

Eastland Gates

Contact Numbers and Community Information

Following is a partial list of subcontractors and utility companies employed in the construction of your condominium. These are the firms who will service your home as appropriate during your warranty period. You may call these subcontractors directly to explain your problem and schedule a service visit if necessary. By calling the subcontractor directly, you will speed-up the response and get your problem addressed more quickly than if you refer your problem to the Providence Warranty Services Department. However, after you have reported a warranty problem directly to a subcontractor, we encourage you to notify the Providence Warranty Services Department so that we can follow-up with the subcontractor to ensure that work is completed to your satisfaction in a timely manner.

Should you have a service need, please refer to your Homebuyer's Handbook to determine if the problem is covered by your warranty before calling the subcontractor. Your Homebuyer's Handbook will also help you determine if there are things you may need to do or check before calling for service and may offer helpful tips that will enable you to resolve the problem without calling for service.

Please keep in mind that, as a homeowner, it is your responsibility to ensure that your problem is not caused by homeowner action, oversight or carelessness (such as a tripped GFI or circuit breaker, burnt-out bulb, dirty air conditioner filter, etc.). Service for problems such as these are not covered by your warranty and, should you request a service dispatch, you will be financially responsible for service charges that may be billed to you. The service departments of these subcontractors will assist you in making such determinations if needed.

Emergency Telephone Numbers

Heating and air conditioning	Triad Mechanical Co., Inc.	770.822.5502
Plumbing	Gill Plumbing Company	770.923.7070
Electrical	Sudberry Electrical, Inc.	770.529.7271

Other Useful Contacts

Inside telephone and cable TV wiring	Capital Alarms, Inc.	770.868.4477
Security system and wiring	Capital Alarms, Inc.	770.868.4477
Exterminating	Northwest Exterminating	770.436.2020
Appliances	Whirlpool	1.800.442.1111

The Providence Group Homeowner Services Department (including Warranty) 678-475-9400, Extension 103

- Submit warranty service requests by fax to 678-302-4486 or e-mail them to warranty@tpghomes.net
- You may also submit warranty service requests on our website at www.tpghomes.net -- click on "Contact Us"
- Please include your name, telephone callback number, community, address and/or lot number, and detailed description of the problem you are reporting.

Utility Companies

Electric power	Georgia Power Company	1.888.660.5890
Cable TV	Comcast	404.266.2278
Refuse (garbage) Pick-Up (See next page)	Dekalb County	404.294.2900
Water & Sewer (See next page)	Alliance Data	1.800.466.6668
*Natural Gas	Atlanta Gas Light Co.	770.907.4231

* Natural gas emergency service reports only - gas leaks, no gas, low or high gas pressure, etc.
 All other service issues should be directed to your natural gas marketer.

IMPORTANT HOMEOWNER NOTICE

At time of closing, all basic household utilities - electric power, natural gas, water, and sewer - will be operating in your home under a *temporary service account* we have established with each utility company. At closing you will be given a list of these utility companies. Immediately after closing, we will notify the respective utility companies that the home sale has closed and instruct them to terminate service billed to the temporary service account effective the sixth (6th) business day after closing. As the new homeowner, it is your responsibility to contact each of the utility companies to establish a new account to which you may transfer service within five (5) business days from closing.

Please attend to this matter promptly to ensure that your utility services are not interrupted.

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Community Association Management Company

Eagle Management Services, LLC.
1532 Dunwoody Village Parkway, Suite 100
Dunwoody, GA 30338
Phone: 678.990.8575 Fax: 678.336.8735
llazar@eaglemanagementservices.com

Home Exterior Additions, Changes or Modifications

Before making any additions, changes or modifications to the exterior of your home that are not explicitly prohibited by HOA restrictions, please submit a written request for approval to the attention of Laura Lazar at Eagle Management Services before proceeding. Your request will be reviewed and a written reply either approving or denying your request will be returned to you as quickly as possible. Please allow 30 days for review and reply. Satellite wiring has been run from each condominium to the building attic. If satellite transmission problems preclude you from using the pre-wired connection and you need to place your dish in an alternative location, you must receive written approval from Eagle Management Services before placing the dish anywhere else on the building.

Refuse (garbage) Pick-up

Your garbage pick-up fee is NOT included in your Condominium dues. To begin regular garbage pick-up, please contact DeKalb County at 404-294-2900. The Sanitation Department has said that they will return your call within 3-5 business days. They will let you know about the pick-up day of the week and the billing procedures.

Water and Sewer

Eastland Gates employs a community master meter. Billing services for water and sewer usage is provided by Alliance Data. Your service will be activated by the Condominium Owners Association. Alliance Data will read the meter monthly and bill you for your individual water and sewer usage. You will make your payment directly to Alliance Data. If you have a billing question or problem, please call Alliance Data customer service at 1.800.466.6668.

Natural Gas

Natural gas service for your cooktop and fireplace is included in your Condominium dues.

Parking

Parking is permitted within garages and on driveways. Guest parking spaces are available but continuous 24 hour parking is prohibited.

Pets

Residents are limited to 1 pet. See the Declaration, page 25, for further restrictions on pets. Residents are required to pick-up after their pets and the Homeowners Association will fine residents who fail to comply.

Entrance Gates

Eastland Gates entry and exit are controlled by an automatic gate system. At closing you will receive a remote gate opener as well as a key to enable you to open the gates manually should the power fail or the gate system malfunction. The system also enables you to remotely open the gate for guests. Remote operation of the gate for guest access from your home will require a telephone with a local ten digit telephone number (cellular or wired landline). At your request, your builder will explain the gate operation and associated telephone requirements in detail.

Exterior Entry Door Keys

At closing you will receive a set of keys for your home's exterior doors. Please test every key in each of your exterior door locks as soon after closing as possible. Should you have difficulty with your keys or exterior door locks, please call your builder or notify the TPG Homeowner Services Department at one of the following:

- Phone -- **678.475.9400, extension 103**
- Fax -- **678.302.4486**
- E-mail -- warranty@tpghomes.net
- Website -- www.tpghomes.net (click on "Contact Us")