

## Warranty Coverage for new home buyers

### Protecting Your Investment in a New Home

Congratulations on your decision to purchase a new house, townhome or condominium. A new home is likely the largest investment of your lifetime. Therefore, we encourage you to carefully research all aspects and to seek professional advice when required. In order to receive the benefits of home warranty coverage from Travelers Guarantee Company of Canada, consumers must purchase a new home built and sold by one our approved builders. Prior to signing a Contract of Purchase and Sale, it is also prudent to contact Travelers Guarantee to verify that the builder is officially registered and that home warranty coverage has been issued on your prospective new home.

### Homeowner Protection Act — Strong Protection for New Home Buyers

*The Homeowner Protection Act and Regulations* (the “Act”) became effective July 1, 1999. Prior to the issuance of a building permit, the Act requires all residential builders to be licensed by the Homeowner Protection Office (HPO) and to provide the 2·5·10 Year Home Warranty from an approved warranty provider. For further information, please contact HPO at: **(604) 646-7050** or visit their website at **www.hpo.bc.ca**

### What is Year Home Warranty?

The Act outlines specific details about the mandatory home warranty coverage commonly referred to as a 2·5·10 Year Home Warranty. We believe it is the most comprehensive home warranty available in North America.

### Coverage Limits

The Act requires builders to provide a home warranty backed by a licensed insurer covering:

- **2 Year Materials & Labour Warranty**
  - First 12 months – coverage for any defect in materials and labour
  - First 15 months – coverage for any defects in materials and labour in the common property of a multi-unit building
  - First 24 months – coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home
- **5 Year Building Envelope Warranty**
- **10 Year Structural Defects Warranty**



## Stringent Underwriting

Travelers Guarantee thoroughly reviews all builder applicants focusing on track record, technical expertise, financial capacity and after sales customer service. Not every applicant qualifies. Only those builders who meet our stringent underwriting criteria, construct quality homes, and carry out timely after sales service, are able to offer Travelers Guarantee's Home Warranty Coverage. All new construction is subject to a technical review by Travelers Guarantee staff or outside consultants, and there is a thorough annual review of builder performance issues as a condition of the builder maintaining his or her registration. HPO also regulates builders throughout the province and investigates consumer complaints.

## Home Warranty Documentation

Our approved builders are responsible for having their new home buyers sign and date a *Warranty Commencement Date Certificate* at the time of either the title transfer or the actual occupancy of the home (whichever is earlier). Upon receipt of this completed certificate from the builder, Travelers Guarantee issues the owner a 2·5·10 Year Home Warranty Certificate. Be sure to read this document carefully and keep it in a safe place. It explains home warranty coverage and the process for reporting defects in your home or common property. Upon review, if you have questions or require clarification, please contact Travelers Guarantee.

## Committed to Excellence

Travelers Guarantee was the first warranty provider to enter the home warranty market in British Columbia following the introduction in 1999 of new legislation to protect homeowners and is the leading provider of surety products in Canada. Superior expertise in underwriting, risk and claims management enables Travelers Guarantee to deliver unsurpassed customer service.



As a strategic subsidiary of The Travelers Companies, Inc., Travelers Guarantee has access to the unmatched capacity of the largest writer of surety in North America, and the local knowledge and authority to successfully meet the unique needs of companies from small to mid-size to some of the largest construction companies from coast to coast.

## Travelers Guarantee Company of Canada

- The leading surety provider in Canada
- Largest supplier of new home warranty in British Columbia
- Member of Canadian Home Builders Association (CHBA), Urban Development Institute (UDI), Independent Contractors and Business Association (ICBA), Vancouver Regional Construction Association (VRCA)
- Branch offices in Toronto, Vancouver and Montreal
- Full list of services - Contract Surety, Commercial Surety, Developer Surety, New Home Warranty, Title Insurance, Risk Solutions (Alternative Transfer-of-Risk Programs).

**Great homes are built on strong foundations**