

Warranty Service

Thank you for becoming an Elder Bee Homes homeowner. We wish you many years of happiness in your new home and community. At Elder Bee Homes we take special care to supervise the construction of each and every home as if it were being built for us. As a small, family business, we focus on customer service, integrity and honesty.

We understand that you may find some imperfections as you settle into your new home and Elder Bee Homes is prepared to correct all warrantied defects so that your new home experience is a positive one. After you move into your home, please use our "90-Day Warranty List" form to list any problems with your new home covered by warranty. If you are unsure about what is covered, please refer to the National Association of Homebuilders' publication "Residential Construction Performance Guidelines" you received at your customer orientation walk. Items covered under manufacturer or supplier warranty are not specifically covered by Elder Bee Homes. However, for the first year, we'll assist you in obtaining service if you are unable to do so directly with the supplier or manufacturer. After receiving your "90 Day Warranty List", we'll take appropriate action, as outlined in the warranty, including repair or replacement, if applicable.

If you find additional problems after your first 90 days in your new home, please use our "Warranty Order Form." Once your list is received by our office the appropriate warranty manager will schedule warrantied items for completion.

Warranty Process

90 Day Warranty List: If it is within 90 days of the closing date on your home, please include the problem when you return the 90 Day Warranty List included in your closing packet.

Elder Bee Homes Warranty: After the initial 90-day period covered by the Homeowner Service Request Form, all warranty requests should be submitted using Warranty Order Form.

10 Month Warranty Follow-Up Inspection: Ten months after closing, you will receive a letter from our office with instructions on scheduling a 10 month follow-up inspection.

Other Resources

Customer Satisfaction Questionnaire: After you move into your Elder Bee homes, we would like to know what you think about your new home and the service we provided you to help us better serve you and our future customers. [Click here to download the questionnaire.](#)

One Year Customer Satisfaction Questionnaire: At Elder Bee Homes we strive for excellence and customer satisfaction. We would like to know how our continued service rates now that you've settled into your new home. [Click here to download our one year questionnaire.](#)