



### **Service Policy**

Please refer to your Tarion Homeowner Information Package for additional 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 **Tarion 30-Day Form** listing new items discovered since taking possession and a **Tarion 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.

Selkirk Lifestyle Homes 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 Tarion's warranty service rules.

Warranty complaints and or deficiencies must be reported in writing on the proper forms provided and can be submitted via email [service@selkirkhomes.com](mailto:service@selkirkhomes.com), by fax at (613) 545-9243 or by mail:

Selkirk Lifestyle Homes  
PO Box 2011 Station Main  
Kingston ON K7L 5J8

Please remember to submit a copy of your completed form to Tarion, Selkirk Lifestyle Homes cannot submit warranty forms to Tarion for you.

Any items considered emergency repairs will be conducted immediately.

Selkirk Homes will arrange an inspection to review your reported items with you, only items

which in our determination are warrantable will be repaired. We will then coordinate access to your home between 8AM and 4PM, Monday to Friday for the relevant suppliers and or contractors to perform the service required. We will, to the best of our ability schedule multiple contractors at the same time, however some repair items may require several visits or multiple contractors to complete. Inspections and repair time frames may vary if your warranty period falls within the busy construction season.

Seasonal or outdoor items will be repaired as weather permits.

We know you are busy too and your patience and cooperation is greatly appreciated.

Selkirk Homes values the trust you have placed in us as your new home builder and we will strive to provide your family with the best service possible to ensure your continued satisfaction with your new home.