



Maynardville



Communities

INFORMATIONAL & RESOURCES



Maynardville

Partner together for the best customer experience.

About Us

We offer quality, affordable homes with real choices.

QUALITY CONSTRUCTION & MATERIALS THAT LAST

- 2x6 Floor joist with 16" on center construction
- Full length outriggers
- Solid 5/8" OSB T&G Decking
- 2x4 exterior walls with 16" on center construction

AFFORDABLE HOMES THAT FIT YOUR BUDGET

- The Blazer Extreme BRX16763C
- The Classic MAC16763A
- The Front End Entry BRX16663F
- The Social BLR16763S

REAL CHOICES YOU LOVE TO LIVE WITH

- DuraCraft cabinets
- Durable, long-lasting vinyl floor
- Additional kitchen options and upgrades
- Master bath layouts

And these are just a few! View our design center, options and upgrades.

RELIABLE SERVICE AND PARTS DEPARTMENT

- Customer satisfaction guaranteed
- Top NPS leader year after year



Communities Contacts

Partner together for
the best customer experience.

COMMUNITY SPECIALISTS

Colt Hill

Colt.Hill@ClaytonHomes.com
(865) 256-3899

Brendan Whelan

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(678) 381-4327

SALES COORDINATOR

Hannah Coker

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(865) 992-3851 (office)

SHIPPING COORDINATOR

Paula Hancock

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(865) 992-3851 (office)

QUALITY ASSURANCE**

Jimmy Muse

Jimmy.Muse@ClaytonHomes.com
(865) 992-3851 (office)

SERVICE MANAGER

Jeff "JJ" Jenkins

Jeff.Jenkins@ClaytonHomes.com
(865) 992-3851 (office)

PARTS MANAGER

Sharon Carpenter

Sharon.Kiser@ClaytonHomes.com
(865) 992-3851 (office)

**Please copy your community sales rep on all correspondence.*

***Quality Assurance can help with questions/issues related to technical details, schematics, and home construction.*



Our Communities Staff

We're here to serve you! As top performers in NPS, we offer you decades of management and support experience.

COLT HILL COMMUNITY SPECIALIST

Colt began his career by working in Clayton Retail from 2007-2011. He went on to sell homes within 2 retail stores in Knoxville, TN. After gaining years of industry experience, Colt joined the team at Maynardville Halls in 2013 as the Market Development Manager. His next chapter began in Community Sales at the Clayton Home office in 2015 where he worked with national accounts to determine which home building facilities would best meet their needs. He's now very happy to be back with the Maynardville team as the Business Development Manager.

BRENDAN WHELAN CUSTOMER SUCCESS MANAGER

After spending 3 years in collections at Vanderbilt Mortgage and Finance, Brendan joined Clayton's Manufacturing Division where he worked on the Communities Team. After 5 years with Clayton, Brendan received the opportunity to go to work for a Mobile Home Park owner-operator group and took a position as the Director of Investor Relations for Four Peaks Capital Partners. He's now happy to be at Clayton Maynardville, working as a Customer Success Manager. He enjoys playing soccer, snowboarding, and spending time with his wife and daughter.

MIKE BUNCH SALES MANAGER

Mike joined the Clayton Homes team in 1997 as Market Development Manager at the Rutledge facility. In 2006, he was promoted to Sales Manager of the Maynardville facility, where he has since enjoyed serving retailers. He takes great pride in ensuring customers are getting the best quality built home. He resides in Knoxville with his wife, Vanessa, and his two children, Brandon and Allison.

HANNAH COKER SALES COORDINATOR

After graduating from the University of Tennessee Knoxville, Hannah developed her professional skills in Enterprise's Management Training Program as well as Travelers Insurance. She then began as an Account Representative with Vanderbilt Mortgage and Finance in 2017 and was quickly promoted to Community Success Specialist at Clayton Home office in 2018. She then became the Community Sales Coordinator at Clayton Maynardville in 2019. Hannah currently resides in Knoxville.

JEFF JENKINS CUSTOMER SERVICE MANAGER

Jeff "JJ" began working with Clayton Homes in 1985 as a member of the production team. The last 5 years of his production line work, he served as an Area Coordinator until he was promoted to Service Manager in 2004. He has spent many years providing our customers with exceptional service for the Maynardville facility. "JJ" enjoys spending time with his wife Sherri and his grandson Kyle in the Halls Community area.

