



# TIME SENSITIVE INFORMATION

## FIRST YEAR WARRANTY PROCESS

During the first year, your Builder takes the lead role to repair warranty defects and address your concerns. Please note the time frames required to submit first-year warranty items. First year means - 12 months from the date of possession of your home. This date is found in your Warranty documents and on this page next to DOP.

## THE STEP-BY-STEP PROCESS

### STEP 1

Contact your Builder during the first year to discuss defects requiring repair or any other concerns you may have.

### STEP 2

If the defects are not resolved, send your builder a registered letter prior to the end of the first year of warranty coverage.

Be sure to include your R and H Warranty numbers in the letter. These can be found on your Warranty documents.

- This letter to the builder must be sent by Registered Mail;
- A copy of this letter must be sent to our office either by fax, regular mail or e-mail;
- Both the AHW copy and the builder's letter must be received prior to the end of the first year warranty expiry.

AHW will respond in writing. You will be sent a Request for Conciliation form.

### STEP 3

If you decide to proceed with Conciliation, submit the "Request for Conciliation" to the AHW office. This must be received, at the latest, within sixty days (60) after the one year anniversary of your date of possession. This specific date will be quoted in the letter that accompanied the request for conciliation form. Atlantic Home Warranty will not respond to any request for conciliation if the document is not received by the date specified.

Upon receipt of the form, an AHW representative will meet with you and your builder at your home and inspect the complaint items as soon as conveniently possible.

## STEP 4

Following the conciliation inspection, a report will be prepared and provided to you and your builder. If we must hire external experts to assist with the inspection, such as a structural engineer, this will also be provided to you along with the report. The report will outline the inspector's observations relating to the outstanding items between you and your builder and whether these meet industry guidelines in terms of construction and/or performance.

In the event that the builder is deemed responsible for any defects in the home, and fails to respond by the deadline given by the conciliator to repair these defects, you are required to notify the Warranty Program in writing by the deadline indicated in the conciliation award. Steps will be taken to have your warranty items repaired.

## YEAR 2 UNTIL END OF WARRANTY TERM

The second component of your warranty coverage is for defects that may relate to:

- Major Structural Defects (MSD)
- Delivery and Distribution Warranty
- Envelope Warranty
- Foundation Water Protection Warranty

AHW shall repair defects which are covered under the New Home Warranty Agreement apparent during the remaining warranty period specified in the agreement. Defects caused by an Act of God are not covered. For additional information regarding defect coverage, please refer to the agreement.

## THE STEP BY-STEP PROCESS

### STEP 1

Before the expiry of your specific warranty period, notify AHW in writing of any defects you feel are covered per the agreement.

NOTE:

We do not do destructive investigation, therefore, the area will need to be opened, for the inspector to determine if the defect will qualify.

### STEP 2

You will receive a letter outlining what action is required from you. We will assign an AHW representative to further examine the defect and assess whether or not a defect has occurred and is covered.

### STEP 3

If it is determined that a defect has occurred, and is covered, AHW will arrange repairs to correct the problem and will pay up to the remaining aggregate limit shown on the New Home Warranty Agreement.

### STEP 4

If following this assessment it is determined a defect has not occurred and you do not agree, you may wish to hire an Independent Structural Engineer. For us to consider the report, the engineer must be in good standing with their respective Provincial Engineering Association and carry professional liability insurance. Please ensure your engineer reviews the warranty wording and in particular, the definition of a defect before presenting his report. The engineering fee is paid by you, the homeowner. If, upon further consideration it is deemed a defect which is covered has occurred based upon this report, AHW will refund your engineering fee.

## HOW TO REACH AHW?

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