

# CUSTOMER SERVICE OVERVIEW



## THE STEP-BY-STEP APPROACH

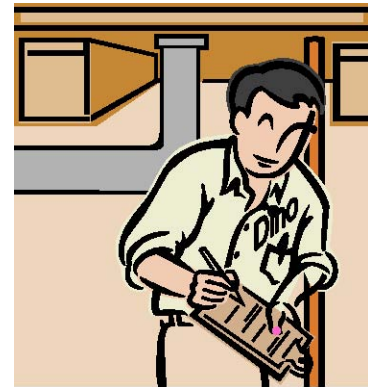
### *Introduction*

Baywood Homes has taken a great deal of care and pride in the construction of your new home and the many building materials used in its completion. Prior to the closing of your new home, Baywood Homes has made every effort to ensure your home is free of deficiencies. Some minor deficiencies, however, may still exist. To ensure these deficiencies are serviced, Baywood Homes has developed a step-by-step approach to direct your service inquiries.

### *Step 1: The Pre-Delivery Inspection.*

The first step taken to address these deficiencies, and give you piece of mind, was the **Pre-Delivery Inspection (PDI)**. Prior to taking possession, you and the Baywood Homes Pre-Delivery Inspector conducted this extensive **walk through inspection**. Baywood Homes' objective with the PDI was to:

- Identify deficiencies to be serviced;
- Educate you about the operation and maintenance of your new home;
- Review warranty procedures as specified by Baywood Homes and the Tarion Warranty Corporation;
- Ensure all upgrades purchased have been installed according to the Agreement of Purchase and Sale, including any Amendment to the Agreement of Purchase and Sale, and the requisition for extras and upgrades; and
- Introduce you to Baywood Homes' committed Customer Care team.



Upon completion of the PDI, you were asked to sign a copy of the PDI inspection report and the *Certificate of Completion and Possession (CCP)*, issued by Tarion. A copy of the PDI and CCP were forwarded to Tarion. These deficiencies were registered with Tarion and entered into Baywood Homes' computerized Customer Service data system.

If deficiencies were found and noted in writing during the PDI, Baywood Homes would have scheduled service to the home on, or before, closing. In certain circumstances, PDI service is carried out after closing. When all items listed on the PDI are completed, Baywood Homes would ask you to sign the **PDI Completion Form** (as supplied in the guidebook; see appendix).

*Now that you've moved in.....*

You may encounter new deficiencies during the warranty period. Some deficiencies may need immediate attention, while others may be *best* serviced at the *end* of the warranty period (see examples listed below).



Please note that with the exception of matters listed on the Pre-Delivery Inspection Form, we will not accept any claims for damages to ceramic, trim, glass, screens, cabinets, counter tops, electrical and plumbing fixtures, vinyl floor, carpet, doors or mirrors. We shall not be responsible for any damages that could have been caused by you. In cases where defects to ceramic or vinyl tiles, carpeting etc. are warranted, we will make every attempt to service the situation with the same product as initially installed. There may however, be slight variations in colour due to manufacturers' dye lots over which the builder has no control and can not be held responsible. Should the original product be unavailable at the time of service, the builder reserves the right to make substitutions with a product of equal or greater value.

Your new home is composed of many different building materials, which contain and release moisture. Due to significant changes in temperature, your new home will be subject to visible signs of settlement and material shrinkage that are normal and beyond the control of Baywood Homes. Examples include:

- Drywall cracking at doorway arches;
- Drywall nail popping;
- Wall shrinking away from back of counter-top;
- Door sticking;
- Minor gaps at stairways, minor cracks in wood surfaces;
- Minor cracks in corners of door and wood trims; and
- Squeaky floors

**Note: Although these items are beyond the control of Baywood Homes' warranty, and the provisions of the Tarion Warranty Corporation, as a courtesy to our customers, Baywood Homes will service these items at the end of the first anniversary on a one-time basis.**

The above deficiencies (amongst others) are expected to occur throughout the first year of occupancy.

It is advised that the homeowner take note of the deficiencies found during the warranty period and submit the appropriate items on the **30-Day Service Request Form** and the **One-Year Anniversary Service Request Form**. These forms are supplied in the back of the guidebook.

We have carefully designed our scheduled customer service program to coincide with the critical points during the "curing" process, as well as Tarion Warranty

Corporation's standards. If you have concerns or spot minor items that might need adjustment throughout the year, we encourage you to defer any such items until the next service point, as conditions may vary as the "curing" process progresses. Also, we have found it is much more efficient and less disruptive of your own busy schedule if we are able to schedule work to a home at specific concentrated points throughout the year.

