



Dear Homeowner:

Complaint / Deficiency Resolution Policy

Please refer to your 'Homeowner Information Package' for details on warranty coverage.

During the first year of possession you will have two opportunities to report warranty items. Within the first 30 days after possession, you may submit a **30-Day Form** listing new items discovered since taking possession and a **Year-End Form** which may be submitted during the final 30 days of the first year of possession listing new or outstanding items. For any two year warranty items you may submit a **Second-Year Form** at any time during the final 30 days of the second year of possession.

CaraCo reserves the right to only accept reported deficiencies submitted in the format provided by Tarion Warranty Corporation. This may limit service repairs for non emergency related deficiencies to the reporting dates as prescribed above and to follow scheduled time lines as set out in the warranty service rules.

Warranty complaints / deficiencies should be reported ***in writing*** on the proper forms provided and submitted to CaraCo Development Corporation by mail to Box 70, Glenburnie, Ontario KOH 1S0; fax (613) 544-9931 or [Click here for Email](#). (Please remember to submit a copy to Tarion)

CaraCo Development will generate a work order and provide this to the service coordinating supervisor. All work orders will be followed up with an inspection and consultation to review each complaint.

Warrantable deficiencies will then be coordinated. Access to the home must be arranged between the hours of 8:00 a.m. and 4:30 p.m. weekdays. Estimated time schedules may allow for busy construction seasons and may be extended. However, any items considered emergency repairs will be conducted immediately.

Your patience and cooperation is greatly appreciated.

EMERGENCY TELEPHONE NUMBERS

CaraCo Development Corporation

613-542-8400 ext: 0

After Hours – Please call the emergency contact telephone numbers listed below:

An emergency is any warrantable deficiency that if not attended to immediately will result in damage to your home

AFTER HOURS

Hydro One	1-800-434-1235
Utilities Kingston	613-546-1181
Direct Energy	1-800-266-3939
Union Gas	1-877-969-0999

***Please note – In an emergency situation such as gas leak, loss of electricity, water, sewer, please call the appropriate Utility Company.**

Warranty Program	1-877-982-7466
Robb's Heating & Air	613-384-2409 613-541-3332 (after hours)
GT Electric	613-376-1505
K & K Plumbing	613-542-1667
Jeld-Wen Windows & Doors	1-800-440-2714
Upper Level Doors	613-547-4566