



# COVID-19 & Best Practices in New Home Warranty Service

## Protecting our communities

The Alberta New Home Warranty Program (ANHWP) continues to take precautionary measures to ensure the safety and wellbeing of our employees, homeowners, Builder Members and the community. As a part of our ongoing COVID-19 support, our New Home Warranty Insurance (Canada) Corporation (NHWICC) Claims Assessment team has developed strategies to mitigate personal and public risk by taking necessary precautions.

### Customer-first approach

While our usual face-to-face interactions with homeowners aren't always possible with COVID-19, at ANHWP, we're committed to maintaining timely, open, and transparent dialogue to ensure clarity on our new home warranty service and processes.

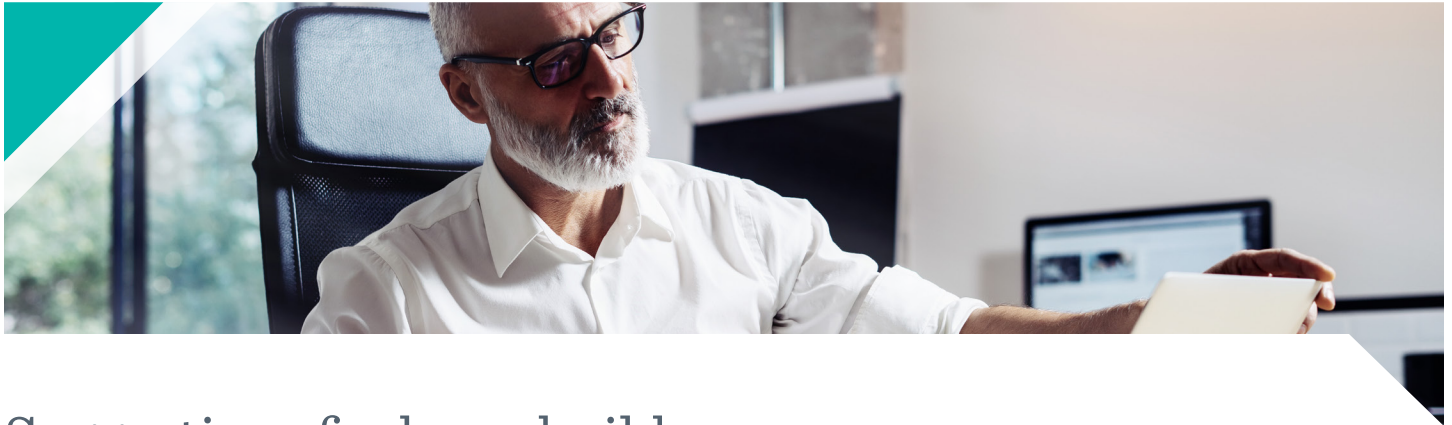
Our Customer Care representatives are the first point of contact to triage service requests and ensure policyholders have the following information:

- Your call is important to us
- We're experiencing delays due to a backlog (if applicable)
- Service inquiries will be addressed in the order they're received, and are prioritized against emergencies
- Our Claims Assessment team are taking precautionary measures to ensure your safety as they enter your home to complete an assessment. Should you not feel comfortable with someone coming into your home, we have other options available to you (e.g. ICWhatUC technology); however, it may take additional time to arrange.

Our Claims Assessment team ensures that homeowners receive timely updates to their claims in progress as required.



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## Suggestions for homebuilders

### Prepare to succeed

It's inevitable that, at times, you will face a backlog of service requests. Here are a few strategies to efficiently and effectively manage this backlog:

- **Develop** a process, including improved service levels, and increased communications and process changes.
- **Provide** your team with training to manage your backlog confidently. Be sure to inform your trades, sub-contractors and staff of your new processes!
- **Evaluate** feedback from stakeholders – what's working (or not) and what can be improved? Be ready to refine your approach and adjust your plan accordingly.
- **Prioritize** by severity, risk impact, age of a file and seasonal considerations. Consider how long it will take to complete and who will be assigned

### Efficiency is key

Time is money, and the brand of your business is at stake. It's essential to consider efficiencies to do more with less:

- **Ensure your front-line staff schedule time every day to respond to emergency or urgent calls**, which may mean rotating on-call staff who can assist the service team.
- **When setting backlog priorities and targets, be realistic about the availability of your team.** Consider shifting responsibilities among your team. Could you move a more senior member of your team to a complicated repair call to ensure it's resolved quicker? Or temporarily move construction staff to warranty or service? This not only helps reduce your backlog and allow your team to stretch their capability beyond the scope of their usual work.
- **Establish standard timelines for service calls** and re-evaluate these timelines regularly, making adjustments as necessary.
- **Assign your team to make service calls in the same area** or subdivision to reduce travel time.

### ABOUT ANHWP

For more than 40 years, the Alberta New Home Warranty Group of Companies has been a clear leader in providing Albertans with the best possible new home warranty coverage, by relentlessly focusing on professionalism, performance, responsibility, and accountability in everything we do. We are proud of our history and our reputation, and stand by our customers and our community unflinchingly, and with integrity.



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