warranty
LABC

Extranet Training Manual

Extranet

Extranet

Features and benefits of the LABC Warranty Extranet:

- **Streamlined Quoting:** Utilise our intuitive online quote application form, which allows you to save progress and efficiently complete submissions
- **Seamless Documentation:** Easily download and upload Plot Matrix files and enjoy faster quote turnaround times to accelerate your workflow
- **Certificate Issuance:** Issue your own certificates when available, providing greater control and flexibility
- **Risk Management:** Proactively manage risks and defects on a plot-by-plot basis, enabling targeted mitigation and response strategies
- **Plot Details Management:** Input and track plot addresses and final sale prices, ensuring accurate and up-to-date records
- **Action Management:** View, search, and respond to actions that may block Certificates of Insurance from being issued, with a focus on prompt resolution
- **Plot Summary:** Access a comprehensive plot-level summary of outstanding actions and issued documents, facilitating informed decision-making
- **Inspection Planning:** Review your inspection plan to understand our requirements and ensure a smooth inspection process
- **Action Response and Tracking:** Respond to actions, upload required documentation, and monitor progress, all within a centralised platform
- **Account and Payment Management:** View outstanding registration and payment information, update office and employee details
- **Extranet Accessibility:** Easily view, add, or update individual office or employee details, and grant Extranet access to authorised users
- **Document Repository:** Access technical documents submitted to us and policy-related information issued to you, all in one convenient location
- **SPV Management:** View and manage sites related to multiple Special Purpose Vehicles (SPV) under a single Extranet account, streamlining operations
- **Payment Oversight:** Stay on top of outstanding payment information to avoid unexpected surprises at the end of the process
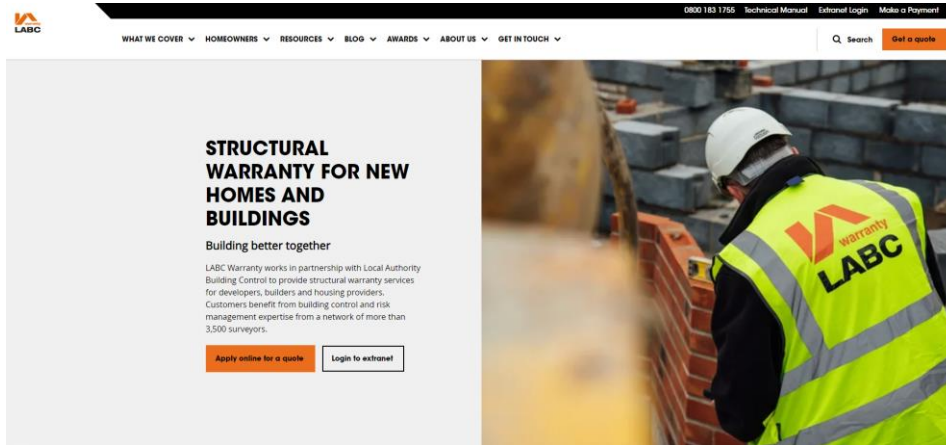
If you are a Company Administrator, you will also be able to:

- Set other company administrators
- Add new employees and offices
- Activate/deactivate Extranet users from company employees registered with LABC Warranty

For best performance, please use Chrome or Edge to ensure that any pop-ups are enabled. Contact us for any training support

Welcome to the Extranet

To access the Extranet, click the link on the top right of LABC Warranty website:
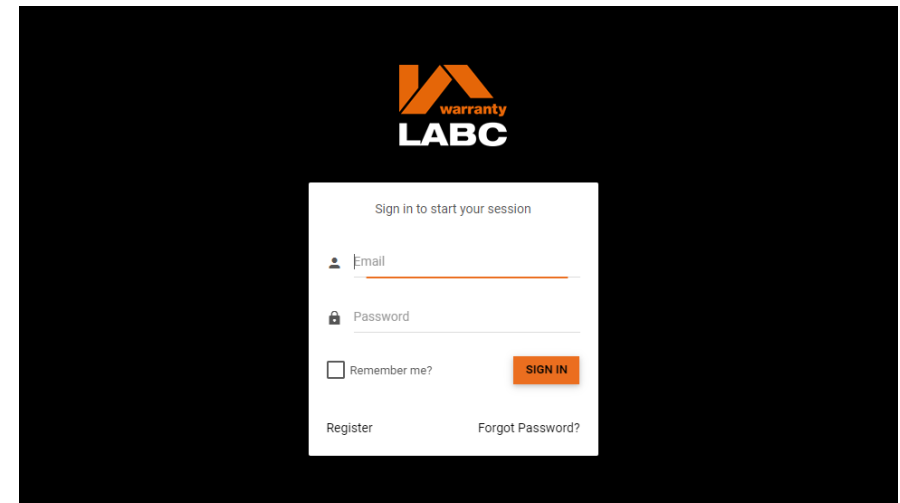
www.labcwarranty.co.uk

