How to make a claim

If you spot a potential issue, check timeline:

- In the first two years, contact your builder/developer first.
- After Year 2: Contact AWL Homeproof with details (policy number, description, photos)
- We'll acknowledge within 5 working days and investigate promptly (aiming for resolution in 28 days).
- Keep records and avoid unauthorised repairs.

How to contact us

wbs@awlhomeproof.com

AWL Homeproof, 47 Frederick St, Birmingham B1 3HN

0800 161 5854

https://www.awlhomeproof.com

Claim resolution and disputes

If you're unhappy with our claim decision:

Internal Review: We'll provide a final response. If unresolved after 8 weeks, escalate.

Alternative Dispute Resolution (ADR): Free, independent service via CEDR. Contact them:

Centre for Effective Dispute Resolution
100 St. Paul's Churchyard, London EC4M 8BU
United Kingdom

Tel: +44 (0)20 7536 6000
Email: info@cedr.com

Our warranty scheme is accredited by the Chartered Trading Standards Institute (CTSI) info: www.tradingstandards.uk

This guide is informational; refer to your policy for full terms.

Version: August 2025.

YOUR NEW HOME STRUCTURAL WARRANTY COVER

Peace of mind with your new home's structural warranty

HOMEPROOF
STRUCTURAL WARRANTIES

Welcome to your new home and your structural warranty plan

This guide explains:

- Who we are and what your warranty covers
- Benefits and exclusions
- How to make a claim
- What to do in case of disputes

For complete peace of mind.

Who we are

AWL Homeproof provides comprehensive structural warranties for new homes across the UK. Your builder or developer has selected us to deliver this essential protection.

Our 10-year HomeProof New Build Residential Warranty is insurance against major structural defects, ensuring your home's integrity. Contact us for any warranty questions – we're here to help.

What your warranty covers

Your warranty covers major structural defects arising from design, materials, or workmanship. This includes:

- Foundations, load-bearing walls, beams, and columns
- Roofs, external walls, and weatherproofing elements
- Drainage systems and underground services
- Other key structural components that could affect safety or habitability

Benefits include

- Peace of mind against costly repairs
- Independent oversight for fairness
- Support for claims and resolutions

Cover periods and exclusions

In the first two years Post-Completion of your home your builder or developer is responsible for any issues with your home, including defects from design, workmanship, or materials. Contact them directly for after-sales service.

Years 3-10:

Our warranty takes over for major structural defects.

Exclusions: Your warranty does not cover:

- Non-structural items (e.g., cosmetic damage, wear and tear)
- Damage from poor maintenance, misuse, or homeowner alterations
- Acts of nature (e.g., floods, storms) unless specified
- Minor defects not causing major damage
- Regular maintenance or pre-existing issues

Full terms in your policy documents