

PHWS

TAKING CUSTOMER CARE TO A NEW LEVEL

WHY CHOOSE PHWS?

- Turnkey third-party customer care
- Complete pre- and post-sale warranty service and customer care
- Leading technology and database management system
- Reduce your operating costs
- Improve overall efficiency and profitability



CUSTOMER CARE TIMELINE You can get started and benefit from our services at any stage of the process.

CLIENT PARTNERING

PHWS becomes an extension of your company. Together, we will establish and implement the best business practices to advance your company to a new level of customer care.

PRE-DELIVERY FUNCTIONALITY REVIEW

PHWS handles and reviews all functional operating features and provides an electronic punchlist of all non-performing issues.

PRE-DELIVERY AESTHETIC REVIEW

PHWS reviews all units based on delivery quality and best practice standards; then will provide an electronic punchlist of all noted deficiencies.

UNIT ACCEPTANCE REVIEW

PHWS walks units with the construction department for turnover purposes, creating a higher level of accountability when accepting units from construction.

HOMEOWNER CUSTOMER CARE MANUALS

PHWS provides the nation's leading homeowner manuals customized for each client as part of the overall service to you and your buyers. PHWS has an exclusive copyright through JTCSC, a 30-year customer care consulting firm working with the nation's top builders.

NEW HOME ORIENTATION

Sales, construction and customer care determine the new home orientation delivery date and begin the "Fit and Finish" process. PHWS organizes all parties and contacts the buyer to schedule their new home orientation.

FIRST-YEAR WARRANTY MANAGEMENT

PHWS administers warranty term inspections during the first year of the post-sale customer care and warranty period. Buyers have unlimited access to PHWS customer care, which includes 24-hour emergency services.

LONG-TERM CUSTOMER CARE

After the first year, buyers can enjoy the same resources and care, including call center and emergency services, inspections and more. With PHWS' long-term care, you can prevent future defect litigation through clear and responsive notification.

OUR MISSION

PHWS is dedicated to providing a new standard of customer care to lenders, builders, developers and homebuyers. By combining our extensive construction experience with state-of-the-art technology, we are positioned to handle all customer service and warranty issues in a timely, cost-effective manner.

You can put your trust in the service we provide—that's the PHWS promise.



“Thank you PHWS. You are true professionals in every way. The results show what a team can accomplish.”

— ROB WALK
Bovis Lend Lease, General Contractor
One Rincon Hill, San Francisco