carry 20 lbs. per ft. Harris Doyle is not responsible for excess storage on shelving causing them to fail.