



A Limited Liability Company

# LAVISTA WALK

## Contact Numbers and Community Information

Following is 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 LaVista Walk and other useful contact information.

When calling a mechanical contractor for warranty or other service, please keep in mind that, as a homeowner, it is your responsibility to ensure that the problem you are reporting is not caused by homeowner action, oversight, or carelessness (e.g., tripped GFCI or electrical 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 & air conditioning	Custom Air, Inc.	770.614.5110
Plumbing	Randal Lowe Enterprises	678.482.0322

### Other Useful Contacts

Inside telephone and cable TV wiring	Due West Security	770.590.0340
Security System and Wiring	Due West Security	770.590.0340
Exterminating	Northwest Exterminating	770.436.2020
Appliances	Whirlpool	1.800.442.1111
Garage Doors	Woodman	770.442.9089

**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@theprovidencegroup.com](mailto:warranty@theprovidencegroup.com)
- You may also submit warranty service requests on our website at [www.theprovidencegroup.com](http://www.theprovidencegroup.com) - 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	800.660.5890
Cable TV	Comcast Cable	404.266.2278
Water & Sewer	Apex Billing Solutions	706.323.6401
Trash Pick-Up	City of Atlanta	404.954.6313
* Natural Gas Emergency Reports	* 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\\_marketers.asp](http://www.psc.state.ga.us/gas/certified_marketers.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. As the new homeowner, it is your responsibility to contact each of the utility companies to establish a new account to which you must transfer service no later than the day after closing.

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

# LAVISTA WALK

## Contact Numbers and Community Information

---

### Community Association Management Company

Homeside Properties  
2555 Westside Parkway, Suite 600  
Alpharetta, Georgia 30004  
Amanda@homesideproperties.com  
Phone: 678.297.9566 Fax: 678.297.9491

### Home Exterior Additions, Changes or Modifications

Before making any additions, changes or modifications to the exterior of your home please review the Covenants. Please submit an application for modification for approval at least 30 days prior to start date of the project to Lynn Gibbs lgibbs@homesideproperties.com before proceeding. Your request will be reviewed and a written reply either approving or denying the request will be returned to you as quickly as possible. Projects cannot begin until written approval is received. The Covenants and Modification Application are available at [www.homesideproperties.com](http://www.homesideproperties.com). You must be a registered user to navigate the site. Please allow 30 days for review and reply.

### Water and Sewer Service

Apex Billing Solutions is the water and sewer billing agent for LaVista Walk. Apex will read your meter remotely and bill you for your water usage and sewer fee monthly. Please make your payment directly to Apex Billing Solutions. You may call Apex Billing Solutions at 706-323-6401 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 City of Atlanta. Please call City of Atlanta at **404.954.6313** to activate your garbage collection service. Scheduled garbage collection in Lavista Walk is on Tuesday. Please place garbage and recycle containers at the curb by 7:00 a.m. each Tuesday to ensure pick-up.

### Resident and Guest Parking

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

### Pets

Pet ownership is allowed, however Fulton County law imposes animal control restrictions on pets outdoors. We encourage you to familiarize yourself with the county animal control laws and to be considerate of your neighbors when walking your pets

### Entrance Gates

LaVista Walk entry and exit are controlled by an automatic gate system. At closing you will be given a remote gate opener and a swipe card. In the event of an after hours emergency please call 678-297-9566 x 122. 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). #9 will grant guest access. At your request, your builder will explain the gate operation and associated telephone requirements in detail. At closing you will be given a form to fill out if you choose to purchase additional gate openers and/or swipe cards. You will have access to the pool and pedestrian gate with the code **1010**.

### 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@theprovidencegroup.com](mailto:warranty@theprovidencegroup.com)
- Website -- [www.theprovidencegroup.com](http://www.theprovidencegroup.com) (click on "*Contact Us*")