



Customer Service Quick Tips

- Please review and save all the manuals left inside your home for appliances, fire sprinklers, thermostats, water heater, etc.
- Do not reset the temperature settings on water heaters. If it is changed, you will void your warranty.
- Open utility accounts as soon as possible to prevent interruptions. The utility contact list was provided to you at time of your walk through.
- Do not install a whole-house water softener. An additional copy of the fire sprinkler manual is attached.
- Adding extra appliances in the garage will trip the breaker. Please do not overload your breaker.
- Please do not stop workers to request customer service items. All customer service is generated at our main office. Contact our customer service at customerservice@yourvalleybuilder.com
- Change your air filter regularly. A good idea is to change it when the seasons change.
- Do not pour oil or grease down the drains. This will void your warranty.
- Only toilet paper to be flushed. Do not throw wipes, diapers, or feminine products in toilets.

Know the difference between a cosmetic repair and an emergency.

Examples of Cosmetic Repairs

- Flooring Issues (cracked concrete, ripped flooring or carpet)
- Stucco cracks
- Granite chipped or cracked
- Windows/Doors will not open or shut properly
- Paint peeling off or patching requests
- Minor Plumbing issues
- Light fixture not working

Please keep in mind that cosmetic repairs may take up to 30-days to complete.



Examples of Emergency Repairs

- Leaks (roof leaks, sprinkler leaks, HVAC leaks, toilet, and kitchen leaks and overflows)
- Electricity Outages (not caused by the power company or breakers)
- No hot/cold water
- Heater/Air Conditioner not working
- Security and Safety issues
- Life-Threatening situations (gas and carbon monoxide leaks)- dial 911 and evacuate the home immediately

Please call 661-399-9000 for emergency requests. For any after hour emergencies, please reach out to your sales agent.

Please keep in mind that any major modifications or alterations could possibly void your home warranty.