

YCM Warranty

Happiness comes from peace of mind... and peace of mind among new homeowners' comes with warranty protection.

At Ysebaert Construction Management, owners Tera and Paul Ysebaert strive to make the new home constructing process as stress-free as possible for their clients. This includes maintaining open lines of communication with homeowners and being personally on-site as much as possible, both during construction and whenever post-construction issues arise. When building a new home there is a peace of mind that comes from knowing that you are protected by a new home warranty. With several scheduled contacts and a streamlined warranty process, YCM along with Tarion Warranty Corporation, maximizes that assurance.

Homeowner Education –

Often times the best way to help our customers with their new home is by helping them understand how to take care of it and what to expect from their home. From the time you decide to build a new custom home with us we begin to educate our clients with the natural characteristics of the materials selected and how to care for each choice.

Quality Assurance –

Tera and Paul work hard to make sure your new custom home is everything you expected it to be. Prior to the Home Orientation we walk through the home to identify any items that need additional attention and work orders are sent out for completion. If work is unable to be completed before move-in date, a written “punch list” or “to do list” is provided along with a schedule for their completion.

Home Orientation and Pre-Delivery Inspection –

Before your move-in date, YCM walks through the home with each client. We will demonstrate how to properly care and use the many products throughout your new home along with addressing any concerns. At this point a Homeowner Information Package has been delivered to the owners and a Pre-Delivery Inspection (PDI) Form is filled out. The PDI Form captures deficiencies in the home at the time of possession.

30 Day Visit –

We like hearing from our customers and ask that they touch base with us at a few critical times during new home ownership. The first of these is the 30 day checklist. As part of your Home Orientation we pass along a form to help you track any items that require warranty attention. This helps to keep work items on one list to maximize our visits to your home. History has shown that over the first 30 days of homeownership, clients notice some fine tuning adjustments that are needed. Tera and Paul are always accessible to address homeowner issues within one or two days.

11 & 22 Month Visit –

After our YCM home has had an entire year to cycle through heating and cooling and before expiration of many of the home products one year warranty covered by the manufacture, we ask to hear from our client again. This is a good opportunity to ensure that any deficiencies that have been noted are addressed and that our clients are completely satisfied with their home.

Ongoing relationships –

We appreciate the opportunity of crafting unique and custom designed homes, while building trusting and long-lasting friendships between ourselves and our homeowners. Some of the value of building with YCM comes from knowing that we will stand behind our product today, tomorrow...and the years to come.