SHARON CARPENTER SERVICE & PARTS ASSISTANT MANAGER

Sharon began working for Clayton Homes in 1999 in the parts and service department for the Maynardville facility. After assisting in the purchasing department for two years, she is currently the Parts Assistant Manager. Sharon resides in Maynardville with her son Gregory.

Our Product

EXTERIOR

FEATURE

- George Pacific vinyl siding
- CertainTeed asphalt/fiberglass roof shingles
- Oriented strand board (OSB) roof and floor decking
- 36" six-panel steel front door with storm
- Raised panel vinyl shutters front of home
- 2"x4" exterior walls 16" on center
- Standard R11-11-21 Zone II insulation
- Low E Vinyl insulated windows
- 100% United States produced steel frame
- Full length outriggers
- Removable hitches
- GFI outside electrical outlet
- Frost-proof outside faucet std (core product)

BENEFIT

- Maintenance-free exterior with lifetime warranty
- Limited 20-year warranty
- Stronger product & more durable against moisture
- Vinyl-clad steel insulated door for more security
- UV protected from fading
- Great structural strength for load bearing walls
- Tighter insulation fit with moisture barrier
- Easy cleaning, no condensation, energy efficient
- Stronger & more reliable than other steel
- More structural strength for weight transfer
- Easier on setup crews & frame not visible
- Easy access to power source on outside of home
- Easy access to outside water for cleaning

FLOORING

FEATURE

- Rebond carpet pad
- Shaw carpets with stain guard
- 5/8 OSB T&G decking
- Congoleum vinyl floor
- 2"x6" transverse floor joist 16" O.C.
- One-piece aluminum heat duct
- Vinyl entry at front door (core product)

BENEFIT

- Bounces back in high traffic areas (carpet last longer)
- Industry's most innovative carpet stain repelling system
- Structural strength, higher integrity flooring
- Brand name, durable in high traffic areas, free floating
- Stronger floor system, less floor squeaks
- Efficient system equals less heat loss
- Keeps carpet cleaner from front door traffic

KITCHEN

FEATURE

- Frigidaire appliances
- Wilsonart high-definition countertops
- 30" electric range
- 42" DuraCraft cabinets with 2 shelves
- Side-mounted metal drawer guides
- First alert fire extinguisher in kitchen
- Power range hood with light
- Base cabinets include center shelves (opt)
- Stainless steel sink
- Multiple appliance packages (opt)
- Metal faucets (opt)

BENEFIT

- Brand name, very dependable, direct customer support
- Upgraded mill, high definition, scratch-resistant
- Easy oven cleaning with removable door & heating elements
- Large accommodating storage space
- Smoother than wood on wood drawer guides
- Easy access in case of emergency
- Vented to exterior with cook top lighting system
- More storage space for pots & pans
- Easy clean sink, don't worry about chipping paint
- Color & upgrade flexibility
- Metal interior faucets, renter-friendly for longevity

Procedures

DELIVERY

Our homes typically ship immediately upon completion. Your sales rep or our shipping coordinator will call to discuss the time frame as it approaches. Though it is difficult to anticipate an exact delivery time, we generally offer a range of three-to-five hours. As a rule, the drivers will reach out within one hour of final delivery. We strongly advise that you coordinate with a local set-up company to provide final service in your community and to have an auxiliary parking spot available if possible.

Once the drivers have dropped the home they will request a delivery signature. Please perform an initial walk-through of the home and note any delivery damage on the 48-hour checklist (provided in the black house pack). Over the following 48 hours, take an opportunity to further inspect the homes and start creating requests for parts. Instruction for where to submit the 48-hour checklist are provided in the black house pack along with warranty info, invoicing, and material details.

PARTS

Parts must be coordinated directly with our parts manager, Sharon Carpenter. She will need a completed parts request form including serial numbers for the house. Parts needed for warranty repairs will be provided at no cost.

Due to the nature of manufactured housing parts and the volume of houses Maynardville produces, please allow for ample delivery time. We typically ship within five business days and delivery will take an additional five-to-seven business days. *See the attached parts request form.*

SERVICE

Service is to be performed by the community for warranty work. We reimburse for labor (\$30/hour) and mileage (variable). Due to the nature of manufactured housing and the stress of over-the-road transit, minor service is to be expected on new homes. Standard service includes re-squaring of doors, adjusting trim, replacing shingles, and replacing damaged vinyl.

