



Homeowner Manuals

Walkthrough & Orientation

Warranty Callback Processing

Warranty Resolution & Dispatch

With HomeWorx,  
you maintain control  
of your warranty  
services, **we do all  
the heavy lifting.**



**HomeWorx**<sup>TM</sup>

POWERED BY **AXISPOINTE**<sup>®</sup>



Homeowner walkthrough and orientation + punchlist creation



3rd-party warranty management and resolution

Builder Warranty  
START



## POST-CONSTRUCTION TIMELINE



END  
of 1-year Warranty



Builder-branded closing packet + online service request system



Warranty callback processing center



HomeWorx products and services are sold as a complete package, called the HomeWorx Suite. The suite is comprised of the following:



**HomeProfile.** Impress your buyer and protect your bottom line.

Assemble and organize warranty, maintenance, subcontractor and home plan information into complete, unified homeowners' closing packets—and manage customer issues using a simple-to-use service request system.

A HomeProfile Includes:

- Closing documents and change orders
- Home plans and specifications
- Manufacturer warranties
- Manufacturer maintenance manuals
- Subcontractor warranty information
- Warranty process guidelines
- Integrated Service Request System



**BlueTape.\*** Protect your business with thorough and consistent walkthroughs.

Use our network of local service professionals to conduct final homeowner walkthroughs, home-care and warranty orientations, create the closing punchlist, and properly set buyer expectations for closing.

The BlueTape process:

- 1 Schedule homeowner walkthrough date
- 2 Conduct walkthrough and document punchlist items
- 3 Thoroughly educate the buyer on home maintenance items
- 4 Properly set buyer expectations for punchlist item resolution
- 5 Upload all punchlist items into the HomeProfile Service Request System
- 6 Provide online access for homebuyers to track warranty item status



**BuilderOnCall.** Don't waste another minute answering a warranty call. Let us handle it. Give your customers a single number to call for all their warranty and customer service needs—and let our trained professionals log and manage your service requests. Our agents answer the phone as if they worked in your local office and know exactly what is installed in every home— thanks to the HomeProfile online system.

BuilderOnCall benefits:

- Save time by eliminating the hassles and distractions of repetitive, and often unnecessary, calls from new homeowners
- Maintain your positive reputation by ensuring that every call is answered warmly and managed consistently
- Reduce your risk by having every warranty call recorded and archived
- Save money by outsourcing
- Increase homeowner satisfaction by making sure they are well taken care of



**WarrantyResolve.\*** Sit back and let us manage your warranty items to completion. Use our local team of warranty resolution experts to coordinate with homeowners and subcontractors to resolve punchlist items, perform 60-day and 11 month followups, and close out all service items submitted during the 1-year warranty period. You get all the benefits of having an in-house warranty team without the expensive overhead.

WarrantyResolve Benefits:

- Peace of mind knowing that no issue has gone undocumented or forgotten
- Enjoy a competitive advantage by making sure referrals come as a result of your stellar customer service
- Cut costs without sacrificing service levels
- Stay in control of the entire process via your online login
- Flexibility—you don't have to hire and fire warranty staff based on market conditions. We'll scale with you.

