



TRENDMAKER® HOMES

# Emergency Situation Qualifications

Trendmaker Homes defines an Emergency Service as the following:

## Gas Leak

If you have a gas leak, leave your home immediately and do not use the phone in your home. Contact your utility company or plumber right away.

## Plumbing Leak

Contact us if you have a leak in your plumbing that requires the entire water supply to be shut off.

## Total Loss of Power

Check with the utility company before reporting this to Trendmaker Homes or your electrician.

## Total Loss of Water

First, check your main water shut-off and contact the water department to be certain the problem is not a general outage in the area.

## Total Stoppage of Plumbing Sewer System

Sewer stoppages caused by the home's occupants will not be covered by the Trendmaker Homes' limited warranty program.


## Total Stoppage Loss of Air Conditioning or Heating


During the hot months of the year, AC contractors can be very busy and will give priority to homes without any cooling. If your home has multiple air-conditioning units and one or more of them are still working, you may have to wait a little longer for service. While we recognize that it is extremely important that an air conditioning problem is treated as a top priority, please note that air-conditioning problems of any kind and regardless of weather conditions are not considered emergency service.

## PROCEDURES


If a warranty emergency occurs, please follow the following procedures:

### During Business Hours (Mon-Fri: 8am-4pm)

 (888) 657-7680- Trendmaker Customer Care Dept

 Follow-up with written request for service through the [homeowner portal](#).

### During Weekends or Holidays

 Call the appropriate subcontractor or utility contractor directly (see sticker under sink). Please also leave a message on the Customer Care line (above) so we can ensure proper repairs are completed



TRENDMAKER® HOMES

# Trade Partner Emergency Phone Numbers

Please contact the Customer Care Department at (888) 657-7680, so we can follow-up on your emergency repairs the following business day.

\*If there are multiple trade partners in your community, please ensure that you are contacting the correct company by double checking on your emergency stickers that are located on the inside of your kitchen cabinet.

Community	Plumbing	Heating & Air	Electric	Garage
Chisholm Trail Ranch	Master Repair Plumbing	Breeze	C&B Electric	TBS Garage Doors
Creeks of Legacy	Master Repair Plumbing	Airtron	C&B Electric	Arrowhead Stairs
Gateway Parks	Horizon	Airtron	C&B Electric	TBS Garage Doors
Glen View	Horizon & ProServe	Airtron	C&B Electric	TBS Garage Doors
Heath Golf & Yacht Club	Horizon	Breeze	C&B Electric	TBS Garage Doors
Lakes of River Trails	Master Repair Plumbing	Breeze	C&B Electric	TBS Garage Doors
Miramonte	Enterprise, Horizon, ProServ & Master Repair	Houk Air & Airtron	C&B Electric	TBS Garage Doors
Paloma Creek	Master Repair Plumbing	Airtron	C&B Electric	TBS Garage Doors
Park Trails	Horizon Plumbing	Airtron	C&B Electric	TBS Garage Doors
Parks at Legacy	Enterprise, Horizon, ProServ & Master Repair	Houk Air & Airtron	C&B Electric	TBS Garage Doors
Valencia on the Lake	Horizon Plumbing	Airtron	C&B Electric	TBS Garage Doors
Ventana	Master Repair Plumbing	Breeze	C&B Electric	TBS Garage Doors
Villages of Carmel	Master Repair Plumbing	Airtron	C&B Electric	TBS Garage Doors
The Vineyards	Horizon Plumbing	Airtron	C&B Electric	TBS Garage Doors
Woodcreek	Horizon Plumbing	Breeze	C&B Electric	TBS Garage Doors

[Airtron](#) (972) 276-2117

[Arrowhead Stairs](#) (972)-484-0406

[Breeze](#) (817) 862-9856

[C&B Electric](#) (972) 790-0707

[Enterprise](#) (972) 231-2860

[Horizon Plumbing](#) (817) 461-1117

[Houk Air](#) (817) 265-1191

[Master Repair Plumbing](#) (817) 395-2108

[ProServ](#) (817) 244-0614

[TBS Garage Doors](#) (972) 333-4322