



The Warranty Advisor Sample Reports

The Warranty Advisor

This **Customer Service** application is designed to automate the creation, tracking, and reporting of customer service requests. The user is able to see a list of all homes on a single screen. Simply select a home, and the screen will show all of the warranty requests, or only those that are open, for that property. As the users selects a particular warranty request, the screen will also show each item listed on that request. In addition, a third window simultaneously shows every work order related to that specific item. The bottom line: one screen shows the entire record of warranty activity for all of the homes. (The same window also shows a count of total warranty requests per home, the number closed, and the number remaining open.

The user enters service requests, including information about the nature of the problem, the trade responsible, the sub-contractors involved in the repair, and contact allows logs with the related dates. From this entry, the work orders are issued and faxed automatically to the subcontractor and the builders warranty representative.

The program includes a number of pre-formatted reports used to track warranty requests by project and warranty representative, including tabulations of the number of open and closed requests, and the activity for a specific period. Most importantly, the user is able to easily create reports, thus eliminating the need for custom programming.

The Warranty Advisor

Sample Reports

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The Warranty Advisor

Introduction

The Warranty Advisor is a customer service program designed to help builders provide superior customer service. It gives Customer Service Managers the ability to:

- Find all of their buyers from a single screen
- Identify the buyer by name, address, legal description, or phone number
- For each buyer, chose to see all of their customer service requests, or only those that are open
- Track customer service requests at three levels:
 - Individual customer service **Claims**, such as walk-through lists, letters, faxes, telephone calls, and emails;
 - **Claim Items** track each item on the walk-through list, letter, etc.
 - **Claim Item Details** represent the specific Purchase Orders, Back Charges, Work Orders that are issued to complete a claim item
- Report customer service activity, including
 - The number of new and completed requests (for any period chosen, such as last week, last month, last year)
 - The number and aging of open activity
 - Summarized by project, subcontractor, or service rep
 - The ability to create their own custom reports
- Automate the issuance of customer service documents, including faxing of customer service work orders, purchase orders, and back charges
- Learn the system in less than three hours

When the program is opened, the user is taken to the main screen of the program, shown in **Figure 1** on the next page. Typically the Customer Service Manager spends most of their time in this screen from which the customer service function can be seen from an overview down to the detail of individual transactions.