Alternatively, save the following URL into your internet browser favourites list or bookmarks:

https://extranet.labcwarranty.co.uk

If you have not received an email granting you access to the Extranet, then click the Register link on the log in screen and complete and submit the form as requested.

You will receive an email asking you to click and validate your Extranet access. This will take you through to a new screen where you can set up your password.

Once this is done, if you have forgotten your password, simply go on to the Extranet login page and click the **Forgot Password** link. Enter your email address and click the **Reset my password** button. This will send an email to your inbox for you to click and reset your password. If you have not received this email, please ensure you check your spam filters and junk folder. Please note that this link will expire within 24 hours.

Home: Quick Access

The Extranet **Home** page provides shortcut links to all the **Quotes**, **Sites** or **Company** related information you may require. You are also able to access this information via the tabs down the left-hand side of the screen.

Home: Update password and select company to view

You can change your **Extranet Password** or log out of the system by clicking on your initials in the circle in the top right-hand corner of the screen. If you are registered under multiple companies, you can choose which you want to view from the drop-down list. If this has not been enabled, please email **extranet@labcwarranty.co.uk** with the LABC Warranty registration number for each company you wish to be added.

Home: Update password and select company to view

Select and click the **Company** you want to view in this session, and the home page and site information will update accordingly. Please note that you will need to repeat the process for each different company by clicking on your initials in the top right-hand corner. You are unable to view sites registered under different limited companies together in a consolidated view.

Home: Get a certificate

You can use the **Get A Certificate** link on the top bar to filter your Sites and Plots to see if a **Plot Initial Certificate** or **Certificate of Insurance** (COI) can be issued. You can also check if there are any **Actions** outstanding which would stop this. Click the relevant option for the type of certificate you require.

Home: Get a certificate

You need to select the relevant **Site** from the list by clicking on the reference number.

Home: Get a certificate

REQUEST CERTIFICATE OF INSURANCE - PL-LABC-10027804 ✕

AVAILABLE PLOTS

Search

🔍

SELECT ALL PLOTS

Plot Reference	Plot name	Plot address	Date certificate issued	
PL-LABC-10027804-2	Plot 2	Test NH 2		ADD >
PL-LABC-10027804-3	Plot 3	Test NH 3		ADD >
PL-LABC-10027804-4	Plot 4	Test NH 4		ADD >
PL-LABC-10027804-5	Plot 5	Test NH 5		ADD >

Showing 1 - 4 of 4 entries   < **1** >

SELECTED PLOTS

Search

🔍

REMOVE ALL PLOTS

	Plot Reference	Plot name	Plot address
< REMOVE	PL-LABC-10027804-1	Plot 1	Test NH 1

Showing 1 - 1 of 1 entries   < **1** >

PREVIOUS <   **NEXT >**

MD Insurance Services Ltd. is the scheme administrator for LABC Warranty and is authorised and regulated by the Financial Conduct Authority.Registered in England No: 3642459

Select one or however many **Plots** for which certificates are needed by clicking the **Add** button against each Plot, then click **Next** to proceed.

Home: Get a certificate

This will show if there are any outstanding **Actions** which would stop the relevant certificate(s) from being issued.

Home: Filter plots nearly complete

You can use the **Actions For Plots Nearly Complete** link to select a **Site** and view any urgent **Actions** required for Plots nearing completion.

Quote application: Site details

Select **Get a Quote** at the top of the screen to open the quote application form. You can save the form at any time and return to it later, but you will be unable to submit your application without all the mandatory information supplied. Please note that this will not provide an instant quotation as subject to underwriter review. A formal quotation will be emailed to you and viewable on the Extranet when issued.

Quote application: Site details

The **Get a Quote** application form is dynamic and will only ask the questions relevant to your project. Support text is provided to help you complete the form by clicking the **(i)** icon. You will be alerted if any required information has not been provided.

