



Interactive Portals that Enhance the Homeowner Experience

Engage, stay in sync, communicate with your homeowners and reduce warranty costs.



Powered by





Benefits for Builders

▶ **REDUCE COSTS AND MAXIMIZE PROFITABILITY**

Minimize the number of working hours required to keep up with homeowner requests by having one central database and instant visibility with real-time access to information.

▶ **INCREASE HOMEOWNER ENGAGEMENT**

Enhance the interaction between you and your homeowners through our instant communication tools that keep them informed about your service and their home.

▶ **SAVE TIME AND REDUCE THE NUMBER OF REQUESTS**

Spend less time dealing with service calls and non-warrantable requests by giving homeowners online access to important information and timely maintenance tips.

▶ **KEEP YOUR BRAND IN THE HOMEOWNERS' MINDS**

Connect with your homeowners on a regular basis through our interactive portals to ensure your brand remains top of mind while solidifying your status as an industry innovator.

▶ **INCREASE QUALITY REFERRALS**

Build long lasting relationships by strengthening customer interactions. Turn enthusiastic customers into brand advocates.

▶ **MITIGATE YOUR RISK**

Minimize risks during the service and warranty period by automating documentation and storing records electronically, while providing homeowners with maintenance schedules.

▶ **IDENTIFY TOP PERFORMING PRODUCTS AND IMPROVE DECISION-MAKING**

No need to spend countless hours exporting reports and analyzing the results. Quickly identify which products were most effective when making decisions on your next project so you can focus more time on creating new revenue opportunities.

▶ **INTERDEPARTMENTAL ACCESS TO EACH HOME BUILD**

Your team has access to all documents and images related to each home. No need to search through extensive paperwork and spreadsheets.



Benefits for Homeowners

▶ **PEACE OF MIND**

All the important details, from warranty milestones to maintenance reminders, are available at the homeowners' fingertips.

▶ **ANYTIME, ANYWHERE ACCESS**

No more misplaced documents or searching through countless files. Homeowners get instant access to vital home information in a fully digitized environment.

▶ **INSTANT AND CONVENIENT COMMUNICATION**

Seamless 2-way communication with homebuilders ensures homeowners receive exceptional service.

▶ **EVERYTHING ABOUT THEIR NEW HOME IN ONE PLACE**

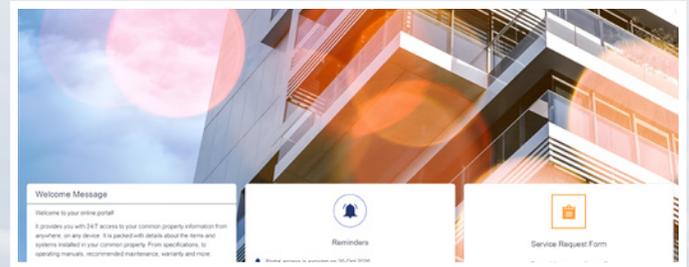
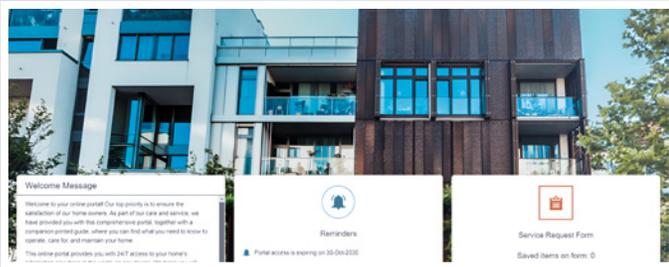
Homeowners can find everything related to their home and home warranty in a single, online location, 24/7.

Homeowners have 24/7 access to all their home information through a powerful interactive portal.



Key Features

- **Interactive Homeowner Portal & App:** Provides homeowners with instant access to key information and updates about their new home anytime, anywhere, on any device.
- **Communication Channel:** Share important announcements, messages, and reminders with homeowners, keeping them connected with their builder to build trust and grow the relationship beyond the home purchase.
- **Product Index:** Provides homeowners with room-by-room access to information such as manufacturers, suppliers, and model numbers for appliances and other products installed in the home. Includes digital copies of operating manuals, care instructions, and warranty details.
- **Maintenance Reminders:** Homeowners receive emails and/or alerts for all major warranty milestones.
- **Documents Library:** A central location for homeowners to find all the important information about their home and the new community.
- **Builder Portal:** Manage communication and service requests, create homeowner accounts, share documents, assign work orders to trades, and access meaningful reports.
- **Service Request Management System:** Homeowners can submit requests and get instant updates, while builders can track and manage requests for all their projects via the Builder Portal.
- **Deficiency Review App:** Assists homebuilders with construction review inspections, pre-delivery inspections, and key-release sign-off.
- **Customized Login Page:** A personalized entry point from the homebuilder's website for homeowners to login to the portal.
- **Detailed Reporting Tools:** A suite of tools that provide instant access to a snapshot of your warranty service trends, open warranty requests, and details for each.
- **Homeowner Guide:** An easy-to-understand guide filled with essential homeownership information and customized with the homebuilder's messaging and branding.



Integrations with NEWSTAR, BuildTopia and FAST

Homeowner Central can be a standalone system and is also fully integrated with these leading ERPs

			
CAPABILITIES			
Service Requests			
Communication Module			
Document Sharing			
User Account Automation			
Build Schedule Milestones			
Key Contacts			
Social Media Feed			



Customer service is fast becoming a deciding factor for new home purchasers. This latest version of the Homeowner Central platform not only solidifies our ongoing commitment to enhancing homeowner care, but it also allows us to demonstrate that commitment live in our sales centers.

- Don Forsgren, President & CEO, Intracorp Canada,
Vancouver, BC



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