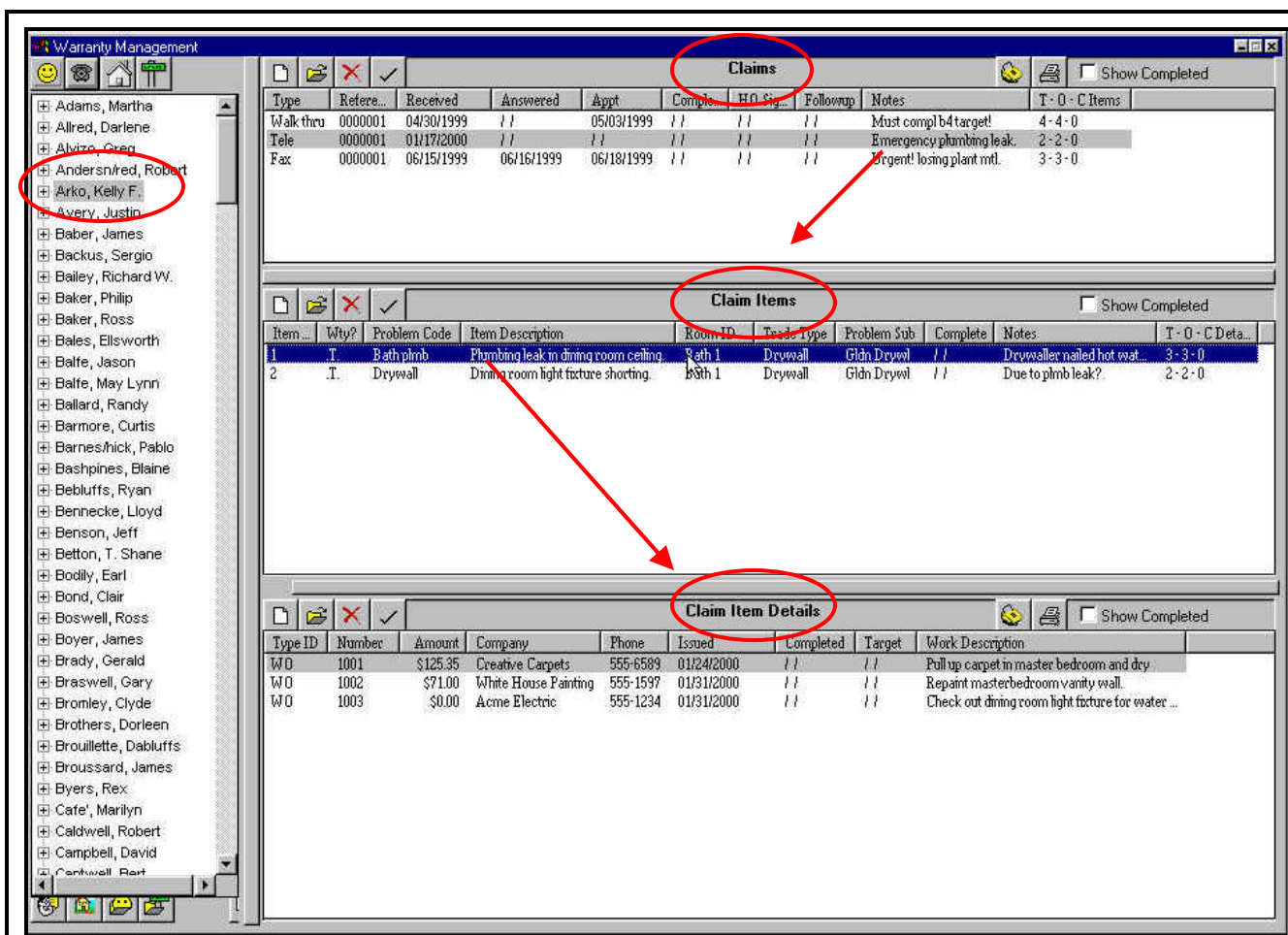


Figure 1- The Main Warranty Advisor Screen

The Warranty Advisor is split into the four windows shown above in **Figure 1**:

- Buyer list
- Claim list
- Claim item list
- Claim item detail list

The example shows the buyer named Arko has a **Claim** made by telephone for an emergency plumbing leak. The claim involves two **Claim Items**: the plumbing, and a related electrical short. The first claim item, for the plumbing leak, has resulted in three **Claim Item Details**: they are work orders issued to subcontractors for carpet, painting, and electrical.

Program setup begins by creating lists of buyers, subcontractors, claim types, problem codes, trade types, room ID's, project names, and more. After setting up these lists, the user can begin **transaction processing**, the recording of Claims, Claim Items, and Claim Details.

Tracking Customer Service Requests

The Warranty Management screen shown below contains several controls that are used to manage customer service requests.

Perform these actions on a Claim

[New] [Edit] [Delete] [Complete] [Print] [Fax] [Show Closed]

Identify the buyer by:

