



THE
NEW HOME
WARRANTY
INSURANCE [CANADA]
CORPORATION

The coverage you need. The partner you trust.



— Your Homeowner Portal —

To log into the Homeowner Portal, visit nhwicc.com/homeowner. Haven't set up your login information yet? Go to nhwicc.com/register and use your invitation code (found in your initial email from us, or your NHWICC welcome letter) to get started.



ACCESS YOUR POLICY

All policies for your new home are available through the Homeowner Portal. Access them electronically any time, download them to your computer, or print them for your records. Be sure to check your Warranty Expiry Dates, found on the last page of your policy, or on the Homeowner Portal under your home's profile.



NEW HOME INFORMATION

We have an abundance of information designed for new homeowners, including a *Guide to the Care and Maintenance of Your New Home*, and much more. We recommend taking a look through these resources, as proper home maintenance is essential for your new home warranty. Flip the page over for more information!



FILE A CLAIM

We understand that your relationship with your homebuilder is long-term. To help foster and maintain that relationship on a positive and responsive basis, we encourage you to first attempt to resolve any issues with your homebuilder. That being said, we are always here to help, and you can file a claim, or request dispute resolution through the Homeowner Portal. Please remember to check your Warranty Expiry Dates before you file a claim.



— Additional Resources —



Surface Water Management Guide

As uncontrolled water can cause significant damage to your home (well beyond the inconvenience of a wet basement), establishing and maintaining an effective surface water management plan will be well worth your time and effort. Our Surface Water Management Guide outlines key considerations and steps toward directing rainwater, snow melt and sump discharge away from your home and off your property.

Visit: nhwicc.com/SWMG



Guide to the Care and Maintenance of Your New Home

A new home is one of the largest investments most people will ever make. To help you protect your investment (and, in some cases, your new home warranty), *The Guide to the Care and Maintenance of Your New Home* was developed. Brimming with advice to help keep your home looking and running like new, this essential guide will help you protect your new home investment through easy maintenance in more than 60 key areas, understand the operation of key components in your home, decide when it's necessary to call in an expert for service or repairs and safeguard your warranty.

Visit: nhwicc.com/CM-guide



Construction Performance Guide for New Home Warranty in Alberta

During the lead-up to mandatory warranty, the Government of Alberta adopted our Workmanship & Material Reference Guide as the foundation for the provincial Performance Guidelines every Alberta homebuilder will be bound to uphold. This is the criteria used to assess a claim.

Visit: municipalaffairs.alberta.ca/home_warranties_performance_guide

— Solutions Centre —

Have any questions or need assistance? Contact our Solutions Centre:
contactcenter@nhwicc.com or 1 800 352 8240

