

May 14, 2018

Mr. & Mrs. [REDACTED]
[REDACTED] Rancho Sienna Loop
Georgetown, TX 78628

Dear Mr. & Mrs. [REDACTED]:

Thank you for submitting your Customer Service Request (CSR). We sincerely appreciate the trust you have placed in us and we look forward to working with you on this CSR. A member of our professional construction staff will be calling you to schedule a meeting and inspection within the next five days to discuss and review your CSR.

In order to assist us in responding to your CSR, we ask that you provide our construction staff copies of any documents that reference the items in your CSR, such as reports from inspectors, consultants or engineers, or any photographs or videotapes that you may have.

Please reference the following CSR Number when reviewing your requested items with us.

Customer Number.....	614002601
CSR Number.....	14
CSR Received.....	05/14/18
Project Manager.....	Robert Beach

Details of CSR Items

1. Flashing incomplete along back roof line and back patio. Flashing separating from area on front porch.
 2. Ground erosion was observed on the south side and the northeast corner of the house. Fill dirt is needed against the foundation perimeter wall where the soil line is too low to help support the foundation footer properly.
 3. Buckled shingle tabs were observed at the northeast corner of the lower roof.
 4. The areas where two or more roof slopes intersect in the lower valleys may be potentially prone to leaks during torrential rainfall.
 5. Composition shingle tabs granules were observed to be thinning and/or damaged in various locations.
 6. Roof fasteners (nails and/or staples) were observed to be exposed and should be properly sealed at the ridge cap on the upper west ridge.
 7. The gutters terminating on the roof may divert water under the shingles at these locations.
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8. The holes in the roofing material should be sealed.
9. Visible evidence of rodent activity was observed in the attic area.
10. All soffit opening should be sealed to prevent unwanted

pest

- from entering the structure.
11. The rafters are not fully seated on the ridge board.
12. The attic floor insulation needs to be redistributed in one or more locations.
13. There were no weep holes observed in the front columns.
14. Damage to the interior finish was observed and should be repaired in the Jack and Jill bathroom under one of the sink cabinets.
15. There were no weep holes observed in the low course of the exterior masonry veneer over the window and door steel lintels at various windows.
16. All exterior veneer penetrations should be checked and sealed.
17. The wall expansion joint(s) need to be properly sealed on the west side of the house.
18. Mortar improvement are recommended for the exterior masonry veneer on the various locations throughout the house.
19. The flashing above the windows/doors should be seal along the top edges at the exterior veneer.
20. The exterior veneer trim boards need to be re-sealed above windows.
21. The upstairs sub-floors (flooring) observed to creak when walked over.
22. One of the windows in the guest bedroom has scratches on

the

- glazing (pane).
23. There is a damaged window at the front of the house.
24. It appears that one of the windows in the master bedroom was not installed properly.
25. The window in the kitchen dining room has lost its seal.
26. Damage to the window stool was observed in the master bedroom.
27. The window on the exterior of the house should be checked and re-caulking where necessary to prevent water infiltration.
28. White wires in the A/C condenser disconnection panel being used as hot lead, should be properly identified as such.
29. White wires in the electrical panel being used as a hot

lead

- should be properly identified as such.
30. There was no anti-oxidant gel observed on the exposed aluminum conductor terminations.
31. Exterior lights should be sealed to the structure to

prevent

Cont.

- the possibility of water penetration.
32. The condensate drain lines appear to be kinked which may prevent proper drainage in the bathroom drains.
33. The auxiliary/secondary drain pan under the coil housing has some water staining and/or a rust build-up.
34. Damaged, deteriorated and/or missing insulation on the refrigerant lines at the evaporator coil should be repaired or replaced as necessary.
35. It appears that the evaporator coil (2-ton) and the condenser (2 1/2-ton) are not matching size.
36. Air leaks at or around the evaporator coil were observed at the time of this inspection.
37. Damaged, deteriorated and/or missing insulation on the refrigerant lines at the evaporator coil and in the attic area.
38. It appears that the louvers to the supply air register in the guest bedroom are damaged.
39. The routing of the ductwork may need to be re-configured. Sharp angles in the ducts may hamper proper air flow.
40. The furnace exhaust vents/flues need to be checked and serviced. There was efflorescence on the exhaust flue.
41. The water pressure was observed to be below 40 PSI at the time of this inspection.
42. The hot water valve is not functioning (low water pressure).
43. Evidence of a previous water leak was observed under the bathroom sink.
44. The shower/tub faucet handle is loose.
45. The shower drain has debris and or what appears to be mortar that should be removed.
46. Main clean out location: unable to locate.
47. The right water heater thermostat does not appear to be functioning properly.
48. The foam insulation is melting on the water lines and is too close to the water exhaust vents.
49. One of the water heater flues (vent pipe) has inadequate clearance from combustible materials.
50. The downstairs sediment trap appears to be improperly installed and may be inadequate in size at the furnace connection.
51. The gas lines for the furnace(s) need to be better protected from physical damage.
52. The dishwasher drain hose is not properly installed to prevent back flow or anti-siphoning.
53. Various bathroom exhaust fan covers are pulled loose at the ceiling mount.
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54. The manual locks for the garage doors should be disabled.

As a reminder, all warranty work will be scheduled at a time when you can be home, Monday through Friday, between the hours of 8:00 AM and 5:00 PM.

If you need any further assistance, please send an email to customer.service@perryhomes.com.

Thank you,

Perry Homes' Warranty Department