Quote application: Site details

GET A QUOTE   GET A CERTIFICATE   TE

HOME

QUOTES

SITES

REPORTING

COMPANY

TRAINING GUIDE

MARKETING MATERIAL

CONTACT US

PRIVACY POLICY

TERMS OF USE

Expected construction start date
05/02/2024

Expected construction end date
25/08/2024

Maximum number of storeys above ground
2

Maximum number of storeys below ground
1

Please answer the following questions:

Will any unit(s) contain any non-traditional construction methods?   [Yes] [**No**]

Are there any units attached or structurally connected to any other structure not included in this application?   [**Yes**] [No]

Please refer to our technical manual (available for download via www.labcwarranty.co.uk for guidance on new elements connecting to existing structures and ensure you comply with the following:
- A Party Wall Agreement in accordance with the Party Wall Act will be in place (will not be required if you own the adjacent property)
- The separating wall(s) between the existing and new properties meet the relevant Building Regulation requirements
- The existing adjacent foundations and wall structures are suitable to support any proposed increased loading(s)
- The junction of the new and existing wall(s) will be constructed to ensure dampness cannot enter either of the properties
- An effective damp proof course will be present within any shared wall(s)
- Movement joints will be incorporated to allow for limited differential movement

Has this site previously been in administration?   [Yes] [**No**]

[SAVE 🖫] [NEXT ›]

The **Save** button will enable you to save and exit the form. Any saved applications can be accessed via the **Home** page quick link. Click **Next** to proceed to the next page.

Quote application: Plot details

You can download and upload an Excel document to provide **Plot** information as requested or select the manual option and enter your **Plot** information on-screen.

Quote application: Plot details

Quote application: Plot matrix

After downloading and saving the **Plot Matrix**, please fill in the required information using the dropdown boxes, ensuring that block name cells are completed for apartment units and square metre cells are filled in for all plots.

Quote application: Upload

The information uploaded in the **Plot Matrix** will be automatically totalled and displayed on screen as a summary once the Excel is uploaded.
You can amend any of the details uploaded by clicking the drop-down arrows or re-loading the updated Excel using the **Reload Plot Details** button.

Quote application: Product details

You will be asked further questions relating to the products selected e.g. New Homes, Social Housing, Private Rental etc.

Quote application: Role details

These are the companies and individuals who will have a role on your site. You must allocate a contact to each role to proceed or set these as yourself. **Add Role** enables additional roles to be added, and new companies or contacts can be added via the **Edit** link.

Quote application: Edit role

To edit a role select **Edit** and complete the information in the dialogue box before selecting **OK** to save.

Quote application: Add new developer or builder

If you are using a separate developer or Builder for your project, click **Edit** and start typing the developer's or builder's company name, then select the correct option from the drop-down list. If the company is not already listed, click **Add Company Details Manually.**

Quote application: Add new developer or builder

You must confirm if the developer and/or Builder is registered with LABC Warranty and, if so, provide their seven-digit registration number e.g. REG/LABC/**3000000.**

Quote application: Declaration

You are required to complete the claims and general insurance declaration.

Quote application: Declaration

You will be advised if any additional information is required to be uploaded based upon your responses.

Quote application: Supporting documents

You will be required to upload any documentation related to your application before submitting your **Quote** application. You will be able to see on screen if the upload has been successful and delete/re-upload if required. Once all the information required is complete, you will be able to click the **Submit** button. Please note that this will not provide an instant quotation as subject to underwriter review. This will submit the application, and you will receive the formal quotation document bundle and terms and conditions via email once it has been formally underwritten.

Quote: Application pending

Once submitted, your application will show on the **Quotes** tab under **Applications Pending**. You will be sent your formal quotation via email and be able to download a copy via the Extranet.

Quote: Incomplete application

Any incomplete applications can be accessed via the **Home** page quick link or the **Quotes** tab under **Incomplete Applications**. Click **Complete Application** to continue with the application or **Delete Application** to remove from the Extranet.

Quote: Your active quotes

Any quotes which have been submitted via the Extranet and not yet accepted will be available to view under the **Quotes** tab and **Your Quotes**. Click on the **View Quote** button to view the quote summary.

Quote: Your active quotes

Click the **Download** button to view the document required.

Quote: Your active quotes

Sites: Summary of sites registered

Sites is a list of all the open sites registered with LABC Warranty since 1st January 2016. This shows the number of **Plots** registered and those Near Completion e.g. Plots we have noted at roof stage of works or beyond. Click the reference number to open the record. This shows a summary of **Plots** and **Actions** outstanding. **Urgent Actions** relate to **Plots** nearly complete. There is also a Get a Certificate shortcut.

