



The Completion Certificate is the warranty document completed by the builder and homeowner on the date of possession of the new home. Once submitted to PHW, this enables us to start the warranty period on the home and issue the warranty paperwork to the homeowner.

## WHY IS THIS IMPORTANT?

The Completion Certificate is the place for both parties to acknowledge many important pieces of information about the home including Commencement Date, any deficiencies that remain at turnover date, work not completed by the builder, or contractually accepted items. All of these may have an impact on future warranty issues with the home.

This is also the document used to start the homeowners warranty policy in our system. By completing and submitting this Completion Certificate, it allows us to start the warranty in our system and issue the homeowner their warranty package direct from our office.

## HOW DO I COMPLETE THIS CORRECTLY?

Completion Certificates are issued pre-filled from our WIMS system. They are emailed out at registration time and are also emailed out with the last assessment we complete on the home. Builders can also login to WIMS and download one to complete as needed. See the “details” pages for more detail on successfully completing a Completion Certificate.

## WHEN SHOULD I BE COMPLETING THIS?

These should be completed with your homeowner on possession day of the home to the first homeowner.

## DO I NEED TO COMPLETE ALL OF THE SECTIONS?

All sections of the Completion Certificate provide important information to the warranty process. We cannot complete starting the warranty on a home without the Commencement Date and homeowner/builder signatures at a minimum.

Would you like a step-by-step guide on how to properly fill out the completion certificate?  
If so, click [HERE!](#)



**Completion Certificate**

**Congratulations on taking possession of your new home!**

Member Code: \_\_\_\_\_ Registration #: \_\_\_\_\_ Builder Job #: \_\_\_\_\_

Builder: \_\_\_\_\_ Civic Address: \_\_\_\_\_  
Legal Address: \_\_\_\_\_

**TRADE CONTACTS FOR WARRANTY SERVICE**

Plumber	Phone Number	Windows	Phone Number
Concrete/Flatwork	Phone Number	Flooring	Phone Number
Electrician	Phone Number	Insulation/Vapor Barrier	Phone Number
HVAC (Heating)	Phone Number	Finishing Carpenter	Phone Number
Siding/Exterior	Phone Number	Roofing	Phone Number

Please completely fill out all areas.

**PURCHASER INFORMATION**

Homeowner 1	First Name	Last Name	Phone	Email
Homeowner 2				

We can send the Homeowner's Package to a different address than listed above if needed. We will list the Certificate Address, please provide an address for us to send the package to: Address (if different than above show address): \_\_\_\_\_

**DEFICIENCIES, UNFINISHED WORK, ACCEPTED ITEMS**

A sample checklist can be downloaded from our website if required. Please include and identify a list of unfinished work, deficient work, and accepted items. These items are subject to the terms and conditions of the purchase contract; the Warranty Provider may not complete any work that is not finished by the member builder. Please include any additional information with respect to these items with your Completion Certificate. Deficiencies / Unfinished Work (Owner's Condition of New Home):

Accepted Items (Including Terms):

To first coverage under the applicable Warranty Program the Member and Purchaser must identify, date and sign this Completion Certificate and the parties shall fax, deliver, or mail a signed copy to PHW. By signing below, the parties confirm they have read and agree to the terms of the Completion Certificate. The Member/Builder also agrees to immediately provide the Homeowner with a copy of this Completion Certificate.

**Consent to Disclosure of Personal Information:**  
The Homeowner (s) consent(s) to the use of any personal information in this Completion Certificate by Progressive Home Warranty Ltd. for the purpose of providing one of its products and services to the Homeowner(s). The Homeowner(s) further consent(s) to any personal information in this Completion Certificate to be delivered to Progressive Home Warranty Ltd. to other third party service providers for the purpose of new home warranty and customer satisfaction survey programs or for the purpose of creating any of its products and services to the Homeowner(s). Progressive Home Warranty Ltd. will collect, use and disclose the personal information in accordance with its Privacy Policy. See [www.progressivehome.com/privacy](http://www.progressivehome.com/privacy) for details.

**COMMENCEMENT DATE**

The earlier of: (1) the date the new home is first occupied, (2) the date an accredited agency, accredited municipality or accredited regional creates, constructs, grants, generates to occupy the new home, (3) the date the property and common facilities of a condominium complex or begins delivery to an inhabitant and/or a building or building is a phase of development of a condominium is transferred from a residential builder to a purchaser or user or is an owner's length transaction, and (4) the recipient of builder has agreed with the qualified person to have the qualified person prepare a building assessment for a phase of development within 180 days of the transaction of title described in clause (1)

NOTE: Commencement date is based on your specific policy.

**This is an Important date please complete** Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_

Builder Representative: \_\_\_\_\_ Homeowner Representative: \_\_\_\_\_

Print Name: \_\_\_\_\_ Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_\_\_. Once complete fax, mail or email form to [accountrelations@progressivehome.com](mailto:accountrelations@progressivehome.com)