



# NewHome Care<sup>SM</sup>

**EMPOWERING**  
Builders

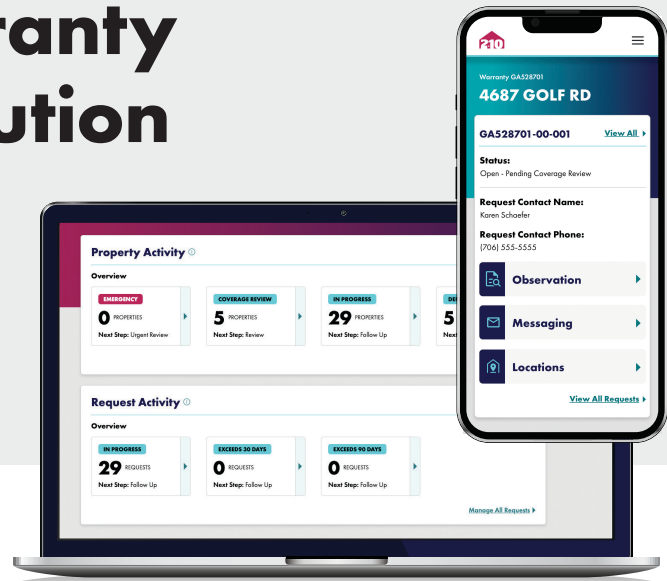
**ENHANCING**  
Homeownership

Builders Asked, We're Delivering

## A Simplified Warranty Management Solution

### What Is 2-10 NewHome Care?

2-10 NewHome Care combines trusted human expertise with custom technology to help builders offer exceptional post-closing customer service, provide peace of mind, and reduce their own administrative burdens.



### Tools Available

#### Smart Intake

Streamline service request submissions with a mobile-friendly platform that includes dynamic questions to help identify the root cause. Homeowners can upload photos, specify locations, and attach documentation for a seamless experience.

#### Customizable Workflows

Align the timing of requests, relevant performance standards, and coverage definitions. Tag service requests with customized processes (e.g., *deferred*, *emergency*, *expired*, or *excluded*), ensuring a process that works for your business.

#### Communication & Tracking

Seamlessly communicate with homeowners about service requests. Improve your post-closing process with automated rules and easily track progress within your desired timelines.

#### Dashboard & Reporting

Clearly see the status of requests and which need your attention. Use robust data to make informed decisions, identify opportunities, and improve end-to-end processing time.



### Tools in Development

- Personalized Access for Different Team Members
- Service Request History for Easier Auditing
- Subcontractor Scheduling
- Customizable Notifications

# A Streamlined Solution for Solving Post-Closing Requests

Homeowner:  
**Smart Intake**

**Category**

What kind of issue do you have? <sup>ⓘ</sup>

- Exterior Fit & Finish <sup>ⓘ</sup>
- Electrical, Plumbing, HVAC & Appliances <sup>ⓘ</sup>
- Roofing, Attics & Gutters <sup>ⓘ</sup>
- Framing & Foundation <sup>ⓘ</sup>
- Windows & Doors <sup>ⓘ</sup>
- Interior Fit & Finish <sup>ⓘ</sup>
- Landscaping, Driveways & Sidewalks <sup>ⓘ</sup>

[View All Issues ▶](#)

Builder:  
**Property Activity Dashboard**

**Property Activity** <sup>ⓘ</sup>

Overview

- EMERGENCY

0

PROPERTIES

Next Step: Urgent Review
- COVERAGE REVIEW

5

PROPERTIES

Next Step: Review
- IN PROGRESS

29

PROPERTIES

Next Step: Follow Up
- DEFERRED

5

PROPERTIES

Next Step: Monitor

[Manage All Properties ▶](#)

Builder:  
**Service Request List**

ITEM	OBSERVATION	HOMEOWNER DESCRIPTION	STATUS	SECONDARY STATUS	AGING	REPORTED
00-001	Nail pops, blisters, or other blemishes are visible on finished wall or ceiling	Noticed nail pops in the living room, bedroom, and kitchen ceilings. Please address and repair.	Open	Needs Coverage Review	000	2/24/25
00-002	Exterior paint or stain peels or deteriorates	The exterior paint on the house is faded in several areas, including the front, back, and sides. It's noticeable from the street.	Open	Needs Coverage Review	000	2/22/25
00-003	Defective shingles	The referenced flashing and shingles were not installed correctly. The shingles are lifted off the roof decking. This makes the shingles susceptible to wind damage as well.	Open	Coverage Excluded - Coverage Review	000	2/20/25
00-004	Drywall Cracks	There's a small crack above my coat closet near the front door.	Open	Needs Coverage Review	000	2/20/25

## What Are the Benefits of 2-10 NewHome Care?

2-10 NewHome Care elevates post-closing experiences for builders and homeowners, fostering greater peace of mind and trust through streamlined processes, while reducing administrative burdens.

- 30 Expert Warranty Administration Pros
- Local Experts on the Ground
- Dispute Resolution Teams
- Admin Support Team Handling 100,000+ Calls



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**Care**<sup>SM</sup>

[2-10.com/NewHome-Care](https://2-10.com/NewHome-Care)