



Dear Courtside Commons Home Owner,

Thank you for choosing Courtside Commons as your new home. It has been a pleasure to serve you.

Many questions often come up as you begin to live in your new home. I hope this letter will clarify some things and make you familiar with our policies.

Your new home located in Courtside Commons subdivision, Lexington County, South Carolina has been constructed by McGuinn Construction Management, Inc., 150 Whiteford Way, Lexington, South Carolina 29072, (803) 356-1840 for TowB Ventures, Inc., P. O. Box 21068, Columbia, South Carolina 29221.

By this time, you and your Courtside Commons' contact person have completed your new home orientation. We trust that your move in punch list has been completed. However, we know that a new home will have things that get overlooked, or may not have been completed satisfactorily. If some items remain, please add them to your walk thru list (see below). Please identify all cosmetic issues related to construction damage BEFORE move in and provide the list to your Courtside Commons contact person to be provided to McGuinn Constuction Management, Inc..

McGuinn Construction Management, Inc. gives a one-year warranty. Most of the warranties are by the vendor or subcontractor who did the work or supplied materials to your new home. Some of the vendors; such as the plumbing, heating and air, appliances, windows and others actually have a much longer warranty. If you need extended service on these items, please call and request the warranty information (see list of phone numbers on attached sheet).

In order to minimize the number of times we need to come into your home after you move in, please follow the schedule listed below.

1. **90 Day Punch List** - Please compile a list of the small problems with your new home. After living in your home for 90 days, we ask that you contact McGuinn Construction Management, Inc. by phone, mail or fax with your request several days in advance and schedule a 90 day punch list. One of the staff at McGuinn Construction Management, Inc. will go over your request and schedule a time when they can get in to do the work. If you desire to give their customer service representative a key, we assure you that their customer service representative will stay with any subcontractor doing repairs. McGuinn Construction Management, Inc. is bonded and insured and giving a key to their customer service representative should not be a problem. However; if you choose to be

home while McGuinn Construction Management, Inc.'s customer service representatives are doing the requested repairs, please schedule a time during business hours. Most of the time the work can all be done in a minimum amount of time if you accumulate the list. This will keep McGuinn Construction Management, Inc.'s customer service representatives from being in and out several times.

2. **Emergency** - There are some service problems that should be handled immediately. These are mechanical repairs. Please call the appropriate vendor (see panel box sticker) or 803-356-1840 during daytime/office hours. If for some reason you do not get prompt service, please take whatever action necessary to keep the problem from escalating until you can contact McGuinn Construction Management, Inc.'s office or appropriate vendor.
3. **11 Month Punch List** - After being in your home for four full season changes a number of customer service problems may arise such as caulk drying out or molding shrinking, depending on the time of year and the weather when your home was completed. Homes do not settle; however, they do go through a process of drying out, expansion and contraction. These items are best handled cumulatively, cutting down on the amount of workers in your home. McGuinn Construction Management, Inc. asks you to call, mail or fax your request to schedule an "**11-month punch list**". McGuinn Construction Management asks that you submit this list on time. After McGuinn Construction Management, Inc. receives the information, they will follow the same procedure as the 90-day punch list.
4. Here is McGuinn Construction Management, Inc.'s customer service number. It is important to keep this in an easily accessible place during your first year in your home. Also please remember the sticker on your panel box with all appropriate vendor contact information.
 - a. Customer Service: 803- 356-1840
 - b. Fax: 803-356-8660
 - c. E-mail - customerservice@Mcguinnmanagement.com
 - d. McGuinn Construction Management

150 Whiteford Way, Lexington, South Carolina 29072