



Your Builder’s Service & Warranty Program

Builder Members of The Alberta New Home Warranty Program have an excellent reputation and record of service with new homebuyers.

Each year, builders are recognized for consistent performance with Service Awards. Some have earned Awards for 15, 20 and even more than 25 years of maintaining high levels of customer satisfaction.

“**Timely**”, “**Responsive**” and “**Effective**” are key words to describe the commitment of The Alberta New Home Warranty Program and its Builder Members to warranty and service issues. Their approach is one of working with homeowners in a courteous and respectful manner to find appropriate solutions to issues that might arise.

During the first year of ownership, your builder’s service and warranty program is dedicated to:

- Addressing all pre-occupancy defects within a reasonable time.
- Completing all pre-occupancy deficiencies as soon as possible.
- Responding within a reasonable time-frame to warranty and service issues brought to the builder’s attention throughout the first year.
- Ensuring all warranty issues are completed by the end of the first year warranty period.

Individual builder service and warranty programs may differ as far as methodology goes, but every Builder Member of The Alberta New Home Warranty Program must have a service program to address customer concerns. Coverages are outlined in the Warranty Certificate that was part of your initial agreement as well as in the Warranty Certificate that is mailed to you shortly after possession of your new home.

It’s advisable to re-acquaint yourself with the particulars of your builder’s service and warranty program. For example, you’ll want to know how to request service or warranty work through your builder as well as the builder’s typical response time to service and warranty requests, and what exactly your builder’s service and warranty program covers.



Addressing Pre-Occupancy Defects

Your builder understands prompt attention to items noted in your Occupancy Inspection is the best way to meet and exceed your expectations for service and warranty work.

You can expect items to be completed within a reasonable time frame after occupancy—generally, within a month—unless it is a seasonal item or special materials have to be ordered. This seasonal work is generally finished by the end of June but in some years the weather isn’t cooperative enough to allow that to happen until later.

Gaining access to your home in order to complete work can sometimes be a problem for your builder if no one is at home during the day. It’s a good idea to establish a relationship with the person coordinating the completion work on your home to make the necessary arrangements for access.

Dealing with Deficiencies

Items that are incomplete or missing at the time of Occupancy Inspection are often the result of seasonal conditions.

For homes occupied in winter months, it’s often necessary to wait until Spring and good weather to complete exterior work like pouring concrete, landscaping, applying stucco, parging and paint. Check with your builder regarding their schedule and policy for completing seasonal deficiencies.

Deficiencies warrant prompt attention. Your builder should keep you informed about the seasonal work schedule as it progresses and advise you about any other potential delays; for example, when needed trades or materials aren’t readily available. Your builder knows it’s important to finish outstanding items within a reasonable time frame so that you can fully enjoy your new home as soon as possible. Your builder also knows there’s a contractual obligation to fulfill that commitment.

As deficiencies are completed, any money held back, in trust, by the builder’s lawyer can be released.



Service & Warranty Work in the First Year

Typically, a new home undergoes a number of changes in its first year due to factors like dryness, extreme cold, heat and humidity. These changes may result in situations like “nail pops”. Your builder’s service and warranty program will respond to correct them and outline when these normal service issues should be addressed.

It’s normal to wait for an extended period before scheduling some types of corrective work such as nail pops, drywall cracks, squeaky floors and stairs. That way, maximum shrinkage of wood framing and drywall panels can take place, and the maximum number of situations requiring attention can be identified. What’s more, by waiting, the necessary corrective work needs only to be done once during the year—with minimal disruption to your daily routine.

In some instances, materials or systems may not be performing properly. Situations of this type will be rectified by your builder.

All manufacturer’s warranties and guarantees accompanying installed components in your home—such as roofing and windows, appliances, the furnace and water heater—should be passed on to you by your builder representative so that you can enjoy any extended protections they provide beyond one year. If you don’t receive warranty material and instruction manuals for installed items, be sure to ask for them.

If you have any questions regarding normal first-year service or response times, check with your builder representative to get the answers you need. There’s no better source for first-hand information.

In the event of after-hours emergencies, most builders also supply emergency telephone numbers for electricians, plumbers and heating contractors so you can contact them directly and advise your builder accordingly on the next business day.

Be aware that warranties provided by the Builder Member and The Alberta New Home Warranty Program are time limited. All outstanding first year material and workmanship issues should be noted in writing to the Builder prior to the first year anniversary of possession. Program involvement must be initiated no later than 60 days after that date in accordance with the Warranty Certificate.

(reprinted from pages 41, 42 & 43 of the guidebook: “*from purchase to possession and beyond*”)