



Habitat for Humanity of Greater Nashville New Construction Home Warranty

Habitat for Humanity of Greater Nashville warrants the workmanship, materials, and equipment of the home for one (1) year after closing or homeowner sign-off of punch list items, whichever occurs last. Some additional manufacturer's warranties on equipment and appliances may apply and will be provided to the homeowner. Some items covered by this warranty are provided by third parties such as contractors and manufacturers; Habitat will assist homeowner as necessary to ensure authorized warranty repairs are completed in a timely manner. Homeowner agrees to notify Habitat in a timely manner of requested warranty repairs, and agrees to provide Habitat employees, agents, contractors, or vendors access to home during normal business hours to examine and/or perform requested repairs. All warranty requests are reviewed on a case-by-case basis.

Please note that only improvements and/or repairs that are required for safety or functionality of the essential living space will be covered under warranty. The intention of Habitat's home warranty is to ensure the safety and functionality of the home for the short term so that homeowners have time to save money to do long term replacements or repairs at their own cost. All warranty requests are reviewed on a case-by-case basis.

1. Items covered under this warranty

A. Systems and Operations

- HVAC system, workmanship, materials, and equipment effectively cool and heat home
- Plumbing system, workmanship, materials, and equipment
(note: plumbing blockages are only covered under warranty if caused or significantly contributed to by faulty plumbing workmanship, materials or equipment. Homeowners are strongly encouraged to address plumbing blockages by using a plunger or Zip-It tool to clean out pipe blockages before contacting Habitat)
- Electrical system, workmanship, materials, and equipment
(note: during the one year warranty period, it is the homeowner's responsibility to troubleshoot electrical issues by checking to see if the breaker has been tripped or a lightbulb needs to be changed)

B. Structure

- Slabs/foundations/footings structurally sound
- Framing/walls/trusses structurally sound
- Concrete patios, walkways, porches, driveways structurally sound
(note: it is normal for concrete to crack as it expands and contracts over time. Only those cracks greater than one quarter (1/4) inch in size, either horizontally or vertically displaced will be warranted)

C. Building envelope

- Roofing and flashing workmanship, materials, and normal weather resistance
- Windows and exterior doors workmanship, materials, and normal weather resistance
- Exterior finish (siding, trim, brick, as applicable) workmanship, materials, and normal weather resistance
- Gutters and downspouts workmanship and materials

D. Interior finishes and surfaces

- Flooring workmanship and materials (subject to normal wear and tear)
- Drywall workmanship and materials (drywall nail pops and cracks under four (4) inches are common and are not warranted)

E. Interior hardware and finished goods

- Interior doors workmanship and materials
- Cabinets workmanship and materials
- Interior hardware (door, bath, blinds, etc.) workmanship and materials

F. Appliances

- Range (manufacturer's warranty may apply)
- Fridge (manufacturer's warranty may apply)
- Dishwasher, if installed (manufacturer's warranty may apply)
- Should an appliance be covered under a manufacturer's warranty, it is the responsibility of the homeowner to contact manufacturer directly and initiate and complete warranty process.
- Should an appliance (for instance a washer and/or dryer) be a gift from a sponsor or be installed by the homeowner, it will not be covered under Habitat's warranty.

G. Drainage and grading

- Yard grade will be established to drain water away from house without ponding during normal rain

(note: It is normal to have some ponding before a lawn is completely established. Homeowners must follow instructions provided in class and at the build site to make sure their yard is established in order for the warranty on drainage and grading to be in effect. Warranty requests received for ponding within 36 inches of the outside wall of the home will be addressed as soon as possible. Warranty requests received for ponding more than 36 inches from the outside wall of the home may be put on hold for six months to one year to allow sufficient time for a lawn to become established before determining if grading work is required to resolve the ponding.)

2. Items not covered under this warranty

- A. Damage by natural causes (to include, but not limited to, storm, hail, wind, rain, flood, fire)
- B. Damage caused by failure of homeowner to properly maintain equipment or maintain proper building temperature and ventilation
- C. Damage caused by homeowner or anyone other than an employee, agent, vendor, or contractor operating under the authority of Habitat.
- D. Normal wear and tear
- E. Unreasonable damage caused by failure of homeowner to notify Habitat or their insurance company in a timely manner of necessary repairs, or failure of homeowner to complete repairs authorized by their insurance company.
- F. Repairs made by homeowner prior to notifying Habitat of warranty claim, or without prior written consent of Habitat (see Warranty Process for emergency repairs)
- G. Drainage issues caused by homeowner's failure to maintain proper ground cover or by alteration to existing grade and drainage
- H. Interior paint (Habitat may, at its sole discretion, provide homeowner additional paint materials)
- I. Nail-pops and drywall cracks less than four (4) inches in length
- J. Hairline cracks in concrete less than one quarter (1/4) inch, either horizontally or vertically displaced

Procedure to Request a Warranty Repair

Warranty request must be submitted in writing on a warranty request form. All warranty requests need to be submitted to the Homeownership Sustainability Director as soon as you are aware of the issue. You will be provided with blank warranty request forms in your Homeowner Warranty Manual. You can also fill out a warranty request online at <http://www.habitatnashville.org/warranty> or request a blank warranty form from the office. When possible, a picture of the warranty issue should be emailed (africk@habitatnashville.org) or texted (615-942-1262) to help evaluate the request. Once the warranty request is received you will be contacted within three (3) business days. If the request is covered by warranty then the work will be completed within thirty (30) days after the initial appointment. If you have a scheduled appointment and can't make it you need to call the warranty contractor 2hrs before the appointment to reschedule. **If you no-show for an appointment without rescheduling you could be charged a service fee of \$65 (\$75 for homeowners living in Habitat's Divisions).** If the request is not covered by warranty then Habitat will send you a letter explaining why it's not covered. **If Habitat is billed for services for an item that is not covered under warranty then you may receive a bill for the same amount.**

Emergency Warranty Request

Qualified warranty emergencies are described below. In the event of a **qualified emergency warranty request after normal business hours (8am to 5pm Monday to Friday) or on a holiday when the Habitat office is closed** you will need to contact the appropriate subcontractor directly as described below. Leave a message with the subcontractor if they don't answer. There may be times (for example during inclement weather) when a subcontractor is not able to respond to your call. Unfortunately, this is a reality of homeownership. Please know that **if you call a subcontractor directly and the issue is not a qualified emergency, or the issue isn't covered by your warranty, you will be responsible for all service and/or labor charges**. You are still responsible for filling out a warranty request and submitting it to the Homeownership Sustainability Director.

EMERGENCIES ARE:

1. **Total loss of heat** (if 40° Fahrenheit or below for the daily low temperature) – Contact TMC at (615) 255-6677
2. **Total loss of air conditioning** (if 80° Fahrenheit or higher for the daily high temperature) – Contact TMC at (615) 255-6677
3. **Total loss of electricity** – Contact your power company first. If they can't resolve the problem, then contact Barnes Electric Service at (615) 559-0181
4. A plumbing **leak that requires the entire water supply to be shut off** – Contact Holt Plumbing at (615) 361-6001
5. **Total sewage stoppage** (ALL toilets and drains) – Contact Holt Plumbing at (615) 361-6001

I have read, understood and received a copy of Habitat's Home Warranty for New Construction homes:

Homeowner Signature

Date

Homeowner Printed Name

Homeowner Address