



NEWMAR WINDOW MFG. INC.
ALPA LUMBER GROUP

7630 AIRPORT ROAD, MISSISSAUGA, ON L4T 4G6
TEL (905) 672-1233 FAX (905) 672-1076

WO # W184872

Pack Slip:180818

Service Date: Sep 12, 2023

Priority: Normal Status: SCHEDULED RELEASED

BUILDER

Customer: 611383 City: WASAGA BEACH Received: Apr 26, 2023
Name: ZANCOR WASAGA TOWNS Service Phone(s): Time: AM
Service Fax: Site Phone: Order: D369325-1
Site Fax: Lot#: BLK 138 - 3 Phase:

RESIDENT INFORMATION

Home Owner Name: JOHNNY APPANAH Address: 5 BIANCA CRESCENT
Home Phone(s): 416-556-7533 Work Phone(s):
Cell Phone(s): Email(s): j_appanah@hotmail.com

LINKED ORDER INFORMATION (D369325-1)

Customer: 611383 ZANCOR WASAGA TOWNS Lot #: BLK 138 - 3
Model: TH-3 Phase:

SERVICE INSTRUCTIONS

THE BACK SLIDING DOOR GLASS SEEMS TO BE LIFTING OFF THE FRAME. CAN YOU PLEASE HAVE THE DOOR COMPANY REPLACE OR FIX IT. WE'VE BEEN HAVING ISSUES WITH THIS DOOR SINCE WE MOVED IN. I'LL ATTACH A VIDEO TO THIS EMAIL FOR YOUR REFERENCE.

OTHER- GENERAL- SLIDING DOOR NOT GLIDING PROPERLY--VIDEO SENT(SERVICED NUMEROUS TIMES, LAST TIME NOV 23/22)

PARTS REQUIRED

LN	Item Description	Location	Specification	Size	Options	Qty
20	NEWMAR PATIO DOOR for fixed and operator	BRK	GLASS STOPS ONLY- RECTANGULAR	71.5" X 79.5	6 FT 3T/19/3T	1

Problem Description:

☐ Warranty

Material \$

Labour \$

☐ CHARGEABLES

Material \$

Labour \$

P.O.#:

Cause:

Solution:

Date Completed: Sep 12/ 2023.

Approved: [Signature]

Time:

Service Signature: [Signature]

ALEX

4/26/23, 3:27 PM

Newmar / Casa Bella Mail - Fwd, FW: 5 Bianca Crescent, Back Sliding Door Issue



Service Department <servicedept@newmar.com>

Fwd: FW: 5 Bianca Crescent, Back Sliding Door Issue

1 message

Melissa Green <mgreen@newmar.com>

To: Service Department <servicedept@newmar.com>

----- Forwarded message -----

From: Mary Ielpo <mary@zancorhomes.com>

Date: Mon, Apr 17, 2023 at 8:24 AM

Subject: FW: 5 Bianca Crescent, Back Sliding Door Issue

To: service@newmar.com <service@newmar.com>, mgreen@newmar.com <mgreen@newmar.com>, slacey@newmar.com <slacey@newmar.com>

Cc: Gisella Fiore <Gisella@zancorhomes.com>, Alexandria Damjanidis <Alexandria@zancorhomes.com>

Good Morning,

See attached work order along with video. It looks like the glass is actually detaching from the frame.

Please schedule this asap.

Thanks, Mary



Mary Ielpo

mary@zancorhomes.com

Wasaga Beach

Head Office: 905-738-7000 Fax: 905-738-5918

231 North Riverbude Road - Concord, ON L4K 3N7

From: Julinity Appanah <j_appanah@hotmail.com>

Sent: Saturday, April 15, 2023 11:15 AM

To: Gisella Fiore <Gisella@zancorhomes.com>; Mary Ielpo <mary@zancorhomes.com>; Dawn Kelly <dawn@zancorhomes.com>

Cc: Alexandria Damjanidis <Alexandria@zancorhomes.com>; Koicha-Anne Foster <koicha93@gmail.com>

Subject: 5 Bianca Crescent, Back Sliding Door Issue

Hello,

The back sliding door glass seems to be lifting off the frame. Can you please have the door company replace or fix it. We've been having issues with this door since we moved in. I'll attach a

Kind Regards,
Johnny Appanah

Get Outlook for iOS

From: Johnny Appanah <j_appanah@hotmail.com>

Sent: Wednesday, December 14, 2022 12:07 AM

To: Gisella Fiore <Gisella@zancorhomes.com>

Cc: Alexandria Damjanidis <Alexandria@zancorhomes.com>

Subject: Re: LOT 13B-3- RE/RE Stair Repair

<https://mail.google.com/mail/u/1/?ik=c513347d46&view=pt&search=all&permthid=thread-f:1763427523414505529&siml=msg-f:1763427523414505529> 1/7

4/26/23, 3:27 PM

Newmar / Casa Bella Mail - Fwd: FW: 5 Bianca Crescent, Back Siding Door Issue

Thank you, I appreciate it.

