WELCOME TO THE COMMUNITY!

Congratulations on the purchase of your new home! Lormel Homes would like to thank you for choosing us as your builder. We take great pride in planning and building the community and these homes in order that you can have many years of enjoyment. After your move-in we are committed to providing you with excellent customer service throughout each stage of the process and we look forward to working closely with you to further enhance your Lormel experience!

In the enclosed package you will find information sheets that will assist you in settling into your home and the neighborhood.

Should you have any questions after your closing day please do not hesitate to contact us at **carsonscreekservice@lormelhomes.com** or at **905-832-2234**.

Sincerely,

Lormel Homes Ltd.

LORMEL HOMES TEAMS
CARSON'S CREEK

CUSTOMER SERVICE DEPARTMENT

Customer Care Coordinator – Tracy Simpson

Customer Care Administrator – Ishtar Shino

Service Technician – Colin Menichuk

E-mail: carsonscreekservice@lormelhomes.com

Phone: 905-832-2234

Hours: Monday to Friday 9:00 a.m to 5:00 p.m

CONSTRUCTION DEPARTMENT

Construction Manager – Roberto Ruiz

Construction Finishing Supervisor – Nick Ferreira

DESIGN STUDIO

E-mail: design@lormelhomes.com

Phone: 905-832-3326

Hours: Monday to Friday – by appointment only

CONTACT INFORMATION
CARSON'S CREEK

COMMUNITY INFORMATION AND UTILITY CONTACTS

Town of Innisfil	**705-436-3710**
Canada Post (registry for mailbox & key)	**1-866-607-6301**
Enercare (Hot Water Tank Rental)	**1-866-633-1553**
Enbridge (Natural Gas)	**1-877-362-7434**
Innpower (Hydro)	**705-431-4321**
Bell Canada	**1-866-310-2355**
Rogers Cable	**1-877-559-5202**

SCHOOL BOARDS:

Simcoe County District	**705-728-7570**
Simcoe Muskoka Catholic District	**705-722-3555**

POLICE, FIRE, AND AMBULANCE **Emergency 911**

INITIAL FORM, MID-YEAR & YEAR END STATUTORY WARRANTY SERVICE

CARSON'S CREEK

Lormel has a comprehensive warranty service program to address your needs throughout the first year. The first opportunity to submit a request for warranty service will be within the first 40 days after your closing date. The next opportunity to submit a request for warranty service will be at six months and then between the 11th month and 1st anniversary date of the closing of your home.

Please visit **www.Tarion.com** for more information.

AFTER-HOURS EMERGENCIES
CARSON'S CREEK

Lormel Homes is pleased to assist you during regular business hours should a warrantable emergency situation arise. However, there may be an occasion where a warrantable emergency situation arises outside of our regular business hours. In order to assist you during your warranty period please contact our After-Hours Emergency phone number indicated below.

A warrantable emergency is defined as any warrantable item within the control of the builder 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 health and safety.

Examples of emergency situations include:

1. Total loss of heat between September 15 and May 15
2. Gas leak
3. Total loss of electricity
4. Total loss of water supply
5. Total sewage stoppage
6. Plumbing leakage that requires complete water shut-off
7. Major collapse of any part of the home's exterior or interior structure
8. Major water penetration on the interior walls or ceiling (basement leaks excluded)
9. A large pool of standing water inside the home or any situation where, in the opinion of TARION, the home is uninhabitable for health or safety reasons.

Emergency situations due to the failure of a municipality or utility to provide service are not covered under warranty as they are not within the control of Lormel Homes.

After-Hours Emergency Phone Number: **905-832-2234**

If the event that you do not receive a live person when calling the emergency number you will be asked to leave a detailed message with your name, address, site name and lot number and the nature of the emergency. Depending on the nature of the request the original Lormel contractor may be dispatched immediately to resolve the issue. If that is not possible the issue will be handled on the next business day. In rare instances and depending on the emergency you may be required to pay for a 3rd party contractor to complete the emergency repair. If so, please submit the receipt for the repair work to the Customer Service Department for reimbursement.

GARBAGE AND RECYCLING PICK-UP
CARSON'S CREEK

Simcoe County solid waste management utilizes an Automated Cart Collection system, scheduled with weekly collection of organics and alternating bi-weekly collection of garbage and recycling.

What is automated collection?

Automated cart collection is a system where garbage, recycling and organics are set out in easy to roll carts which are emptied using a mechanical arm on the collection vehicle.

