

## UNDERSTANDING THE COMPLETION CERTIFICATE

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 the Commencement Date, any deficiencies that remain at the 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 homeowner's 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 directly 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 at home. Builders can also log in to WIMS and download one to complete as needed. See the "details" pages for more information 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!](#)

Commencement Form																							
Congratulations on taking possession of your new home!																							
Builder:	City/Address:	Member Code:	Registration #:																				
Legal Address:																							
Mailing Address (if different from Above Address):		(PO Box, etc.)																					
TRADE CONTRACTS FOR WARRANTY SERVICE																							
CONTRACTOR/PLATINUM:	PHONE NUMBER:	INSPECTOR/PLATINUM:	PHONE NUMBER:																				
ELECTRICIAN:	PHONE NUMBER:	BARRIER:	PHONE NUMBER:																				
PLUMBER:	PHONE NUMBER:	CEILING/CARPENTER:	PHONE NUMBER:																				
HOME INSPECTOR:	PHONE NUMBER:	ROOFING:	PHONE NUMBER:																				
PURCHASER INFORMATION																							
Please completely fill out all areas.																							
HOMEOWNER 1:	FIRST NAME:	LAST NAME:	PHONE:																				
HOMEOWNER 2:			EMAIL:																				
WARRANTY EXCLUSIONS & DEFECTS / DEFICIENCIES																							
<p><b>Warranty Exclusions:</b>            The following materials and workmanship supplied and/or performed by the Member Builder or under the Warranty Certificate to be issued by the Homeowner's insurer or insurance company are not covered by the warranty. These items are the sole responsibility of the Member Builder or the Homeowner's insurer or insurance company. Example: If the homeowner purchases their own ultrasound hearing aid and places it in water, it is covered by warranty as a result of an item's condition, please list that here as well.         </p>																							
<p><b>Incomplete Work:</b>            The Warranty Provider may not complete any work that is not reviewed by the Member Builder. Please list below, attach a signed and dated list if necessary.         </p>																							
<p><b>Defects / Deficiencies:</b>            Items requiring repair or replacement due to a deficiency or defect in materials or workmanship supplied and/or performed by the Member Builder or the Homeowner's insurer or insurance company at the time of purchase, are performance and/or deficiency related to the terms and conditions of the sale and contract and are not covered by warranty. Please list below, attach a signed and dated list if necessary.         </p>																							
<p>To afford coverage under the applicable warranty program the Member and Purchaser must complete, date and sign this Commencement Form and the parties shall fax, deliver, or mail the completed form to the appropriate party. The parties shall have now read and agreed to the terms of the Commencement Form. The Member Builder and Purchaser to immediately provide the completed form to the appropriate party.</p>																							
<p><b>Compliance with Laws:</b>            The Homeowner(s) consent(s) to the use of any personal information in this Commencement Form by Hub Warranty Ltd. (a/k/a Pacific Home Warranty Insurance Services for the purpose of surveying, assessing, inspecting, and repairing the new home. The Homeowner(s) also consent(s) to the use of any personal information in this Commencement Form by Hub Warranty Ltd. (a/k/a Pacific Home Warranty Insurance Services to other third-party service providers for the purpose of new home warranty and customer satisfaction survey programs or to other third-party service providers for the purpose of new home warranty and customer satisfaction survey programs. The Homeowner(s) also consent(s) to the use of any personal information in this Commencement Form by Hub Warranty Ltd. (a/k/a Pacific Home Warranty Insurance Services and others, and receive the personal information in accordance with its Privacy Policy. See <a href="#">www.pacificwarranty.com</a> for details.</p>																							
<p><b>COMMENCEMENT DATE:</b></p> <p>The earliest of:            1) The date of taking possession of the home.            2) The date title of the home is transferred to the Homeowner.            3) The date the Homeowner signs this Commencement Form. This date is the Commencement Date of the warranty certificate granted by an authority.</p> <p><b>NOTE: Commencement date is based on your specific policy.</b></p> <table border="1"> <tr> <td><b>THIS IS AN IMPORTANT FORM. PLEASE COMPLETE</b></td> <td>Month:</td> <td>Day:</td> <td>Year:</td> </tr> <tr> <td><b>BUILDER REPRESENTATIVE</b></td> <td><b>HOMEOWNER REPRESENTATIVE</b></td> <td></td> <td></td> </tr> <tr> <td><b>FIRM NAME:</b></td> <td><b>FIRM NAME:</b></td> <td></td> <td></td> </tr> <tr> <td><b>SIGNATURE:</b></td> <td><b>SIGNATURE:</b></td> <td></td> <td></td> </tr> <tr> <td><b>DATED THIS</b></td> <td><b>DAY OF</b></td> <td><b>20</b></td> <td><small>Once completed, fax, mail or email form to account receivable department.</small></td> </tr> </table> <p><small>Commencement Form means "Completion Certificate" in terms of all agreements and policies.</small></p> <p><small>If you would like a physical copy, please check this box.</small></p>				<b>THIS IS AN IMPORTANT FORM. PLEASE COMPLETE</b>	Month:	Day:	Year:	<b>BUILDER REPRESENTATIVE</b>	<b>HOMEOWNER REPRESENTATIVE</b>			<b>FIRM NAME:</b>	<b>FIRM NAME:</b>			<b>SIGNATURE:</b>	<b>SIGNATURE:</b>			<b>DATED THIS</b>	<b>DAY OF</b>	<b>20</b>	<small>Once completed, fax, mail or email form to account receivable department.</small>
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**IT'S WHO  
WE ARE**