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From: Gisella Fiore <Gisella@zancorhomes.com>
Sent: Tuesday, December 13, 2022 3:05:26 PM
To: Johnny Appanah <j_appanah@hotmail.com>
Cc: Alexandria Damianidis <Alexandria@zancorhomes.com>
Subject: RE: LOT 138-3- RE/RE Stair Repair

Thanks Johnny I know I have the below still pending I am saying from your YEAR END. I will follow up with plumbers and caulking for you

Gisella

From: Johnny Appanah <j_appanah@hotmail.com>
Sent: December 12, 2022 4:40 PM
To: Gisella Fiore <Gisella@zancorhomes.com>
Cc: Alexandria Damianidis <Alexandria@zancorhomes.com>
Subject: Re: LOT 138-3- RE/RE Stair Repair

Hello, These items have not been completed, The kitchen sink needs a new faucet. And the caulking hasn't been done

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From: Gisella Fiore <Gisella@zancorhomes.com>
Sent: Monday, December 12, 2022 4:31:50 PM
To: Johnny Appanah <j_appanah@hotmail.com>
Cc: Alexandria Damianidis <Alexandria@zancorhomes.com>
Subject: RE: LOT 138-3- RE/RE Stair Repair

Hi Johnny

My records indicate all year end items are completed. Can you confirm if the below additional items have been completed?

Outstanding Deficiencies
The Village of Trillium Forest - Phase: 3 - Lot: Block 138 Unit 3 - Model: The Aqua (TH-03)

Date Reported	Type	Number	Deficiency Description	Trade Assigned
06Oct22	Interval	7	Kitchen Sink - Caulking around area below sink to large	CJ Caulking 150864
28Nov22	Interval	12	Kitchen: General Kitchen Cabinet still leaking water	Icon Plumbing & Heat 152198

From: Johnny Appanah <j_appanah@hotmail.com>
Sent: October 17, 2022 7:53 AM
To: Gisella Fiore <Gisella@zancorhomes.com>
Subject: Re: LOT 138-3- RE/RE Stair Repair

Hello, The kitchen faucet sink is still having issues, I know it was addressed previously however it's still leaking. Can you please send someone to have a look? I have a feeling the faucet is

Kind Regards,

Get Outlook for iOS

4/26/23, 3:27 PM

Newmar / Casa Bella Mail - Fwd: FW: 5 Bianca Crescent Back Sliding Door Issue

Hi Gisella,

Thank you for your email. Just to confirm, they will be installing natural hardwood that matches the stairs throughout the entire second floor.

Get Outlook to: MS

From: Gisella Fiore <Gisella@zancorhomes.com>
Sent: Thursday, September 20, 2022 8:53:47 AM
To: Johnny Appenah <j.appenah@newmar.com>
Subject: LOT 138-3 - RE:RE Stair Repair

Hi Johnny,

With regards the below item in yellow, we will require to remove and install the Vinyl in order to fix the sunken sub floor at the landing to the 2nd floor.

The vinyl installed currently is discontinued. The hardwood company is offering an upgraded natural hardwood in lieu of the vinyl as this has been discontinued. confirm if we can proceed with the repairs.

Outstanding Deficiencies
The Village of Trillium Forest - Phase: 3 - Lot: Block 138 Unit 3 - Model: The Aqua (TH-03)

Date Reported	Type	Number	Deficiency Description
04Aug22	Interval	6	Hallway - General- SLIDING DOOR NOT GLIDING PROPERLY AND CAUSING DAMAGE--PICK SENT
06Sep22	1 Year	1	Hallway - General- Item #1- doors back sliding door in kitchen area not closing properly
06Sep22	1 Year	2	Hallway - General- Item #2- Landing, landing by steps is creaking and floor sinking, sanding sq of hardwood required
06Sep22	1 Year	3	Hallway - General- Item #3- Landing, landing by steps is creaking and floor sinking, sanding sq of hardwood required
06Sep22	1 Year	4	Master Bathroom - General- Item #4 - floor, bathroom tile sinking
06Sep22	1 Year	5	Hallway - General- Item #5 caulking/sealant - all caulking and sealant needs to be redone. Caulking is splitting and cracking from walls, doors, windows, units
06Sep22	1 Year	6	Hallway - General- Item #6 Caulking/sealant - all caulking and sealant needs to be redone. Caulking is splitting and cracking from walls, doors, windows, units



Gisella Fiore

Service Manager

Gisella@zancorhomes.com

P: 905.738.7010 F: 905.738.6948

221 North Riverbide Road- Concord, ON L4K 3H7

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<https://mail.google.com/mail/u/1/?ik=c513347d46&view=pt&search=all&permthid=thread-f:1763427523414505529&siml=msg-f:1763427523414505529> 6/7



Zancor North Inc
Warranty Services
Phone: (905) 738-7010
Fax: (905) 738-5948

Work Order

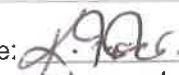
Closing Date: 18Aug21
Address: Bianca Crescent
Wasaga Beach
Location: The Village of Trillium Forest - Phase: 3 - Lot: Block 138 Unit 3
Today's Date: 17Apr23
Contact(s): Johnny, Avinash Appanah - Home: (416) 556-7533 - (j_appanah@hotmail.com)
Surojnie Appanah
Email: j_appanah@hotmail.com

Company: Newmar
Attention: Alex
Telephone: (905) 672-1233
Fax: (905) 672-6350

Please Complete the following items:

DAI	Type	Issue		Appt. Date/Time	Notes
156172	Interval	Other- General- SLIDING DOOR NOT GLIDING PROPERLY--video sent(serviced numerous times, last time Nov 23/22)			✓

Date Completed: _____

Homeowner Signature: 
The Homeowner acknowledges and accepts all work
has been completed in a workman like manner.

Date Completed: Sept 12 / 2023

Trade &/or Service Tech.

Signature: 

Print Name: _____

Please schedule your Service Department to complete work on the above Lot. Should no appointment time or date appear (below) on this form, it is your responsibility to arrange and adhere to the appointment you have scheduled. Your service representative must have this form signed by homeowner on completion. Please fax the signed form to our office (905) 833-4367.

Failure to comply with this request within 10 business days will give Zancor Homes (and it's group of companies) the right to carry out any and all repairs. All costs incurred will be