Warranty Ticketing System
for Homeowners who Purchased a Habitat-developed Home

Welcome! Minnesota law provides 1-, 2-, and 10-year warranties on some components of new and rehabilitated homes (more detail in the **Warranty Guidebook**). These warranties start the day you close on your home. If one of these components in your home is broken or not working, you can submit a warranty repair request on the Homeownership Portal (the same place you submitted your intake paperwork).

Someone from the team will reach out to you **within 2 business days** after your repair request is received. Requests submitted on a Friday will get a response by the following Tuesday. A member of Twin Cities Habitat's Warranty Repair Team will come to your home to assess the issue and repair it if it is covered under one of these warranties.

BEFORE YOU BEGIN:

- *Review the Warranty Guidebook to see if there's a description of your issue and determine if it is covered by warranty.*

- *You'll need to take at least one picture of the problem or issue area and save it to your computer to upload to your warranty repair request before submitting it. Acceptable file types: .jpg, jpeg, .png, .gif, .svg.*

How to Submit a Warranty Request

1. On a laptop or desktop computer, open any web browser (Chrome, Firefox, Edge, Safari; the system is not smartphone compatible) and go to the Habitat Homeowner Resource Hub (home.tchabitat.org/habitat-homeowner-resources).
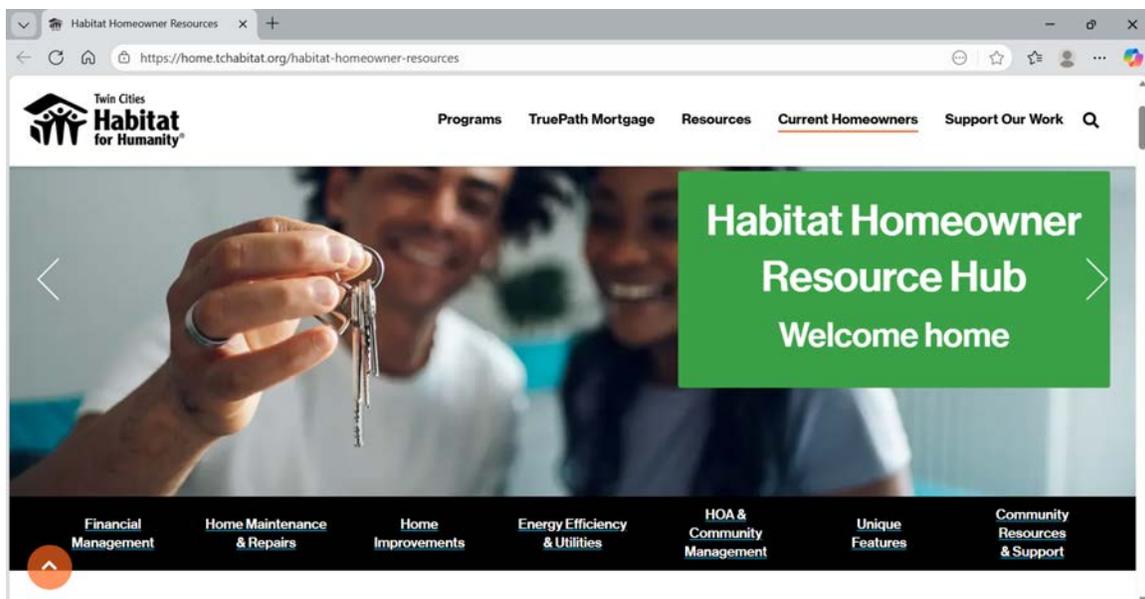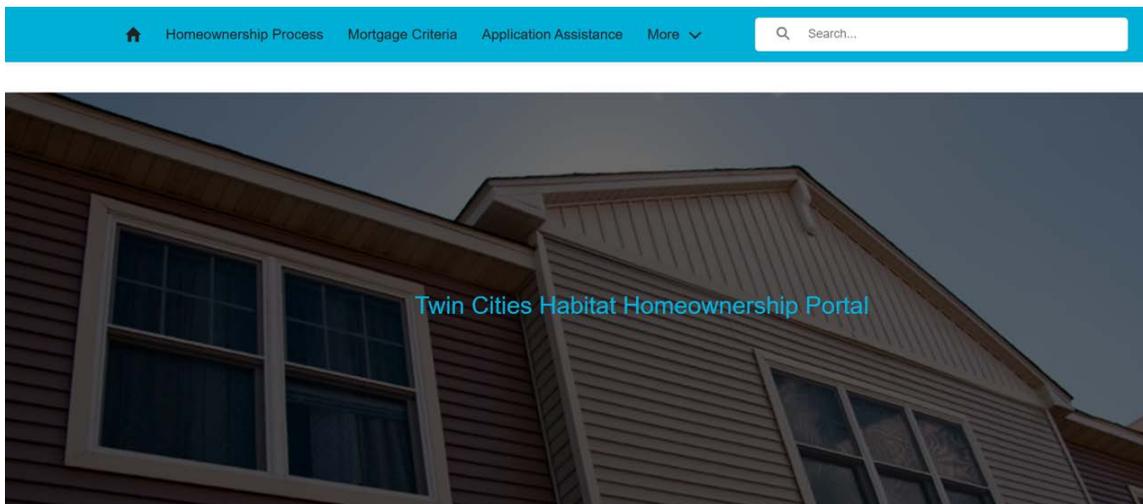
2. Click on Home Maintenance & Repairs in the black navigation bar.

