

Wednesday, June 20th 2012

3525 Kariya Dr #2907
Mississauga Ontario,
L5B 0C2

Dear John and Rosalyn,

Re: Elle #2907, regarding the submitted 30 Day Form

In regards to your 30 Day Form, the deficiencies from your list have been grouped into the following categories:

A. ITEMS TO BE RECTIFIED

Arrangements will be made for the items in this category to be repaired.

B. ITEMS TO BE INVESTIGATED

Items in this category require further investigation by an Amacon Customer Care Representative/Trade. Once these items have been investigated; Amacon will advise if the items will be repaired or if they will not be remedied pursuant to the warranty and the rationale for such a decision.

C. ITEMS TO BE REVIEWED ON PRE-DELIVERY INSPECTION

*As Amacon is not responsible for regular wear and tear, certain items will **only** be rectified if they were **noted on your original Pre-Delivery Inspection** (i.e. scratches, etc.).*

D. ITEMS THAT WILL NOT BE RECTIFIED

Certain items will not be rectified because they:

- ♦ *Are not warrantable*
- ♦ *Meet or exceed the Industry Standards allowable*
- ♦ *Were caused by a homeowner's failure to follow maintenance procedures, or to mitigate any damage.*

E. ITEMS TO BE DIRECTED TO THE CONDOMINIUM CORPORATION

Exterior areas, such as your balcony, are considered common property. This means that you have the exclusive right to use this area, but it is still considered to be common property. As common property is the property of all owners at Elle, we must receive requests in this regard from the Condominium Corporation as they act on behalf of all owners. Please be assured that the Condominium Corporation will contact us regarding any necessary items.

*Please note that cracks in drywall will only be repaired if they are due to settlement. Drywall deficiencies to be repaired will be left sanded and ready to paint. **Amacon does not repaint.**

A. Items to be rectified

ITEM	LOCATION	DESCRIPTION
1	Bathroom- Doors	Washroom door doesn't lock smoothly, needs force to lock door on some occasions.
6	Living Room- Doors	Door frame slitting slightly from the wall.
7	Living Room- Wall	Cracking on baseboards along the wall facing bedroom.

B. Items to be investigated

ITEM	LOCATION	DESCRIPTION
4	Kitchen- Cabinets	Cabinet surface refinished during PDI appears to look noticeably different than other cabinet surfaces.

D. Items that will not be rectified

ITEM	LOCATION	DESCRIPTION	REASON
2	Bedroom- Windows	Screen in bedroom window bent	Damaged window glass and screens that were reported on the PDI will be fixed. Unless the homeowner is able to establish that the damage was caused by the builder. There was no mention of this on the PDI. Please refer to the Tarion Guidelines provided with this letter.
3	Dining Room- Other	Surface under countertop has small nick	Damaged countertops not identified on the PDI may be excluded from the Statutory Warranty unless the homeowner is able to establish that the damage was caused by the builder. Solid-Surface countertops can be brittle and damage by impact. Please refer to both the picture and the Tarion Guidelines attached to this letter.
5	Laundry room- Doors	Double door entrance to laundry doesn't open smoothly	No problem was found. It is a catch door. Force will need to be applied to open.

Should you have any further questions or concerns please refer to the Elle homeowner's manual that was provided, or contact the undersigned.

Sincerely,
Amacon Customer Care



#2

Legend:

■ Revisions and/or New Items

3.4

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CONDITION

WINDOW GLASS AND/OR SCREEN IS DAMAGED

Acceptable Performance/Condition

Window glass and screens shall be free from damage at the time of the *PDI*.

Warranty

One-Year - Work and Materials

Action

Damaged window glass and screens reported on the PDI Form shall be *repaired*. If not noted, the *homeowner* must establish that the damage was caused by the *builder*.

Remarks

Note any damaged windows or damaged/missing screens on the PDI Form. If not noted, it will be difficult to establish that the damage was caused by the *builder*. If you cannot assess damage because the surface of the windows has been obscured from view, this should also be noted on the PDI Form.

See also

[3.5 GLASS IS SCRATCHED](#)

[3.6 GLASS IS CRACKED](#)

[3.8 CONDENSATION FORMING BETWEEN INSULATING \(FACTORY SEALED\) GLASS UNIT](#)

[8.5 CONDENSATION AND/OR FROST ON WINDOWS](#)

Notes

Words in italics are defined in the "[TERMINOLOGY](#)" section on page 16.

#3. Surface under countertop has a small nick.

Explanation: This was not noted at the time of the PDI. Please refer to Tarion Construction Performance Guidelines attached. This item will not be repaired.



Legend:

■ Revisions and/or New Items

11.8

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CONDITION

CRACKS IN COUNTERTOP SURFACES

Acceptable Performance/Condition

Countertop surfaces exposed to view shall be free from cracks at the time of the *PDI*. Joints and naturally occurring fissures in natural material are not considered to be cracks.

Warranty

One-Year - Work and Materials

- Damage resulting from *normal* wear and tear is excluded from the statutory warranty.

Action

Countertops not meeting the acceptable condition shall be *repaired*.