Advantages of automated cart collection

- Provides easier, safer and better overall service to County residents.
- Carts offer the added convenience of wheels, lids, and a gravity locking system on organics carts that opens automatically when carts are collected.
- Carts hold more material: instead of several smaller bins and bags, you just roll two carts to the curb each week. No more bending, lifting and carrying waste to the curb.
- The automated system is safer and less strenuous for collection workers; it helps fight transmission of pathogens and expands the labour force so service delays due to labour shortages don't occur.
- Carts reduce litter produced by animals and wind and improve curbside aesthetics on collection day.

How do I store carts?

- Carts can be stored where you currently store your containers.
- Three carts use up to 50% less floor space than the equivalent volume of waste in multiple smaller containers.
- Lidded carts can be stored outside, to assist with this the organics cart is equipped with a lock which will open when the cart is tipped by the truck's mechanical arm; if organics are properly sorted, the recycling and garbage carts shouldn't attract animals.

What else do I need to know?

- Write your address in the space on the cart side, carts are property of the County of Simcoe and must remain with the property they're assigned to if you move.
- Residents are responsible for keeping carts clean.
- Contact Service Simcoe for lost or stolen carts or to arrange repairs or replacement if the cart is assigned to your property is damaged.
- Ensure that you have all the pertinent documents and information on hand such as the Tarion Certificate of Completion and Possession indicating your civic address, postal code and lot number, as they may require this information.

Your home will have

- One garbage cart
- One blue recycling cart
- One green organic cart

Collection days and times

- To determine your collection day, consult the map within the fold-out calendar insert or download the free **Simcoe County Collects** mobile app at Google Play or the Apple App Store.
- To ensure collection, roll your carts out according to the instructions by 7 a.m. For instruction on cart set-out see the fold-out calendar insert.
- Collection times may change for several weeks as new routes are balanced.

For more information visit carts.simcoe.ca online, or call Service Simcoe at 1-800-263-3199

Indoor Relative Humidity - Condensation occurs when water vapour in indoor air comes in contact with cool surfaces such as window glass. Condensation on interior window surfaces is common during cold seasons. When outdoor temperatures are well below freezing, ice may form at the bottom of windows. Condensation is not water penetration.

It is important for homeowners to maintain proper humidity levels within the home. Condensation forming on windows is a common condition even when humidity levels are properly maintained. Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation is excluded from the statutory warranty.

Interior air moving over the windows can help control condensation. Heavy draperies or window coverings that cover windows, and blocked heat diffusers, can prevent this from happening. Running the ventilation fan or your heat recovery (HRV) or energy recovery ventilator (ERV) and furnace fan continuously during winter months in conjunction with the principal exhaust fan (or running the HRV/ERV and furnace fan continuously where the HRV/ERV replaces the principal fan) can also help reduce condensation on windows. Condensation can occur during peak seasonal weather patterns. You should immediately reduce the moisture levels to prevent harm to property. Dampness can be reduced by using a dehumidifier or by increasing the amount of ventilation to the area.

Furnaces and other HVAC Equipment: Confirm the proper operation of the HVAC system during the Pre-delivery inspection. Original defects in workmanship or material discovered after the Pre-delivery inspection will be covered by the statutory warranty if they are as a result of the builder's work. Appliances such as the furnace and water heater are located at the discretion of the builder within the requirements of the governing authority. Damage resulting from alterations, deletions or additions by the homeowner, or improper maintenance, is excluded from the statutory warranty, such as installing a central air conditioner through a third-party HVAC contractor.

Basement Floors - Cracks resulting from normal shrinkage of materials caused by drying after construction are excluded from the statutory warranty. Concrete floor slabs are not structural. Concrete floors naturally crack during curing due to shrinkage. Actual crack widths shall be determined using a wire feeler gauge inserted inside the crack. Since the concrete floor slabs do not have to carry the load of the building, shrinkage cracks are generally considered aesthetic. Where vertical or lateral movement is evident, further investigation may be required. Where repairs are necessary, colour and/or texture will not match the surrounding concrete

Garage Doors and Garage Door Openers - Proper operation of overhead garage doors should be confirmed at the Pre-delivery inspection and any malfunction should be noted on the Pre-delivery inspection form to avoid any dispute about whether the damage was caused by the builder. The builder is not responsible for the garage door operation if the homeowner has installed a garage door opener.

