

» **Membership and Licensing (Pre-Construction)**

- Pacific HomeWarranty -WIMS – An application will be sent to you. Once this is completed and submitted with supporting documents, approval time is approximately one week. There is an annual renewal thereafter. We require a security deposit for membership (a higher deposit amount may be required with higher expected volume).
- Become a Licensed Residential Builder in B.C. | BC Housing <https://www.bchousing.org/licensing-consumer-services/builder-licensing/become-licensed-residential-builder> – Brand new builder – 3 Months for expected approval, Existing builder with experience – 1 Month.

» **Registering a Project**

- **WIMS** – Log into the Pacific WIMS builder portal (The invite will be sent upon approval of membership). Then, fill out a new application to register the product. The approval time is approximately 24 hours.
- **LIMS portal** – You must register the project with the province. Log into LIMS and select “New Registrations.”

Please note steps 1 and 2 should be done at the same time, as once the application on WIMS is approved, we will seal the application in LIMS.



» **Construction**

At some or all of the stages listed below, you will have various visits from our assessment team (There is also the requirement to book and schedule your inspections with the city). There is no need to contact us, as our system will assign dates based on the construction dates you provided us at registration time. The following list below is our assessments and which areas they cover.

1. Framing and Foundation – Once we take a look at your project at lock up, we will be able to see both the framing completed along with the foundation wall and footings from the inside.
2. Building Envelope – This stage is once you have completed your rough ins and poly, but before drywall.
3. Final – This is the final look at your project before the new homeowners have moved in.

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» **Occupancy**

When you are ready to turn the home over, we have two programs in place to help you walk through and detail all the items that might need touching up. Additionally, this period leads to an opportunity to educate homeowners with how to maintain and operate their home.

1. Pre-Occupancy Checklist – This guide will help you check the home with the homeowners to look at items which may need to be touched up before finalizing construction prior to showing them their new home.
2. Home-Orientation – The home is ready, but before you turn over and give them the keys, there is one final walk- through. This walkthrough is to show the homeowners the items you have touched up from the pre-occupancy. You must educate and instruct the homeowners with how to operate and maintain the home. For example, replacing filters, turn valves on/off, and looking out for seasonal items.
3. Commencement Form – Obtain a copy of the commencement form, fill it out with the home buyers and submit back to us.

Now that the home is occupied, there should be a few times that you check-in with the homeowner. This would be a good time to provide little touch-ups and handle items that might have been missed in possession. These contact points help homeowners know what to look out for. You can inform homeowners how to maintain their home or advise them of seasonal items to keep in mind; this will help reduce the chance you might get a claim.

1. 3-Month Check-in – Check in with the homeowners to look at any issues or claims and schedule a trade date to have the repairs completed.
2. 11-Month Check-in – Before the year is up, take a look at the home for any items that need attention.

» **Claims**

Despite best efforts, claims can happen. Your timely response and involvement are key to successfully navigating the claims process.

1. If a claim is received from a homeowner, we will notify you immediately of the claim being opened. The notice of claim will include a letter outlining your responsibilities to the claims process and listing the owner's concerns (as they were submitted to us in the owner's own words).
2. In order to be involved in the claims process, your urgent attention is needed to review the claim letter and items submitted by the owner. If you receive notice of a claim or are unclear about your responsibility, contact the claims department without delay to avoid or reduce additional costs.
3. Provided you are actively involved, the claims team will work with you to navigate the claims process and ensure you are able to resolve claims in a timely manner.

This document is intended as general recommendations and best practices for home maintenance and does not replace or alter the warranty certificate nor the obligations of the builder and/or homeowner with regard to the warranty policy.

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