

# BRAYSON HOMES

BRAYSONHOMES.COM

Love Your Home

STONEWOOD CREEK

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. Please see contact information 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**  
**780 Buford Hwy. Bldg. C**  
**Suwanee, GA 30024**

However, if you need to speak to a Customer Service Representative, please call our office toll free at 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	Marathon Electrical	770-924-1776
HEATING	Southside Stuart Mechanical	770-306-2466
PLUMBING	NORTHWEST	770-941-5421

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

## AREA SERVICES

Electricity	Cobb EMC	770-429-2100
Gas	Atlanta Gas Light	877-427-2464
Water/Sewer	Paulding County	770-222-6868
Telephone	AT&T	888-757-6500
Cable	Comcast	404-285-2362
Sanitation	Trash Taxi	770-975-0926

We sincerely hope you enjoy your NEW HOME!