

DeFatta Custom Homes
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Homeowner Warranty Process

New Home Demonstration-

At the New Home Demonstration; you will be guided through the home one room at a time, so the project manager can explain how your new home works. At this time if there are any deficiencies in the home, they will be placed on The Pre-Settlement List and be completed by closing. Any items that cannot be completed before closing because of weather or deliveries will be noted on a second list to be completed as soon as time allows.

Any items discovered after the New Home Demonstration will need to be noted by the homeowner and submitted at a later date.

During the New Home Demonstration you will also have the opportunity to note paint and drywall defects. The items will be marked and completed by closing.

*Industry Standard- items must be visible from 5' in natural light.

Emergency Warranty Items-

We have placed a list of Emergency Contacts in your electrical panel box. We ask that if you have a Electrical, Plumbing, or HVAC issue you contact the vendor directly. We then ask that you submit through our website at www.defattacustomhomes.com/warranty-request so we can follow up with the vendor to ensure the items are corrected.

Homeowner Punch List-

After you move into your new home there will be items that need to be corrected. We ask that you compile a list of items. Once your list reaches between 8-12 items (typically between 3-6 months) we ask that you submit the list to www.defattacustomhomes.com/warranty-request. The list will be reviewed and processed and then you will be contacted for scheduling repairs. Once all items are completed we will fill out a "Homeowner Warranty Form" of completed items to turn into our office.

End of Year Warranty-

After your initial "Homeowner Punch List" we ask that you compile a list of additional items. Once your home reaches the 11 month mark, we ask that you submit the list to www.defattacustomhomes.com/warranty-request. The list will be reviewed and processed and then you will be contacted for scheduling repairs. Once all items are completed we will fill out a "Homeowner Warranty Form" of completed items to turn into our office.

Drywall Touch Ups-

We will touch up drywall one time during the first year you are in your new home. This can be scheduled at either the "Homeowner Punch List" or the "End of Year Warranty." If you schedule drywall defects to be touched up at the "Homeowner Punch List" it will not be addressed again at the "End of Year Warranty."