



## **IMPORTANT EMERGENCY SERVICE INFORMATION FOR ALL HOMEOWNERS**

Bayview Wellington Homes is pleased to assist you with all your warranty concerns during regular business hours, Monday through Friday. However, some problems that can arise outside of these hours will be considered “emergencies” and may require more immediate assistance.

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of Bayview Wellington Homes that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants. Examples of emergency situations include:

- Complete loss of heat during winter months;
- Complete loss of electricity;
- Complete loss of water supply;
- Plumbing leakage that requires complete water shut-off;
- Major water penetration into the home.

Emergency situations due to the failure of municipality or utility to provide the service are not within Bayview Wellington Homes control.



### **WHAT TO DO IN EMERGENCY SITUATIONS**

Outlined from "The Guide to Your New Home Warranty" provided by Tarion Warranty Corporation

There are a few things you must do to protect your home's statutory warranty. Failing to do so could put your home's statutory warranty in jeopardy.

1. Immediately call the emergency contact numbers provided below.
2. If you are unable to reach a Bayview Wellington Homes Service representative or if we do not assess and correct the situation within 24 hours, you should contact Tarion at 1-877-982-7466 for further assistance.
3. If you cannot reach your builder OR Tarion, and have no other option but to have the work completed, you or your contractors should correct the situation. However, only the emergency condition should be corrected and the problem should be documented with pictures taken BEFORE and AFTER the repair.

4. The homeowner should not repair any damage to builder-installed materials. If Bayview Wellington Homes is responsible for the emergency item and you have notified us, we should resolve the damage to the builder-installed materials caused by the emergency condition within 30 days. Tarion will work with the homeowner directly to settle the matter.

5. To recover costs for the circumstances set out in item 3 above, you will need to submit an **Emergency Form** to Tarion and Bayview Wellington Homes as soon as possible after completing the repair. This Form is available by contacting Tarion at 1-877-982-7466. On the form, the homeowner must describe the problem in detail as well as the repair method used by the contractor. Include all receipts and invoices received for work and materials. The homeowner should send the originals to Tarion and send a copy to Bayview Wellington Homes Service Department.

***The homeowner should not undertake any repair work without giving us 24 hours to assess the problem and take corrective measures. You will not automatically receive reimbursement for emergency repairs, and, in addition, completing the work without an assessment by Bayview Wellington Homes may jeopardize your statutory warranty coverage.***

**Emergency After Hours Numbers:**

Plumbing: Nova Plumbing 905-738-0390

Heating: Montwest Mechanical 905-763-2777

Electrical: Kamnik 905-859-5699

For a loss of hot water your provider information is located on your hot water tank.

If you are experiencing a gas leak please call **Enbridge directly at 1-866-763-5427**

