



## 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 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!](#)

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