



Welcome to the Program

Your go-to resource for all things new home warranty

Our team of experts are here to create and support the peace-of-mind new home warranty coverage that homeowners demand, and work with builder members to continually raise the bar on new home quality and after-possession care. Our high standards for Builder membership mean you can rest assured you're working with a reputable company. However, if the unexpected happens and you should require warranty support, you can count on our assistance to get your home back on track — we're here to assist with initiating a claim through assessment and resolution.



REPUTATION

You're backed by Canada's first and most reputable new home warranty insurance providers.



PRODUCTS

Our robust warranty products protect you before, during and after construction.



RESOURCES

Our free online tips and guides put knowledge conveniently at your fingertips.



CLAIMS

We provide diligent care in servicing warranty claims, should they ever arise.



PORTAL

The secure Homeowner Portal makes managing your warranty and requesting support easy.



SERVICE

We're always here to help with personal, responsive service by phone or email.



HAVE QUESTIONS?

We're here to help — contact us at contactcentre@anhwp.com

1.800.352.8240 | anhwp.com

Did You Know?

We're the largest provider of new home warranty in the province, protecting over 100,000 homeowners.

We have a number of warranty dispute resolution options available.

Warranty coverages and tolerances are established and governed by the provincial government.

We welcome any and all home warranty inquiries. Have a question? Get in touch!

Claims Assessment Process

- Step 1. A claim is filed through the Homeowner Portal at homeowner.anhwp.com
- Step 2. We'll review the claim and issues to determine if they're warrantable under Alberta's *New Home Buyer Protection Act*.
- Step 3. We'll schedule a claims assessment or inspection with the homeowner; the builder may also be in attendance.
- Step 4. We'll assess the issues and will provide the homeowner a report outlining our decision.
- Step 5. If the report finds warrantable defects, we'll work with the condo corporation and an accredited representative to fix and resolve the issues.
- Step 6. If the condo corporation disagrees with a decision and wishes to contest it, there are other claims resolution options available including section 519 of the *Insurance Act*.

1-2-5-10 Home Warranty Insurance Coverage

common property coverage

unit coverage

1 YEAR *Materials and Labour:* Coverage for defects in materials and labour, including baseboards, flooring and trim.

2 YEARS *Delivery and Distribution Systems:* Coverage for defects in materials and labour related to delivery and distribution systems including heating, electrical and plumbing.

5 YEARS *Building Envelope:* Coverage for defects in the system of components that separate the conditioned space from unconditioned space, such as the roof and exterior walls.

Optional – Additional Building Envelope: Coverage for defects in the building envelope for an additional two years. *Only the homebuilder may opt for this coverage at the time of project application.*

10 YEARS *Structural:* Coverage for structural defects such as frame and foundation.

For additional details regarding warranty coverage and/or coverage limits, please refer to the home's Home Warranty Insurance Policy (unit coverage) and/or the Common Property and Common Facilities policy.



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