

TARION WARRANTY

TARION WARRANTY CORPORATION

Tarion is a private, not-for-profit corporation that administers the **Ontario New Home Warranties Plan Act**. Tarion's primary functions include:

- Register and license all new home builders in Ontario, ensuring builders have the necessary technical and business knowledge to build
- Administer Statutory Warranty (homeowners' protection required by the law), ensuring builders fulfill warranty obligations

WARRANTY PERIOD

- Your homes warranty begins on the date you close on your suite
- With every suite comes a warranty backed by the Tarion

Homeowner Information Package (HIP)

- Each purchaser receives a new Homeowner Information Package (HIP), on or before your inspection (PDI – Pre-Delivery Inspection) appointment
- The package explains your rights and responsibilities under the Tarion Warranties Plan Act, and also provided detailed information about your warranty coverage

WARRANTY CLAIMS

First-Year Warranty

Covers: Defects in work or material and unauthorized substitutions. The purpose is to ensure your home is:

- Fit for habitation
- Constructed in accordance with the Ontario Building Code
- Free of major structural defects

Reporting 1st Year Issues has 2 windows:

1. **Once** within first 30 days of 1st year of possession (30-Day Form)
2. **Once** within last 30 days of 1st year of possession (Year-End Form)

Second-Year Warranty

Covers: Health & Safety Violations of the Ontario Building Code, such as:

- Electrical, Plumbing, and Heating Systems
- Water penetration through the basement, foundation or building envelope
- Exterior cladding (such as the brickwork or siding)

Reporting Second Year Issues:

- Second-year claim form can be submitted any time during the second year of possession and homeowners can send in as many forms as are required

Seven-Year Major Structural Defects (MSD) Warranty

Protects against major structural defects, including defects in work or materials that:

- Result in the failure of a load bearing part of the home's structure
- Materially and adversely affects the load bearing function of a structural component
- Significantly and adversely affect the use of the building as a home

Reporting 7 Year MSD Issues:

- MSD Claim form can be submitted anytime during the 7 years

MyHome – Tarion's Online Digital Service – Use it to Submit Deficiencies to Tarion

- Best method to submit issues to Tarion is using MyHome
 - Provides you timely reminders on when to submit forms
 - You can use it to upload photos and submit deficiencies using a mobile App
- Sign up for MyHome on Tarion.com

Items/Deficiencies Not Covered under Warranty

- **Normal Wear and Tear**
 - Normal shrinkage of materials that dry out after construction such as nail pops or minor concrete cracking
 - Scuffs and scratches to floor or wall surfaces caused by moving, decorating, or day-to-day use of the home by the homeowner (make sure you put any damaged items that you notice at your HOO on your PDI Form)
- **Damage Caused by Improper Maintenance**
 - Dampness or condensation caused by failure to maintain proper ventilation
 - Damage resulting from improper maintenance
 - You will learn more about this at "Condo Maintenance area"
- **Damage Caused by a Third Party**
 - Damage caused by municipal services or utilities
 - Damage caused by floods, "acts of God", acts of civil or military authorities or acts of war, riot, insurrection, civil commotion or vandalism
 - Damage caused by insects or rodents
- **Deficiencies Caused by Homeowner Actions**
 - Alterations, deletions or additions to the home that were made by the homeowner
 - Defects in materials, design or work that was supplied or installed by the homeowner
- **Act of God Exclusion**
 - A natural event that is unexpected and unavoidable and causes damage that is beyond the control of the builder - not covered by warranty (e.g. tornadoes, earthquakes, extreme winds)
 - This exclusion does not include weather events that are typical to our climate, such as ice, snow, high winds and heavy rains

Unit Warranty vs. Common Element Warranty

- Check your unit boundary document to determine what is owned by the unit and what is considered part of the common elements

Unit Warranty

- The warranty for your individual condo unit is separate from that of shared common elements
- Depending on the condominium, the electrical, heating and plumbing systems may be considered part of the common elements and not your individual unit
- Report any unit issue to the builder or through Tarion using the forms

Common Elements Warranty

- All condominiums come with some common elements
- Recreation facilities such as pools, fitness facilities, and party rooms are some examples.
- In addition to other shared spaces like roofing, parking structures, exterior cladding, and some mechanical systems
- These elements are all covered under a common element warranty that is managed by your condo's board of directors
- As a unit owner you should report any potential common element issues to the board of directors in writing

Your Tridel Warranty

1 & 2 YEAR WARRANTY

- Owners have additional coverage from Tridel's New Home Warranty covering in-suite workmanship (first year) and system performance (second year), from initial Occupancy & Closing
- The warranty is with the home so it remains in effect even if ownership changes. In-suite service requests are acknowledged within one business day, which will include next steps and timing

POST WARRANTY

- All in-suite maintenance and repairs are the homeowner's responsibility
- Your Del Property Management team may organize specific community maintenance programs (e.g. fancoil maintenance) and can refer you to specialists and trades familiar with your homes features and finishes

LIFESTYLE SERIES

EVENTS + WORKSHOPS

TRIDEL
BUILT FOR LIFE

OUR SERVICE PROMISE

We promise to be prompt, professional and of the highest standard while keeping you informed.

Requesting Service

In-Suite Service Requests

1. Customer Connection Centre (C³)
 - Email: ask@tridel.com
 - Call: 416-661-9394
2. Tridel.com/service
3. MyTridelHome.com

Common Area Requests

- Common area warranty and repairs are a collaborative process between you, your Board of Directors and your Del Property Management team
- You can report any common area issues directly to Property Management
- The community website is the best option to send in your requests but you can also email or call the Concierge or Property Manager

Our Service Response Times

- **Immediate Response** – In-suite emergency (e.g. loss of access, power, heat or flood)
- **Up to 1 Week Response** – Complete loss of performance (e.g. loss of air conditioning or refrigeration)
- **Up to 2 Weeks Response** – Loss of optimal function or maintenance review (e.g. door swing, setting security alarm and thermostat)
- **Up to 4 Weeks Response** – Aesthetic or diagnostic where the concern requires additional investigation (e.g. drywall appearance or acoustic)

Our Service Response Steps

- Acknowledge and classify your request within one business day, which will include next steps and timing (e.g. emergency, loss of performance, maintenance, aesthetic, etc.)
- Visit your home, as needed, to inspect and diagnose the best method of repair
- Coordinate all trades and consultants required to conduct any warrantable repairs and coordinate Permission to Enter (PTE)
- Conduct a final quality inspection as necessary to ensure your request is complete
- Confirm with you through MyTridelHome.com, phone, email or in person that your request is complete