



NORTHLAND RESIDENTIAL

Access Information
About Your Home -
Anytime, Anywhere.

View warranty
information and submit
service and repair
requests online.

Download our
Homeowner's Manual,
access important
documents, and more!

User Name:

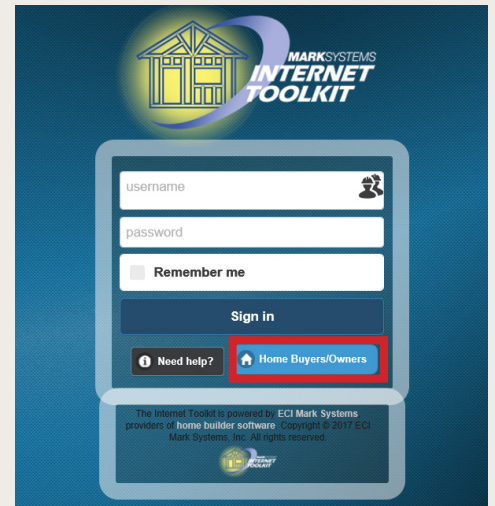
Password:

80 Beharrell Street, Suite E
Concord, MA 01742
P: 781-229-4700
www.NorthlandResidential.com

1. Type the following link in your browser:
<https://nrr.ihmsweb.com/>

A. Click "Home Buyers/Owners"

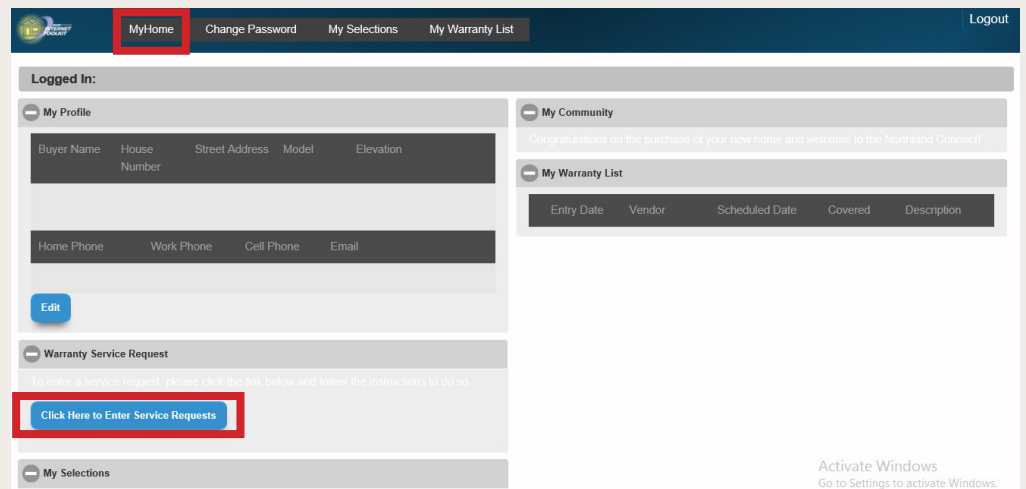
B. Enter your User Name and
Password provided to you by
Northland



2. Once Logged in you will see 4 tabs: **My Home**,
Change Password, **My Selections** and **My Warranty List**

HOW TO SUBMIT A SERVICE REQUEST

A: Under My Home choose "Click Here to Enter Service Requests"



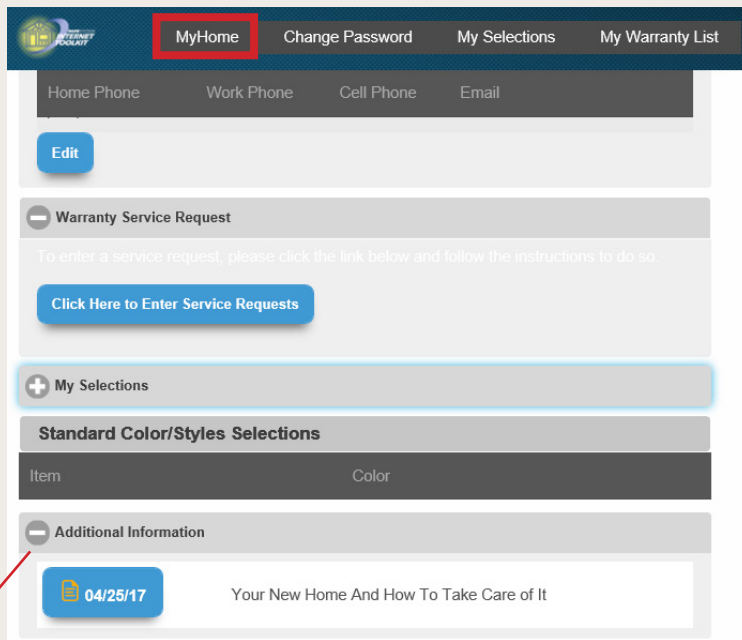
B: Fill in a complete description of the problem.

For example "guest bath cold water
line leaks under sink, rather than
"plumbing problem".

*Optional: Input date/time
preferences for service and
attach pictures*

C: Hit "Save"

Our Warranty and Service Manager will contact you to outline next
steps. Track the status of your requests under "My Warranty List".



ADDITIONAL INFORMATION

Download important documents such as:

Homeowner's Manual: Your New Home and How To Take Care of It

**QUESTIONS OR TROUBLE LOGGING IN?
Contact Chelsey Ellis at 978-821-7615 or
cellis@nrconstruct.com**



Reference our Homeowner's Manual for tips on how to properly maintain your new home



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