Electrical Panel Circuit Breakers - Circuit breakers protect electrical wiring from overloading. Frequent tripping of circuit breakers could result from faulty appliances and should be investigated. Some appliances have special power requirements. Care should be taken not to overload or bypass electrical circuits. Personal injury or fire can result. Typical household wiring is installed to accommodate residential electrical loads. Specific requirements should be discussed with the builder prior to installation. Damage resulting from improper maintenance or additions, deletions or alterations made by the homeowner is excluded from the statutory warranty. Secondary damage caused by defects, such as property damage or personal injury, is excluded from the statutory warranty.

CONCRETE SURFACE SCALING
CARSON'S CREEK

Scaling of exterior concrete surfaces including concrete porches, walkways, garage floor slabs, steps including precast most often results from salts and de-icers being applied to the concrete surface either intentionally for ice melting or unintentionally from road slush deposits. Cleaning salt deposits off concrete surfaces is normal homeowner maintenance.

Commonly sold de-icing products, including salt, may damage the surface of new concrete. Please be aware of this possibility if you decide to use these products. Slight surface flaking will not affect the structural integrity of the concrete as this is cosmetic damage only.

Why does concrete surface scaling occur? Concrete is porous and will absorb moisture. When the concrete surface is artificially thawed using a de-icer or salt the concrete will soak up water. When the concrete re-freezes it expands resulting in minor surface flaking or scaling. If you choose to use these products always clean off the resulting water before it has a chance to soak into the concrete. During the summer, applying a water sealant to the concrete will minimize any damage in the wintertime.

PROPERTY GRADING AND SECURITY DEPOSITS
CARSON'S CREEK

1. PROPERTY GRADING

The exterior grading of your property may not have been completed by your closing date. As such, this may affect items such as patio slab walkways, porch steps as well as decks and deck stairs (where applicable). At a minimum, a gravel driveway and patio slab walkway to the front porch or front door of your house will have been installed prior to your closing date.

Lormel Homes advises that anyone entering your property exercise caution and common sense when using exterior areas and limit the use of areas that have not yet been completed. As a homeowner you are responsible for maintaining the property in good condition and for ensuring the health and safety of anyone using the property.

Lormel Homes will complete all final grading, sodding, patio slabs and decks (where applicable) in accordance with the timelines required by Tarion which specifies completion within 270 days of "seasonal weather" (May 1 to November 15) from the date of closing. As the homeowner it is important that you notify Lormel Homes if you have any concerns such as uneven, wobbly or loose patio slabs, steps, railings or decks if warranted. These types of issues can occur after installation due to soil movement and settlement. Should these types of issues occur as a result of work undertaken by anyone other than Lormel Homes then the items are excluded from the statutory warranty.

2. SECURITY DEPOSITS

Please be advised that security deposits that you pay to the developer/builder as part of closing costs are to ensure that the grade will not be altered or that items installed by the homeowner such as pools, rock gardens, decks will not prevent the municipality from completing assumption of the subdivision. The security deposit will be reimbursed to you after assumption of the subdivision by the municipality which can take anywhere from 3 to 5 years. A number of items need to be completed before the municipality will assume the subdivision such as curbs and sidewalks, driveway two-coat asphalt application, grading and sodding and trees.

ACKNOWLEDGMENT FORM
YEAR-END SETTLEMENT REPAIRS
CARSON'S CREEK

(sample form for information only)

Drywall cracks, nail pops, screw pops, miscellaneous material shrinkage.

Your new home is composed of many different building materials that contain and release moisture. Due to significant variations in temperature throughout the year your new house will be subject to signs of settlement and material shrinkage that are beyond the control of Lormel Homes.

The following are examples:

- Drywall cracking at doorway arches
- Drywall nail pops and screw pops
- Wall pulling away from back of countertops
- Doors sticking
- Minor gaps at stairway stringers and wall
- Minor cracks in wood surfaces
- Minor cracks in corner of doors and at trim such as baseboards and door and window casing
- Floor squeaks

These types of settlement items are non-warrantable under the Tarion guidelines. However, as a courtesy, Lormel Homes will repair these items one time only if they are reported on the Tarion Statutory Year-End Form. Drywall nail pops and screw pops and drywall cracks will be patched only with drywall compound, sanding and painting of these repairs is not included and is the responsibility of the homeowner. Painting is not provided at the time of Year-End Settlement repairs.

I acknowledge the above and request Lormel Homes Customer Service Department proceed with scheduling of the Year-End Settlement repairs:

_____ _____

Homeowner signature, site location and address | Date