

FAQ: CUSTOMER SERVICE

What do I do if my username and password are not working for the Homeowner Portal?

If you have any issues logging into the Homeowner Portal, please contact the Kolter Homes Customer Service Department at [888-202-2960](tel:888-202-2960) or at customercare@kolter.com. In the meantime if you need to submit a Customer Care Service Request please use the form that was provided to you in your Closing Binder.

What is a Post-Closing Visit?

The Customer Service Department provides two complimentary Post Closing Visits; a 60 Day Post Closing Visit and an 11th Month Post Closing Visit. The Post Closing Visits are conducted at your home with a Customer Service Representative and are an opportunity to go over any questions or concerns you may have since occupying your New Kolter Home. As the Post Closing Visits are performed as a courtesy they are not mandatory and if you wish to do so you may opt out of your Post Closing Visit.

When the time comes for one of your Post Closing Visits a Customer Service Coordinator will reach out to you via email to schedule an appointment so there's no need to worry about remembering dates or calling. Appointments are scheduled Monday through Friday excluding holidays with the time blocks of 8:00am-12:00pm or 12:00pm-4:00pm. You will be asked to reply back by email with your availability. When replying back please provide several dates/times you will be available as not all dates/times chosen will be available. Appointments can vary in length but usually take about 30 minutes to complete.

We recommend that within the first 60 Days after closing you keep a list of items written down someplace safe in your home so you may present it to the Customer Service Representative at your Post Closing Visit. The Customer Service Representative will write down your items on the Post Closing Visit Form for you. You do not need to submit these items beforehand unless it is a concern that needs attention sooner and cannot wait for your 60 Day Post Closing Visit. After the Post Closing Visit a copy of the Post Closing Visit Form will be emailed to you for your records.

How do I handle a Service Request?

All service requests need to be submitted in writing on a Customer Care Service Request Form. You may use the form that was provided to you in your Closing Binder, request a digital copy of the form to print out at home, or use the online form at www.KolterHomes.com scroll over the "Services" tab at the top of the page, select "Owners" and then click on the green Login button on the upper right hand corner. If you experience any difficulty with entering your items please email the Kolter Homes Customer Service Department at customercare@kolter.com for assistance.

What to expect after submitting a Service Request?

- If you submitted a Customer Care Service Request through the Homeowner Portal a copy of the request will be emailed to you.
- Once the Customer Care Service Request is submitted, a Kolter Homes Representative will review the information submitted and investigate your concerns.
- A confirmation email will be sent either accepting to schedule a service appointment, denying the request, or to schedule an inspection for the request. Any additional information that is needed or to clarify a request will also be asked at that time as well.
- If any employee or contractor is required to inspect an issue the inspection will occur during normal business hours.
- If the item is a maintenance issue, we will review the maintenance steps with you and offer whatever informational assistance we can.
- For requests that are accepted as non-emergencies, appointment dates will be relayed to you. Most appointments are scheduled 7 days out. Appointments are scheduled in time slots of either 8:00am-12:00pm or 12:00pm-4:00pm, Monday-Friday excluding holidays.
- If you have an emergency situation, please follow the emergency services procedures listed on the emergency service request page or reference the information provided to you in your Closing Binder

What is considered an Emergency Service Request?

An Emergency Service is something that cannot await a return call or email from the Kolter Homes Customer Service Department and which causes serious damage to the premises, your health or safety, or your personal property if not handled immediately.

These problems include:

- A plumbing leak which requires that the main water supply be shut off to avoid serious damage.
- A total stoppage of the plumbing drain system. If your plumbing system ceases to work, none of your sinks, tubs, or toilets function properly.
- A total electrical failure other than outage in the neighborhood.
- Water intrusion from the exterior due to rain

A malfunctioning hot water tank, air conditioner, garage door, or appliance are not considered an emergency, but we do understand the inconvenience these can cause, so they are treated as urgent matters.

How do I handle an Emergency Service Request?

In case of an emergency, your first step should be to protect your family members and invited guests from harm. Once you are sure of everyone's safety, you should take the steps to minimize any type of damage that may occur. If you have a water leak to reduce damage, you can temporarily shut off the water using the shutoff valves below toilets and sinks or at the main shut off outside your home.

