

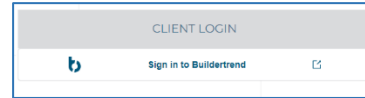
Regency Homes Warranty Claim Submission : Step-by-Step

REV. 2026.08.10

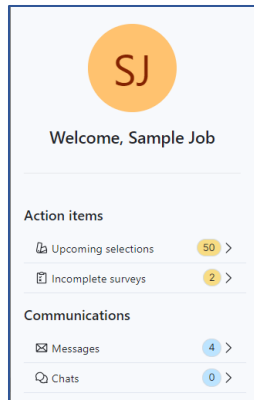
1. Login to Buildertrend from our website <https://regencyhomesomaha.com/customer-service/>

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.

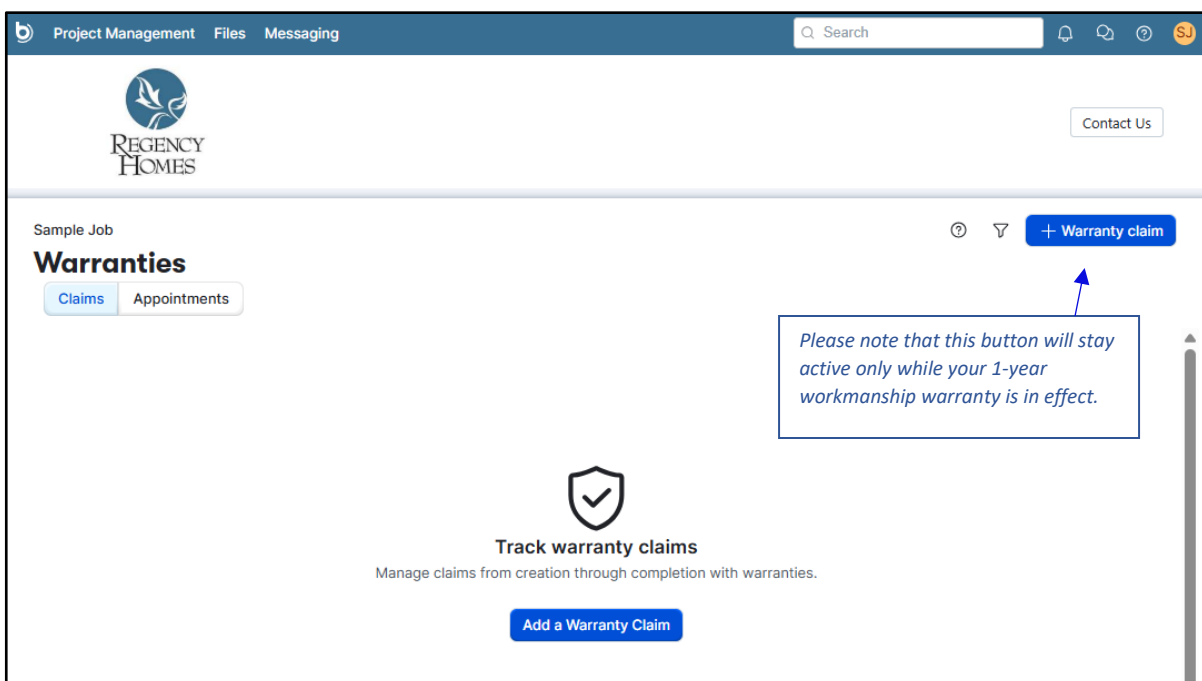
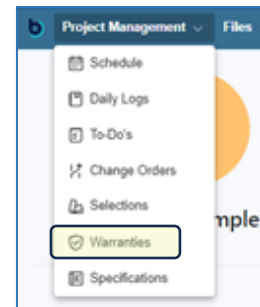


Numbers next to the Action Items and Communications mean you have items to view.

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.

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



4. Clicking **+ Warranty 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.

The screenshot shows a web interface for entering warranty claim details. At the top, there's a navigation bar with 'Project Management', 'Files', and 'Messaging'. Below it is the 'REGENCY HOMES' logo. The main form is titled 'Enter details.' and has a 'Cancel' button and a 'Save' button. The form fields include: 'Add claim title' (text input), 'Category' (dropdown menu with 'Unassigned' selected), 'Priority' (dropdown menu with 'Low' selected), and 'Description' (text area). There is also an 'Attachments' section with an 'Add' button. A yellow callout box labeled 'Enter details.' points to the title, category, and description fields. Another yellow callout box labeled 'Add pictures' points to the 'Add' button in the attachments section.

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

*PLEASE NOTE: Once claim is processed, you are unable to add a photo and must send it to us via comments or messaging page instead.

6. Click **Save** to save and submit the warranty concern to Regency Homes for review. Click back arrow <- to return to Warranties page. Your request will now appear as a New Claim Item on the Warranties page. As shown in the example below.

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

The screenshot shows the 'Warranties' page with a table of claims. The table has columns: Title, Claim #, Comments, Priority, Created Date, Class, Scheduling Information, Feedback, and Claim. A yellow callout box labeled 'Click Title to enter Claim' points to the 'Title' column. Another yellow callout box labeled 'Once a claim is entered, you can make changes and add pictures only when Claim Status is New!. Once we acknowledge the claim, you cannot make changes.' points to the 'Class' column.

Title	Claim #	Comments	Priority	Created Date	Class	Scheduling Information	Feedback	Claim
test	928690	0	Low	Aug 10, 2026	New!			New

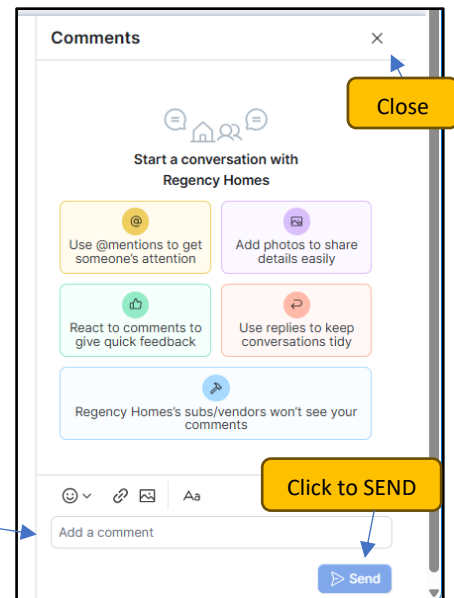
Questions?

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 which will open on your screen (currently the right side). Click the comment bubble (💬) to open the chat boxes. Click the **Send** bottom of the box to send. X at the top of the box will close the comment box. Then **Save** to save claim. X to close claim at top left.

Click **Save & Close** to exit

Click to add pictures, links, or emojis

Click to SEND



What's Next?

1. We will communicate with you regarding each 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 Client".

Scheduling Information	Feedback	Claim Status
Wed, Aug 12, 2026, 8:00 AM, 🏠	Appointment Pending Client	Open

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

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
Sub/Vendor Status ✅ Internally Accepted: The Builder accepted this appointment time.			
Sample	Tue, Oct 1, 2024, 8:00 AM - 10:00 AM	Please accept your appointment below	
		Notes 	
		Accept Reschedule	

Messaging

Type acceptance or rescheduling notes

Click to Accept or Reschedule

- 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.



Warranties				
Claims		Appointments		
☐	Job	Claim #	Title	Comm
☐	Sample Job	928689	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.