

Top Ten Callbacks and How to Avoid Them

Introduction

When it comes to keeping your homebuyers happy, education is the key. And that means communication. The more the buyer understands upfront about their responsibilities, the less likely they are to be surprised and angry later. (You can also count on fewer unnecessary callbacks!)

For instance, below is a list of the top ten most misunderstood homeowner responsibilities. Teach your customer about homeowner maintenance versus warranty items, and you'll save time and trouble later.

The following items become the homeowner's responsibility after the home orientation has taken place:

1. Paint

Your homeowner should receive a paint touch-up kit for move-in nicks, scratches and other wall damage not noted at orientation.

2. Caulk

Caulk, because it tends to shrink, often needs a little retouching. This is the homeowner's responsibility and should be done several times a year to keep moisture out. If water infiltration occurs from a caulked area, your warranty may not cover the problem.

3. Concrete

Changes in the weather cause expansion and contraction of concrete, which leads to cracks. This is no indication of a construction deficiency; it is considered normal wear and tear. Should these cracks exceed ¼", the builder should investigate and repair.

4. Brick

Bricks will often have mortar stains, chips or cracks all of which are part of the process and to be expected. Discolorations may also occur from weather issues.

5. Scratches

All scratches, chips or marks in tile, floors, woodwork, brick, mirrors, vanity tops, and/or counters that occur prior to orientation should be noted and repaired. Anything after this point is the homeowner's responsibility.

6. Exterior Doors

Doors are designed by manufacturers to meet design criteria for air and water infiltration. If weather conditions exceed those criteria, you could experience seepage. The homebuyer may want to consider adding a storm door to help alleviate this seepage, which is not covered.

7. Interior Trim

Interior trim is made from a wood product that should not be exposed to moisture. If this material comes in contact with water, it should be dried as quickly as possible as this item is not covered under the warranty.

8. Flooring

It is the nature of wood floors to experience some creaking and squeaking. This is to be expected and is not covered under the warranty. It is also somewhat common for subfloor joints and seams to show through vinyl flooring.

9. Frozen Pipes

Water hoses, spigots, sprinklers and other parts should be removed in cold weather. Frozen or split pipes will only be covered if the damage was zero degrees or below at the time of the damage or if the failure was due to a defect.

10. Sod

The livelihood of sod depends on nature and the care provided by the owner. After the first 48 hours, the responsibility of the sod is the homeowner's.

Keep your homebuyer informed and you'll keep them happy!



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