Phone #

Name

Legal

Address

Buyer & Lot info

Options

Contact log

Edit buyer

Edit address

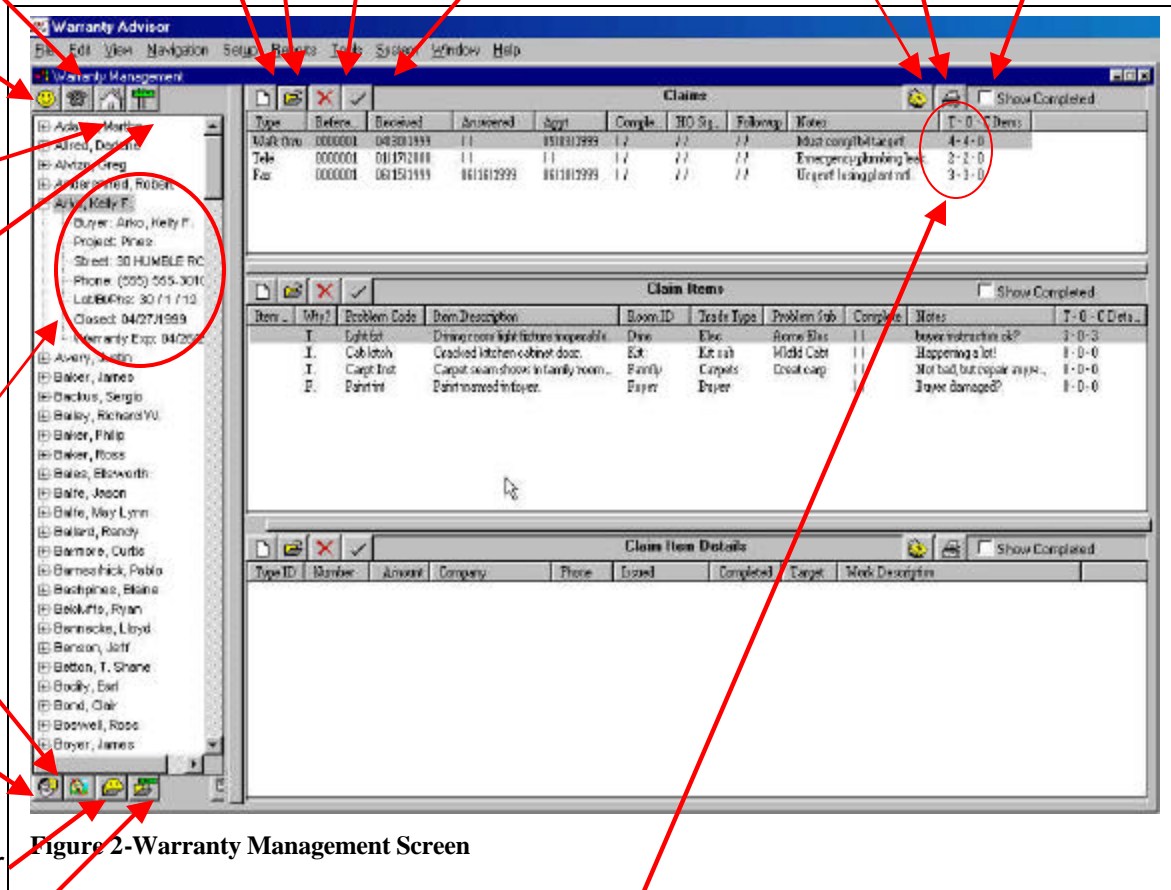


Figure 2-Warranty Management Screen

The **Buyer's identity** can be displayed as: name, phone #, legal description, or address by clicking on the appropriate button. **Icons** are available in the windows for Claims, Claim Items, and Claim Item Details to mark them as Completed, permit editing, delete them, or create new Claims. **Print or fax** transactions by clicking the appropriate icon. Click the [Show Complete] box to show or hide completed transactions. The Counter summarizes the **Total/Open/Completed** Claims.

Warranty Advisor

File Edit View Navigation Setup Reports Tools System Window Help

Warranty Management

Atsxyzi, Nadar

Agexyz, Jon

Almxyzarez, Omar

Andxyzon, Stephen

Annxyz, Angela

Asbxyz, Meni

Atkxyz, Jeri & John

Banxyz, Robert

Bauxyz, James

Bigxyzw, William

Bilxyz, Lisa

Blaxyzard, Thomas

Braxyz, Thomas

Brixyz, Richard

Broxyz, T.J.

Bruxyztt, Harvey

Camxyzind, John H.

Carxyzl, Greg

Casxyz, Michelle D.

Chapman, Jennifer S.

Chaxyz, Jill

Chixyz, Kathie

Choxyzsh, Jerry & Marsha

Colxyzs, Karin

Conxyzl, Howard J.

