



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)

 (512) 524-6301 - 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








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Trade Partner Emergency Phone Numbers

Please contact the Customer Care Department at (512) 524-6301, 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	Roofing
	East Point Installers L&S Plumbing Casa Mechanical	Austin Air Conditioning L&S Plumbing Casa Mechanical	Powerhouse Electrical	D-7 Roofing D.R. Kidd
	East Point Installers L&S Plumbing Casa Mechanical	Austin Air Conditioning L&S Plumbing Casa Mechanical	Powerhouse Electrical	D.R. Kidd
	Casa Mechanical	Casa Mechanical	Powerhouse Electrical	D-7 Roofing D.R. Kidd
	L&S Plumbing Casa Mechanical	L&S Plumbing Casa Mechanical	Powerhouse Electrical	D.R. Kidd
	East Point Installers L&S Plumbing Casa Mechanical	Austin Air Conditioning L&S Plumbing Casa Mechanical	Powerhouse Electrical	D.R. Kidd

[Austin Air Conditioning](#) (512) 252-7711

[Casa Mechanical Services](#) (512) 334-7300

[D-7 Roofing](#) (303) 990 2197 or (512) 582-8177

[D.R. Kidd Company](#) (512) 671-7791

[East Point Installers](#) (713) 896-0821

[GE Appliances](#) (800) 626-2000

[L&S Plumbing](#) (972) 331-6850

[Powerhouse Electrical Services](#) (512) 832-8900

For Water Extraction or Restoration Services we recommend **SERVPRO** (512) 387-9486