If your Emergency has occurred during normal business hours please contact the Kolter Homes Customer Service Department via a Customer Care Service Request or by phone. For Emergencies After-Hours please call 1-888-202-2960, Option 2.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency is not the responsibility of Kolter Homes. Damage to personal property is not covered by the Limited Warranty.

What do I do if I am having a problem with one of my GE appliances?

Any Service Requests pertaining to your GE Appliances during the 1st Year Warranty period you will need to contact GE directly at 1-800-432-2737 or online at www.geappliances.com, select the Support tab and under Owner's Center select Service & Repair to schedule an appointment.

My AC stops working what steps should I take?

Here are a few common reasons for the AC unit to stop working:

- Check the circuit breaker to make sure it is in the on position.
- Check the thermostat and make sure it is set to cool at the current temperature and working properly.
- Check your air filter. A dirty filter reduces air flow and causes ice to form on your coils. This will cause your AC to freeze and stop working. Turn your AC off and allow ice to melt from coils at room temperature. This process can typically take up to 12 hours but is subject to the extent the coils are frozen. Once the ice has melted from the coils replace with a new or clean air filter.
- Check your drain pan. If you see any standing water you may have a clogged condensate drain. Contact your air conditioning maintenance provider to clear the clogged line.

If none of the above please submit a Customer Care Service Request.

These are some of the reasons we strongly advocate regular air conditioning maintenance program for your residence.

My bathroom or kitchen has lost power to the electrical outlets. What do I do?

Your bathrooms and kitchen are wired with GFCI outlets. These outlets will shut down by themselves when they detect a short or overheat, rather than causing the breaker to flip off. GFCI's can be found in your bathrooms and kitchen and will have a reset button on them. Please check to see if any of them may need to be reset.

If all of the GFCI's appear to be in working condition and have not tripped please check the main breaker to double check if a breaker has tripped.

If your issue has still not been resolved please submit a Customer Care Service Request.

Where can I locate the paint colors used on my home?

The paint used on your home is from Sherwin Williams. A New Home Paint Touch-up Kit was also included with your home that you may use for minor touch ups.

Please note the exterior paint you received in your New Home Paint Touch-up Kit was taken directly from the container used to paint your home. Due to exterior conditions and exposure to Ultra Violet rays there is a chance the paint might not match 100%. This is a factor we cannot control and ask for your understanding.

To obtain your paint colors to purchase additional paint you may find them listed on your Options List that was included in the purchase of your home.

What do I do if my service is out? Some examples may include electric, water, or cable and internet.

Please note that if a service is out in an entire area, attention from the local Utility or Cable Company is needed. Trade contractors are unable to help with such outages. If the property management team is available contact them for immediate help and updates on service in your area. Your local providers contact information can be found in your Closing Binder or under the "Owners" section of the Homeowner Portal. Please select your community under the Utility Information section.

What steps should I take before leaving my residence for an extended time?

Be sure to lock everything. This may seem obvious, but one that people often forget.

The air conditioning unit should be kept running at all times. It is recommended to keep the temperature of the unit at 78 degrees to maintain air circulation and to maintain humidity below 65 percent.

Turn off the main water supply. The shut off valve to the Main Water Supply can be typically found next to your hot water heater.

Turn off power to hot water heater. This can be done by flipping the circuit breaker. When you open the door of the breaker box you will see a card showing the location of the hot water heater breaker.

It is recommended to have someone check on your residence while you are away. This person can ensure the residence is in good order. Some of the items they can check are doors and windows, run the faucets and showers, and flush the toilets. Be sure to note that they will need to turn on the main water supply before checking faucets, showers, and toilets. This pipe is under pressure so turn the valve slowly to allow the water pressure to gradually build up. Once their check of your unit is complete they will need to turn off the main water supply valve

What steps should I take when coming back to my residence after an extended period of time?

Adjust the temperature setting on your thermostat to your desired temperature for your residences.

Turn on the main water supply valve. This pipe is under pressure so turn on the valve slowly to allow the water pressure to gradually build up.

Turn on power to hot water heater. This can be done by flipping the circuit breaker.

When you open the door of the breaker box you will see a card showing the location of the hot water heater breaker.