Sites: Overview

Overview shows any **Blocks**, the **Plots** within the **Block**, and individual **Units**. **Stage of Works** relates to the build stage recorded for each **Block**, **Plot** or **Unit**, and **Outstanding Items** are the number of actions required. Use the **magnifying glass icon** to search for a **Block**, **Plot** or **Unit** or the arrow drop down next to All **Plots/Blocks** to filter your view e.g. show **Plots/Blocks** With **Outstanding Items** only. Click a **Plot** or **Unit** number for further details.

Sites: Overview / plot or block level outstanding information

Clicking on a **Plot or Block** displays all information and outstanding actions relative to that **Plot or Block**. **Type** refers to the outstanding action type e.g. design document, defect, admin action etc. Use the tabs highlighted above to navigate. **Outstanding Information** shows any information that we require before the **Plot** can be signed off as complete or **Certificate of Insurance** issued. Refer to page 45 for details on how to **Respond** to a request for information.

Sites: Overview / plot or block details

Plot or Block Details tab (dependent on whether a **Plot or Block** was selected) displays all the construction related information we hold, or are awaiting submission, for that **Plot or Block**. It is important that you review this information carefully and if anything is incorrect or has changed, you must notify you Risk Management Surveyor (RMS) as soon as possible as this may change the associated risk, technical requirements and set inspection regime.

Sites: Overview / documents

The **Documents** tab shows all the documentation that has been issued by LABC Warranty in relation to a **Plot** e.g. Policy wording, Certificate of Insurance etc. Please ensure that copies of the Policy, IPID and Certificate of Insurance is provided to the purchaser as part of completion of sale.

Sites: Overview / block elements

If viewing a **Block**, this will show the **Block Elements** tab and a summary of the roofs, elevations and cores for each **Block**. Expand the **Block** name by clicking the arrow, to display the number of **Plots** on each floor within each **Block** based on the technical information you have provided to us. If any of this information is incorrect, please speak to your Risk Management Surveyor (RMS) to update, as this may impact the inspection schedule.

Sites: Overview / inspections

The **Inspections** tab shows the date of each inspection completed by the Regional Management Surveyor (RMS). Click the **View Report** button to view or download a copy of the inspection report issued. You will also be able to view the stages at which inspections should take place for each **Plot or Block**. An outlined circle is a scheduled inspection e.g. you should call your RMS to book in a site visit. A solid black circle show the stages inspected.

Sites: Inspection plan / block view

Site Inspection Plan provides an overview of the stages of works each **Block** or **Plot** should be inspected at by our Risk Management Surveyor (RMS). Toggle between **Block** or **Plot** view as highlighted. The plan will be set and visible on the **Extranet** once our RMS has reviewed all technical information received. This will be completed for any new sites registered from 16.06.2025. We may be able to publish for existing sites upon request. Please speak to your RMS for details.

Sites: Inspection plan / plot view

Plots and **Blocks** are grouped by the **Build Order** e.g. **Plots / Units** being built at the same time or **TBC** means we are still awaiting this information. The status of site inspections is represented by circles: solid black show completed inspections, and black outlines signify scheduled inspections that our Risk Management Surveyor should be contacted about to arrange the inspection.

Sites: Design documents

Design Documents detail the design-related documents and information requirements that our Risk Management Surveyor (RMS) needs, based on technical information from the quotation stage and risk assessment, and are accessible after RMS review and publication. These are split into technical sections, and you need to ensure you provide the correct document to the relevant request.

Sites: Risks

Details all **Risks** identified for the site. **Risk Items** are possible risk areas identified for your construction project that our Risk Management Surveyor (RMS) will need to verify and clear before final sign-off. Click each box to expand or reduce the view. Hover your cursor over each description for a more detailed explanation. The **ID** 'R' and number is the unique number given to each risk. The **Scope** number is the **Plot** number it relates to.

Sites: Responding to a risk

To **Respond** to an identified **Risk**, click the **Respond** button. If your response is applicable to multiple **Plots**, you can tick to select all that apply to the response in one action rather than responding individually. Please type in details of your response and upload any relevant photos or documentation by clicking the orange **Paperclip** icon. This will turn to green when the upload is complete. Click the Submit button to complete the action. Upload limit of 100MB per document.

