

New Home Warranty Coverage



Every new homebuilder in Ontario is required to follow to the guidelines and standards set forth by the Tarion Warranty Corporation. The following summarizes the Tarion new home warranty coverage:

ONE-YEAR WARRANTY

Phoenix Homes warrants for one year that your new home is:

- Constructed in a workmanlike manner and free from defects in material;
- Fit for habitation;
- Constructed in accordance with the Ontario Building Code; and
- Free of major structural defects.
- Defects in materials, including windows

TWO-YEAR WARRANTY

Phoenix Homes warrants your home for two years against the following:

- Water penetration through the basement or foundation walls;
- Defects in materials, including doors and caulking, or defects in work that result in water penetration into the building envelope;
- Defects in work or materials in the electrical, plumbing and heating delivery and distribution systems;
- Defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- Violations of the Ontario Building Code affecting health and safety (including, but not limited to, violations relating to fire safety and the structural adequacy of the home); and
- Major structural defects.

WHAT'S NOT COVERED

The following conditions and/or items are not covered by the Builder's Warranty:

- Damage resulting from improper maintenance, such as dampness or condensation caused by the homeowner's failure to maintain proper ventilation levels or improper operation of a humidifier, hot tub or any other moisture-producing device.
- Alterations, deletions or additions made by the homeowner (such as changes to the direction of the grading or the slope of the ground away from the house).
- Defects in materials, design and work supplied or installed by the homeowner/purchaser.

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- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. However, your homeowner insurance may cover secondary damage.
- Normal wear and tear, such as scuffs and scratches to floor and wall surfaces caused by homeowners moving, decorating, and/or day-to-day use of the home.
- Normal shrinkage of materials that dry out after construction (such as nail “pops” or minor concrete cracking).
- Settling soil around the house or along utility lines.
- Damage from floods, “acts of God”, wars, riots, or vandalism.
- Damage from insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code.
- Damage caused by municipal services or other utilities.
- Surface defects in work and materials noted and accepted in writing by the homeowner at the time of possession.
- Damage caused by the homeowner or visitors.

OTHER WARRANTIES

Appliance and product manufacturers may provide extended warranties beyond the Builder’s Warranty. Any such warranties and operating instructions are included in your Pre-Delivery Package or in the rear section of this Homeowner Manual. Direct any claims to the appropriate manufacturer as outlined in their warranty. Please contact us, if you need any assistance. A Homeowner Information Package from Tarion is provided as part of your Pre-Delivery Package.

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CUSTOMER SERVICE

Warranty Process

Our Customer Service Department has a process in place that allows you to report warranty issues at designated times. Our experience has shown that this process allows us to resolve warranty items efficiently, with minimum disruption to your family and work schedules.

30 DAYS AFTER CLOSING

Once you have submitted your 30-day list, a representative will contact you to schedule a 30-Day Inspection. This appointment will give you the opportunity to discuss maintenance and warranty issues related to your home. The Inspector will review your 30-day list and determine whether they are covered under the home warranty. Warranted items will be repaired in a timely manner.

At the inspection you will also be given a service date, based on the number of items that require fixing. We strive to schedule repair dates within four weeks of the inspection.

NOTE: Depending on the nature of the repairs, more than one day may be required to resolve all items.

After the 30-Day Inspection, Phoenix Homes will not inspect or process any additional items until your Year-End Inspection, unless they are of an urgent nature. Please do not submit service requests to the site office, as they cannot be processed from that location.

1 YEAR AFTER CLOSING

Once you have submitted your Year End List, a Customer Service Representative will be in touch to schedule your Year-End repairs.

NOTE: Depending on the nature of the repairs, more than one day may be required to resolve all items.

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EMERGENCIES (Evenings, Weekends and Holidays)

We are available outside of normal operating hours to deal with problems associated with water penetration, plumbing, heating or electrical concerns that run the risk of causing major damage or prevent you from using your home. In the event of an after-hours emergency, email the contact listed under After Sales Service on the Contacts Page of our website.

SEASONAL ITEMS

It is likely that the exterior of your home will be incomplete at time of occupancy. Depending upon the season, we may have to wait for suitable weather conditions to complete certain finishes. Paint, curb, driveway and landscape crews generally begin work in late May. We anticipate that all exterior work will be finished by the end of July of the same year. We attempt to schedule these jobs on a 'first-in' basis, but depending upon the work that has to be done, an entire street could be scheduled from end to end. If seasonal repairs require access to the house, we will contact you to schedule a date. If access to the house is not required, you will not be contacted with the repair date.

