

Pre-possession tour of your new home with the builder important to answer any questions. The warranty program - mandatory on all new homes - can resolve any dispute and ensure that the work is done.



“WALK THROUGH” CAN ADDRESS MINOR, MAJOR MISSTEPS



As you get ready to settle into your new home, it's a good idea to review the processes that will help to ensure that your first year in your new home is a truly satisfying experience.

The pre-delivery inspection of your home – known as the walk through - by you and your builder may have identified minor items to be corrected or completed after you move in. Typical items include small touch-ups, missing finishing products due to delivery delays or things that cannot be completed due to the weather. These items should be listed on the Certificate of Completion and Possession, signed by you after the inspection, and then forwarded to the builder's warranty program. Discuss with your builder how and when you can expect these items to be dealt with.

What happens if a problem emerges

after you take possession? Before move-in, make sure you are familiar with your builder's after-sales service process in detail. What's covered by warranty during the first year and what's not? What about subsequent years? Who is your key contact? Does the builder schedule regular follow-up calls during the first year when you can discuss any accumulated work, or should you contact the company as the need may arise?

Warranty

Also get an idea of the response time you can realistically expect. Outside of the rare emergency requiring immediate attention, a builder may have to arrange service calls around construction schedules as well as the availability of sub-contractors. The vast majority of service calls are dealt with professionally, within a reasonable timeframe and to the

homeowner's satisfaction. If needed, the third-party warranty program – mandatory on all new homes in B.C. - can step in to resolve any dispute and ensure that the required work is done.

A brand new home typically experiences some drying out of materials and settling during the first year, which may result in minor changes. This is completely normal, does not indicate a defect in your home and should not be a cause for concern.

Most changes are related to moisture, as materials used in the construction of your home continue to dry out. For instance, drywall may develop nail pops or hairline cracks, or small shrinkage cracks may appear in basement walls or garage floors. Talk with your builder about any changes that might occur, and how to best deal with them.