

## Angela Elliott

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**From:** Jordan Honea <JEHonea@drhorton.com>  
**Sent:** Tuesday, July 18, 2023 8:57 AM  
**To:** Angela Elliott; Joan Fritsche; Evan Redmond  
**Subject:** DR Horton Warranty  
**Attachments:** Warranty QR code.png

**Follow Up Flag:** Follow up  
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Good morning all,

In anticipation of the upcoming fall meetings and on-going questions regarding DR Horton's warranty process, please see below and attached. Standard information is provided to homeowners post-closing including the below in relevant part. The warranty process is not something that can be resolved immediately but homeowners can certainly follow-up on any outstanding warranty tickets by following the process outlined in the confirmation email they receive after submitting their ticket, which does include a phone number to contact if they haven't been contacted by a tech or have questions about the process itself. If any of you have questions, please let me know.

*I wanted you to know and understand our process after you close on your home. The first 30 days will be managed by construction superintendents and staff. Construction department will set up an appointment 15 days after closing to review any of the items in your home that you would like to have inspected by construction. After construction has met with you, please keep additional items on a list and submit to warranty at [www.drhorton.com/warranty](http://www.drhorton.com/warranty) after the 30 days from closing. Once the ticket has been submitted, I will receive the ticket on the next business day and assign to the warranty tech in your community. The warranty tech will reach out to set up an appointment to inspect your items. We follow the RWC Limited Warranty and the D.R. Horton Limited Warranty, which I have attached, please review this limited warranty thoroughly, to make sure the items you have listed fall under the warranty. If you have any questions on the function of the home, please let your warranty tech know and they can explain how your home functions.*

*I have enclosed the following warranty information. Please review both manuals thoroughly. It will explain the 1yr limited warranty you have with D.R. Horton from the date of closing and the RCW structural limited warranty you have for 10 years after closing date.*

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**JORDAN HONEA**  
**HOA AND DISTRICT COORDINATOR**

**D.R. HORTON**  
9555 S. Kingston Ct., Englewood, Colorado 80112  
m: 303.909.7882

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