3. On the Home Maintenance & Repairs page, scroll down to the Warranties pane and click on Submit a Warranty Repair Request at the bottom.
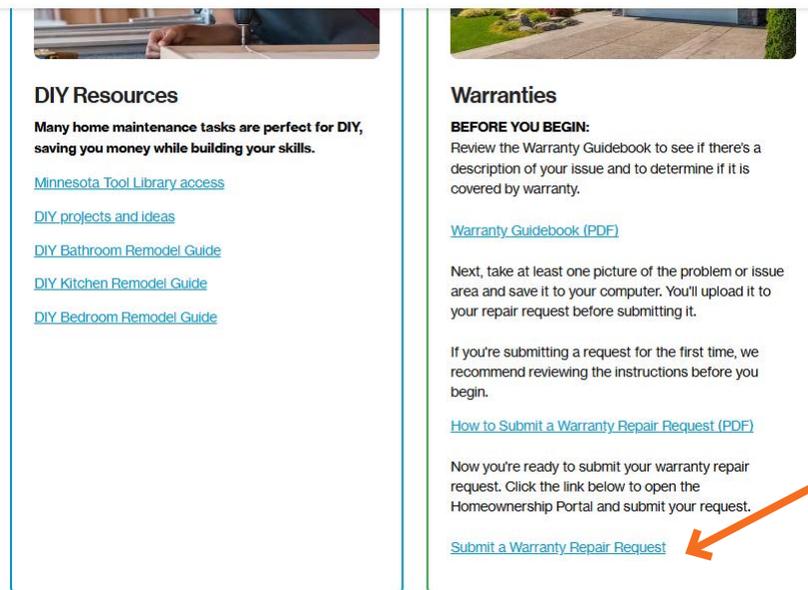

4. That link takes you to the Twin Cities Habitat Homeownership Portal, the same place where you submitted your intake paperwork.

5. Click on "More" in the blue navigation bar at the top to expand the menu, and click on **Warranty**.
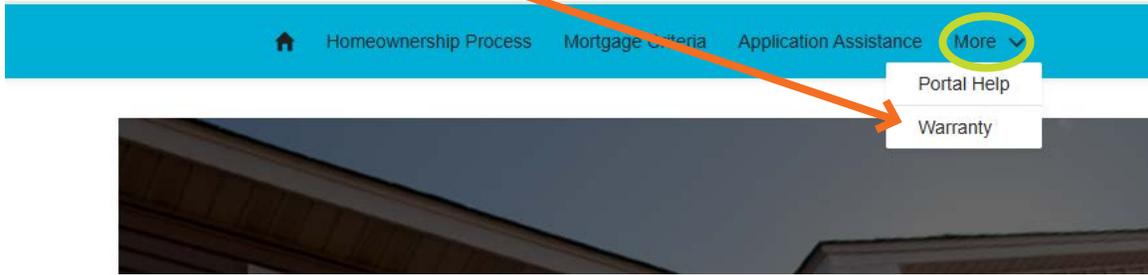
6. At the top of the page you will see a list of any requests you've previously submitted along with each request's Status, Start Date (the date you submitted the request), and Follow-Up Date (the date by which the Warranty Team will reach out to you about your request).
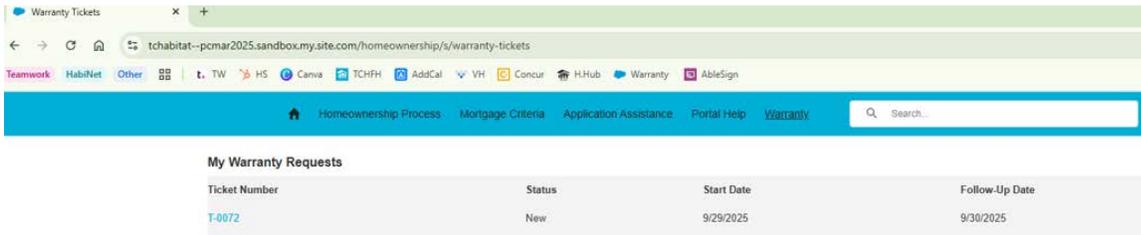
7. Below any existing requests, enter your contact information.
   *Please use the same email address and phone number you used for previous Habitat communications.