Sites: Responding to a risk

You must confirm what has been done to close off the **Action** and you can upload evidence to support this. Confirmation of successful submission will be shown on screen and the **Respond To Action** status with change to **Pending**. An email notification is sent when the **Action** is closed.

Sites: Updating a pending response

You can add additional information to a response while it is **Pending**. Click the **Pending** button to open the dialogue box. This also shows any additional questions raised by LABC Warranty.

Sites: Defects

Defects relate to issues that have been found by our Risk Management Surveyor (RMS) as part of their on-site inspections. Please note that these will need rectifying, and / or a satisfactory response received e.g. photos and / or documents and reviewed and signed off by the RMS before the **Plot** or **Unit** can be signed off.

Sites: Admin actions

Admin Actions relate to any administrative item or action that must be completed by you before a **Certificate of Insurance** can be issued. These items either require a response or data inputting e.g. final confirmed sales prices. The **Description** explains the information required and the **Scope** refers to the relevant **Plots**.

Sites: Admin actions – inputting sales price & addresses

To input data, click on the field you wish to update and type in your response e.g., add in all address details for each **Plot** and / or add in final confirmed sales price. These will appear in green italics so you can see what has been updated. Once you have checked the data inputted, click **Next** to continue.

Sites: Admin actions – inputting sales price & addresses

You will see a summary of the data input. Please check and click **Update** to submit this information. If you see any data errors, click **Previous** and update the data accordingly.

Sites: Admin actions – inputting sales price & addresses
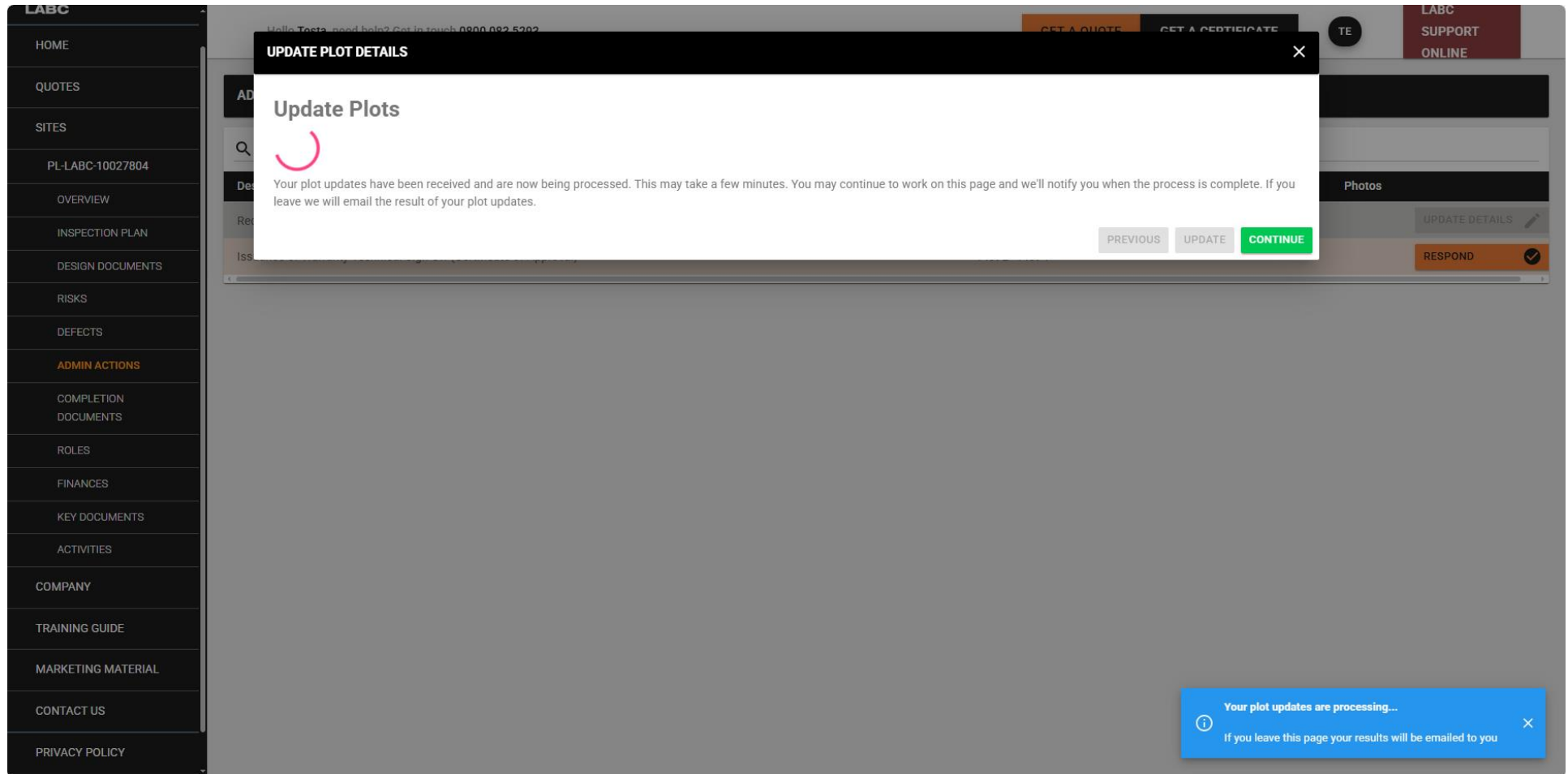
This screen will appear whilst your data is being transferred. If there is a lot of information being updated, you can close the notification bar. You will be notified when the action is completed.

