

Welcome Manual



CLASSIC HERITAGE

~ HOMES ~

BUILDING YOUR FUTURE



Dear Homeowner,

Congratulations on your decision to purchase a new home from Classic Heritage Homes. We share your excitement about your new residence and look forward to having you become part of the Classic Heritage Homes Family.

We acknowledge that this is one of the most important investments you will ever make, and thus, would like to wish you many years of enjoyment. You have chosen a home built by one of the leading builders in the El Paso area.

Classic Heritage Homes has designed this Welcome Manual with you in mind in order to assist you after your purchase. The information presented here will help you with any questions you may have after you have moved into your new home. Whether it be caring, maintenance, information on warranty repairs, or what to do in the event of an emergency, this booklet will provide you with the necessary instructions. Our warranty gives you the assurance that your investment is well protected. We would like to ask you to familiarize yourself with the warranty and its limitations and instructions.

We are delighted to welcome you as part of the Classic Heritage Homes family and are always ready to serve you. Again, congratulations and enjoy your new home.

Sincerely,
Jorge Arroyo
Priscilla Hernandez
Owners



Table of Contents



Important Phone Numbers	5
Foundation Maintenance	6
Warranty Information	7
What is an Emergency?	8
Pre-Wire Company	9
Lighting Manufacturer	9
Garage Door	9
Landscaping	10
Homestead Exemption Form	11
Color Selection Sheet	12
Land Survey	12



Important Phone Numbers



El Paso Water Utilities	915-594-5500
Horizon Regional Mud	915-852-3917
Lower Valley	915-791-4480
Anthony	915-866-3944
Paseo Del Este	915-852-1465
Texas Gas Service	1-800-700-2443
El Paso Electric	915-521-4646
Central Appraisal District	915-780-2000
City Tax Office	915-771-2300
Dig Test	1-800-344-8377
Classic Heritage Homes	915-593-7707
Warranty Emergency*	915-479-2556

*please refer to pages 7 and 8



Foundation Maintenance



YARD DRAINAGE

One of the most important things to understand as a new homeowner is the importance of maintaining proper yard grades so that during a rain your yard will drain properly

The yard is graded with a slope toward the street. Thus, during a heavy rain, the back yard and side yard storm water should drain to the front of the lot and then into the street. This slope should be maintained and should not be blocked. If storm water cannot drain to the street, it will sink into the ground at the perimeter of your home. The excess moisture in the soil can cause permanent damage to your home, including wall and concrete cracks, settlement of slab, and rock wall damage. **If there is evidence that drainage was blocked, then the damage to the home is not covered by the builder's warranty and even the 10-year structural warranty coverage would be in question**

Improper storm water drainage is a common concern. It is stressed repeatedly in many of the homebuyer's legal documents, including your earnest money contract and your warranty papers. The most common cause of stormwater blockage is something done during yard landscaping. It is your responsibility to be sure that the yard will continue to drain after the landscaping is complete. If after a rain, there are puddles in the yard that are **not** close to the house, they are of no consequence. Only concentrations of storm water adjacent to the foundation (slab) or the rock walls are potentially damaging.

STUCCO

Stucco is a common exterior finish on El Paso homes. It is a durable masonry product that goes well with the architecture of the Southwest. Stucco will inherently crack. This is true because there are many variables that can cause cracking. The reason for cracks is usually a combination of factors including slight settlement of the home, soil, and variations in the manufacturer's formula. Classic Heritage Homes always tries diligently to minimize the occurrence of stucco cracks. Exterior wall paint covers most of the cracks, but not all of them. Thus, hairline cracks in the stucco are an inseparable characteristic of the product itself.

It is the policy of Classic Heritage Homes that such cracks are considered normal and not part of the items covered by warranty. Classic Heritage Homes will attempt to repair a stucco crack only if the crack occurs during the first year of occupancy and the crack is greater than 1/8" in width. As per the Bonded Builder's Warranty Booklet, Classic Heritage Homes is not responsible for failure to match color or texture of the stucco due to the nature of the material.



Warranty Information



Pride in Customer Care

Classic Heritage Homes takes great pride in Customer Care. Our commitment to the customer extends well beyond the time you close on your new home. Our dedicated Customer Care staff is here to assist you. You will find a number of resources on this page to assist you with your Customer Care and Warranty needs, or you may call us directly. Contact information can be found on our Contact Us page.

Warranty Request

All Warranty Requests must be submitted in writing to Classic Heritage Homes. You may submit your request online or you may fax, mail or hand deliver to our office. All warranty requests must include the homeowner's name, address, telephone number, and a description of the problem. A Customer Care Representative will contact you upon receipt of your request. Please refer to Walk-Thru Form Section II – COSMETIC ITEMS EXCLUDED FROM WARRANTY AFTER MOVE-IN or refer to the Homeowners Maintenance Manual for clarification on covered and non-covered items.

Note: Warranty repair hours are Monday-Friday between 8:00 am and 4:30 pm.

Emergency Warranty Request

Our normal business hours are Monday-Friday between 8:00 am and 5:00 pm. If you have an emergency regarding plumbing, electrical or heating & cooling outside of our normal business hours, please call our Emergency Warranty Service at (915) 479-2556. You must still submit a written request via one of the methods mentioned above. Please allow a 24-hour response time for emergency repairs.

Warranty Reports

It is the homeowner's responsibility to inspect their home for defects and report those items to Classic Heritage Homes. In addition to inspection during the walk through, we recommend that you inspect again at 30 days and 11 months after purchase of your new home.



What is an Emergency?



Total sewer lines backed up – no toilets work

- Notes: do not put hair, grease, lint, garbage, heavy tissue, disposable diapers, or sanitary materials into sewer system. Use a rubber plunger to unclog a blocked toilet

Water line break that requires main valve to be shut off – main shut off valve located inside garage or laundry room

- Plumbing fixtures such as kitchen sink, bathroom sink, toilets, and water heater have individual “shut off” valves in case there is a water leak at a specific location

Complete loss of electricity

- There is a breaker box located in the garage or outside of the one that controls different areas of the home (breaker box is labeled)
- Kitchen, bathrooms, garage, and exterior outlets have a GFCI reset outlet for specific issues at these locations

Complete loss of A/C, heater, or water heater



Prewire Company

Caldwell Electrical Contractors

Phone: 915-593-4966

Fax: 594-1936

Website: www.caldwellelectrical.com

1153 Barranca Dr.

El Paso TX, 79935

Garage Door

Wayne Dalton Garage Door Company

Phone: 915-590-8997

Fax: 915-590-4340

Website: www.wayne-dalton.com

8330 Burnham Dr. Ste. 200

El Paso TX, 79907

Lighting

Designer's Mart

Phone: 915-778-9223

Website: www.designers-mart.com

6960 Gateway Blvd E

El Paso TX, 79915



Landscaping



Diaz Landscaping
915 - 999 - 7623

