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After Sales Customer Service Policy

Tarion and your new home warranty

Every new Lamb Development unit is protected by warranty coverage and is guaranteed by Tarion Warranty Corporation. Tarion is a private corporation established in 1976 to protect new home buyers, regulate new home builders and act as mediators between the buyer and builder. Lamb development has been a registered builder since (DATE).

Buying a new home from Lamb means your home is protected under Tarion for up to 7 years. New home owners have the 30-day, 1-year, 2-year, and 7-year time lines to submit their claims. In addition to providing warranty coverage and regulating the industry, Tarion also provides valuable information to new home buyers about their rights and obligations when purchasing a new home. When needed, Tarion can assist to settle disputes with warranty coverage and ensure all parties follow the warranty process.

It takes many hands, thousands of parts over several months to build your new home. Our goal is to ensure that it's all put together without any deficiencies, despite this minor defect can and often do occur. With Lamb development, you can rest assured that you will have the opportunity to report any deficiencies that may require repairs by our experienced and friendly construction team.

Your new home is a long-term investment, and your satisfaction is our priority.

Home Owners Information Package (HIPA)

Prior to the PDI you will receive a Homeowners Information Package, referred to as a HIP or HIPA. You can also find this official Tarion publication on the Tarion website, and as a new home owner it is important to review this document as it provides a general overview of the warranty coverage and procedures under the Ontario New Home Warranty Plan, created under the Ontario New Home Warranty Plan Act. Lamb development highly recommend you review this document and its content to familiarize yourself with the process.

Pre-Delivery Inspection (PDI)

Prior to taking occupancy or closing your home, you will be invited to meet with a Lamb representative to do a pre-delivery inspection (PDI). Here you will have the opportunity to go over all the various features and equipment in your new home, but also more importantly gives you an opportunity to identify any defects. Attending your PDI and carefully recording the



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condition of your new home is the first step in activating your warranty coverage. As such it is the home owner's obligation to attend, carefully identify and record the factual account of the condition of the unit along with a Lamb representative prior to taking occupancy. This record will be used as a reference for future warranty claims.

The PDI takes approximately an hour and should be attended by all legal purchasers. It is not appropriate to bring children nor use this opportunity to measure the unit for furniture as it requires your undivided attention. If you cannot attend, you may assign a designate to conduct the PDI for you. To do this you must fill out the appropriate forms in writing prior to the scheduled date to permit your designate to sign the legal documents on your behalf. As a final option, if you cannot attend or assign a designate, a Lamb representative will be able to do the PDI and send you a report after. Please note that if the building is still under construction at the time of your PDI inspection, you may be required to wear a safety hat and steel toe boots as required by the law prior to entering the work site.

During the PDI, any defects or incomplete work will be recorded by the Lamb representative. At the end of the inspection, you and the Lamb representative will be required to sign the PDI report to acknowledge and agree on the condition of the home at the time of occupancy. This form will serve as a checklist of items to be completed prior to occupancy or closing.

30-day Inspection

To protect your new home and to ensure your deficiencies are resolved, you are required to complete and submit your 30-day warranty form. This is done directly with Tarion and can be completed on the Tarion website (www.Tarion.com). This must be completed within the first 30 days of occupancy, and is one of the opportunity to request for warranty services. Tarion will only accept forms that are submitted within the statutory time period, so it is imperative to ensure you keep track of your deadlines and submit the forms in time.

Once the form is accepted by Tarion, a Lamb representative will make arrangements to conduct an inspection. This inspection is to correctly verify the deficiency and determine the warrantable of the items reported. Once the inspection is completed, you will be contacted by a Lamb representative to schedule a time for our trades to complete the necessary repairs. Damages caused to your home during moving or after occupancy is not covered under warranty.

You can determine if an item is warrantable by referring to the **Construction Performance Guideline**, this can be found directly on the Tarion website (www.Tarion.com).

1-Year

It is perfectly normal for some settlement and drying of construction materials to occur within the first year. This may result in warranted and non-warranted effects. To continue to protect your new home, you are required to complete and submit your 1-year warranty form. This is done directly with Tarion and can be completed on the Tarion website (www.Tarion.com). This must be completed within the first year of occupancy, and is one of the opportunity to request for warranty services. Tarion will only accept forms that are submitted within the statutory time period, so it is imperative to ensure you keep track of your deadlines and submit the forms in time.

Once the 1-year warranty form is accepted by Tarion, a Lamb representative will make arrangements to conduct an inspection. This inspection is to correctly verify the deficiency and determine the warrantable of the items reported. Once the inspection is completed, you will be contacted by a Lamb representative to schedule a time for our trades to complete the necessary repairs.

You can determine if an item is warrantable by referring to the **Construction Performance Guideline**, this can be found directly on the Tarion website (www.Tarion.com).

2-Year

Like with the 30-day and 1-year warranty forms, you are required to submit the 2-year warranty form in order to protect your home and ensure deficiencies are resolved. However, the scope of the 2-year warranty coverage is significantly different from the 1-year coverage. So be sure to refer to the **Construction Performance Guideline** for details before submitting your form. Tarion will only accept forms that are submitted within the statutory time period, so it is imperative to ensure you keep track of your deadlines and submit the forms in time.

7-Year

Like with the previous warranty forms, you are required to submit the 7-year warranty form in order to protect your home and ensure deficiencies are resolved. However, the scope of the 7-year warranty coverage is significantly different and only covers major structural defects. So be sure to refer to the **Construction Performance Guideline** for details before submitting your

form. Tarion will only accept forms that are submitted within the statutory time period, so it is imperative to ensure you keep track of your deadlines and submit the forms in time.

Construction Performance Guideline

The Construction Performance Guideline is a handy reference guide intended to help builders and homeowners understand which work and material defects are covered under the statutory warranty. The guideline address over 240 possible conditions and provides an objective criteria to set the minimum performance required in the construction of new homes in Ontario. This guideline was prepared with the assistance of technical experts at the Ontario Government, as well as independent engineering experts and various industry associations across the province of Ontario. You can access the Construction Performance Guideline online by visiting the Tarion website (www.Tarion.com).

Common Elements

For condominium projects, warranty coverage also includes the shared facilities and areas in the building such as the gym, pool, and your balcony, referred to as Common Elements. To see what is covered under the statutory warranty for common elements, please refer to the **Common Element Construction Performance** Guideline which can be found on the Tarion website (www.Tarion.com). Common element deficiency claims are done through the condominium corporation, who makes the warranty claims with Tarion.