



## **RE: CUSTOMER SERVICE POLICY FOR NEW CUSTOM HOMES**

At Mount Cedar Homes, we are committed to providing our homeowners with exceptional customer service and support well beyond move-in day. With this goal in mind, we've created one of the finest customer service programs in the industry.

At the time of the home purchase, the homeowner will receive their "Welcome Home" homeowner information package, which contains information to guide you through the entire warranty process. Within this package is essential home warranty information from Tarion Warranty Corporation, which explains your rights and responsibilities under the Ontario New Home Warranties Plan Act. The homeowner information package guides you through your Pre-Delivery Inspection, the one-, two-, and seven-year warranties provided by Mount Cedar Homes and backed by Tarion.

Our objective is to complete the construction of your home without deficiencies; however, due to some construction material properties minor items might arise that require adjustments. During your Pre-Delivery Inspection you will have an opportunity to record the state of your home prior to possession. Within 30 days and then 12 months following your closing, you are also required to submit a list of any remaining warranted deficiencies you may have found in your home to both Mount Cedar Homes After-Sales Service Team and to Tarion Warranty Corporation. We aim to address all warrantable items as quickly as possible.

### **PERSONAL CLIENT LIAISON**

At Mount Cedar Homes, we believe that providing a single point of contact that can assist our homeowner from the initial interaction all the way to the after sales stage helps eliminate any miscommunications, and consequently provide a better service. As such, you will be assigned a dedicated person who will walk you through the entire process; and will be available to answer all your important questions. The contact person will record and distribute meeting minutes; to ensure actionable items are being processed and provide a transparent and professional service.

### **FRAMING WALK THROUGH**

The frame walk provides our homebuyers the opportunity to see the quality and attention to detail we provide prior to their home being drywalled. This is your chance to see what's going on behind the walls in your new home.

### **DÉCOR SHOWROOMS**

Depending on the time of purchase, items on your List of Features and Finishes Schedule; such as, some finishing selections are left for you to chose from. Your contact person will arrange a visit to our affiliate décor showrooms where you can customise your selections to suit your taste.

### **PRE-DELIVERY INSPECTION (PDI)**

Prior to your date of possession, your contact person will guide you through an inspection of your new home. Items will be inspected in conformance with the building code requirements and Tarion's Construction Performance Guidelines. At the time of the inspection, any missing items or deficiencies will be identified. All of



these items will be recorded on the PDI form documenting the conditions that existed prior to your move-in. Items that can not be assessed because they have not been installed or completed, will also be noted on your PDI form. This will be your first opportunity to view your new home in its finished state, and is also the perfect time to learn how to operate its systems such as ventilation, plumbing, heating and electrical. Feel free to ask any questions you might have about your new home.

### **30 DAY SERVICE**

Over the first few weeks as you settle into your new home you may notice items not noted on your PDI which need to be addressed. We ask that you please compile a list of items and submit it to our warranty department prior to your 30-day possession anniversary. Please submit the list to us by email at [info@mountcedarhomes.ca](mailto:info@mountcedarhomes.ca), and be sure to keep a copy for your records in order to maintain your warranty record with Tarion. Once your service request is received a technician will be scheduled to meet with you at your home and review the items of concern. Wherever possible we will attend to these items the same day however in some cases a follow-up appointment may be necessary to fully resolve all the items of concern. i.e. completion of seasonal weather sensitive items etc.

We ask that any items you notice after the 30-day service check point, with the exception of emergency items, be noted and included as part of your year end service request.

### **AFTER YOUR FIRST YEAR**

The correction of all items on your 30-day and year end deficiency lists will mark the end of your Tarion One Year Comprehensive Warranty coverage. However, warranty coverage for the most critical components of your new home continues beyond the one-year comprehensive warranty coverage. For example, some defects such plumbing or mechanical system failure are included in the two- or seven-years warranty coverage, depending on the item. Should you experience a deficiency under this coverage please notify us in writing prior to the expiration of the appropriate warranty coverage.

### **WARRANTY**

Your warranty coverage with Mount Cedar Homes Inc. and Tarion begins on the date of possession listed on your Certificate of Completion and Possession from Tarion. Refer to Tarion's Homeowner's Information Package for a comprehensive list of warranty coverage during a 1, 2 and 7 years following the possession date. Items that are damaged as a result of normal wear and tear (i.e. scratches to the floor and damages to paint as a result of moving furniture) are not part of the warranty.

It is important to note that some mechanical appliances and home systems come with a Manufacturer's Warranty. Information on those items will be provided to the homeowner during the PDI. The homeowner is required to register those items with the manufacturer. Any malfunction of those items is the responsibility of the manufacturer during the period they are warranted.



## **SERVICE CONTACT INFORMATION**

All correspondence should be emailed to our Customer Service department at [info@mountcedarhomes.ca](mailto:info@mountcedarhomes.ca). To ensure accuracy, please include your contact information with a description of the problem and pictures if applicable when submitting your service form.

Customer Service Department is available during normal business hours Monday to Friday from 8:30 am to 5:00 pm at 647-395-9125.

## **AFTER HOURS EMERGENCY SERVICE**

In case of a warrantable emergency situation, contact our support line at: 647-395-9125 to report the situation to our emergency service representative, that will assist you as soon as possible.

Should an emergency situation occur and the builder is not reachable within 24 hours, assistance is available through Tarion by calling 1-877-982-7466.

## **WHAT CONSTITUTES AN EMERGENCY?**

An emergency is defined as any warrantable deficiency within the control of the builder that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants.

Examples of emergency situations include:

- Total loss of heat between September 15 and May 15\*
- Gas leak\*
- Total loss of electricity\*
- Total loss of water supply\*
- Total sewage stoppage\*
- Plumbing leakage that requires complete water shut-off
- Major collapse of any part of the home's exterior or interior structure
- Major water penetration on the interior walls or ceiling
- A large pool of standing water inside the home
- Any situation where the home is considered uninhabitable for health or safety reasons

\*Note: emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.

## **MAINTENANCE**

It is the homeowner's responsibility to perform regular maintenance on their home. By conducting regular inspections and maintenance on your home, you will be helping ensure that your warranty rights are protected. Mount Cedar Homes Maintenance checklists and the "Welcome Home" Homeowner's Information Package provide useful information to help with your home maintenance procedures.