



We've got you covered

Peace of mind for your most important investment

The Alberta New Home Warranty Program helps homeowners feel safe, happy, and secure when building, buying, and owning a new home. For over 45 years, we've offered homeowners like you the comfort that comes with knowing your new home is protected by Canada's most experienced, more reputable home warranty provider. If the unexpected happens, 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

Your 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.



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 homeowner and an accredited representative to fix and resolve the issues.
- Step 6.** If the homeowner disagrees with a decision and wishes to contest it, there are other claims resolution options available including section 519 of the *Insurance Act*.

Your Home Warranty Insurance 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 when enrolling the home.*

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.

STAY CONNECTED

Sign up for our newsletter and follow us on social for the latest on home maintenance, warranty info & more!



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