



A Limited Liability Company

Sterling Of Dunwoody

Contact Numbers and Community Information

Following is a partial list of 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 period. For your convenience, we have also included contact numbers for public utilities serving Sterling of Dunwoody.

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 manual are not covered by the warranty and may result in a billable service call for which the homeowner will be responsible to pay. The service departments of the respective subcontractors will assist you to determine if you have met your responsibilities if needed. 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	Triad Mechanical Co., Inc.	770.822.5502
Plumbing	R&R Superior Plumbing	770.917.1889
Electrical wiring and fixtures	Electrical Services Unlimited	770.577.1003
Elevator service & repair	Eagle Management Services, LLC	678.990.8567
		lazar@eaglemanagementservices.com

Other Useful Contacts

Exterminating	Northwest Exterminating	770.436.2020
Appliances	Whirlpool	1.800.442.1111
		www.whirlpool.com

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	1.888.660.5890
Cable TV Service provider	Comcast Cable	404.266.2278
Water & Sewer	Vertex Business Services (formerly 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.

Sterling Of Dunwoody

Contact Numbers and Community Information

Community Association Management Company

As provided for in your condominium agreement, the condominium common facilities, grounds, building exterior, etc. will be managed by a professional property management company until such time as the number of units sold dictates that the common property management be transferred to the condominium owners. Your HOA management company is also responsible for administering the condominium by-laws, rules and regulations.

All matters related to common facilities (e.g., elevators, electronic gates and entrances, hall and exterior lighting, landscaping, building exterior, parking areas, pool, common area maintenance, etc.) or questions regarding community rules and regulations should be directed to the community management company by telephone, e-mail, fax or U.S. Mail as outlined below. **Please do not report community management issues to onsite sales agents or your builder representatives.**

Community management company contact information :

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

Water and Sewer Service

Vertex Business Services (VBS [formerly Alliance Data]) is the water and sewer billing agent for Sterling of Dunwoody, VBS will read your meter remotely and bill you for your water usage and sewer fee monthly. You must make your payment directly to VBS. You may call VBS customer service at 1.800.466.6668 for questions about your water service or bill.

Community Entrance Gate and Building Access

The community entrance gates are operated by an electronic access control system. At present, the main community entrance gate is programmed to remain open from 10 AM until 6 PM daily for the convenience of prospective condominium buyers. When closed, you may open the community entrance gate by (1) remote opener, (2) by placing a swipe card in close proximity to the card reader at the gate directory or, (3) by entering a personal entry code * via the key pad at the gate directory. In the event of emergency, the gate may also be opened using a gate bypass key that you will be provided at closing.

The residence building entrances are also operated by the electronic access control system. Residence buildings may be entered at the main first floor lobby entrance using either a swipe card or by a personal entry code * entered via the key pad at the building directory. Swipe cards are required for access to residence buildings at all other entrances.

The community entrance pedestrian gate and community center and pool area may be opened by a special access number entered via keypad. You will be provided the access number at closing.

You may remotely open the entrance gate and your building's main entrance door to admit guests. This requires that you provide a local ten digit wired or wireless telephone number to be programmed into the security system. Only telephone numbers with area codes 404, 678, or 770 may be used for this purpose. Unless you direct otherwise, your directory listing will consist of your first initial and last name.

Your guest must scroll through the alphabetical listings in the electronic directory at the community entrance gate or main entrance to your building until your directory listing is displayed, Then the guest must press the "Call" button. The access security system will dial the programmed telephone number you provide. After answering the call, you and your guest will have two way voice communication via the speakerphone at the gate or entrance directory. If you choose to admit the caller, simply press "9" on your telephone key pad and the guest will be admitted. Once you have pressed "9" on your key pad, your two-way communication link with your guest will be terminated.

* Your initial personal entry code will be the last four digits of the telephone number you provide for communicating with guests at the community entrance gate or your building's main entrance as explained in the paragraph immediately above.

Sterling Of Dunwoody

Contact Numbers and Community Information

Resident and Guest Parking

The contract for each condominium stipulates the number and location of resident automobile parking spaces as well as the rules and restrictions for both resident and guest parking. Parking in Sterling of Dunwoody is limited and, therefore, for the benefit of all residents, the HOA management company will strictly enforce the parking rules and restrictions. Please comply with the parking assignments, rules, and restrictions and ensure that your guests comply as well. Should you be inconvenienced by another resident or guest who is not complying, please contact the HOA management company as outlined earlier in this section.

Pets

Pet ownership is allowed but limited so please familiarize yourself with the terms of pet ownership in the condominium documents. Please be aware that the community rules and regulations require that pets must be secured by leash or similar restraint when in the common areas but must be carried by the owner or custodian when in the residence building common areas (corridors, elevators, lobby's etc.). Residents are expected to pick up after their pets. Pets are never allowed in the pool area.

Mail and Packages

A numbered mailbox located near the garage level of your building has been assigned by the U.S. Postal Service. Should you receive mail that will not fit in your box, the letter carrier will attempt to leave it in an oversize mailbox and will leave a key to the oversize box in your regular mailbox. If your mail will not fit the oversize box or requires a signature, the letter carrier will leave a notice in your box and will return your mail to the main Dunwoody Post Office for later pick up.

Most commercial package carriers and shippers have gate and building access codes and will deliver packages that do not require a signature to your door.

Keys, Remote Gate Openers, Swipe Cards

At your closing you will be given keys to your home, your storage unit in the parking garage (if applicable), and your mailbox. Please test each of your keys as soon after closing as possible and notify your builder if you encounter problems with your keys or locks.

You will also receive two remote gate openers and two proximity (swipe) cards. The remote openers and swipe cards should operate the community entrance gate. The swipe cards should also allow you to gain access to the main lobby entrance on the first floor of your building and the parking garage entrance doors in your building. Please test your remote openers and swipe cards soon as possible after closing and contact your builder immediately should you encounter problems.

Note 1 - You can test your remote openers and swipe cards even if the gate is open. Walk or drive next to the gate directory and then firmly press the button on the remote opener. If the system has been properly programmed, you will hear a confirmation tone and the directory will display "OPEN 1" . Then touch the swipe card to the black card reader and, if the system is properly programmed, you will again hear a confirmation tone and the directory will again display "OPEN 1" .

Note 2 - At closing you will also be given a gate bypass key to open the gate in the event of a failure of the gate power or hydraulics. Your key has been tested so please do not test it.

No Onsite Staff

There is no onsite management company staff and no concierge at Sterling of Dunwoody. The sales representatives at Sterling of Dunwoody are independent commissioned agents and are not employees of The Providence Group or Community Management Associates. Your sales agents and builder representative will be happy to answer questions you might have about your home and the community but please do not ask them to receive or sign for packages, deliveries, repairs or other personal services.

Homeowner Warranty versus HOA Property Management

The Providence Group construction team stands ready to assist you with questions about your condominium home, its fixtures, features, maintenance and warranties. However, the management and maintenance of the common facilities (e.g., elevators, community entrance gates, lighting, landscaping, building exterior, parking areas, corridor cleaning and maintenance, etc.) or questions regarding community rules and regulations should be reported directly to the HOA management company as described on page 2 preceding.