



A Limited Liability Company

Highlands of Sandy Springs

Contact Numbers and Community Information

Following is important contact information including a list of the mechanical subcontractors employed in the construction of your home. These are some of the firms that will service your home during and, if you choose, beyond the term of your warranty. For your convenience, we have also included contact numbers for public utilities serving Highlands of Sandy Springs.

When calling a mechanical subcontractor for warranty or other 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 GFCI or circuit breaker, burnt-out light bulb, dirty HVAC filter, etc.).

Service dispatches to correct or repair problems resulting from homeowner actions or as a result of a homeowner who fails to fulfill the homeowner responsibilities detailed in the homeowner handbook are not covered by the warranty and may result in a billable service call for which the homeowner will be responsible to pay. If you are unsure, the service departments of the respective subcontractors will assist you to determine if you have met your responsibilities when you call them. And, of course, we encourage you to contact your builder if you are uncertain or have questions the vendor does not or cannot answer satisfactorily.

Emergency Telephone Numbers (Covered 24X7)

Heating and air conditioning	Air Performance, Inc.	770.831.2550
Plumbing	Randal Lowe Enterprises	770.423.1660
Electrician	Childers Electric	770.945.5233

Other Useful Contacts

Low Voltage (Inside telephone, cable, & security wiring)	Due West Wiring & Security	770.590.0340
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 Company Numbers

Electric power	Georgia Power	1.888.660.5890
Cable	Comcast Cable Co.	678.887.3776
Water & Sewer	Alliance Data	1.800.466.6668
Trash Pick-Up	Capital Waste	770.640.5088
* Natural Gas Emergencies	* 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 issues (billing, service, etc.) should be directed to your natural gas marketer (see Note below).

Note: Homebuyer chooses from list of approved gas marketers. See the Georgia PSC website at http://www.psc.state.ga.us/gas/certified_marketters.asp

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.

Highlands of Sandy Springs

Contact Numbers and Community Information

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

Condominium Association Initiation Fee and Dues

The one-time Condominium Association initiation fee is \$420.00 for the townhomes and varied for the midrise units based on heated square footage. The dues are \$210.00/month for the townhomes and again, varied for the mid-rise units based on heated square footage. The initiation fee and two months dues will be collected at closing. Thereafter, you will receive either a bill or coupon book from Eagle Management Services with which to remit your monthly dues.

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.

Water and Sewer Service

Alliance Data (formerly CBSI) is the water and sewer billing agent for Highlands of Sandy Springs. They will read your meter remotely and bill you for your water usage and sewer fee monthly. You must make your payment directly to Alliance Data. You may call Alliance Data customer service at 1.800.466.6668 for questions about your water service or bill.

Garbage Collection and Trash Recycling

Your garbage collection fee is included in your homeowner association dues. Your garbage collection contractor is Capital Waste, a city of Sandy Springs preferred provider. Please call Capital Waste at 770.640.5088. Pick-up for Highlands at Sandy Springs is scheduled on Friday. Please place trash containers, tied plastic bags, recyclable items (as they will instruct) at the curb by 6:00 a.m. each Friday to ensure pick-up. Capital Waste does not pick up on Holidays.

Entrance Gates

Highlands of Sandy Springs entry and exit are controlled by an automatic gate system. At closing you will be given 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")