

August 3, 2007

Dear Lennar Homeowner,

We hope this letter finds you well and enjoying this beautiful Colorado summer! At Lennar, we are committed to providing you with an exceptional home ownership experience. This experience began on your first visit to a Lennar community, and continues through your daily interactions with our sales, construction, and customer care professionals.

We want to thank you for your patience over the recent months as we have undergone significant restructuring in our Colorado Division. This restructuring, coupled with the high call and service request volume of the spring and summer months, has caused delays in addressing many of our customers warranty concerns and created uncertainty amongst Lennar homeowners as to who and/or how to contact us regarding warranty service. Please know that all of your concerns and questions regarding your home are important to us. In our continued efforts to deliver high-level service, we have increased our office and field support.

To that end, we wanted to take an opportunity to provide you information on Lennar's process for requesting warranty service. Following this process will help ensure your warranty matters are properly addressed in a timely fashion.

Non-Emergency Service*

- These may be submitted to our main office via:
 - **Mail:** 9990 Park Meadows Drive, Lone Tree, CO 80124, Attn: Customer Care
 - **Email:** denvercustomercare@lennar.com
 - **Fax:** 303-754-9871
- To make the service process most efficient and minimize any inconvenience to you, it is recommended that non-emergency items be addressed at your 30, 90 and 330 day TLC service reviews. Please keep a list of these items to review with your Customer Care Representative.

Emergency Service*

- During the business hours of 8:00am-5:00pm, Monday through Friday, please contact our Customer Care Line at 303-754-0701.
- During other hours, weekends and holidays, please contact the appropriate Electrical, Plumbing, or HVAC professional directly. These numbers will vary by community and were provided in your orientation material.

Thank you once again for your patience and understanding. We appreciate that you chose Lennar and look forward to serving you.

Kind Regards,



Josh Wallace
Director of Customer Care
Colorado South



Jeff Briar
Director of Customer Care
Colorado North

*See your Lennar Warranty Booklet for coverage details.