

CCS Homes: Taking After-Close Care to the Next Level with My HomeSphere®



- Headquartered in Clive, Iowa
- Custom home builder
- Homes starting at \$450,000
- HomeSphere member since 2021
- My HomeSphere user since 2024

Dedication to detail but missing a service

CCS Homes prioritizes enduring relationships with buyers. From sticky doors to drywall issues, Jamie Elrod, design consultant, and Bailey Caldwell, office coordinator, take the call. CCS Homes is unique because “we tell buyers that we’re available forever, so we might hear from someone five or six years after the home closes,” Caldwell explains.

They’re also dedicated to improving the buying experience, offering a platform that buyers can access from groundbreaking to walkthrough — but the platform is missing one vital service: helping their buyers register their new home products.

Warranty registration saves headaches down the road

Creating a binder of warranty cards and manuals has been standard practice for most builders, and CCS Homes was no different. “We were hands-off when it came to warranties. We simply gave them the information they needed to do it themselves,” Elrod said. It’s up to the buyers to register products individually.

Warranty registration is a commonly overlooked step that can become crucial when there is a product issue. However, buyers become busy with move-in and the binder often ends up buried in a drawer. Often, products are never registered.

“My HomeSphere makes so much sense for our homeowners. For a low cost and minimal effort, we ensure our clients can register and access their warranties at the click of a button.”

Jamie Elrod, Design Consultant, CCS Homes

A warranty concierge in the buyer’s pocket

To solve this problem, CCS Homes added My HomeSphere to their toolkit. The mobile app puts one-click warranty registration, model/serial numbers, manuals, notices and more at a new homeowner’s fingertips.

Now, CCS Homes is helping to protect clients against parts and labor expenses should a major product like an HVAC system or kitchen appliance fail unexpectedly.

“My HomeSphere offers one stop to do it all,” Caldwell said. Elrod added she recommends other builders try My HomeSphere, too.

New products can malfunction earlier than builders think.

When do appliance malfunctions occur?

- ▶ **18%** within one year
- ▶ **33%** within two years
- ▶ **52%** within five years

Allstate Protection Plans (2022, March 7). Major Appliances Can Be Major Headaches. <https://blog.squaretrade.com/major-appliances-can-be-major-headaches/>



Take a tour of My HomeSphere
or book a 10 minute intro call.

go.homesphere.com/builders/my-homesphere

