LENNAR CUSTOMER CARE is a continuation of our commitment to providing you, the homeowner, with a quality home. The service provided by our Customer Care Department is to address any concerns that develop regarding structural or mechanical changes occurring after move-in, as well as to ensure that our subcontractors produce a quality product by adhering to Lennar specification, and to help homeowners with the procedures necessary to maintain their new homes. Lennar Customer Care office hours are 8:00 am to 4:00 pm, Monday through Friday.

Service Requests:

All warranty service requests, non-emergency and emergencies, must be received through the call center via:

A. Email: www.lennar.com
   Select the "Contact Us" tab
   Select the "Customer Care & Warranty"
   Complete the service request form

   OR login to your my Lennar account and select Resource Center

B. Phone: 919-337-9444 option #1

Please provide your name, home address, telephone numbers, and a brief description of your service items. A Customer Care Representative will contact you to make the necessary arrangements to address your concern(s). IT IS VERY IMPORTANT THAT ALL REQUESTS BE RECEIVED THROUGH THE CALL CENTER, SO THAT WE CAN BE SURE THAT ALL ITEMS HAVE BEEN ADDRESSED IN A REASONABLE AMOUNT OF TIME AND IN A PROPER MANNER. NO WARRANTY WORK CAN BE AUTHORIZED WITHOUT FIRST OPENING A TICKET THROUGH THE CALL CENTER, EITHER THROUGH EMAIL OR PHONE CALL.

Emergency Procedure:

An emergency is defined as one or more of the following:

A. **Total loss of heat during cold weather conditions**
B. **Total loss of air conditioning when daytime maximum outside temperature is 90 degrees or higher or when infants or persons under medical care are in the home**
C. **Total loss of electrical power**
D. **Plumbing leak that requires the entire water supply to be shut off**
E. **Total sewage stoppage**
F. **Roof leaks that cannot be accessed nor contained**
G. **Gas leaks which require shutting off the main supply valve**

The call center is open 24 hours to open warranty service requests and emergencies. You may go to lennar.com to open any type of ticket or call 919-337-9444 Option #1, this will take you directly to the call center.