

The One Year Form

You can download the One Year form on the Progressive website www.progressivewarranty.com. During the first year following possession, Latent Defects may appear. A Latent Defect is any defect which would not be apparent, at the time of signing the Completion Certificate. Examples of Latent Defects might be, a nail pop, a crack in the wall or ceiling, etc. Keep track of Latent Defects on the One Year Form. This form is to be sent to the builder within 30 days of the listed expiry date. You will only be allowed to submit a single One Year Form, so it is best to submit this near the end of the first year.

One Year Form

Emergencies

If there is any defect in the first year, which is considered an emergency, the homeowner should contact the Member Builder immediately for repair. Emergencies would be any defect that would create a safety or security concern, or that would cause further damage to the home if not rectified immediately.

Building Solutions For Building Professionals

A Guide to Managing the First Year of the Warranty



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Your First Year Relationship

At Progressive Home Warranty, we are committed to helping make your new home ownership a positive experience. To that end, we have developed this Guide to Managing the First Year of Warranty. This Guide will provide you with important information and suggestions on what is needed to ensure an ongoing positive relationship between the Homeowner and the Member Builder.

The key to developing a positive working relationship between the homeowner, and the Member Builder, is for both parties to have a clear understanding of their respective responsibilities and a commitment by both to a process of open communication.

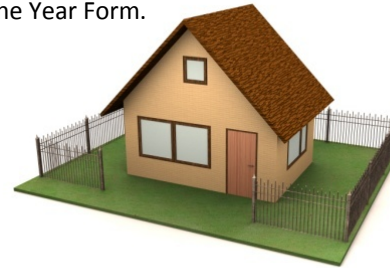
In the event that there are unresolved issues between you and your builder, be assured that there is a well defined conciliation process to resolve remaining warranty items.



Responsibilities of the Relationship

Member Builder Responsibilities

- ✓ Be committed to open communication with the Homeowner
- ✓ Conducting a 'walk through' with the homeowner and completing the Completion Certificate on the date of possession
- ✓ Submitting the Completion Certificate to Progressive Home Warranty
- ✓ Be committed to repairing in a timely fashion, any Patent Defects which are identified on the Completion Certificate
- ✓ The Member Builder has 30 days to address Latent Defects listed on the One Year Form, once it has been submitted by the homeowner.
- ✓ Be committed to repairing within 60 days, any Latent Defects identified in the 1st year and noted on the One Year Form.



Homeowner Responsibilities

- ✓ Be committed to open communication with the Member Builder
- ✓ Be diligent in the 'walk through' to identify any Patent Defects and noting them on the Completion Certificate
- ✓ Be diligent during the 1st year in keeping track of Latent Defects by recording them on the One Year Form
- ✓ Contact the Member Builder within 30 days of the expiry date to submit the One Year Form
- ✓ Understand that you must allow access to your home during the working day, for the Member Builder to complete needed repairs
- ✓ In the event that the Member Builder does not respond to the One Year Form within 30 days, notify PHW. This will likely result in the initiation of a Request for Conciliation.
- ✓ A Request for Conciliation Form will be sent to you to fill out and submit to us along with a \$250 fee.
- ✓ Feel free to contact Progressive Home Warranty at any time during the first year to help with the Warranty process

The Completion Certificate

Have you submitted your completion certificate yet? It is most important that you do!

At the time of occupancy of the new home, the Member Builder and the Homeowner complete a 'walk through' of the home and identify **Patent Defects**. A Patent Defect is any defect that is apparent at the time of signing the Completion Certificate. These defects are listed on the Completion Certificate, which both parties sign, and which commits the Member Builder to making these repairs in a timely fashion.

Examples might be a scratch on the floor, a cracked tile, paint drips, a window or door that won't close, etc.

It is very important to be thorough during this 'walk through'. If a defect, which should reasonably have been apparent, is not noted on the Completion Certificate, then it could be assumed that it was caused by the homeowner after taking possession of the new home.