Occasionally, service work will fall outside of the abilities of a local contractor or maintenance person. Please discuss your specific circumstances with our service manager. *See the attached bill-back request form.*



Online Resources

Virtual support accessible 24/7 at **ClaytonMaynardville.com.**

WEBSITE

Our website is continually improving with new design features and optimized viewing for phones, tablets, and desktop computers.

FLOOR PLANS & VIRTUAL TOURS

We provide instant access to custom, interactive floor plans, videos, and virtual tours.

DESIGN CENTER

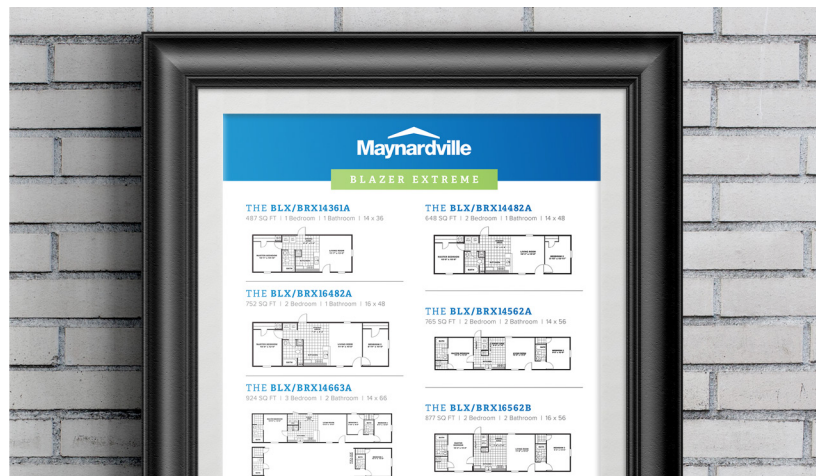
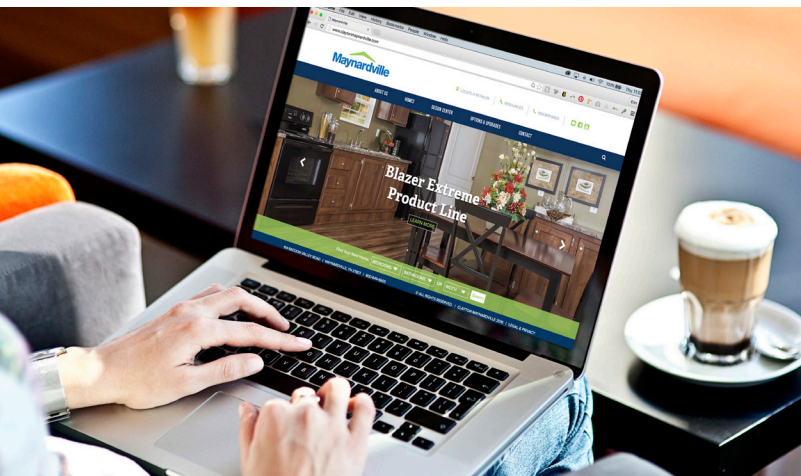
Easily view and compare all available decor options and upgrades in our design center.

CLAYTONGO

CMHConnection.com allows you to get connected to your home building facility, quotes, orders, services/parts information, homeowner information, and references all in one place.

MARKETING SUPPORT

Our staff is dedicated to helping you. We provide marketing materials, including banners, sales literature, and market information.



Get connected all in one place at
CMHConnection.com.



QUOTES

A listing of your active quotes.

Review summary quote information.
View the full quote.



SERVICE & PARTS

A page with access to:

Review and track current service
and parts requests.
Submit a request for a stock part.
Edit a service or parts request.



ORDERS

**A list of your quotes which have been
converted to orders.**

Review summary order information.
View the full order.



HOMEOWNERS

**A list of all customers who have purchased
a home that have a completed a warranty card
and has been input into our system.**

View & edit summary information for the warranty.
Add a service request or a parts request.
View customers who purchased from you.
View the home invoice.



INVENTORY

**A list of homes that represent your
display models for sale.**

View models that are showing as inventory.
Enter warranty information on the home.
Enter a service request to be made on the home.
Enter a parts request for the home.
View home invoice.



REFERENCES

**A library of documentation covering alternate
construction information and setup manuals.**

Setup/installation resources.
Alternate construction (AC Letter) information.

Maynardville



FIND US

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☎ 800-849-6603

💻 claytonmaynardville.com