



HOMEOWNER PORTAL LOGIN INFORMATION

We provide a Homeowner Portal for you to update your Contact Information, submit and manage your Warranty Requests, and to see key information about your new home.

You can access your Homeowner Portal at this link: <https://cth.ihmsweb.com/>

- o Click on the blue button that says Home Buyers/Owners on this login screen.



You'll be directed to the login screen for your Homeowner Portal.

NOTE: It is advised that you bookmark this page for quick reference in the future. Check your browser's instructions for bookmarking pages.



Your Login information was provided at closing, please check your closing documents:

Username: _____

Password: _____

If you were not provided a username and password, please email chwarranty@consort-homes.com



CHANGING YOUR PASSWORD

First Time Logging in, please change your password and make note of new password. If you were given a new Homeowner Binder, please make note in your binder for easy reference. The password we sent to you should be considered temporary.

There are no specific requirements for letters, numbers or special symbols, but you should create a password that is known only to you.

To do this, select the CHANGE PASSWORD link at the top of the screen.



You'll be prompted to enter the password we assigned to you (above). Then you can create your new password (and re-enter a second time to verify). Choose SAVE to save your new password.

User ID	GWA5H1A
User Name	George Washington
Current Password
New Password
Verify New Password

MY PROFILE: EDITING YOUR CONTACT INFORMATION

The information in the MY PROFILE section is our current contact information for you. If your contact information changes, you can update the details yourself by selecting the EDIT button.

Buyer Name	House Number	Street Address	Model	Elevation
Washington, George	00000007	37 Maple Lane	ALPHA	A- Full Vinyl w/ porch

Home Phone	Work Phone	Cell Phone	Email
(609) 702-9901	() -	(123) 456-7890	g.washington@marksystemsusa.com

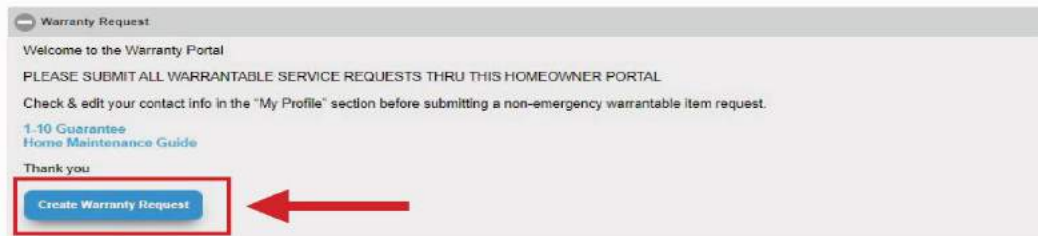
Enter any new phone numbers or your email address and select SAVE to update the contact information.

Home Phone	(609) 702-9901
Work Phone	
Cell Phone	(123) 456-7890
Email Address	g.washington@marksystem



*WARRANTY REQUEST

When you have a Warranty Request to submit, you'll use this section to submit your request directly to our Customer Service Team. Simply choose the **CREATE WARRANTY REQUEST** button to open the Warranty Request Form.



1. The **Address** shown at the top of the screen should match your current home address.
2. For **REQUEST ITEM**, enter a brief description of the problem.
3. Use the **DESCRIPTION OF PROBLEM** to enter more specific details that our Customer Service Team should know regarding the Warranty Request.
4. The **SAVE** button saves your Request and sends it directly to our Customer Service Team to review.
5. The **RESET** button clears the information in this Warranty Request Form to allow you to start over.

NOTE: If you have photos or other documents that would help demonstrate the issue submitted with this Warranty Request, you can add them **AFTER** creating the Warranty Request. See the **MY ACTIVE WARRANTY REQUESTS** section of this document for directions on adding documents to your Warranty Request.



*MY ACTIVE WARRANTY REQUESTS

Any/all Warranty Requests that you submit to our Customer Service Team will be shown in the **MY ACTIVE WARRANTY REQUESTS** area of your Homeowner Portal.

You'll see the following information for each Warranty Request:

- The day the Warranty Request was submitted (or entered by the Customer Service Team).
- Whether the Warranty Request is **Covered** or not by our Warranty Policy.
- The **Status** of your Warranty Request – which could be any of the following:
 - **Open** – This means the Warranty Request has been opened and our Customer Service Team is reviewing the details.
 - **In Progress** – This means Service Orders have been sent out to the appropriate Team Members and/or Trade Partners and your Warranty Request is in process of being scheduled with you.
 - **Completed** – This means any/all Service Orders with respect to this Warranty Request have been completed and we consider the Warranty Request complete to your satisfaction.
 - **Closed** – This means that your Warranty Request does not warrant any Service Orders (either because the Warranty Request is not covered under our Warranty Policy or you have reported that it is no longer needed).
- The **Request Item** is the short description that you entered when you submitted the Warranty Request.
- The **Description of the Problem** includes the details you entered when you submitted your Warranty Request.
- The **MANAGE ATTACHMENTS** button is used to add photos and/or other documentation that you want to include with your Warranty Request. As mentioned in the Warranty Request section of this document, the Warranty Request must be saved before you can add any attachment. See below for instructions for adding attachments.

