

Customer Service Procedures Regent Homes – Shane Point

Please note the following information concerning the one year warranty on your new home.

Service requests on NON-EMERGENCY warrantable items must be submitted in written form via the following:

Fax: (615) 332-3366

Internet: WWW.REGENTHOMESTN.COM. Go to the heading "Contact Us", pull down the menu and go to the subheading "Warranty". Fill out the form and submit.

Written request: Regent Homes

6901 Lenox Village Dr. Suite 107

Nashville, Tn. 37211

Attn: Customer Service Dept.

EMERGENCY SERVICE

ONLY EMERGENCY ITEMS, SUCH AS RAIN LEAKS & EXTERIOR DOORS NOT LOCKING, MAY BE CALLED DIRECTLY TO THE CUSTOMER SERVICE DEPT. AT: (615) 333-9000. MON.-FRI., 7:30a.m-4:30p.m.

CONTRACTOR SERVICE—Requests for service should be referred directly to the applicable contractor. Names and phone numbers are listed below for your convenience.

<u>SYSTEM</u>	<u>SUBCONTRACTOR</u>	<u>PHONE#</u>
Homeowner's Association	Paragon Management	615-731-4767
Plumbing	Benchmark Plumbing, Inc.	615-904-0077 Mon-Fri 8-5 615-207-3785 Emergency
Electrician	Morgan Electric	615-824-6029 Mon-Fri 8-5 615-824-1168 Emer. Jimmy 615-826-0661 Emer. Roy
Heating and Cooling	Reliance Heat and Air	770-886-1998 Mon-Fri 8-5 Same for Emergency
Roofing	Bulldog Roofing	615-796-1859
Garage Doors	Allied Overhead Doors	615-244-6447
Appliances	Whirlpool	800-442-1111
Flooring	Carpet Den Interiors	615-771-0128
Siding and Gutters	HK Construction Co.	615-361-8455