



EMERGENCY SERVICE PROGRAM

We know you will be happy in your new home; however, we also realize that homes occasionally need emergency service. For your convenience and the quickest response to your emergency needs, we are listing the Contractors and Suppliers Telephone List for each community. **All contractors and suppliers should be contacted directly.** Please see **Structural Defects** for emergency instructions on such defects.

There will be no service charge for warranted items, but **you will be responsible** for any charges for a **non-warranted service call** (i.e., tripped circuit breaker, clogged air filter, owner-caused plumbing obstruction, service request to an inappropriate subcontractor, etc.) Please see **What is an Emergency** for clarification of individual subcontractor's area of responsibility.

For emergency situations pertaining to the following subcontractors, please report the problem directly to the subcontractor for corrective action and submit a copy of the Work Request to the Chesapeake Homes Warranty Service Department.

For those who choose to mail their Work Request Sheets, please be sure requests are properly addressed to: **Chesapeake Homes North Carolina, Warranty Service Department, 3100 Spring Forest Road, Suite 118, Raleigh, NC 27616.** Be sure and keep a copy for your records and reference.

For emergency situations that cannot be handled by a subcontractor listed below, call the Chesapeake Homes Warranty Service Department at 919-256-3060 during normal working hours (8:00 a.m. to 5:00 p.m., Monday through Friday).

CONTRACTORS AND SUPPLIERS TELEPHONE LIST

ITEM	SUBCONTRACTOR	BUSINESS PHONE
Appliances (Major)	GE	800-432-2737
Electric - House Wiring	Lanehart Electric	919-303-6266
Gas Leak – Exterior	PSNC	888-686-1288
Gas Leak – Interior	Stewart's HVAC	919-362-0387
Heating & Air Conditioning	Stewart's HVAC	919-362-0387
Plumbing System	All MAX	919-678-0111
Fireplace	Fireside Hearth & Home	919-319-9411

Should you need service not covered under the Builder's Warranty Program, such as storm damage or damage caused by the homeowner, please refer to the numbers below. Services requested directly from these vendors, which are not covered by the builder's warranty, will be invoiced directly to the homeowner.

ITEM	SUBCONTRACTOR	BUSINESS PHONE
Garage Doors	STOCK Building Supply	919-422-8316
Roofing	Locklear Roofing	919-387-9527
Siding (12 Oaks, Bedford)	Contractor Resource	919-387-8152
Siding (Renaissance Park THs)	TBD	TBA
Telephone Pre-Wire	Lanehart Electric	919-303-6266
Cable Hook-ups (Connectors)	Responsibility of homeowner	

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STRUCTURAL DEFECT EMERGENCY

NC's 2-10 Home Buyer's Warranty Phone number: 720-747-6000

DO NOT repair a claimed Structural Defect before the Warranty Insurer has an opportunity to inspect the Structural Defect. If you are unable to contact your Warranty Insurer: 1) You must make minimal repairs until authorization for more extensive repairs has been approved. 2) You must take action to ensure that further damage is mitigated. 3) You must report the emergency to your Warranty Insurer on the next business day. Repairing a claimed Structural Defect before the Warranty Insurer has had an opportunity to inspect the Structural Defect will make it impossible for the Warranty Insurer to assess whether the Structural Defect was covered by your warranty; whether the repair you performed, or caused to be performed, was cost-effective, necessary and effective; and whether the Warranty Insurer would have been able to solve the problem in another way. As a result, the Warranty Insurer will not accept coverage for any claimed Structural Defect that you have had repaired or replaced. In addition, you will not be reimbursed for any costs or expenses you undertake to investigate a Structural Defect such as, but not limited to, engineering and attorney fees.

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What is an Emergency?

In many cases, such as fire or theft, it is easy to recognize an emergency. For our purposes, we define an emergency as an unexpected and quickly continuing condition, that if not immediately repaired, will promptly cause further and continuing damage to the residence.

Items reported as emergencies, that in fact, are non-emergencies as defined herein, will result in a billing to the homeowner by the subcontractor involved.

THE LOSS OF AIR CONDITIONING IS NOT CONSIDERED AN EMERGENCY!

THREE KEY RULES FOR THE FASTEST POSSIBLE EMERGENCY SERVICE

1. Read or be familiar with all the information in this Emergency Service Program Section.

2. Be sure you try to get relief by checking the suggested items below BEFORE calling for emergency service.
3. Do not call your real estate agent. They are not equipped to handle your emergency.

EMERGENCY OR NOT?

NO HEAT EMERGENCY - Before calling for NO HEAT EMERGENCY SERVICE outside of normal business hours, check the following:

Check circuit breaker box to be sure all circuit breakers are in “ON” position.

Check the thermostat to be sure temperature setting is higher than the current room temperature.

