

# The Conciliation Process

**It is** important to understand during the first year following possession of the new home, there is a relationship between the Member Builder and the Purchaser. **All requests for repair should first be directed to the Member Builder for completion.** You can submit your deficiency list to your Homebuilder using the One Year Form available for download on the Progressive website: [www.progressivewarranty.com](http://www.progressivewarranty.com) in the Homeowner Tab.

In the unlikely event that a Member Builder and Homeowner cannot reach a satisfactory resolution for repair, there is a well defined **Conciliation Process**, which is open to either the Member Builder or the Homeowner to initiate.

Progressive Home Warranty has developed this brochure “Conciliation Process”, which will provide you with information on how to initiate a Conciliation action to resolve any outstanding issues.

## Where do I start?

The Conciliation process begins when the Homeowner submits the **Request for Conciliation Form**. This form is available for download on the Progressive Home Warranty website in the Homeowner tab. In order for us to proceed with conciliation, you will have to complete this form and attach a \$250 non-refundable conciliation fee before the first year anniversary of your warranty. Please refer to your **Warranty Declaration Page** if you are unsure of commencement date of your warranty.

## What do I need to do?

Before the Conciliation Process can continue, the following purchaser’s obligations must be met:

- The full purchase price of the home must be paid in full and any holdbacks must be in trust.
- Written Deficiency List submitted to the Builder and PHW before the end of the first year anniversary.
- A submitted Request for Conciliation Form with attached \$250 conciliation fee.

Once these obligations have been met, we can proceed with the Conciliation Process. (See timeline below)

## What to Expect?

It is the obligation of the Homebuilder to complete the warrantable repairs on your home in a timely fashion. With that said, it is imperative that you allow reasonable access to your home during this time period. It is the duty of both the Homeowner and Homebuilder to schedule timely repairs adhering to **the 60 day deadline**. Refer to the Purchasers Obligations section of your **Warranty Certificate** for full details of your responsibilities.

If the Homebuilder does not complete repairs by the **60 day deadline**, Progressive Home Warranty will ensure all warrantable items are repaired.

Once the repairs are completed to industry standards, we will send you a summary report of the repairs made to your home to end the Conciliation Process.

For more information on the Conciliation process, please do not hesitate to contact our Client Solutions Department at **1-866-996-9776** or [clientsolutions@progressivewarranty.com](mailto:clientsolutions@progressivewarranty.com).

## Conciliation Timeline

**1.** PHW receives Request for Conciliation Form. **Submit no later than the first anniversary of your warranty.**

**2.** Within two days, a Notification of Conciliation is sent to both the Homeowner and Member Builder.

**3. Within fourteen days**, a technical assessment may be arranged to determine warrantable items.

**4.** A Conciliation Report will be sent to both the Homeowner and Member Builder, outlining warrantable items.

**5.** Warrantable repairs are to be completed **within 46 days** (total 60 days).

**6.** Steps will be taken to ensure the repair is done in a timely manner. Homeowners ensure to allow reasonable access to home.

**7.** The Claim is completed and Homeowner is sent details of the repair.

Day 1

Day 3

Day 14

Repairs in Progress!

Day 60

## Frequently Asked Questions

### **Q: Why do I have to pay a \$250 Conciliation Fee?**

**A:** As per your Warranty Certificate the fee is required to initiate the Conciliation Process. The Fee covers a portion of the administrative cost associated with the conciliation process.

### **Q: Will everything on my submitted Deficiency list be covered by Warranty?**

**A:** Not necessarily. The Limited Home Warranty is designed to cover latent defects (refer to Warranty Certificate) which with reasonable careful inspection on the completion date would not be revealed or occur after the residential unit is complete. Contractual items outlined in the purchaser's agreement are not covered by Warranty.

### **Q: Are there items excluded from Warranty coverage?**

**A:** Yes. Some common examples include but are not limited to; Contractual items of your purchase agreement, items supplied by the purchaser, incomplete work, and other exclusions as noted in your Warranty Certificate supplied to you in your Homeowners Package. If you need a replacement, please contact us.

### **Q: Do I have to let my builder make the repairs?**

**A:** Yes. The builder has the right to complete repairs, and the homeowner must allow reasonable access to the home. If the repairs are not done as per the conciliation process timeline, PHW will ensure the repairs are complete.

### **Q: What steps will be taken to ensure proper repairs are completed**

**A:** All warrantable repairs will be completed to meet industry standard.



We understand the Conciliation Process may be overwhelming at times, and hopefully this brochure has answered most of your questions. If you are ready to begin the conciliation process, or would like to speak to a representative to get a better understanding of the program please do not hesitate to contact the Client Solutions Department at Progressive Home Warranty Solutions Inc.

**Progressive Home Warranty Solutions Inc.**

**Phone: 780-470-4663**

**Fax: 780-470-4664**

**Toll Free: 1-866-996-9776**

**Email: [clientsolutions@progressivewarranty.com](mailto:clientsolutions@progressivewarranty.com)**

**[www.progressivewarranty.com](http://www.progressivewarranty.com)**



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