

### Customer Care Guidelines

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**Customer Care Guidelines** help control customer expectations, reduce liability and provide a consistent tool to respond to actionable defects. Pacific Property Consultants has the solution with our customized Care Guidelines at a fraction of the cost of our competitors. Custom made Homeowner Guides cost builders thousands of dollars and published guides cost upwards of \$50 per home and cannot be customized at all. In California, the CAL-Green Code requires a customized guide book for every home built after January 1, 2011, so contact us today about how our services can save you money, reduce risk, and satisfy the state requirements.

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