

Major Developer and Construction Company's Adopt New Customer Service Program

Kerkhoff and Newgen to use Warranty Resource Homeowner Packages on Tempo and D'Corize residential Projects in Vancouver, BC.

([PRWEB](#)) July 12, 2007 -- Two Vancouver construction projects, Tempo and D'Corize, will be amongst the first high rise condominium towers in Canada to include a new customer satisfaction program that can extend consumer protection beyond BC's current mandated warranty requirements.

The program includes both a detailed hardcopy product and component manual for each home and an electronic searchable version of the manual. Each unit has a sticker placed in the electrical panel which contains a unique log in and password that gives the homeowner instant web-based access to product and component information specific to their new home.

Information found inside each home's unique database includes manufacturers' warranties, as well as maintenance and operating instructions for all products used to construct the home, as well as sub-trade, supplier, manufacturer and installer contact information so that homeowners can pro-actively address product and installation issues.

"Today's information savvy consumers are used to manufactured items today, such as cars and electronics, having detailed manuals that use web based tools for easy access or customer service," adds James Christensen, CEO Conasys. "Homeowners on the other hand, have never been provided information at this level. Kerkhoff and Newgen are clearly industry leaders that understand what new homeowners are looking for from a developer."

On average, there are over 75 manufactured products and more than 20 sub-trades involved in construction of a new home. Having easy access to this considerable amount of information can be extremely valuable to the home purchaser or other third parties involved with maintenance such as service and property management companies.

"A recent JD Power survey indicated that the most important factor in new home owner customer satisfaction levels is customer service and warranty," states Greg Stolz, EVP Conasys. "Providing homeowners with the opportunity to take full advantage of warranties and customer service programs, as provided by manufacturers, has a dramatic effect on these customer service levels."

"We feel that providing Warranty Resource as a part of our customer service offering will allow us to further increase our buyers satisfaction levels," added Soon Kim, president of Newgen Group.

"We feel that doing this puts us on the leading edge in our industry. Consumers today are information driven when making purchase decisions and expect that information to be easily accessible," said Bill Kerkhoff, President, Kerkhoff Construction Ltd.

Kerkhoff Construction Ltd. has been in the business of development, construction and project management for over 35 years and has been involved in a wide variety of high profile projects not only in British Columbia but around the world.

Newgen Group of Companies is a multi faceted organization which includes Newgen Management Inc, Newgen Investment 2005 Inc as well as Newgen Real Estate Development Inc, which undertakes development of properties mainly in British Columbia. As of May 2007, the company has been a project manager for over



\$100,000,000 of development projects across the Lower Mainland, British Columbia.

Conasys Consumer Assurance Systems Inc. is an information management company focused on building and operating web based tools for warranty data tracking and after sales customer service. The company's core products are focused on the building industry and marketed as, Warranty Resource™. The company is based in Vancouver, B.C. with over 100 participating builders and developers.

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