WARRANTY AND CUSTOMER SERVICE HANDBOOK



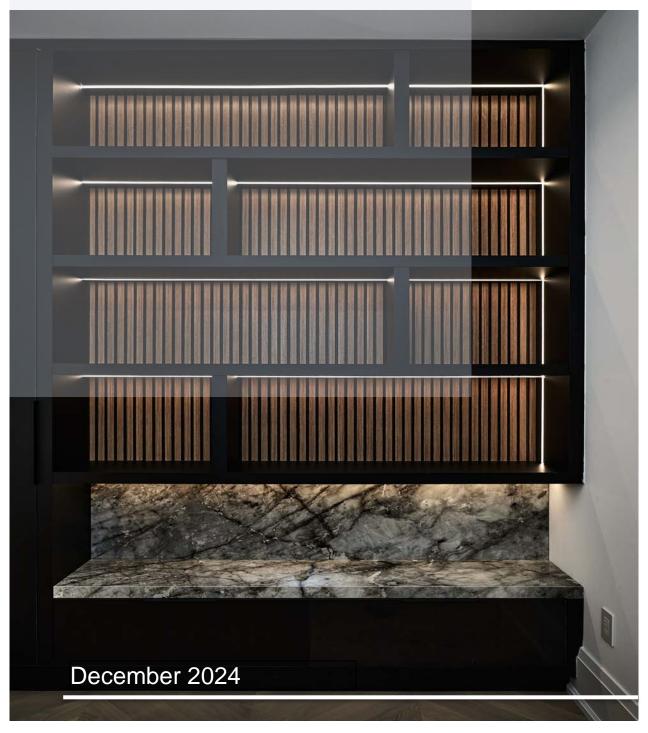


Table of Contents

ome L	_etteri	i
1.0 In	troduction to Tarion Warranty1	I
	What is the Tarion Warranty	
	Why is the Tarion Warranty Important	
	Key Coverage Elements of the Tarion Warranty	
1.4	Why choosing a reputable Builder Matters	3
	ustomer Service Overview5	
	Providing Warranty Information Sheet	
	Pre-Delivery Inspection (PDI)	
	Tips for Your PDI	
	Submission of Certificate of Completion and Possession	
	PDI at Leaside Living	
	Ongoing Support and Service	
	arranty Coverage Overview10	
	Deposit Protection	
	Delayed Closing/Occupancy Coverage	
	Statutory Warranty Coverage	
	Construction Performance Guidelines	
3.5	Summary of Warranty Limits	1
	/arranty Claims Process2	
	Understanding the Warranty Claims Process	
	Initial Builder Repair Period	
	Request for Reconciliation	
	Pre-Conciliation Builder Period	
	Conciliation Process	
	Post-Conciliation Builder Repair Period	
	Tarion Claims Settlement	
4.8	Holiday Hours Adjustments	27
	arranty Review: Builder-Requested Conciliation2	
	Eligibility for a Warranty Review	
	Procedure and Fees	28
	xceptions to the Claims Process	
	Emergencies	
	Seasonal Items	
	Special Seasonal Items	
	Air Conditioning	
6.5	Extraordinary Situations	35
	n Park Wannanta Informaci - Oli - (-
	ndix A: Warranty Information Sheetndix B: PDI Standard Form and PDI Checklist	
	ndix C: Appointment of Designate Form	
	ndix D: Construction Performance Guidelines	
	ndix E: Registrar Bulletin No.4	

Welcome to Leaside Living

Dear Valued Homeowner,

On behalf of the entire Leaside Living team, I am delighted to extend a warm welcome to you and your family. We take immense pride in having you as part of the Leaside Living family, where luxury meets craftsmanship, and innovation in every detail of our homes.

For years, Leaside Living has been at the forefront of delivering exceptional homes tailored to the needs and aspirations of discerning homeowners like you. Our homes are the embodiment of luxury, carefully designed and crafted with the highest standards in mind. When you choose Leaside Living, you're not just choosing a place to live; you're choosing a home that reflects our unwavering commitment to quality, efficiency, and reliability.

Our Vision

At Leaside Living, we are guided by one clear mission:

"To lead the way in luxury residential development by consistently delivering exceptional homes that reflect our passion for design, craftsmanship, and customer care."

Every project we undertake is driven by this vision. Whether it's the architectural elegance of our designs, the use of premium materials, or the dedication of our professional team, we work to ensure that every home is a perfect blend of beauty, innovation, and function; ensuring that you not only enjoy your new residence but also experience peace of mind knowing that it is designed to the highest standards.

Our Commitment to You

From the moment you stepped into your new home, we want you to feel the care and attention to detail that went into every corner. Your home has been designed and built by a professional team who are passionate about what they do. Each element of your home has been meticulously crafted to deliver a lifestyle of sophistication and comfort.

Our commitment to you extends far beyond the handover of your keys. At Leaside Living, we strive to provide unmatched customer care and service, ensuring that your experience

with us continues to exceed your expectations. Additionally, as part of our commitment to

excellence, your home is backed by the comprehensive Tarion® Warranty Program. This

ensures that you are protected against defects in workmanship, materials, and major

structural elements for years to come.

Whether you have questions, require guidance, or need assistance regarding your new

home, our customer support team is readily available to provide prompt and helpful service

ensuring your home remains a place of comfort and peace of mind.

We encourage you to take full advantage of the resources we've created for homeowners.

Visit our website at www.LeasideLiving.ca to explore valuable homeownership tips, learn

more about your warranty, and discover additional services designed to enhance your

living experience. You can also reach a dedicated member of our team using the contact

information below:

E-mail: Warranty@Leasideliving.ca

Phone: (416) 347-2224

Hours of Operation:

Mon – Fri:

9:00AM - 5:00 PM

Sat - Sun:

10:00 AM - 4:00 PM

Warranty Emergency Line 24/7 - 365 Days a Year

We are confident that your new home will provide comfort, style, and elegance for years

to come. Thank you for choosing Leaside Living.

Warm regards,

Leaside Living Team