Cooxyz Jr., Charles

Corxyz, Melode

Coswell, Cheryl

Buyer: Coswell, Cheryl

Project: Whittle Lands

Street: 5010 Jefferson St.

Phone: 619-227-0471

Lot/Bl/Phs: 14 / 1 / 2

Closed: 07/12/2000

Warranty Exp: 07/12/2001

Couxyz, Robert

Claims

Type	Reference	Received	Answered	Appt	Compl.	HO Sig.	Followup	Notes	T - O - C Items
WTHRU	2427	07/07/2000	11	07/11/2000	11	11	07/07/2000		13-5-8
CSREQ	2522	08/07/2000	08/09/2000	08/15/2000	11	11	08/08/2000	APPTS. MADE FOR 8/15	9-4-5

Claim Items

It...	Wt.	Problem Code	Item Description	Room ID	Prblm Trade	Problem Sub	Complete	Notes	T - O - C Details
001	Yes	Damaged	Chip in counter top tile	BATHMS	CABINETS	CAPITAL	08/14/2000	Coordinate with other trades.	2-2-0
002	Yes	Damaged	scratch in tub	BATHMS	Carpet	FLOORTOP...	11	Coordiante sch with painter	1-1-0
003	Yes	Work	paint & drywall tht see blue tape	MSTRBD	PAINT-IN	1ST PREMIE	11	Please meet super to discuss qu...	2-2-0
004	Yes	Matl	Tile needs paint outer lip	ENTRY	TILE	TILE MASTE	08/14/2000	Possibly needs tile replacement ...	1-1-0
005	Yes	Damaged	fireplace glass chipped	FAM	Carpet	FLOORTOP...	08/14/2000		1-1-0
006	Yes	Work	chips in counter tile	BATHMS	TILE	TILE MASTE	08/14/2000	Review other baths with super	1-1-0
007	Yes	Work	plumbing handle missing	PWDRBA	PLUMBING	SILVER STA	08/14/2000	Confirm part # prior to call.	1-1-0
008	Yes	Work	adjust throughout	House	FRAMING	BRAVO CO...	11		1-1-0
009	Yes	Work	tub & shower tht grout throughout	House	TILE	TILE MASTE	08/14/2000	Coordinate with cabinet people.	1-1-0
010	No	Expect	screen & service entire house	House	buyer	Buyer	11	Work examined by super and d...	1-1-0
011	Yes	Damaged	see blue tape rubber baseboard.	LNDRY	TILE	TILE MASTE	11	Tile installers scuffed baseboard.	1-1-0
012	Yes	Work	plumb fixture leaks at drain in sink	LNDRY	PLUMBING	ALL WEST P	08/14/2000		0-0-0
013	No	Expect	ext stucco & paint entire house	House	buyer	Buyer	08/14/2000	Beyond scope of normal work...	0-0-0

Claim Item Details

Type ID	Number	Amount	Company	Phone	Issued	Compl.	Target	Work Description
WO	1229	\$0.00	Jerry B's Tub Refinishing	(702) 645-1127	07/25/2000	11	11	Problem is actually a chipped sink, per warranty rep.
WO	1232	\$0.00	Tile Masters	(702) 798-7070	07/26/2000	11	11	Tiles broken around hot water handle.

