

# **ATTACHMENT IV:**

## **Forms**

*Customer Wants to Know*

*Feedback on Orientation Items*

*60 day Report Warranty Service Request*

*11-month Report Warranty Service Request*

*Miscellaneous Report Warranty Service  
Request*





# Ke Ola O Pōka'i Bay

## Customer Wants to Know ...

Date \_\_\_\_\_ Lot # \_\_\_\_\_  
Purchaser \_\_\_\_\_ Phone \_\_\_\_\_  
Fax \_\_\_\_\_ E-mail \_\_\_\_\_

### *Question*

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My preference is to receive a response by \_\_\_ phone \_\_\_ fax \_\_\_ e-mail \_\_\_ letter

### *Response*

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See attached

By \_\_\_\_\_

Date \_\_\_\_\_





## Feedback on Orientation Items

Your satisfaction with your new home is important to us. We would like your confirmation that your Homeowner Orientation punch list items have been completed by the builder.

If the builder has overlooked any detail from the original list, please note the item in the space below. If all items have been satisfactorily resolved, simply sign the acknowledgment below. Either way, please return this form within three months of your closing date. Mail completed forms to *Mark Development, LLC, 3165 Waiālae Avenue, Ste 200, Honolulu, HI 96816* or fax at 808-737-5633

As always, your comments about our service or your new home are most welcome. Please let us hear from you!

Sincerely,

Mark Development, LLC.

.....  
 All homeowner orientation punch list items have been resolved.  
 The following homeowner orientation punch list items still need attention:

Location:	Description:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

From: \_\_\_\_\_  
Owner's Name Telephone (Day)  
\_\_\_\_\_  
Address Telephone (Evening)  
\_\_\_\_\_  
Lot Number Date



# Warranty Service Request

Ke Ola O Pōkā`i Bay

*60-day Report*

Send by Fax or Deliver to:

**MARK DEVELOPMENT, LLC**  
**3165 Waiālae Avenue, Suite 200**  
**Honolulu, Hawaii 96816**

Fax No. 808-737-5633

DATE: \_\_\_\_\_

FROM: \_\_\_\_\_

Owner's Name

Telephone (Day)

Address

Telephone (Evening)

Lot Number

Closing Date

I have read the Homeowner's Manual. The following alleged discrepancies have been discovered in my home. Please investigate and repair items(s) that are covered by the Homebuilder's Warranty. (Describe clearly the location of the problem as well as what the problem is.)

Item No.	Office Use Only (Do not write in this column)	Warranty Item Description and Location	Homeowner Initial at Completion

SIGNATURE OF OWNER: \_\_\_\_\_

Note: (1) No work can be performed without the signature of legal owner or agent. Alterations to this form may cause delay for remedial work. (2) Items listed above shall not be construed as an obligation on the part of the contractor or subcontractor.

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***Contractor's Completion Report***

The work listed above as our responsibility has been completed as of this date, or following other disposition is noted herewith.

Signed: \_\_\_\_\_  
Contractor

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
Owner

Date: \_\_\_\_\_



# Warranty Service Request

Ke Ola O Pōkā`i Bay

*11-month Report*

Send by Fax or Deliver to:

**MARK DEVELOPMENT, LLC**  
**3165 Waiālae Avenue, Suite 200**  
**Honolulu, Hawaii 96816**

Fax No. 808-737-5633

DATE: \_\_\_\_\_

FROM: \_\_\_\_\_

Owner's Name

Telephone (Day)

Address

Telephone (Evening)

Lot Number

Closing Date

I have read the Homeowner's Manual. The following alleged discrepancies have been discovered in my home. Please investigate and repair items(s) that are covered by the Homebuilder's Warranty. (Describe clearly the location of the problem as well as what the problem is.)

Item No.	Office Use Only (Do not write in this column)	Warranty Item Description and Location	Homeowner Initial at Completion

SIGNATURE OF OWNER: \_\_\_\_\_

Note: (1) No work can be performed without the signature of legal owner or agent. Alterations to this form may cause delay for remedial work. (2) Items listed above shall not be construed as an obligation on the part of the contractor or subcontractor.

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***Contractor's Completion Report***

The work listed above as our responsibility has been completed as of this date, or following other disposition is noted herewith.

Signed: \_\_\_\_\_  
Contractor

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
Owner

Date: \_\_\_\_\_



# Warranty Service Request

Ke Ola O Pōkā`i Bay

*Miscellaneous Report*

Send by Fax or Deliver to:

**MARK DEVELOPMENT, LLC**  
**3165 Waiālae Avenue, Suite 200**  
**Honolulu, Hawaii 96816**

Fax No. 808-737-5633

DATE: \_\_\_\_\_

FROM: \_\_\_\_\_

Owner's Name

Telephone (Day)

Address

Telephone (Evening)

Lot Number

Closing Date

I have read the Homeowner's Manual. The following alleged discrepancies have been discovered in my home. Please investigate and repair items(s) that are covered by the Homebuilder's Warranty. (Describe clearly the location of the problem as well as what the problem is.)

Item No.	Office Use Only (Do not write in this column)	Warranty Item Description and Location	Homeowner Initial at Completion

SIGNATURE OF OWNER: \_\_\_\_\_

Note: (1) No work can be performed without the signature of legal owner or agent. Alterations to this form may cause delay for remedial work. (2) Items listed above shall not be construed as an obligation on the part of the contractor or subcontractor.

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***Contractor's Completion Report***

The work listed above as our responsibility has been completed as of this date, or following other disposition is noted herewith.

Signed: \_\_\_\_\_  
Contractor

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
Owner

Date: \_\_\_\_\_

