



Welcome to NSW Home Warranty Insurance

About the Government Insurer

- From 1 July 2010, the NSW Self Insurance Corporation takes over as the single insurer for the Home Warranty Insurance Fund in NSW. The NSW Self Insurance Corporation will replace the present insurers; QBE, Calliden and Vero.
- The NSW Self Insurance Corporation is a part of NSW Treasury and was established in 2005.
- The NSW Self Insurance Corporation already manages the NSW Government's insurance arrangements for all classes of risk through an outsourced model. The NSW Self Insurance Corporation will use an outsourced model for managing Home Warranty Insurance. QBE, Calliden and Vero (until 30 September 2010) will operate as insurance agents of the NSW Self Insurance Corporation through a contractual arrangement.
- The Home Warranty Insurance Fund has been established by the NSW Government.
- Home warranty premiums will be deposited into this fund and claims will be paid from this fund.
- There will be a close working relationship between NSW Fair Trading and the NSW Self Insurance Corporation. This link between the dispute resolution and home warranty processes will facilitate the improved delivery of services to homeowners.

About Home Warranty Insurance

- Home warranty insurance is a vital component of a comprehensive consumer protection regime for homeowners undertaking building work in NSW.
- Home warranty insurance provides a safety net for homeowners where a builder is unable or unwilling to honour their fundamental responsibilities under a building contract, that is, to complete the construction of a dwelling or return and rectify defective work.
- If a builder is unable to honour their commitments under a contract because of insolvency, death or disappearance the home warranty insurance scheme is there to protect homeowners.
- The scheme is also there to protect homeowners where a builder simply refuses to meet their contractual obligations and has been found at fault by the Consumer, Trader and Tenancy Tribunal or a court.
- The homeowner is not required to enforce the Tribunal order or initiate insolvency proceedings ... they are able to claim on their home warranty policy. Further information is available on www.fairtrading.nsw.gov.au