Status Report

REPORTING PERIOD -- FROM: 1/1/00 TO: 10/25/00

	Customer Service														Orientations (Walk-Thru)															
Project Name	Homes in Warranty	Received		Completed		Pending		Aging of Pending Claims / Items								Received	Completed		Pending		Aging of Pending Claims / Items									
		Clm	Itm	Clm	Itm	Clm	Itm	< 30 Clm	< 30 Itm	30 - 60 Clm	30 - 60 Itm	60 - 90 Clm	60 - 90 Itm	> 90 Clm	> 90 Itm		Clm	Itm	Clm	Itm	Clm	Itm	< 30 Clm	< 30 Itm	30 - 60 Clm	30 - 60 Itm	60 - 90 Clm	60 - 90 Itm	> 90 Clm	> 90 Itm
Ambercrombie Hills REP	1															2	9													
Jim Leslie	6	14	175	5	49	10	131					4	19	6	112	5	77	1	39	4	38							4	38	
Ambercrombie Hills	7	14	175	5	49	10	131	0	0	0	0	4	19	6	112	5	77	3	48	4	38	0	0	0	0	0	0	4	38	
Avery Heights REP	7															4	16	2	7	2	9					1	6	1	3	
Kim Mcaughlin	1			1	1											1	10	1	10											
John Morris	5	5	10	4	10	1							1																	
Jim Leslie	18	36	116	32	106	16	36					4	17	12	19	2	9	1	3	2	10							2	10	
Gary Ginther	1															1	2	1	2											
Darcey Rizzo	3																	3	11											
Ken Gould	7															7	37	6	36	1	1							1	1	
Avery Heights	42	41	126	37	117	17	36	0	0	0	0	4	17	13	19	15	74	14	69	5	20	0	0	0	0	1	6	4	14	
Jim Leslie	2	11	25	11	29	2	2					2	2			1	9		6	1	3							1	3	
Brandy Hills	2	11	25	11	29	2	2	0	0	0	0	2	2	0	0	1	9	0	6	1	3	0	0	0	0	0	0	1	3	
John Morris	1															1	11			1	11							1	11	
Custom Homes	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	11	0	0	1	11	0	0	0	0	0	0	1	11	
Westbend REP	3																													
Kim Mcaughlin	31	100	597	85	474	38	169					13	102	25	67	9	55	6	42	3	13					1	11	2	2	
Bob Short	14	1	4	1	4											13	75	15	79	1	1						1	1		
Gary Ginther	3															3	20			3	20					1	2	2	18	
George Harris	1	1	1			1	1					1	1			1	6		4	1	2						1	2		
WestBend	52	102	602	86	478	39	170	0	0	0	0	14	103	25	67	26	156	21	125	8	36	0	0	0	0	2	13	6	23	
Kim Mcaughlin	1	2	14	7	26	2	4							2	4															
John Morris	5	5	16	4	11	1	5					1	5			3	30	1	12	3	19					1	9	2	10	
Jim Leslie	4	8	34	17	60																									

Status Report

REPORTING PERIOD -- FROM: 1/1/00 TO: 10/25/00

	Customer Service														Orientations (Walk-Thru)															
Project Name	Homes in Warranty		Received Clm Itm		Completed Clm Itm		Pending Clm Itm		Aging of Pending Claims / Items								Received Clm Itm		Completed Clm Itm		Pending Clm Itm		Aging of Pending Claims / Items							
									< 30 Clm Itm	30 - 60 Clm Itm	60 - 90 Clm Itm	> 90 Clm Itm																		
Tim Holtz	4															2	17	3	25	1	1								1	1
Ken Gould	6	7	28		16	7	12	1	1			7	12	-1	-1															
George Harris	14	46	293	23	216	27	105					5	42	22	63	8	64		28	8	36							8	36	
Whittle Lands	34	68	385	51	329	37	126	1	1	0	0	13	59	23	66	13	111	4	65	12	56	0	0	0	0	1	9	11	47	
Division Total	138	236	1313	190	1002	105	465	1	1	0	0	37	200	67	264	61	438	42	313	31	164	0	0	0	0	4	28	27	136	
Pending / Homes in Waranty															76 %															

Outstanding Claim Item Details

Advanced Builders
PO Box 371142
Los Gatos, NV 89137

PHONE: 702-233-2300
FAX: 702-243-5500

Subcontractor:

Aristotle Electric
PO BOX 35726
Sunnyvale, NV 89133

PHONE: (702) 731-5024
FAX: (702) 395-2744

No.	Detail Type	Claim	Ref	Item#	Issued	Due by	Age	Detail Work Scope
Problem Description								Subcontractor Comment

Project: Ambercrombie Hills

Lot/Blk: 15 / A

Street Address: 1024 Sable Mist Ct.