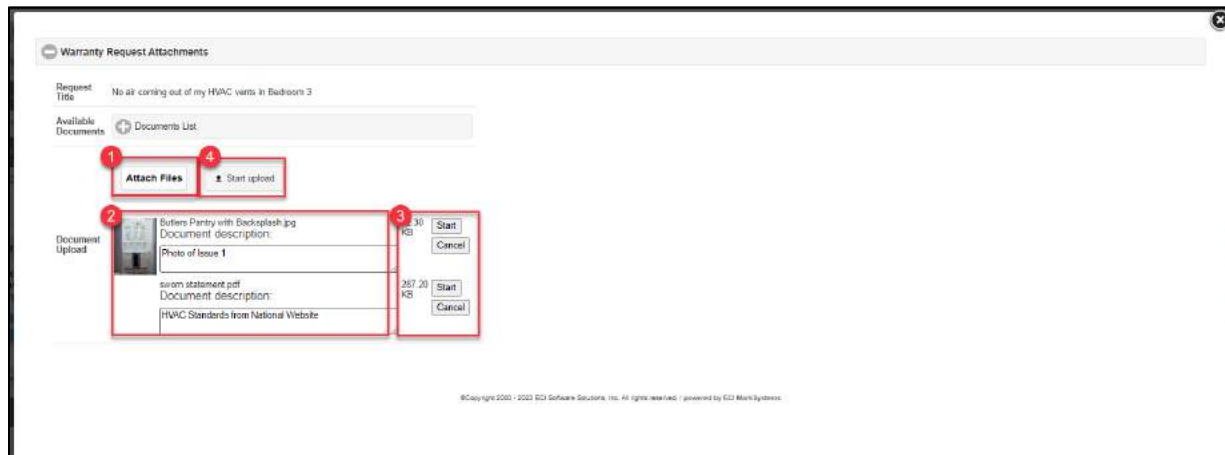
Entry Date	Covered	Status	Request Item	Description of Problem	Attachments
04/15/2019	Pending	In Progress	No air coming out of my HVAC vents in Bedroom 3	Air seems to flow to all other areas of the house - except Bedroom #3.	Manage Attachments
04/13/2021	Pending	Open	Leak at Nook	Leak at Nook	Manage Attachments

ADDING ATTACHMENTS

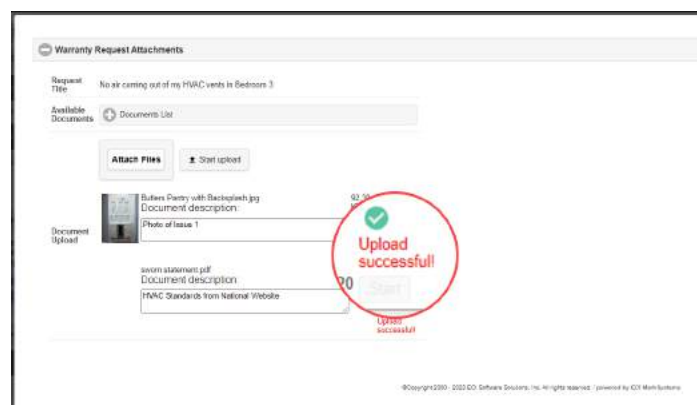
You can add photos and/or other documents to any Warranty Request after you create it by using the **MANAGE ATTACHMENTS** button that accompanies the Warranty Request.

Use the **DOCUMENT UPLOAD** area to select any/all photos or documents that you want to include with this Warranty Request. The upload can happen in different ways:

1. Use the **ATTACH FILES** section to add your photos/documents.
 - a. You can press the **ATTACH FILES** button and choose one-to-many files from your device.
 - b. You can drag-and-drop files from your device right to the **ATTACH FILES** button to add.
2. Once you have your files attached, you'll need to name each file.
3. You can upload each file individually by selecting the **START** button beside each file.
4. You can also upload all files at once by using the **START UPLOAD** button.



Verify that you see **UPLOAD SUCCESSFUL** by each photo/document to ensure that our Customer Service Team sees these.





To see or manage the Attachments by selecting the same **MANAGE ATTACHMENTS** button that you used to add them.