While it is extremely unlikely, unfortunately emergencies sometimes do occur. In the case of Emergency Requests (i.e. plumbing leaks, electric, loss of heating, mechanical malfunctions that jeopardize safety), call your Customer Care Coordinator immediately at the contact number located on page 3.

If an emergency should occur outside normal business hours, please do not hesitate to call the appropriate subcontractor directly. For your convenience, a list of telephone numbers of the subcontractors to call in an emergency is included on page 10 of this guide book.

Please confine this procedure to emergency items only! Please understand and respect that our subcontractors have established this procedure for emergency items only. Any non-emergency calls or requests for non-warranted service made to a subcontractor under this emergency procedure may make you liable for a service charge from the subcontractor.

### ***Step 2: The 30 Day Service Request Process***

All new deficiencies found after the PDI should be listed on the **30-Day Service Request Form, unless considered an emergency** (as supplied in the guide book; see this section and the appendix). **When adding deficiencies to the list, Baywood Homes asks you to note the exact location, and the nature of the deficiency inquiry. This form should be submitted within a seven-day grace period from the 30-Day date.**

Items which are covered under the '*30-Day request*' process include the following:

- Doors (Including hardware);
- Windows;
- Electrical;
- Plumbing; and
- Heating/Air Conditioning (if applicable)

Please ensure the above items are working properly. If there are deficiencies on the **30-Day Service Request Form** that would be best serviced at the end of the warranty period, Baywood Homes will notify you that these items will be serviced at the **one-year anniversary** date.

**Note: If you have any service inquiries in between these request dates, please contact your Baywood Homes Customer Care Coordinator at the phone number or e-mail address found on page 3.**

### ***Step 3: The One-Year Anniversary Process***

On the ‘**One-Year Anniversary**’, Baywood Homes recommends that the homeowner submit the **Baywood Homes Customer Service Request Form** as supplied in the guide book (see appendix);

- a) **One-Year Anniversary Service Request:** Please record any warrantable items, that are still outstanding at the end of one (1) year of occupancy, including settlement deficiencies or any inquiries you would like followed-up;
- b) **Drywall Request:** If you would like Baywood Homes to come into your home to provide drywall service, please read the *Year-End Drywall Information* sheet carefully and submit the *Year-End Drywall Request* form (see appendix). This form should be forwarded to Head Office along with the ‘*one-year anniversary*’ form.

**IMPORTANT NOTICE: The *Year-End Drywall Information* sheet and the *Year End Drywall Request* form are both important and must be received by Baywood Homes’ within 30 days prior to your Year End Anniversary.**

#### ***What happens after a service request has been made.....***

Upon receipt of a service request list, your Baywood Homes’ Customer Care Coordinator will forward a copy to the Customer Care Manager to determine the most appropriate course of action. In the event of deficiencies requiring further attention, a Baywood Homes Customer Care Representative will visit your home to assess the item(s). **Delays in service can occur due to weather conditions, availability of materials, or availability of specialized trade persons.** Should you or a service person miss a scheduled appointment, please notify your Customer Care Coordinator immediately, at the Customer Care Centre toll free number or via e-mail (information found on page 3). Please be assured that Baywood Homes will re-schedule service your home as soon as possible. In addition, all Sub-Contractors are available from Monday to Friday 8 AM to 4PM to perform service work.

Baywood Homes suggests that new homeowners not make direct agreements with our sub-contractors/suppliers, as we will not honor or warrant these agreements. Please notify your Baywood Homes Customer Care Coordinator of all potential deficiencies prior to discussing them with a sub-contractor/supplier.

We recommend that any special circumstances, such as a security system, or a pet that can not be let out of the home, be given to your Customer Care Coordinator **prior** to the service appointment.

**NOTE: It is your responsibility as a homeowner to be present for all service work or to make alternative arrangements to have someone home on your behalf. All service work is scheduled weekdays from 8:00 a.m. to 4:00 p.m. If you cannot keep a service appointment, please contact your Customer Care Coordinator located in the On Site Customer Care Centre (all contact information can be found on page 3) so Baywood Homes can reschedule the appointment. Should you repeatedly miss appointments, or deliberately obstruct trade or service work, you will render the service warranty null and void.**

## ***HOW NOT TO VOID YOUR WARRANTY ON YOUR NEW HOME***



As a new homeowner, you may want to make minor changes to your new home. Unfortunately, this sometimes causes new problems in your home.