Buyer: Lisa Bilxyz

Phone: 562 -5073

1171	Service Work	CSREQ	2514	10	8/9/00	/ /	77	
The hall sconce light that was paid for as an option has no switch. It is connected with the entire hall light system.								
1172	Service Work	CSREQ	2514	11	8/10/00	/ /	76	
The hall sconce is 10" higher than the corresponding one at the opposite end of the hall. Looks ridiculous.								

Project: Ambercrombie Hills

Lot/Blk: 12 / A

Street Address: 1012 Sable Mist Ct.

Buyer: Ron Thoxyzon

Phone: 804-0092

1167	Service Work	CSREQ	2524	6	8/9/00	/ /	77	
Broken light can above main stairs.								
1168	Service Work	CSREQ	2524	7	8/9/00	/ /	77	
Street address on garage does not light;								

Project: Whittle Lands

Lot/Blk: 14 / 1

Street Address: 5010 Jefferson St.

Buyer: Cheryl Coswell

Phone: 619-227-0471

1179	Service Work	CSREQ	2522	3	8/10/00	/ /	76	
Two fixtures do not work.								
1180	Service Work	CSREQ	2522	7	8/10/00	/ /	76	
Ext. lights - no sensor has been installed & the # light is not working.								
1235	Service Work	CSREQ	2522	3	8/13/00	8/25/00	73	Check fixture and installation work.
Two fixtures do not work.								

Service Rep Appointment Book

10/25/00

Date	Time	Buyer Name	Ref #	Item #	W?	Sub	Receive Date	Target	Description
Service Rep: George Harris									
8/15/00	11:00 AM	Cheryl Coswell	2522	6	Y	George	8/7/00	8/17/00	Ext. cracks - patching has been done on some (not all). We still have not had our exterior walk-thru.
8/15/00	11:00 AM			7	Y	Aristotle Electric			Ext. lights - no sensor has been installed & the # light is not working.
8/15/00	11:00 AM			8	Y	George			Garage door missing window.
8/15/00	11:00 AM			9	Y	George			Stucco & Interior paint - damaged walls from tile being repaired & molding above door wall damage. Wall going upstairs large hole near base.
8/25/00	11:00 AM	Jennifer S. Chapman	2504	1	Y	AAA Heating & Air	7/24/00	8/25/00	A/C unit is broken (does not work)
8/25/00	11:00 AM			2	Y	Aristotle Electric			Along the kitchen (poolside) does not work.
8/25/00	11:00 AM			3	Y	Aristotle Electric			No light fixture under cabinet next to refrig.
8/28/00	9:00 AM	Steven Jankowsky	5	1	N	Brad Sneed	8/25/00	9/1/00	Grading problems
Service Rep: Jim Leslie									
8/7/00	09:00 AM	Kemin Tsuxyz	2403	001	Y	KH Landscaping	6/28/00	/ /	sprinkler unit is leaking
8/7/00	09:00 AM			002	Y	Jim Mortimore			opening in window
8/7/00	09:00 AM			003	Y	Jim Mortimore			hole in the wall of window sill (upper middle window)
8/7/00	09:00 AM			004	Y	Jim Mortimore			upstairs bath space around sink pipes. Please seal around
8/7/00	09:00 AM			005	Y	Jim Mortimore			dwn powder rm space around sink pipes. Please seal around
8/8/00	09:00 AM	Gary Herxyzld	2402	001	Y	Mustang Tile	7/6/00		cracked counter top tile by sink in master bath
8/8/00	09:00 AM			002	Y	Canac			Drawer in make-up vanity of master bath hits counter top when trying to open. The drawer is scratched
8/8/00	09:00 AM			003	Y	Executive Plumbing			Cold water faucet very loose at turn spout
8/8/00	09:00 AM			004	Y	Creative Solid Surfaces			caulking all sink areas. Big gaps exist where water could seep down.
8/8/00	09:00 AM			005	Y	Home Centers, Inc.			Cracked floor tile at the corner of the kitchen island

Advanced Builders

PO Box 371142

Los Gatos, NV 89137

702-233-2300 Fax:702-243-5500

**Warranty Claim
Work Order Sheet**

Customer Service Rep.

