



GENERAL CONTACT INFORMATION

RANCHO VIEJO SALES OFFICE

46 Via Punto Nuevo, Santa Fe, NM 87508

- Patrick Thomas, Sales Manager
- Taylor Glysson, Sales Assistant
- Website

Tel. (505) 473-7700

Tel. (888) 707-5454

Fax (505) 473-7711

patrick.thomas@ranchoviejo.com

taylor@ranchoviejo.com

www.ranchoviejo.com

RANCHO VIEJO HOMEBUILDING OFFICE

46 Via Punto Nuevo, Santa Fe, NM 87508

- David Pfeifer, Homebuilding

Tel. (505) 983-6921

Fax (505) 983-5237

dpfeifer@estanciahomesnm.com

RANCHO VIEJO WARRANTY SERVICE

46 Via Punto Nuevo, Santa Fe, NM 87508

- Dave Pfeifer

Tel. (505) 424-3797

Fax (505) 983-5237

dpfeifer@estanciahomesnm.com

CORONADO PAINT AND DECORATING

46 Via Punto Nuevo, Santa Fe, NM 87508

- Chris Sandoval, Designer

Tel. (505) 424-7070

Fax (505) 424-7171

Chris@coronadodecorating.com

FIRST AMERICAN TITLE COMPANY

220 Otero St., Santa Fe, NM 87501

- Laura Baca, Escrow Officer

Tel. (505) 983-7384

Fax (866) 520-5186

lbaca@firstam.com

HOAMCO/RV SOUTH COMMUNITY ASSOCIATION

55 Canada del Rancho, Ste. B, Santa Fe, NM 87508

- Jessica Pfeifer, Community Association Manager
- Website

Tel. (505) 473-3896

Fax (505) 473-7892

Jessica@hoamco.com

www.ranchoviejosouth.org



EMERGENCY SERVICE CONTACTS

FOR EMERGENCY SERVICE REQUESTS DURING NORMAL BUSINESS HOURS:

- Rancho Viejo Warranty Service Department (505) 424-3797
- Rancho Viejo Homebuilding Office (505) 983-6921

FOR EMERGENCY SERVICE WHEN THE OFFICE IS CLOSED:

- Rancho Viejo Message Service (Nights and Weekends) (505) 795-0488

The following trade contractors may be contacted directly for after-hours emergency service. Please follow up with a call to the Rancho Viejo Warranty Service Department on the next regular business day to report the problem for your permanent warranty file.

WHAT CONSTITUTES AN EMERGENCY?

An emergency is any builder or contractor warranted problem that requires immediate attention to protect you and/or your property from harm or damage. Examples of emergencies are listed under each heading below:

APPLIANCES

Maytag/Jenn-Air

Note: Contact the following Jenn-Air/Maytag Factory Authorized Local Servicer for warranty claims:

Dalton Services

(505) 298-8039

ELECTRICAL

O'Dell Electric

(505) 328-9746 or (505) 264-0317

- **Examples:** Main breaker or circuit breakers to major appliances or air conditioning equipment fail and will not reset. Total loss of electric to home not related to a power company failure.
- **Note:** To report a neighborhood power outage, contact PNM at **(888) 342-5766**.

EVAP. COOLERS

Rich Duran Plumbing and Heating

(505) 412-1284

- **Example:** Total loss of heating or cooling during extreme temperatures.

FIREPLACE

Adobelite

(505) 228-3761 (Jeff Buffington)

(505) 281-8344 (Stuart Buffington)

- **Note:** In the event of a natural gas leak, contact PNM directly (see “Natural Gas” below).

GARAGE DOORS

Overhead Door

(505) 474-2932

- **Example:** Garage door mechanisms or opener fail, preventing automatic and manual opening of garage door.

LANDSCAPING

Heads Up

(505) 898-9615

NATURAL GAS

New Mexico Gas Company

(888) 664-2726

- **Example:** Natural gas leak in your home or at the meter. In the event of gas leak in home, calmly leave the home and close gas shutoff valve at gas meter. Do not turn off switches, use appliance or do anything that may create a spark or flame.

PEST/INSECT CONTROL **New Mexico Pest Control**

(800) 284-8285

PLUMBING

Rich Duran Plumbing and Heating

(505) 412-1284

- **Example:** A serious water leak that threatens your property. In the event of a serious leak, be sure to immediately turn off water to the effected fixture or to the entire house as required. The main water shutoff valve is typically located near the front hose bib, water heater, or meter.

ROOFING

Mike Lopez Roofing

(505) 982-8262

- **Example:** A serious roof leak during inclement weather that threatens your property. Please note that for safety reasons, roofing contractors typically will not make roof repairs while it is raining. Please take appropriate action to protect items in your home from water damage until the roof repairs can be safely performed.



UTILITY SERVICES

CABLE TV	Comcast Cable www.comcast.com	(505) 438-2600
ELECTRIC	PNM www.pnm.com	(800) 687-7854
NATURAL GAS	New Mexico Gas Company www.nmgco.com	(888) 664-2726
SEWER	Ranchland Utilities	(505) 983-6921
TELEPHONE	Qwest www.qwest.com	(800) 244-1111
TRASH COLLECTION	MCT Waste (La Entrada only)	(505) 455-0795
	HOAMCO/RV South Community Assoc.	(505) 473-3896
WATER	Santa Fe Water Company	(505) 992-1620