



Building Quality Homes Since 1984

Corvinelli Homes

tel: 613-223-9328 o fax: 613-445-8078

www.corvinellihomes.ca

Corvinelli Homes has been building quality homes for over 20 years and we pride ourselves on ensuring that new homeowners are completely satisfied in their purchase. One of the ways we do this is by registering all of our homes with Tarion® (formerly the Ontario New Home Warranty Program). As a registered builder with Tarion® you are protected by the Ontario New Home Warranties Plan Act. This Act outlines the warranty protection that the new home and condominium builders must provide to their customers. You are covered for a 2 year warranty against work and materials and a 7 year warranty against major structural defects.

While we strive to build a defect free home, we are realistic enough to realize that there may be something in the home that may not perform as intended. In order to ensure that we have your full satisfaction with your new home, we would like to have a 3 and 11 month update on any items that require our attention.

We would like to thank you for choosing to purchase you home from us and look forward to ensuring your continued satisfaction.



Warranty Service Requests

A service request for defects covered under the Ontario New Home Warranty Program **must be sent to us in writing**. We accept request by mail at our office, by fax or by email at info@corvinellihomes.com. Please review what the program covers by going to www.newhome.on.ca. If you do not have access to the web, we can provide you with a paper copy. Ensuring that the warranty request is provided to us in writing will help us resolve the problem as soon as is required. On the preceding page you will find a Warranty Service Request Form. Please use this form when detailing the 3 month and 11 month updates. **We will address emergency requests by phone.**

3 Month Report

To help our service program to operate efficiently and to minimize the number of service requests, we recommend that you wait at least 90 days before submitting a warranty request. This will allow time for you and your home to settle to your surroundings and for you to thoroughly examine all components of your new home.

11 Month Report

At some point during the 11th month of occupancy, we encourage you to once again ensure that deficiencies covered under the limited warranty are brought to our attention. Now that your home has experienced every season of the year it's a good time to see how it has performed.

Service Commitment

In the event that we disagree about a certain aspect of either the construction or post construction warranty services, we will refer to all documentation and warranty guidelines where applicable. We will also consult with our trades and or consult third party professionals to ensure that any conflicts are resolved to the satisfaction of both parties.

Emergency Service Request

An emergency service request would include situations such as:

- Complete loss of heat when the outside temperature is below 10°c
- Complete loss of electricity. Check with the utility company to see if there are power outages in your area before calling us.
- Complete loss of water. Check with the local water services department to see if there are any water problems in your area before calling us.
- Plumbing leak that is significant or causing damage to your home.
- Gas leak

Emergency Numbers

Hydro One	1-800-267-8555	Water Service	613-443-1747
Embridge Gas	613-745-9101	Heating	613-371-3639
Russell Township	613-443-3066	Electrician	613-978-2524



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Warranty Service Request

Name _____

Date _____

Address _____

Phone (home) _____

Phone (work) _____

Closing Date _____

Service Requested

Service Action

Comments

Home owner's signature _____

Corvinelli Homes Representative _____