Sites: Admin actions – inputting sales price & addresses

This screen will show once the data transfer is complete. Click the green **Done** button to close the window and continue.

Sites: Completion documents

Completion Documents are the certification documents for each unit (electrical certificate or gas certificate for example) that we need to receive and review before any sign off. Click the **Respond** button to respond to the request and once received, the status will change to **Pending** until LABC Warranty review and approve. The **Description** explains the information required and the **Scope** refers to the relevant **Plots**.

Site: Roles - people linked to site

Roles are the companies and contacts who will have a role on your site. Should you need to make any changes, please call Customer Services on **0151 650 4318** or email **customerservice@labcwarranty.co.uk** including your site reference and details of the change. Expand to view all **Roles** or click the **X** to close.

Site: Finances

This is a summary of **Total fees** linked to the order. Fees Due are fees not yet due, **Fees Received to Date** is the amount you have paid to date on this order. Fees outstanding are any fees which are overdue. **Please note** that non-payment of fees due may lead to a block on inspections or issuing certification or site cancellation. You can access any financial documents issued to your company including invoices, receipts and policy statements via the **Key Documents** tab.

Site: Key documents

Any policy, technical, administrative or financial documents provided to, or issued by, LABC Warranty are held here and available to download. Use the search function to find the relevant document required. Use the **Documents** and **Plots** drop downs to narrow your search or display all documents.

Site: Activities

Details any **Activity** undertaken in relation to the site e.g., inspections completed, Certificates of Insurance issued etc. along with a copy of the document which can be downloaded. Click the **Calendar** icons to select the time-period to view.

Reporting: Developer reporting

The reporting tab provides access to any relevant reporting that your company has access to. Click the **Select Report** button to open the report screen. Speak to your sales account manager for more details on reporting access.

Reporting: Developer reporting

Select the date range you wish to review using the calendar icons and click the **Apply** button to generate the report.

Reporting: Developer reporting

The download and envelope icons at the top of the report provide the options to pdf or email the high-level overview to yourself. The same icons at the bottom of the report provide this functionality for the entire report including photos etc. Please note these files will take some time to download due to the file size. Each score can be clicked to expand and provide more detail.

Company: Offices and employees

The **Company** tab provides a summary of the information we hold on your company, office(s) and employees. If you are set up as an Extranet Administrator, you can add a new office by clicking the **Add New Office** button.

Company: Add new office

Complete the new office details as required and click **Save**. The new office will then appear on the Extranet, and you will be able to add new employees as required.

Company: Add new employee

Complete details as required and click **Save**. The new employee will appear on the Extranet, and you can add further employees by clicking the **Add New Employee** button. You can provide Extranet access and set as **Extranet Administrator** if required.

Company: Grant access (administrators only)

Extranet Administrators can give employees Extranet access by clicking the **Grant Access** button. We recommend that a company has more than one Extranet Administrator. This is shown under the **Extranet Status** column.

Company: Edit / remove access (administrators only)

Extranet Administrators can withdraw employee Extranet and or reporting access by clicking the **Edit** button.

Company: Edit / remove access (administrators only)

Change Extranet Access to **No** and click **Save** to withdraw access.

Training guide

Additional Extranet training support materials are available via the **Training Guide** tab on the left-hand side.

Marketing material

Click **here** to order from a range of marketing materials from the LABC Warranty website.

Contact us

If you have a question that relates to the Extranet, please contact us using the form provided in the system.

T: 0151 650 4318