



February 24, 2011

Dear Orleans Homebuyer,

Orleans recently emerged from its Chapter 11 bankruptcy. In connection with the emergence from bankruptcy, Orleans is no longer responsible to your warranty provider, Residential Warranty Corporation (RWC), to perform warranty service on their behalf for certain customers who settled prior to the bankruptcy filing.

Notwithstanding the foregoing, Orleans expects to continue to make warrantable repairs in accordance with the one-year and two-year portion of the RWC warranty that was provided to you. By completing any warranty, Orleans will not be liable for future warranty matters. Orleans will not provide any warranty for items outside of the two-year portion of your RWC warranty.

Please note that the following changes DO NOT affect your warranty coverage. Your 10-year warranty remains in effect. Going forward, however, the company that provides your warranty, RWC, should be your point of contact for any claims under your warranty.

The above-referenced change applies to homeowners who closed on their homes prior to March 1, 2010, and who live in your community.

Repair requests for items in the one-year and two-year portion of your warranty will be addressed by Orleans in the ordinary course. Future warranty requests for items in the one-year and two-year portion of your warranty should continue to be submitted through our online system.

Repair requests for items outside of the two-year portion of your warranty that have been submitted to Orleans but have not yet been completed should be re-submitted to RWC. Going forward, please refer repair requests for items outside of the two-year portion of your warranty, per the terms of your warranty with RWC, directly to RWC in accordance with the procedures set forth in your RWC warranty book. If you have any questions, please contact RWC at 5300 Derry Street, Harrisburg, PA 17111-3598, Attn: Warranty Resolution Department (Phone 717-561-4480).

Thank you,

Elizabeth Barbone
Customer Service