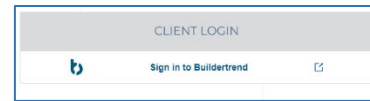


Regency Homes Warranty Claim Submission : Step-by-Step

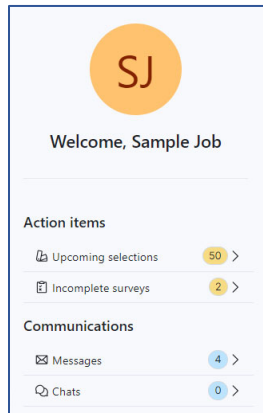
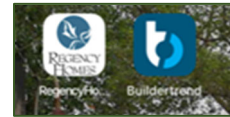
1. Login to Buildertrend from our website

<https://regencyhomesomaha.com/customer-service/>



Or Using the app on your mobile device.

You will receive an email invite to the portal from Regency Homes via Buildertrend.

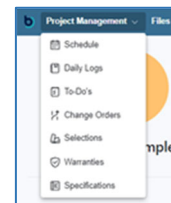


2. You will land at your homeowner's portal page. Here you will see current communication and action items.

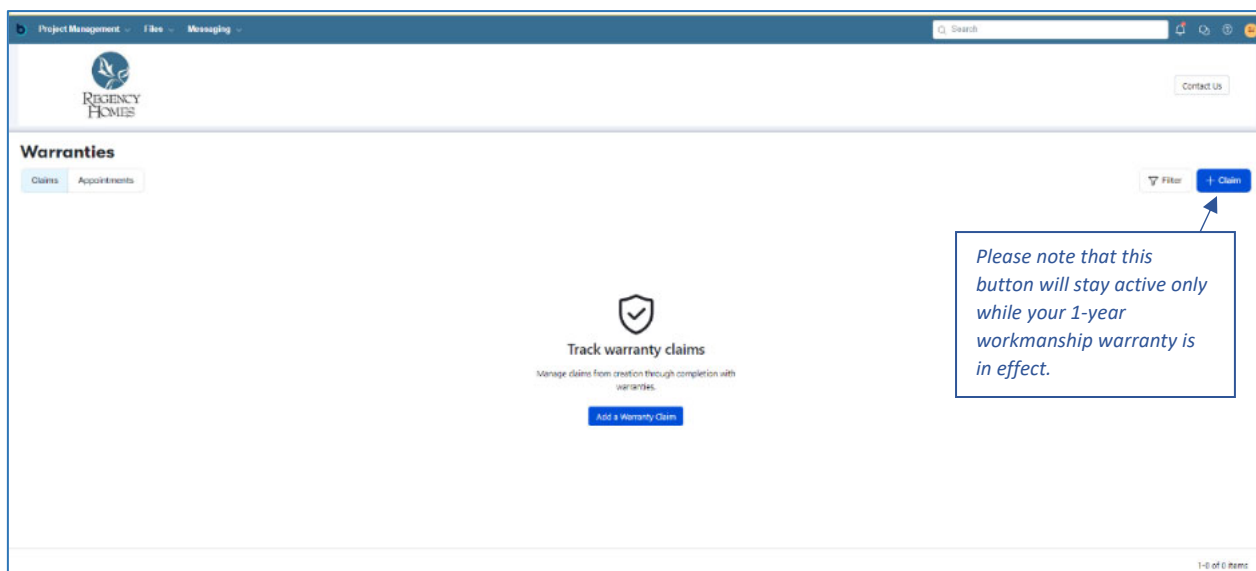
Numbers next to the Action Items and Communications mean you have items to view.

Clicking the number will take you to their location.

3. Click Project Management in the top blue menu bar to access the drop-down menu. Choose Warranties to take you to the warranty page. This will take you to the warranty page shown below.

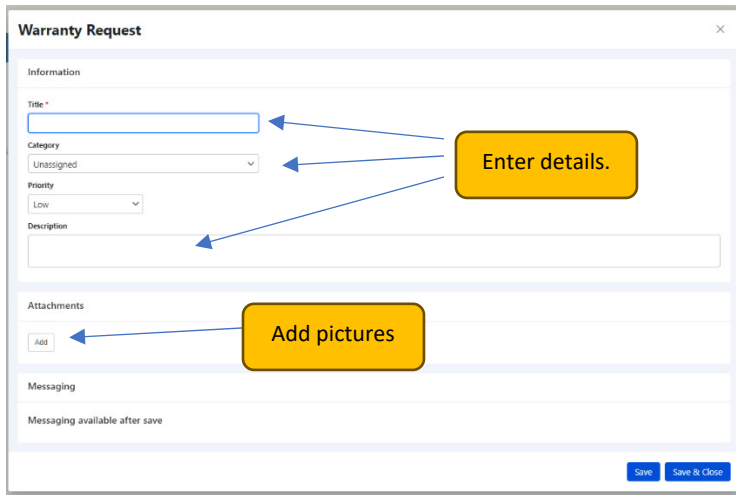


4. Click **+ Claim** button to enter a claim for review under the 1-year workmanship warranty.



Please note that this button will stay active only while your 1-year workmanship warranty is in effect.

5. Clicking **+ Claim** will open the below pictured pop-up box. Please enter a Title, category if known, and description. Please be thorough in the description. **Please enter 1 item of concern at a time.** Do not list many different, unrelated items in the same claim.