### ***CAUTION! SUCH CHANGES COULD VOID ALL OR PART OF YOUR WARRANTIES!***

Baywood Homes advises against making any alternations until the warranty period is over, to protect the warranty on all Baywood Homes' installed systems and equipment.

Before doing any of the following, please contact your Customer Care Coordinator to discuss your intentions. The following are examples, which may render your warranty null and void.

#### **Electrical**

- Changing plugs and switches;
- Adding light fixtures, i.e. pot lights; and
- Any improvement that requires wiring within the electrical panel, for which Baywood Homes has not provided a rough-in.

#### **Heating/Air Conditioning**

- Converting to an electronic thermostat;
- Adding an electric air cleaner or humidifier; and
- Having anything installed on your furnace by anyone other than our sub-contractor.

#### **Garage Doors**

- An electric door opener will void the warranty on the door.

#### **Plumbing**

- Any alternations or additions to your plumbing system. i.e. water softener, water filter or purifier.

#### **Structural**

- General improvements, such as moving interior walls, finishing the basement, or other renovations may void your warranty.

## Contacting Customer Care



**Baywood Homes is committed to providing you with personalized service and to responding as quickly as possible to your needs.**

“Home Plate” is an excellent online resource for submitting requests. Should you not have computer access, kindly submit requests in writing to your on site Customer Care Centre. You may also fax your correspondence to Baywood Homes Customer Care Centre. The fax number that can be found on page 3 for your respective site.

### **The Centre’s Hours are:**

**Monday – Thursday 8 AM – 5 PM and Friday 8 AM – 4 PM**

Or you may e-mail us at the e-mail address found on page 3.

Our web site address is [www.baywoodhomes.com](http://www.baywoodhomes.com)

**In order for Baywood Homes to serve you better, any correspondence should include the closing date, the current date, community, lot number, and your home and/or business telephone number(s).**

**NOTE: It is Baywood Homes’ policy not to accept any verbal requests for service regarding deficiencies over the telephone unless it is an emergency. Emergency calls will receive priority attention.**

As a Baywood homeowner, you can rest assured that all warrantable deficiencies *reported* to us **during the warranty period** will be serviced even if your warranty period has lapsed. Please keep in mind, all deficiencies must be reported during the warranty period to receive service.

## ***After-hours Emergency Calls***

In the event that an emergency (as defined below) should occur during regular business hours, please **contact your Customer Care Centre as found on Page 3**, if you don't receive an answer, leave a detailed message outlining the problem. A Baywood Homes representative will address the matter in a timely fashion.

If you have a heating, plumbing, or electrical **emergency** outside of normal business hours, please contact the number listed for your area. *Please note the following subcontractors have either 24-hour service or a telephone answering system that is checked periodically.*

### **HEATING & AIR(i.e. Total loss of heat)**

Bowmanville	Alma Mechanical	905-697-5775
Oshawa		
Greenhill	Alma Mechanical	905-697-5775
Portside Village	Brenmar Heating	905-608-9330
Sarasota South	Alma Mechanical	905-697-5775
Barrie	Yanch Heating	705-728-5406
Wasaga Beach	Yanch Heating	705-728-5406

### **ELECTRICAL (i.e. Total loss of electricity)**

Bowmanville	Tam Electric – Tony	416-677-3842
Oshawa	Tam Electric – Tony	416-677-3842
Barrie	Tam Electric – Peter	416-677-3846
Wasaga Beach	Tam Electric – Peter	416-677-3846

### **PLUMBING (i.e. Total loss of water supply, Total sewage stoppage)**

Bowmanville	Elitrex Plumbing	416-381-5166/5266
Oshawa		
Greenhill	Elitrex Plumbing	416-381-5166/5266
Portside Village	Breda Plumbing	416-663-5711
Sarasota South	Elitrex Plumbing	416-381-5166/5266
Barrie	Markel Plumbing	705-623-0588
Wasaga Beach	Markel Plumbing	705-623-0588

**Baywood Homes (in accordance with the standards of Tarion Warranty Corporation) defines an emergency as being without:**

- Total loss of heat between September 15 and May 15;
- Gas leak;
- Total loss of electricity;
- Total loss of water supply;
- Total sewage stoppage;
- Plumbing leakage that requires complete water shut-off;
- Major collapse of any part of the home's exterior or interior structure;
- Major water penetration on the interior walls or ceiling.