The following is considered a Heat Emergency:

1. No heat in residence.

The following is not considered to be a Heat Emergency and the homeowner is liable for a service charge, plus applicable repair costs, for service rendered outside of normal business hours:

1. Heat is on and apparently working, but temperature is inadequate or uncomfortable.
- a. **LOSS OF AIR-CONDITIONING** - The loss of air-conditioning is **not** considered to be an emergency. The homeowner is liable for a service charge plus applicable repair costs for service rendered on air-conditioning equipment outside of normal business hours.
- b. **ELECTRICAL EMERGENCY** - Before calling for ELECTRICAL EMERGENCY SERVICE outside of normal business hours, check the following:
 1. Check the circuit-breaker box to be sure circuit-breakers for the electrical circuits in question are in the “ON” position.
 2. Be sure cause of difficulty is not a defective appliance or other plugged-in equipment.
 3. Be sure cause of difficulty is not a loss of power throughout the neighborhood. If such should be the case, call your local electric/power company (Dominion Power) at 1-888-667-3000 for more information.

The following is considered an Electrical Emergency:

1. No electricity to cooking appliance(s).
2. No electricity throughout the residence (Be sure electricity is not off throughout the neighborhood).

The following are not considered to be Electrical Emergencies and the homeowner is liable for a service charge, plus applicable repair costs, for service rendered outside of normal business hours:

1. No electricity to individual receptacles or outlets in separate rooms.
2. Oven or range operating but one element or one part is not working. This is more than likely a situation with the appliance. Please schedule an appointment with GE at 1-800-432-2737.
3. One inoperative electrical circuit causing one or more switches or outlets in one room, or in parts of several rooms, to be inoperative.
4. Electrical arc observed when wall switch or appliance (especially the garbage disposal) is turned on to locate problem. Switch all circuit-breakers to "OFF" position, then one by one switch them back to the "ON" position, until the item in question is located. Report incident to the electrical subcontractor on the next normal working day.

c. GAS EMERGENCY - If you smell natural gas on the exterior of your home contact your local gas company immediately; they have a 24-hour service department to handle gas emergencies.

If you suspect a gas leak inside your home, contact the plumbing contractor in your community.

Either the plumbing contractor or the natural gas utility will advise you regarding safety precautions until such time as they can respond to the gas leak.

Gas companies will respond to calls relating to no heat or no hot water; however, if the problem is in your equipment, they will not make repairs. Contact the appropriate subcontractor for equipment repairs.

d. PLUMBING EMERGENCY - Before calling for PLUMBING EMERGENCY SERVICE outside of normal business hours, check the following:

Shut off water supply at valve controls for the fixture in question. If leak is in wall, cut off supply at the water meter or at the house water cut-off valve.

The following is considered a Plumbing Emergency:

1. Water leak on supply line (not fixture) not individually controllable (such as in wall).
2. Clogged main sewer line causing back-up flow in fixtures. Sixty (60) days after closing, sewer back-ups are not warranted unless evidence indicates that the defects occurred during construction.

The following are not considered to be Plumbing Emergencies and the homeowner is liable for a service charge, plus applicable repair costs, for service rendered outside of normal business hours:

1. No hot water.
2. Hot water supply or temperature is inadequate for requirements.
3. Clogging or stoppage affecting only a single fixture.

4. Water leakage from a fixture, sink or water closet where cut-off valves are accessible and could be used to cut off the water flow.
5. Water leakage from a drain line occurring ONLY after a fixture, sink or bathtub is drained or used. (Further leakage could be prevented by non-use of fixture).
6. Continuous flow of water through commode tank.
7. Frozen plumbing pipes. Frozen pipes are rarely a problem in the Triangle area, but occasionally because of variations in house exposure, wind and shading, some freezing may occur. **THIS IS NOT A PLUMBING EMERGENCY. Your Plumbing System must be winterized, and that is the homeowner's responsibility.**

In freezing weather, the following precautions should be observed: Open doors to kitchen sink and vanity doors in bath. A light bulb on an extension cord can be turned on adjacent to exposed pipes in these areas for additional heat, if needed. Chesapeake Homes North Carolina will not be responsible for any frozen water pipes. All pipes have been adequately insulated to prevent freezing during normally anticipated cold weather. All outside faucets have cut-off valves inside and should be turned off and drained when not in use during winter. All outside foundation vents should also be closed.

- e. ROOF LEAKS** - The information herein has covered in detail the steps to be taken to gain relief from plumbing leaks. Roof leaks differ from plumbing leaks in that repair cannot normally be made until the rain stops and the roof material is dry. The adhesives and mastics used to seal roofing imperfections or damage will not normally adhere to wet surfaces. We do service such leaks on an accelerated basis however, and we ask that you notify our Warranty Service Department as soon as signs of wetness are observed. If this condition is not noticed during a time when our Warranty Service Department is open, hold your request until the start of the next normal business day.

Roof leak requests will be taken by telephone; however it is mandatory that all requests be followed up with written notification to Chesapeake Homes North Carolina. It is helpful to mark or identify the area where water is observed, and if possible, mark the exact source point in the roof or wall. This will permit exact location of the problem when the repairman calls at your residence.

SUMMARY

We hope the foregoing information will assist you should an emergency arise. During normal working hours, our Warranty Service Department will assist you with bonafide emergency situations to the best of its ability. By following the suggestions set forth herein, you will assist our subcontractors in providing you with the best possible emergency service outside of normal working hours. Your cooperation is both solicited and appreciated.

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