My Active Warranty Requests						
Entry Date	Covered	Status	Request Item	Description of Problem	Attachments	
04/15/2019	Pending	In Progress	No air coming out of my HVAC vents in Bedroom 3	Air seems to flow to all other areas of the house - except Bedroom #3.	Manage Attachments	
04/13/2021	Pending	Open	Leak at Nook	Leak at Nook	Manage Attachments	

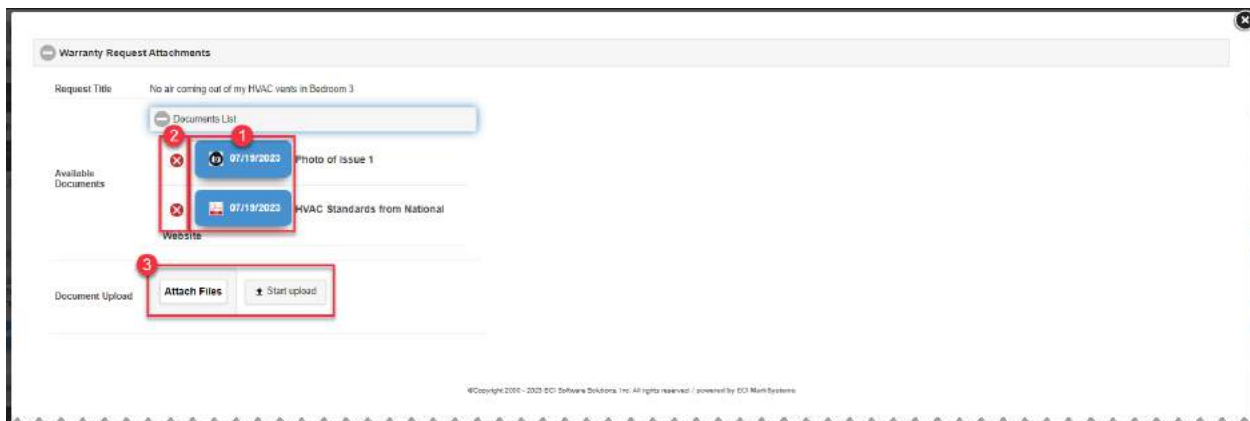
Use the button to manage your attached photos/documents

When the **WARRANTY REQUEST ATTACHMENTS** window opens, select the **+ DOCUMENTS LIST** area to see all attached photos/documents.



The **Attached Documents** will be listed.

1. Select the **button** to open/view the attached photo/document.
2. Use the **Red X** button to delete the photo/document.
3. Use the **ATTACH FILES** button to attach new photos/documents.





MY COMMUNITY

The **MY COMMUNITY** area of your Homeowner Portal is a place to find EMERGENCY contact phone numbers. Please remember if you contact one of these vendors, also submit a Warranty Request.

My Community

Additional Information related to home and warranty portal:

Emergency Phone # after hours-TRUE EMERGENCIES ONLY-Call HVAC, Plumbing or Electrical contractors directly and submit a warranty request.

HVAC – Hoff Heating and Cooling 636-240-4633 or 636-294-5000
Electric – Reed Electric 636-332-6685 or 314-220-4040
Plumbing – Excel Plumbing 618-344-4444
Roofing – D-7 314-222-7037

DO NOT USE the warranty portal for general questions or statements pertaining to non-warrantable or non-house related items. Contact chwarranty@consort-homes.com for any general questions.

We look forward to being of service to you in your 1st year in your New Consort Home

MY SELECTIONS

The **MY SELECTIONS** area of your Homeowner Portal lists the Options that you have purchased with your home and may include details like colors or locations. This is a great reference for you as you look to make upgrades to your home and want to quickly find information from when you built with us.

If you see a hyperlink with an Option, it will direct you to more information specific to that Option (some link to the Warranty sites for that specific item – an example may be warranty pages for appliances).

My Selections

Option	Description	Comments	More Info
ARCHITECTURAL			
10011	Bonus Room with Dormers - YES Only		
10050	Butler's Pantry		
ELECTRICAL			
22600	Ceiling Fan	Place in Master Bedroom	
FLOORING			
40000	Carpet Flooring in areas of the house where carpet is standard - By Room		
40000	LIVING ROOM: Upgrade Level 2 - 00110 - Canopy		
40000	BEDROOM 2: Upgrade Level 2 - 00110 - Canopy		
40000	BEDROOM 3: Upgrade Level 2 - 00110 - Canopy		
40000	STAIRS: Standard		
40000	HALL: Standard		
INTERIOR TRIM			
52507	Board-n-Batten Wall Detail by wall		



STANDARD COLORS/STYLES SELECTIONS

The STANDARD COLORS/STYLES SELECTIONS area of your Homeowner Portal shows the color selections you made in the Design Center. It's a great reference for you in the future if you want to match existing colors on your house.

Standard Color/Styles Selections		
Item	Color	Release Stage
Roofing	Charcoal	3 - Framing
Slate Roofing		3 - Framing
Siding	Clay	3 - Framing
Gutters	White	3 - Framing
Shutters	White	3 - Framing
Front Door Color		1 - INITIAL PHASE
Garage Doors	16 Panel - White	5 - Mechanicals
Ext. Light Package	Brass	7 - Dry-In & Finish
Exterior Trim Color	Clay	3 - Framing