



Davante Villas
A Project of Silver Oaks Communities

Silver Oak Communities

AxisPointe HomeProfile helps Silver Oak Communities seamlessly track and respond to warranty requests while providing the highest level of customer service to their homeowners.

OVERVIEW

With three decades of building experience and communities throughout California's Central Valley, Silver Oak Communities is a distinguished new home builder with a reputation for providing superior quality and exceptional customer service. The firm builds approximately 100 semi-custom homes per year with prices ranging from just under \$300,000 to \$600,000.

THE CHALLENGE

As a California-based home builder, Silver Oak Communities is particularly vested in post-construction warranty compliance. The state's complex Senate Bill 800 (also known as "SB-800" and the "Fix It Bill") sets specific standards and procedures for builders responding to homeowner service requests and warranty issues. California builders must respond to warranty requests, schedule an inspection, and commence with required repairs within 14 days after a new homeowner reports a problem. Moreover, if a builder fails to meet these mandated timelines, the homeowner may proceed with filing suit against the builder.

"Under SB-800, it was absolutely critical that Silver Oak Communities have a system to help us track warranty management issues and service requests," notes Lynn Majors, Assistant VP. "We initially hired a third party to do our warranty management, but that was a disaster," she says. "We discovered a few issues that had not been properly addressed, which could have opened us to liability."

Silver Oak then set up an 800 number for homeowners to call and register concerns if and when they had them, but this also proved to be a drain on the staff's time and energy. "You had to constantly pick up messages, call people back, find out what's going on, document issues, and more," Majors recalls. "It was an endless ongoing

dialog and if someone forgot to check the 800 number, or there was a delay in receiving or returning a message, we lost valuable time and risked being out of compliance with the SB-800 14-day response window," she says.

Silver Oak Communities needed a reliable and cost-effective way to:

- Track warranty management issues and quickly respond to service requests to ensure SB-800 compliance.
- Archive and access critical construction information and legal documents.
- Provide home-specific selection and warranty info to buyers.

THE RESULTS

HomeProfile provides all of the tools and resources Silver Oak Communities needs to:

- Ensure SB-800 compliance and reduce liability by tracking service requests online.
- Minimize risk by archiving legal documents and home-specific, detailed warranty information in one easy-to-access location.
- Streamline communications between homeowners, staff, and subcontractors.
- Boost customer satisfaction by providing homeowners with home plans, specifications, manufacturer warranties, along with manuals for appliances and fixtures specific to their home.

ABOUT SILVER OAK COMMUNITIES

For nearly thirty years, families have turned to Silver Oak Communities to experience the dream of new home ownership. Homeowners enjoy quality trusted name brands, premium home construction, and unmatched architectural style. The firm combines style and substance with a personal touch to create homes unique to each homebuyer. That's why so many satisfied homeowners consider Silver Oak Communities their builder of choice. Learn more at www.davantevillas.com.

THE AXISPOINTE SOLUTION: HOMEPROFILE



Silver Oak Communities turned to AxisPointe HomeProfile to help ensure SB-800 compliance, reduce liability, and enhance customer care.

"From a standpoint of cost effectiveness and risk management, choosing AxisPointe HomeProfile made absolute sense," says Majors. "We were paying approximately \$1,200 per home with our previous warranty service provider. With HomeProfile, we can quickly and easily manage warranty issues and service requests in house, ensure that we are in complete compliance with the SB-800 regulations, and save thousands of dollars," she says.

“With HomeProfile, I’ve got an easy-to-use system that is readily available to me whenever I need it. I can manage my time and provide great customer service without wasting time and energy.

LYNN MAJORS | Assistant Vice President | Silver Oak Communities

Reducing liability and protecting profits

HomeProfile helps Silver Oak Communities reduce liability and protect profits throughout the warranty period by managing and resolving service requests quickly and efficiently. A self-contained service rather than traditional software application, HomeProfile allows users to log into a secure website to manage and track service requests online.

"If a homeowner sends us a message or posts a service request, I get an email alert from HomeProfile," says Majors. "The minute that we get a message or service request, we're alerted and ready to respond, which reduces our potential liability."

Silver Oak Communities staff can create and email work orders to subcontractors, streamlining communications and reducing the risk of information

falling through the cracks. Moreover, staff members can log in and see the status of any situation.

"There is nothing worse than having just one person with access to all of this data," says Majors. "I can walk away and another staff member can pick up where I left off, so we're assured that we're always on top of service requests."

Providing home-specific info to customers

With ready access to manufacturer warranties and manuals for every appliance and fixture, HomeProfile makes it easy for Silver Oak to assemble and provide home-specific information to their customers.

"We build semi-custom homes, and HomeProfile allows us to build custom manuals for our clients that include warranty, maintenance, and subcontractor information specific to their home, so they don't have to wade through generic information that does not apply to them," says Majors.

"I like the fact that I've got a file for every new homeowner and an archive of all of the buyers' choices," says Majors. "We've had people come back after the closing and say, 'I thought for sure that I selected this or that.' HomeProfile lets me go back and check and confirm their selections."

Silver Oak Communities now has a library of critical information and legal documents that they can easily access online. "When a customer calls with a question or concern, I can go into my archive to quickly access their home-specific data," says Majors.

"With HomeProfile, I've got an easy-to-use system that is readily available to me whenever I need it. I can manage my time and provide great customer service without wasting time and energy."

ABOUT AXISPOINTE

AxisPointe offers turnkey, outsourced post-construction services for residential home builders and multi-family housing developers. With special expertise in sectors where builders and developers have the highest legal exposure and greatest risk to their reputations (warranty management, call-back processing, and subcontractor insurance certification), AxisPointe offers HomeProfile, BuilderCertified, and BuilderOnCall within its SmartBuilder Suite. All three services offer remarkably affordable outsourced, time-saving solutions to a builder and developer's most pesky problems: call backs, document tracking, and post-construction customer management. Visit www.AxisPointe.com to learn more.