

# BRAYSON HOMES

BRAYSONHOMES.COM

Love Your Home

## Neal Pointe

Dear Homeowner,

Congratulations on your new home! To address any concerns you may have with your home after purchase, please contact our Customer Service Department. Contact information is listed below.

You should have received the [2-10 Home Buyers Warranty Booklet](#) from your Brayson Homes New Home Advisor upon signing your Purchase and Sale Agreement. This 2-10 booklet details items in your home that are covered under warranty. Please keep in mind that all cosmetic repairs should be completed prior to closing and items are not covered if you have installed them yourself.

Within thirty (30) days of closing, you should also receive a Certificate of Warranty Coverage directly from Home Buyers Warranty Corporation. Be sure to keep this certificate for your records.

If you experience any items that need attention, please submit your request in writing using the Customer Service Request Form. This form is available at [www.braysonhomes.com](http://www.braysonhomes.com) under the Customer Service tab. Our goal is to respond within 48 hours of receipt of your request. You may submit your request by the following methods:

ONLINE Complete the form online and click submit [Online Service Request Form](#)

FAX Print the form, complete and fax to 770-831-2463 [Print a Service Request Form](#)

MAIL Print the form, complete and mail to  
Brayson Homes Customer Service  
780 Buford Hwy, Bldg C  
Suwanee, GA 30024

However, if you need to contact a Customer Service Representative directly, please call toll free 1-866-745-4980 or send an email to [customerservice@braysonhomes.com](mailto:customerservice@braysonhomes.com). Our office is open Monday through Friday from 8:30 AM until 5:00 PM, EST.

If an emergency (as defined in the 2-10 Home Buyers Warranty booklet) occurs after business hours or on the weekend and involves a major unit including electrical, heating or plumbing, please contact the subcontractor directly at the number listed below. As part of your builder's warranty, these major items are covered for repairs for up to one year after closing.

### MAJOR SUBCONTRACTORS

ELECTRICAL	CASTEEL ELECTRIC	770-223-8087
HEATING & AIR	T & M	770-914-0111
	EMERGENCY NUMBER	404-392-4660
PLUMBING	NORTHWEST	770-941-5421

For your convenience, below please find a list of important numbers for services in your area:

### AREA SERVICES

Electricity	GA Power	888-660-5890
Gas	GA Natural Gas	770-850-6200
Water/Sewer	Clayton County	770-961-2130
Telephone	BellSouth	888-757-6500
Sanitation	CLM Sanitation	770-474-9273

We sincerely hope you enjoy your NEW HOME!