

# Customer Care

*Confidence in the construction of your new D.O. Allen home is your greatest asset. D.O. Allen Homes offers our customers peace of mind by offering 10 years of outstanding protection on their new home through Quality Builder's Warranty Corporation. In your new home you will receive quality construction, outstanding warranty protection and award-winning customer service.*

Your Customer Service Representative is:  
**TOM HAILEY**

To schedule an appointment, please call:  
(804) 323-1362 ext. 109  
Toll Free (866) 362-5536 ext. 109

*Appointments are scheduled  
Monday - Friday 8:00 a.m. - 4:00 p.m.*

For non-emergency questions or to check the status of an inquiry, you may email:  
[CustomerCare@DOAllenGroup.com](mailto:CustomerCare@DOAllenGroup.com).

## Emergency Service

For Emergency Service involving plumbing, heating, or Electric, please call:

|           |                             |                |
|-----------|-----------------------------|----------------|
| Plumbing: | Foster Plumbing & Heating   | (804) 794-0912 |
| Heating:  | Foster Plumbing & Heating   | (804) 794-0912 |
| Electric: | Adams Electrical & Security | (804) 883-6988 |

For after hours emergencies NOT involving plumbing, heating, or Electric, call (804) 400-4929



[www.DOAllenHomes.com](http://www.DOAllenHomes.com)

*Building Quality Homes Since 1975*