8. Describe the problem for which you're submitting this ticket.

Notes

- You can click on the bottom-right corner of the text field and drag to create a larger area to type in your description.

- The text field has a 255-character limit.
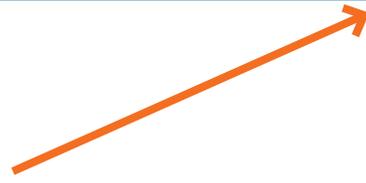
9. Click the drop-down menu under What item needs attention? and select the appropriate item.

Cabinets	Exterior	Paint/Caulk
Carpet	Fireplace/Chimney	Plumbing
Concrete	Flooring	Roofing/Gutters
Countertops	Hardwood	Structure
Doors	Heating/Cooling	Tile
Drywall	Insulation	Windows
Electrical	Other	

10. Click the drop-down menu under Where is the issue located? and select the appropriate item.

Basement	Family Room	Living Room
Bathroom	Foyer	Nook
Bedroom	Garage	Other
Den	Kitchen	Primary Bath
Dining	Laundry Room	Primary Bedroom
Exterior	Library	Sitting Room

11. (Optional) Click + Add or Remove as needed to add or remove issue areas from your ticket.
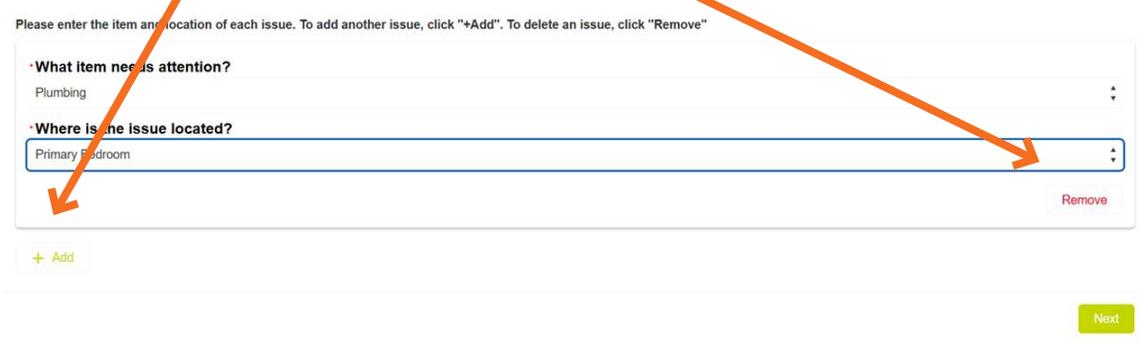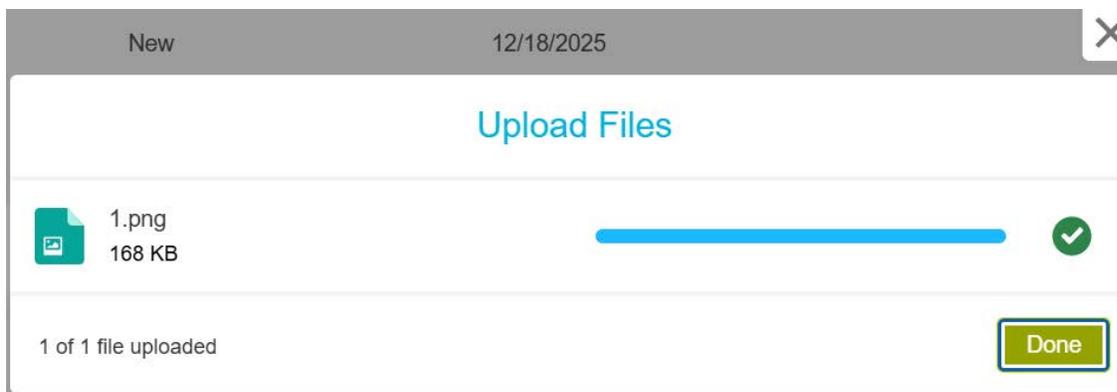

12. Click Next; the page will refresh.

13. Click on Upload Files.

    Navigate to the photo(s) you previously saved on your computer, select it, and click "Open" or "Upload" (exact wording varies by computer).

    Repeat this step for each photo you wish to attach to your warranty repair ticket.

    When you're done uploading photos, click Next. A small window will pop up confirming that your photo has ben uploaded. To close the window, click the X in the upper right corner or click Done.

14. The page will refresh and then display a message confirming that your ticket has been submitted. Click Finish to return to the Warranty home page where you will see your new ticket displayed under **My Warranty Requests**.