



**WELCOME TO
HORIZON**

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 Pre-delivery Inspection please do not hesitate to contact us at service@lormelhomes.com or at 905-832-2234.

Sincerely,

Lormel Homes Ltd.

BUY WITH CONFIDENCE. LIVE IN LUXURY
lormelhomes.com



AFTER-HOURS EMERGENCIES HORIZON

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** _____

Hours: Monday-Friday - 4:30 p.m. to 10:00 p.m. and Weekends and Holidays: 9:00 a.m. to 5:00 p.m.

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. Your call will be returned within 30 minutes. 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.



30-DAY AND YEAR-END STATUTORY WARRANTY SERVICE

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 30 days after your closing date. The second opportunity to submit a request for warranty service will be between the 11th month and 1st anniversary date of the closing of your home. This information sheet provides you with a guide on how to submit your statutory warranty forms.

1. Register for “MyHome” on the Tarion.com website:

This online portal is an easy-to-use and convenient way to manage your warranty claims. MyHome notifies you of important warranty timelines, lets you submit warranty claims to both your builder and Tarion simultaneously and allows you to request Tarion’s assistance if you need it. register for MyHome as soon as you take possession of your new home.

2. During the first month in your new home:

While you are organizing after closing and becoming familiar with all of the features of your new home please take time to note any questions, concerns or warrantable service-related items that were not noted on your Pre-delivery Inspection Report. You can make these notes on your 30-Day Form in the MyHome portal and update it at anytime.

3. Submitting your 30-Day Statutory Warranty Form:

You can submit your 30-Day form anytime within the first 30 days of your closing date but it is advisable to wait until the latest possible date to ensure that your list is complete as the list can only be submitted once. Also, keep in mind if you submit your list after the 30-day period it will not be accepted by Tarion and this could affect your warranty coverage.

3. Submitting your 30-Day Statutory Warranty Form:

Open your MyHome account

Click on Create a new warranty form

Click 30-Day Form

Double-click all personal information that has been generated

List all of your items

Proceed to “Submit” once you are satisfied that your list is complete.

You will receive a confirmation email from Tarion once you have submitted your form and a copy will be sent to Lormel Homes Customer Service Department automatically.

4. Submitting your Year-End Statutory Warranty Form:

You can follow the same procedure in the MyHome portal for preparing and submitting your Year-End form between the 11 month and 1st anniversary date of the closing of your home.

5. Lormel Homes Follow-up:

With 48 hours of receiving your warranty form Lormel will send you a confirmation that we have the information in our database. A review appointment will be scheduled with you to inspect each item on your list. This is also an opportunity to cross-reference items from your Pre-delivery Inspection report that may not have been completed, items that may be not warrantable and to answer any questions that you may have.

Should you have questions pertaining to the completion of your forms or scheduling your warranty service work please contact your Customer Service Co-ordinator Cathy Braschuk at:

**905-832-2234 or by
E-mail at service@lormelhomes.com**



CUSTOMER SERVICE DEPARTMENT

Customer Service Manager – Randy Baryla

Customer Service Co-ordinator – Cathy Braschuk

Customer Service Technician – Kevin Ross

E-mail: service@lormelhomes.com

Phone: 905-832-2234

Hours: Monday to Friday 8:00 a.m. to 4:30 p.m.

CONSTRUCTION DEPARTMENT

Project Manager – Zachary De Meneghi

Construction Manager – Roberto Ruiz

Construction Finishing Supervisor – Nick Ferreira

Construction Site Administrator – Jai Fitzgerald

E-mail: jai@lormelhomes.com

Phone: 905-775-3633

Hours: Monday to Friday 7:30 a.m. to 5:00 p.m.

DESIGN STUDIO

Luana Casale – Design Studio Manager

Staff – Design consultants

E-mail: design@lormelhomes.com

Phone: 905-832-3326

Hours: Monday to Friday – by appointment only



CONTACT INFORMATION HORIZON

COMMUNITY INFORMATION AND UTILITY CONTACTS

Town of Bradford West Gwillimbury	905-775-5366
Canada Post (registry for mailbox & key)	1-866-607-6301
Enercare (Hot Water Tank Rental)	1-800-266-3939
Enbridge (Natural Gas)	1-877-713-4778
Powerstream (Hydro)	1-877-963-6900
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



GARBAGE AND RECYCLING PICK-UP HORIZON

The following recycling bins will be at your house so that you can use them as soon as you move in:

- Two blue bins
- One large green organic bin
- One small green kitchen bin

Curbside services provided by the municipality are as follows:

Blue bin pick-up is on Thursday, bi-weekly, the alternate week to the regular garbage pick-up.

Green organic bin pick-up is weekly.

Regular garbage pick-up is on Thursday, bi-weekly, the alternate week to blue pick-up.

Please place garbage at the front of your house by 7:00 a.m.

The County of Simcoe is transitioning from curbside bins to an automated cart collection program. Carts will be delivered to your house by the County of Simcoe in August for use starting in November.

Should you have any questions please contact:

Service Simcoe

705-735-6900

1-866-263-3199

info@simcoe.ca

<https://www.simcoe.ca/SolidWasteManagement/Pages/schedules.aspx>

If you do contact the Public Works Department please 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.



PROPERTY GRADING AND SECURITY DEPOSITS HORIZON

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.



Welcome To Your New Home!

On behalf of Tasco Appliances, we would like to welcome you to your new home. Please note that all of your appliances are covered under a 1-year manufacturer's warranty. The warranty begins on the first day of your occupancy. If, within that year, you encounter an issue with the appliances, please contact Tasco Appliances customer service. For the best quality of service, please ensure to have your occupancy date, appliance model, and serial number ready.

Phone: 1-866-848-6767

Email: csnewticket@tgappliance.ca

Reference Number: CS00017050

Your Suite Number:

**1-year manufacturer warranty does not cover damage caused due to misuse of products.*

After the 1-year manufacturer warranty expires, you will be responsible for all parts and labour fees should one of your appliances breaks down. Our Tasco Service Protection Plan is here to save you from the worry and hassle. Our 4 Year Extended Warranty coverage includes:

- Preventative Maintenance Inspection
- Food Spoilage Protection - Only if your freezer unit malfunctions.
- No Hidden Cost Of Deductibles
- No Lemon Policy - If your product requires the same part to be repaired four times, it will be replaced
- Underwritten By An Insurance Company
- Product Failure Due To Rust
- Protection Against Power Surges
- Parts And Labour Coverage
- Repairs To Manufacturer's Specification
- Transferable From Owner To Owner
- Renewable Service Plan



For more details about the Tasco Service Protection Plan Plus terms, conditions, and prices, please contact us at;

tascobuilder@tasco.net

Manufacturers Contact Info/Notes:

Whirlpool 1-800-807-6777

BUY WITH CONFIDENCE. LIVE IN LUXURY

lormelhomes.com