



Welcome Home!

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As you begin the transition to move in and get settled in your new home, I wanted to introduce myself as your Customer Care Manager. There may come a time when your home requires warranty service work – I will manage this for you.

My name is Ralph Rzekiec. I have been with Del Webb for 17 years with our Customer Care team. My favorite part of the job is the interaction with all my homeowners, putting great focus on their home warranty needs. I look forward to working with you and assisting with any warranty needs you may have. My goal is to provide you the best service whenever called upon.

Sincerely,

Ralph Rzekiec

Service On-Demand

How to Submit a Service Request

1. **Online:** Submit a service request through our website:
 - Go to www.delwebb.com
 - Click on *Service*
 - Fill in all required fields and click *Submit Repair Request*
2. **Email:** Send an email request with your address in the subject line:
NortheastService@PulteGroup.com
3. **Telephone:** Call and speak with a local Customer Care Coordinator:
1-877-686-4379

Emergency Service AFTER Normal Business Hours/Holidays

If an emergency arises between 4:30pm-8:30am, Monday through Friday or on weekends, your request will be managed by our Customer Care Emergency Response Team. They can be reached at **1-888-913-3537**.

Calls for emergency service should be limited to those that meet the below criteria:

- Complete loss of electrical power to your home
- Complete loss of heat (during extreme temperatures)
- Complete stoppage of sewer system
- A plumbing leak requiring the main service to be shut off
- Severe or unmanageable water intrusion events
- Life threatening situation (first contact your local gas/fire/police department)