



A Brief History of The Alberta New Home Warranty Program



*Children playing hockey on the street, Calgary, Alberta circa 1974. © Glenbow Museum - Image #NA-2864-24598
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A 1972 study initiated by what is now the Canadian Home Builders' Association recommended a nationally legislated program that would include construction standards, a guaranteed warranty obligation, and deposit protection. In addition, the report recommended a program that handled complaints quickly, maintained quality standards and fostered housing research.

Typical of entrepreneurial grit, industry players of the day wanted a warranty program for Alberta, owned and administered by Alberta builders, without government involvement. They wanted a program that was better for the consumer and for the overall industry. At the 1974 national conference for home builders, an Alberta delegation lobbied to defeat the motion for a nationally legislated program. At the same time, the delegates put forward a motion authorizing provincial builder associations to proceed separately with their own warranty programs.



Rudy
Scheibelhofer

Keith
Paddick

Klaus
Springer

Bill
Johnson

Bill
Boley



Early logo of the Program

An Alberta steering committee was formed consisting of five key individuals: Rudy Scheibelhofer, Keith Paddick, Klaus Springer, Bill Johnson and Bill Boley. Once their recommendations were accepted at the Alberta Home Builders' Conference in the fall of 1974, funding became an issue. 10 of the province's stronger builders came forward and personally guaranteed \$10,000 each, (a significant amount of money in 1974). With seed capital in place, The New Home Certification Program of Alberta was officially registered in November 1974. At the end of its first year, the reported membership was 253 builders. By the end of its second year, 396 Builder Members were registering over 95% of the homes built in the province.



The Alberta New Home Warranty Program

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Ralph
Scurfield

Many industry insiders believed that prominent builders of the day gave up their market advantage. To improve the overall industry, competitors shared information about their own warranty programs and innovative business methods. One such individual was Ralph Scurfield, who, through his company Nu-West, had established a comprehensive new home warranty program years before any industry-wide initiative, as an extension of his commitment to customer service. Scurfield shared his own warranty program as the blueprint for the industry's benefit. His sharing set the Program ahead considerably and immeasurably raised standards throughout the Alberta home building industry..

In the late 1970s, the New Home Certification Program of Alberta received an endorsement. Major lenders, following the lead of major mortgage insurers, insisted on Program membership before they would advance construction loans.

In 1982, the name of the Program was changed to the New Home Warranty Program of Alberta. It changed again in 1991 to the name we use today: The Alberta New Home Warranty Program.

Today, the Program continues to strive toward providing even more resources for consumers and for our Builder Members. Rapid growth in a rapidly changing market has brought new strength, responsibility and professionalism. The Program that set standards and redefined the industry more than 30 years ago is still a unique, effective solution for the builder and the homebuyer. And, it continues to evolve, as resources are allocated to meet the current issues facing both builders and homebuyers.