Remarks

Damaged countertops not identified on the PDI Form may be excluded from the statutory warranty, unless the *homeowner* is able to establish that the damage was caused by the *builder*. Solid-surface countertops can be brittle and damaged by impact.

Care should be taken when cleaning or servicing to prevent cracking or chipping. Sitting or dropping heavy objects on the countertop can create excessive loads that can cause cracking.

See also

[11.6 LAMINATED COUNTERTOP \(INCLUDING SEAMS, JOINTS OR EDGES\) HAS SWELLED](#)

[11.7 LAMINATED COUNTERTOP IS DELAMINATED](#)

[11.10 SEAMS \(JOINTS\) IN STONE COUNTERTOPS ARE TOO WIDE OR OPEN](#)

[11.11 SURFACE PITS, FISSURES OR VEINS IN NATURAL STONE COUNTERTOPS](#)

Notes

Words in italics are defined in the "[TERMINOLOGY](#)" section on page 16.

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#4. Cabinet Surface refinished during PDI appears to look noticeably different than other cabinet surfaces.

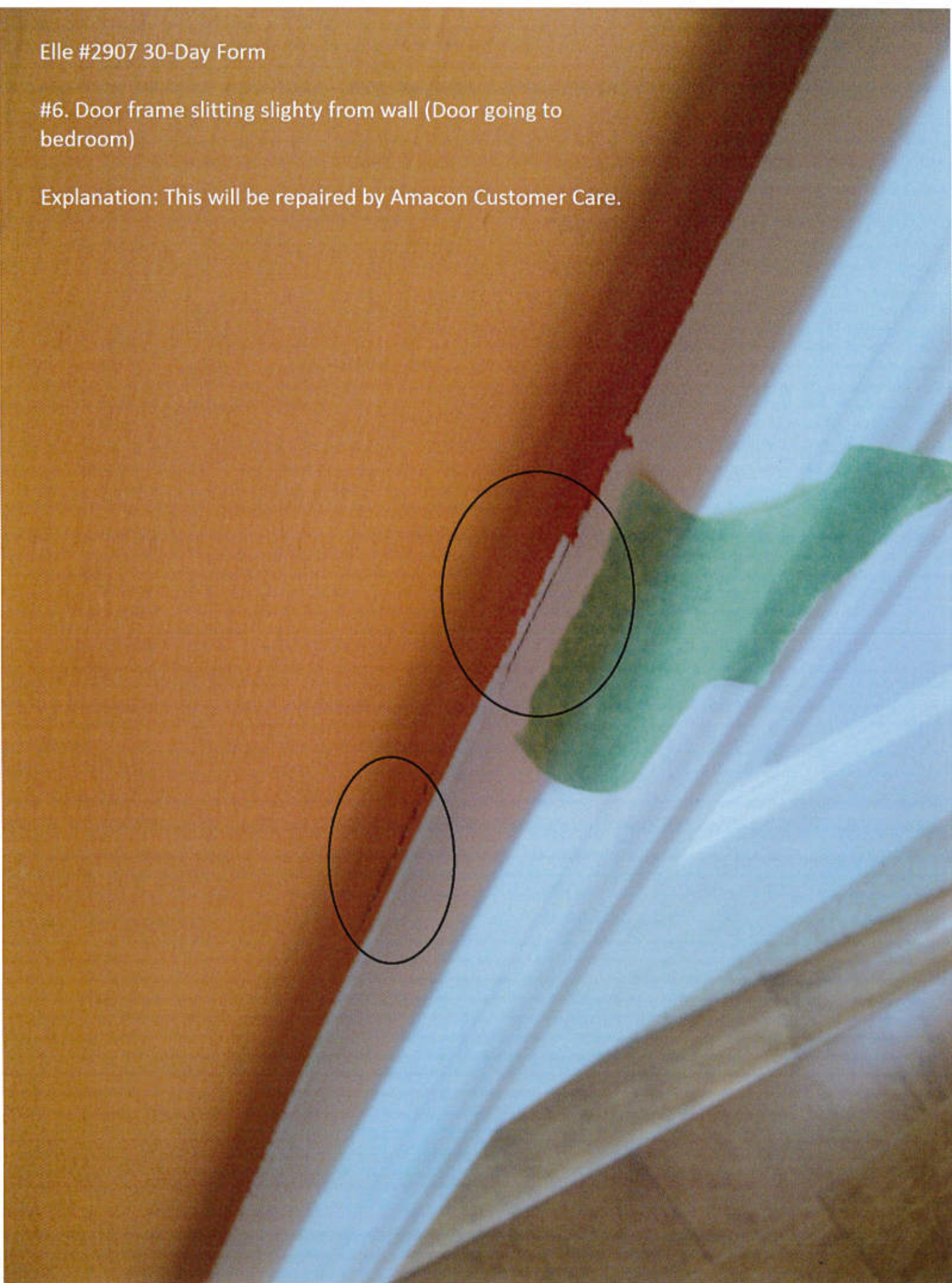
Explanation: Cartier Kitchens will investigate.



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#6. Door frame slitting slighty from wall (Door going to bedroom)

Explanation: This will be repaired by Amacon Customer Care.



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#7. Cracking on baseboard along wall facing bedroom

Explanation: This will be repaired by Amazon Customer Care.