George Harris

592-8182

Property Information:

Project: Whittle Lands

Phase: 2 Lot/Blk: 14 / 1

Plan/Elev: Willmingto / A

Street: 5010 Jefferson St.

Sunnyvale, NV 89117

Closed: 07/12/00 Walk: / /

Warr. Exp: 07/12/01

Claim Information:

Type: CSREQ Reference: 2522

Recv'd: 08/07/00

Appt: 08/15/00 at 11:00 AM

Comp:

Owner Contact Information:

Owner: Cheryl Coswell

Co-Owner: Lester Barrett

Address: 8010 Dark Hollow Place

Sunnyvale, NV

Phone / Fax: 619-227-0471 /

Additional #'s: Cell-521-1282

Best Time To Contact: Afternoon

Claim Item Description:1 {W}**Location:**MSTRBD**Category:**Mtlwkm**Owner's Approval****Initial & Date:** _____**Trade:** DOORS Avanti Door Group Inc

1st bdrm. glass french doors do not meet together when closed nor do they stay closed (no latches). 2nd bdrm french doors do not line up to latch.

Claim Item Description:2 {W}**Location:**KITCH**Category:**Work**Owner's Approval****Initial & Date:** _____**Trade:** CABINETS Capital Cabinets

Porcelain sink is showing rust spots.

Claim Item Description:3 {W}**Location:**MSTRBD**Category:**Mtlwkm**Owner's Approval****Initial & Date:** _____**Trade:** ELECT Aristotle Electric

Two fixtures do not work.

Comp:08/14/00

Claim Item Description:4 {W}**Location:****Category:****Owner's Approval****Initial & Date:** _____**Trade:** George

Water heater - no temp. regulator has been installed.

Comp:08/14/00

Claim Item Description:5 {W}**Location:**KITCH**Category:****Owner's Approval****Initial & Date:** _____**Trade:** George

Base trim on island needs to be replaced (on walk list also)

Claim Item Description:6 {W}**Location:**EXTER**Category:****Owner's Approval****Initial & Date:** _____**Trade:** George

Ext. cracks - patching has been done on some (not all). We still have not had our exterior walk-thru.

Comp:08/14/00

Home Owner Approval: _____
Date**C.S. Representative:** _____
Date

Property Information:

Project: Whittle Lands
Phase: 2 Lot/Blk: 14 / 1 Plan/Elev: Willmingto / A
Street: 5010 Jefferson St.
Sunnyvale, NV 89117
Closed: 07/12/00 Walk: / / Warr. Exp: 07/12/01

Claim Information:

Type: CSREQ Reference: 2522
Recv'd: 08/07/00
Appt: 08/15/00 at 11:00 AM
Comp:

Claim Item Description:7 {W}

Comp:08/14/00

Location:EXTER **Category:**ELECTRIC**Owner's Approval****Trade:** Aristotle Electric**Initial & Date:** _____

Ext. lights - no sensor has been installed & the # light is not working.

Claim Item Description:8 {W}

Comp:08/14/00

Location:GARAGE **Category:**WNDWSCR**Owner's Approval****Trade:** George**Initial & Date:** _____

Garage door missing window.

Claim Item Description:9 {W}**Location:** **Category:****Owner's Approval****Trade:** George**Initial & Date:** _____

Stucco & Interior paint - damaged walls from tile being repaired & molding above door wall damage. Wall going upstairs large hole near base.

