

# WARRANTY AND CUSTOMER SERVICE HANDBOOK



December 2024

# Table of Contents

<b>Welcome Letter .....</b>	<b>ii</b>
<b>1.0 Introduction to Tarion Warranty .....</b>	<b>1</b>
1.1 What is the Tarion Warranty .....	2
1.2 Why is the Tarion Warranty Important .....	2
1.3 Key Coverage Elements of the Tarion Warranty .....	3
1.4 Why choosing a reputable Builder Matters .....	3
<b>2.0 Customer Service Overview .....</b>	<b>5</b>
2.1 Providing Warranty Information Sheet .....	6
2.2 Pre-Delivery Inspection (PDI) .....	6
2.3 Tips for Your PDI .....	8
2.4 Submission of Certificate of Completion and Possession .....	8
2.5 PDI at Leaside Living .....	9
2.6 Ongoing Support and Service .....	9
<b>3.0 Warranty Coverage Overview .....</b>	<b>10</b>
3.1 Deposit Protection .....	11
3.2 Delayed Closing/Occupancy Coverage .....	11
3.3 Statutory Warranty Coverage .....	17
3.4 Construction Performance Guidelines .....	19
3.5 Summary of Warranty Limits .....	19
<b>4.0 Warranty Claims Process .....</b>	<b>2</b>
4.1 Understanding the Warranty Claims Process .....	22
4.2 Initial Builder Repair Period .....	24
4.3 Request for Reconciliation .....	24
4.4 Pre-Conciliation Builder Period .....	25
4.5 Conciliation Process .....	25
4.6 Post-Conciliation Builder Repair Period .....	26
4.7 Tarion Claims Settlement .....	26
4.8 Holiday Hours Adjustments .....	27
<b>5.0 Warranty Review: Builder-Requested Conciliation .....</b>	<b>2</b>
5.1 Eligibility for a Warranty Review .....	29
5.2 Procedure and Fees .....	29
<b>6.0 Exceptions to the Claims Process .....</b>	<b>3</b>
6.1 Emergencies .....	32
6.2 Seasonal Items .....	33
6.3 Special Seasonal Items .....	34
6.4 Air Conditioning .....	35
6.5 Extraordinary Situations .....	35
<b>Appendix A: Warranty Information Sheet .....</b>	<b>37</b>
<b>Appendix B: PDI Standard Form and PDI Checklist .....</b>	<b>42</b>
<b>Appendix C: Appointment of Designate Form .....</b>	<b>54</b>
<b>Appendix D: Construction Performance Guidelines .....</b>	<b>56</b>
<b>Appendix E: Registrar Bulletin No.4 .....</b>	<b>395</b>

## 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](http://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](mailto: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**