6. Photos speak volumes!

Please Add photos by clicking the [Add] button under the Attachments section and simply attach a file of a picture from your computer by clicking on Browse My Computer. Click **Save** once you have chosen your picture.

This must be done BEFORE clicking save in your claim.

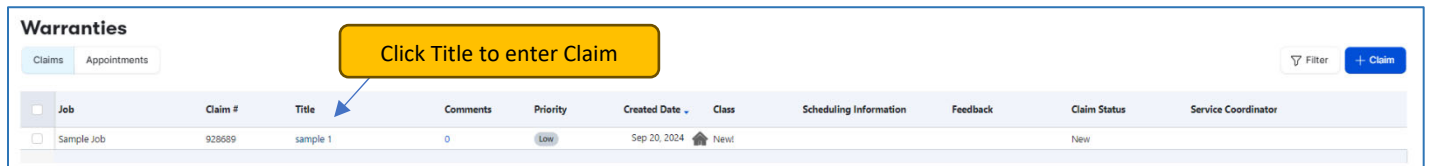
In the App on your mobile device, you can choose to take photos while in the attach files area.

***PLEASE NOTE:** Once submitted, you are unable to add a photo and must send it to us via the messaging page instead.

7. Click **Save & Close** to save and submit the item to Regency Homes for review.

8. Repeat #4 and #5 to enter additional items.

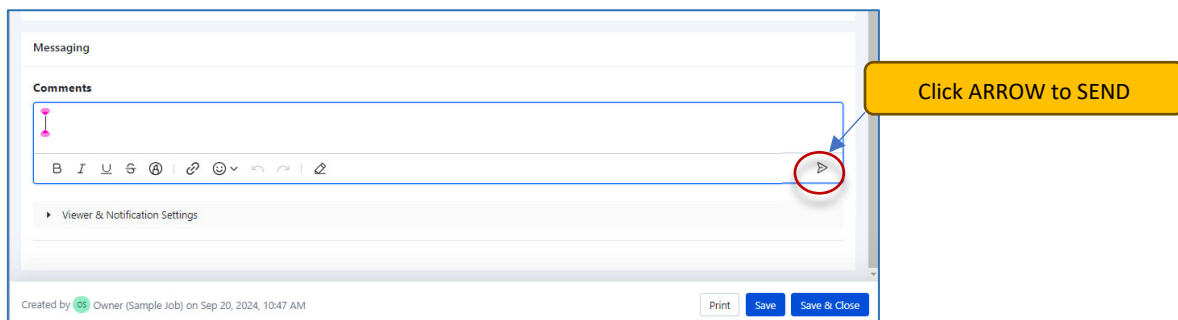
Your request will now appear as a New Claim Item on the Warranties page. As shown in the example below.



	Job	Claim #	Title	Comments	Priority	Created Date	Class	Scheduling Information	Feedback	Claim Status	Service Coordinator
<input type="checkbox"/>	Sample Job	928689	sample 1	0	Low	Sep 20, 2024	New			New	

Questions?

Please post a comment from within the warranty claim by clicking on the title of the claim in the list. The blue Title is a link to the warranty claim box. Add Comment under the Messaging section. Click the arrow at the right side of the box to send.



Click **Save & Close** to exit

What's Next?

1. We will communicate with you regarding this claim with comments within the Warranty Claim.
2. When an appointment is set to review or repair the issue detailed in a claim, the claim will show scheduling information and an appointment status of "Appointment Pending Homeowner"

Scheduling Information	Feedback	Claim Status
Tue, Oct 1, 2024, 8:00 AM - 10:00 AM, 🏠	Appointment Pending Homeowner	Open

Click to Enter claim and accept appointment here.

- a. Clicking the Title or the Feedback status defined in yellow will once again enter the claim window, as shown below. Click Accept to keep this appointment or Reschedule with a note as to a better day/time. Please try to keep scheduled appointments!!

Appointment List

Assigned to	Appointment Time	Appointment Status	Your Feedback
Sample	Tue, Oct 1, 2024, 8:00 AM - 10:00 AM	<p>Sub/Vendor Status 🟢 Internally Accepted: The Builder accepted this appointment time.</p> <p>Please accept your appointment below</p> <p>Notes</p> <p>Accept Reschedule</p>	

Type acceptance or rescheduling notes

Click Here to open claim to Accept or Reschedule an appointment.

- b. The Status will then show Appointment Accepted.

Scheduling Information	Feedback	Claim Status
Tue, Oct 1, 2024, 8:00 AM - 10:00 AM	Appointment Accepted	Open

3. Following your work appointments, the claim area will include open Feedback for claims requiring attention: Please respond to Feedback requests on completed items. If we don't hear back from you within a couple of days, we do rely on the subcontractors notes detailing completion.

Scheduling Information	Feedback	Claim Status
Fri, Sep 20, 2024, 8:00 AM - 10:00 AM	Not Submitted	Open

- a. Provide feedback by clicking the Feedback Status (above shows "Not Submitted") or just by commenting as described previously.

4. Completed Appointments can be found by clicking Appointments tab at the left side of the screen.
5. Also find past claims with the Filter button at the right side of the screen.

Filter + Claim

RESIDENCY HOMES

Warranties

Claims Appointments

Job	Claim #	Title	Comments
Sample Job	926659	sample 1	0

Call our office with any additional questions at 402-895-9200 and speak with Kylie.

Buildertrend offers assistance with technical problems experienced on the website or phone app --- Start at the ? in the menu bar.