



**SERVICE ONLINE SOLUTION**  
Preserve Time, Maximize Efficiency

Welcome to your new home! As a convenience to you, this house is supported by SOS (*Service Online Solution*). In the event that you need to request a service repair, please visit [www.serviceonlinesolution.com/654](http://www.serviceonlinesolution.com/654) then select “Start New List of Repairs.” Using a computer or any mobile device, you can start your list by entering your Address, Name, Email address, and Phone Number. To submit a repair request please do the following:

1. Select “Add new repair item” and then select your answers for the 3 drop down boxes.
2. Be sure to read the warranty coverage displayed to confirm that your issue is a warrantable item. If the item is out of warranty the system will not let the item be added to your list.
3. Once you read the specific coverage details, click Next and answer any clarifying questions that may be asked of you, these vary based on the repair item(s) chosen. Click next.
4. Certain repair items require a picture to assist in the warranty assessment. Please upload a picture of the impacted repair area. Click on Select Files to attach a picture or take one instantly on your mobile device. Photos are not required for all repair items, but are highly recommended. Press next when done.
5. Note the room(s) in your house where the concern is located and provide any additional details that would be helpful in resolving the repair. Click Save.
6. You may continue to add additional items to your list. If you are not ready to submit your list and need to return at a later time, click “Finish Later”. Note this will not notify the builder repair action is needed. If you are ready to submit your completed list, click “Submit”. Once it has been submitted, you will not be able to modify the list.
7. You can access a previously submitted list by choosing “Access List of Repairs” and entering your property address and the PIN that was emailed to you. The Status section will show you where your repair item is in the process. If you’ve saved your list to submit later, you can access it the same way by clicking “Access List of Repairs” and entering your property address and PIN. New repair items may be added or existing ones may be edited or deleted. You may also update your contact information.

Once you have submitted your repair request you will receive confirmation via email and the appropriate staff personnel will be notified immediately. Someone will be in contact to schedule your repair. Thank you for using SOS as it will help to expedite your service needs.