

February 11, 2010

Since the January 24th event, Centex personnel have been on-site and accessible seven days a week on a 24-hour basis. With the area secured and third-party engineers now in the investigative process, starting today, Centex personnel will be on site Monday through Friday, from 8 am – 6 pm. This applies to both the Hills of Rivermist and the Rivermist communities.

For homeowners under a mandatory evacuation

We recognize that some homeowners who are currently under a mandatory evacuation may need to collect personal belongings outside the standard staffing times listed above. Additionally, Centex wants to ensure your continued safety so if a homeowner needs to access their home for a significant amount of time, such as coordinating a mover or removing large furniture or appliances, please schedule an appointment so that Centex personnel can be on site. Please note: if you need to do a quick visit to gather person items, no appointment is necessary.

Scheduling an appointment

An appointment can be scheduled via the standard warranty process. Go to www.centex.com, select “Contact Us” and click on “Warranty Service.” In the notes section, you can request an appointment for a Hills of Rivermist/Rivermist community visit. [Click here](#) to be directed to the Warranty Service web site. Please note that warranty personnel are staffed Monday through Friday, 7 am – 5 pm to receive scheduling requests.

If an emergency arises, homeowners can still call the emergency phone line at 210-389-2042 and request a visit. However, we encourage you to use online communications as it is a more effective way to ensure Centex personnel respond quickly with appropriate documentation for the request.

As always, if you have questions or concerns, please e-mail Rivermist@centex.com or visit www.rivermistinfo.com for the latest information.

Sincerely,

Laurin Darnell
Centex Homes