Your First Year: What to Expect

Our dedicated customer service team is here to assist you through the new home warranty process, and also to handle any of your questions or concerns. Below is a list of our team members that you will be dealing with during your warranty period:

After Sales Service is your primary point of contact. Representatives will contact you to schedule inspections, repairs, as well as status updates. After Sales Service is available to answer all of your questions and handle any concerns. By directing your inquiries through After Sales Service, all information related to your new home will be managed in one file, and properly documented for future reference. This will help to protect your new home warranty, and also ensure that everyone at Phoenix has access to the current status of your file.

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Inspectors are responsible for conducting all inspections in the home, from the Pre-Delivery Inspection onward. Our Inspectors are experienced construction professionals, who provide guidance and expertise in addressing warrantable items in your home in accordance with the Ontario Building Code, and Tarion Construction Performance Guidelines. Your Inspector will provide you with a demonstration of your home during the Pre-Delivery Inspection, which will include training on how to use the electrical, plumbing and heating/cooling systems. After you move in, an Inspector will visit you again to review your 30-Day list, as well as your Year End list, to confirm whether the items are covered under your new home warranty.

Service Technicians will work alongside our Trade Partner service staff to complete the warranty repairs in your new home. A Phoenix Service Technician will be present in your home during scheduled workdays, and will liaise with our Construction Department and Customer Care to ensure that the process runs smoothly.

SCHEDULING APPOINTMENTS

Our hours for all inspection dates and repair dates are Monday to Friday between 8:00 am and 4:00 pm. We understand that you may have other obligations during these hours, so we strive to schedule all service personnel and trade partners to work on the same repair at the same time to minimize disruption to your family and personal schedule. Keep in mind that certain items, especially those involving drywall and paint, require several visits to complete. Your cooperation and patience are appreciated as we work together to resolve these items. Although our goal is to repair all items on the repair dates, there may be instances when materials are back ordered, or seasonal items are deferred until the summer months. If seasonal items require access to the house, we will contact you for a repair date.

FURNITURE AND PERSONAL ITEMS

We will not undertake a repair if there is a risk of damaging your furniture or personal items. Please ensure that vulnerable items in the area of any repairs are moved and covered up prior to your service visits.

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TRADE PARTNERS

We may involve trade partners to perform certain repairs in your home. On occasion, a trade partner may call you directly to schedule a repair date. This can happen if materials are on backorder, or if a follow up appointment is required. Trade partners may also repair exterior items on your home without scheduling an appointment, if they are working in your neighbourhood.

SETTLEMENT AND SHRINKAGE

Throughout the first year of construction, your home will go through a period of minor settlement as the materials of the house dry out. This is a natural process that may cause you to notice the appearance of nail pops or cracked concrete, drywall, caulking and grout. These items are not covered under the home warranty, however we have a courtesy service to assist you with the repair of these items. If you choose to take us up on this service, please report the items to us at the Year-End inspection date. The repairs of all settlement cracks, gaps or nail pops are a one-time courtesy service provided by Phoenix at the same time of the year-end repairs. This service includes patching or caulking of the affected area. It does not include sanding or paint repairs of the affected area.

TIME FRAMES FOR COMPLETION

With the exception of seasonal items, we strive to complete all items from a 30-Day Form or Year-End Form within four months of the inspection. We use quality materials and skilled labour to complete the repairs. To assist us in keeping your file up to date, service personnel will request your signature on completed work orders. This allows us to keep your file current, and to follow up on incomplete items. On the day of the repairs, our service personnel will be prepared to deal with the items on the relevant form (30-Day Form or Year-End). Our experience has shown that you are best served when warranty items are dealt with on these anniversary dates, rather than through multiple service visits whenever something comes up. For this reason, new items that come up after a 30-Day inspection should be reported to us at the time of your Year-End inspection and not before. After the 30-Day repair date, we will not inspect or assess additional items until your Year-End inspection, unless they are of an urgent nature. If an urgent problem arises that was not documented on your PDI list or 30-Day Form, please call or email your After Sale Service Representative.