



Progressive
HOME WARRANTY

AFTER POSSESSION Q4-REVIEW

1.866.996.9776
progressivewarranty.com



IT'S
WHO
WE
ARE

Q4 Review

Homeowner:	Date of Meeting:
Address:	Time of Meeting:
Registration #:	
Trade Day Scheduled: _____	
Notes:	

Q4 Review (10-11 months after possession)

The purpose of this review meeting is for both the builder and the homeowner to review the warranty process as the warranty coverage moves into the extended warranty coverage period. It is also important to build off the education you began during the move-in process, and to ensure the homeowner knows how to operate their home properly.

What is the goal?

The goal is to confirm that any warranty items that have come up are complete, or to schedule any outstanding items to be completed before the first year of warranty has expired.

The secondary goal is for the homeowner to understand their warranty coverage as the first-year coverage begins to expire.

Why is this important?

This review meeting is important so that the homeowner does not feel overwhelmed as the first-year coverage is about to expire. Of course, we are still here for the homeowner when needed, but as a portion of your policy coverage does expire, we want to ensure the homeowner understands what is next. The homeowner also may have items to discuss that you want to revisit from previous meetings.

You may also want to confirm some service items that are being worked on, and to ensure they are to be completed before the first-year warranty coverage expires. It is important that the builder have a plan and a scheduled date for each item.

What will this do for you?

Having this meeting prior to the first-year expiry, will allow you to prepare a homeowner as they go into the extended warranty period feeling comfortable that they understand the warranty process going forward.

Meeting Discussion Items

Meeting Took Place

☐

In Person

☐

Over the Phone

Warranty Dates

1 Year Builder

2 Year Systems

5 Year Envelope

10 Year Structural

Important Items to Discuss

Managing Humidity in your Home

When the air is too humid in your home that increased moisture can result in stained ceilings and walls, excess attic frost, condensation and/or frost on the windows, doors and doorknobs, swollen hardwood floors, doors, and cabinets. **Homeowners are responsible for managing the humidity levels in their home.**

An HRV is designed to expel stale moist air and draw in drier, fresh conditioned air, it also provides a vital balance in air pressure. It is important to review the optimal settings, understand how to clean or replace filters, and that your unit is operating properly.

The colder the weather the more important it is that your HRV system and primary fans are in operation. Although your fan system will assist with managing humidity, in the extreme cold months you will still see some condensation appear on windows. It is important to raise your blinds to allow airflow and if needed wipe up excess condensation before it can cause damage.

Water/Gas Shut off Locations – Review location and operation.

Furnace – Review operation and maintenance, control location, optimal settings.

Sump Pit – Review location, sump operation, importance of reviewing proper operation moving forward.

Caulking Maintenance – Review the importance of maintaining the caulking on your counters and in other locations if necessary.

Understanding Home Warranty – Review the importance of understanding what home warranty is, is not, and the process for filing a claim if necessary.

Floor Squeaks – Floor squeaks can occur. If you are maintaining your homes humidity this will help prevent this but can not guarantee its elimination.

Drywall Cracks & Nail Pops – Review any drywall defects before you first year of warranty expires.

Seasonal Items – It is important to review any seasonal responsibilities you as a homeowner may have. It is important to change how you operate your home in different weather conditions or change settings to your furnace or humidifier.

[illegible]

Review Completed & Action Items Noted

Builder Representative Signature

Homeowner Signature

Date

*By signing, builder and homeowner acknowledge confirmation that items were discussed with proper education provided



Warranty Process

WHAT IS NEW HOME WARRANTY?

Home warranty is meant to cover defects, which typically means items that fail once you are in your home. It is very important that you understand your warranty early before you need it. We recommend you take the time to read your specific warranty policy in full to understand what is covered. Understand what limitations and exclusions there are and become familiar with your policy expiry dates. Additional information may be found in provincially published construction performance guides (AB and BC). The links can be found in the Homeowner Resources section of our website.

WHAT IS NOT NEW HOME WARRANTY?

Warranty does not cover everything that may arise with your home or home builder and your warranty does not replace the need for home insurance. Warranty does not get involved in contract related disputes, does not cover incomplete work, does not deal with the substitution of materials or colors, delayed occupancy, or deposit refunds. Your warranty policy is not designed to respond to emergency situations and warranty does not offer coverage after the expiry date of that portion of the policy. Your home insurance policy may offer coverage or services not provided by your home warranty policy and should be contacted as well for further discussion and coverage/protection for your home.

The warranty policy may appear daunting, but don't worry, we know this stuff inside and out and will make sure you are informed of all of this as we go. We would be happy to review your specific policy and coverage benefits in greater detail at any time, just give us a call. 1.866.957.2314

Submitting a Claim

In the event you need to submit a claim, you will submit a list of items, we will collect the information and submit to the insurer who will make the determination, then we will work with you and your builder to rectify all warrantable items.



Although we are your point of contact throughout your warranty coverage, we do not make the warrantable determination as that can only be done by the Insurer. Our role is to administer the claim by gathering the information for them. We use a multitude of resources such as the building code or legislated performance standards and utilize industry experts, professionals, and your builder may also be used during the evaluation of a claim.

Your builder is contractually obligated to correct any warrantable items. They also have the right to repair warrantable items first, this is best for everyone as they are the ones that know the most about your new home! For this reason, it is always recommended that you keep a positive and healthy relationship with your builder where possible. A healthy homeowner and builder relationship typically leads to a smoother claims process, and you never know what the builder can do for you unless you ask.

Once the warrantable determination is made, we are here to ensure you get your warrantable claim items repaired in a timely manner. That doesn't mean that there will not be any potential delays as we go, but we will certainly keep you updated along the way and avoid any unnecessary delays.

This document is intended to provide support during the after possession period of home ownership and does not create nor confer any contractual or other rights. This document cannot be used as a claim submission. All rights with respect to coverages will be governed by the warranty certificate or policy issued. Some conditions may apply. This is for general information only. See your policy for complete coverage details.