



Service Request Form

As our customer service system is based on your written report of non-emergency items, please complete this form to notify us of service requests. After completing sections A and B and signing below, you can mail or fax using the contact information shown below or submit your request via our website at mcaffreyhomes.com. Service appointments are available from 8:00 a.m. to 4:00 p.m., Monday through Friday. We appreciate your cooperation and look forward to providing you with efficient service.

Section A:

Name _____	Date _____
Address _____	Community _____
Phone #'s: _____	Tract/Lot _____
Home _____ / _____	Plan _____
Cell _____ / _____	Close of Escrow _____
Work _____ / _____	Email Address _____

Section B:

Service Requested				
Please provide a complete description of the problem, for example "hall bath - cold water line leaks under sink," rather than "plumbing problem," or "electrical outlet in kitchen next to sink not working," rather than "outlet doesn't work".				*TMG Response to Homeowner Request
Item #	Detailed Description of Item	Room & Specific Location	Additional Information	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
*TMG Response	1. Work Order Issued 4. Further Inspection Needed	2. Item Out Of Warranty 5. Manufacturer's Warranty	3. Homeowner Maintenance Responsibility (see attached) 6. Within Industry Standards	
Remember to allow 4 to 6 weeks to complete a repair for a replacement item that must be ordered (i.e. window or cabinet). Thank you.				

Section C:

Date _____ Homeowner Signature _____