Home Owner Approval: _____
Date**C.S. Representative:** _____
Date

Advanced Builders

PO Box 371142
Los Gatos, NV 89137
702-233-2300 Fax:702-243-5500

Service Work Order # 1235

Date: 08/13/00

Customer Service Coordinator

Customer Service Representative

George Harris
592-8182

Rep. SignOff / /

Issued To:

Aristotle Electric
PO BOX 35726

Sunnyvale, NV 89133
(702) 731-5024 Fax:(702) 395-2744

Property Information:

Project Whittle Lands

Phase 2 **Lot/Blk:** 14 / 1

Plan/Elev: Willmingto / A

Street 5010 Jefferson St.
Sunnyvale, NV 89117

Closed 07/12/00 **Walk** / / **Warr. Exp:** 07/12/01

Owner Contact Information:

Owner Cheryl Coswell
Co-Owner Lester Barrett
Address 8010 Dark Hollow Place
Sunnyvale, NV
Phone / Fax: 619-227-0471 /
Additional #'s: Cell-521-1282

Best Time To Contact: Afternoon

Claim Item Description:

Two fixtures do not work.

Location:MSTRBD

Category:Mtlwkm

Trade:ELECT ARISTOTLE

Recv'd:08/07/00

Covered by Warranty:Y

Claim Type: CSREQ **Reference:** 2522

Service Work Order Description:

Check fixture and installation work.

Scheduled:

Complete By: 08/25/00

Accounting Code:

Amount: 0.00

Subcontractor Comments:

Home Owner Approval: _____
Date

Subcontractor: _____
Date

Outstanding Claim Items by CS Rep by Project

George Harris
PHONE: 592-8182

Project: Whittle Lands

Phs/Lot/Blk: 2 / 14 / 1 Plan/Elev: Willmingto / A Street: 5010 Jefferson St. Close: 7/12/00 Warr. Exp.: 7/12/01
Buyer/Co-Buyer: Cheryl Coswell / Lester Barrett -- 619-227-0471 Best Time to Contact: Afternoon

Claim Type: WTHRU Orientation? Y Received: 7/7/00 Appointment: 7/11/00
Reference #: 2427 Allow Rep Entry? Y Answered: / / Completed: / /

Warranty?	Item Ref:	Problem Code	Room	Problem Trade	Item Completed	# Days OS
-----------	-----------	--------------	------	---------------	----------------	-----------

YES	002	Damaged	BATHMS	Carpet	/ /	111
scratch in tub <i>Coordiante sch with painter</i>						

YES	003	Work	MSTRBD	PAINT-IN	/ /	111
paint & drywall t/u see blue tape <i>Please meet super to discuss quality expectations.</i>						

YES	008	Work	House	FRAMING	/ /	111
adjust throughout						

NO	010	Expect	House	buyer	/ /	111
screen & service entire house <i>Work examined by super and door company. Acceptable craftsmanship.</i>						

YES	011	Damaged	LNDRY	TILE	/ /	111
see blue tape-rubber baseboard. <i>Tile installers scuffed baseboard.</i>						

Outstanding Claim Items by CS Rep by Project

George Harris

PHONE: 592-8182

Project: Whittle Lands

Phs/Lot/Blk: 2 / 14 / 1

Plan/Elev: Willmingto / A

Street: 5010 Jefferson St.

Close: 7/12/00

Warr. Exp.: 7/12/01

Buyer/Co-Buyer: Cheryl Coswell / Lester Barrett -- 619-227-0471

Best Time to Contact: Afternoon

Claim Type: CSREQ

Orientation? N

Received: 8/7/00

Appointment 8/15/00

Reference #: 2522

Allow Rep Entry? N

Answered: 8/9/00

Completed: / /

Warranty?	Item Ref:	Problem Code	Room	Problem Trade	Item Completed	# Days OS
Problem Description						

YES	1	Mtlwkm	MSTRBD	DOORS	/ /	80
1st bdrm. glass french doors do not meet together when closed nor do they stay closed (no latches). 2nd bdrm french doors do not line up to latch. <i>Super to inspect before and after repair, then tour production jobs with subm.</i>						

YES	2	Work	KITCH	CABINETS	/ /	80
Porcelain sink is showing rust spots. <i>Possilble to repair scratches?</i>						

YES	5		KITCH		/ /	80
Base trim on island needs to be replaced (on walk list also)						

YES	9				/ /	80
Stucco & Interior paint - damaged walls from tile being repaired & molding above door wall damage. Wall going upstairs large hole near base.						