



PROUD ASSOCIATIONS



CUSTOMER SERVICE & WARRANTY INFORMATION

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## **YOUR NEW HOME WITH MELIO HOMES IS COVERED**

Each home we build comes with a seven-year warranty, guaranteed by Tarion, the regulatory body in Ontario, which safeguards the warranty coverage of new home buyers to which they are entitled.

Builder's warranty shields you from financial worries before possession and addresses post-construction defects. As a Tarion-registered and licensed home builder, we adhere to the highest standards of quality and professionalism. Our commitment to transparency and integrity, evident through Tarion registration, guarantees that our homes meet or surpass industry standards every time. Focused on customer satisfaction, this registration ensures that your investment is protected, fostering peace of mind throughout the homebuilding process.

## **HOMEOWNER INFORMATION PACKAGE (HIPA)**

Prior to the PDI, each new homeowner is provided with a Homeowner Information Package. This package includes home warranty information from Tarion Warranty Corporation, which explains homeowner rights and responsibilities under the Ontario New Home Warranties Plan Act. This official Tarion publication can also be found on Tarion's website ([www.tarion.com](http://www.tarion.com)).

## **PRE-DELIVERY INSPECTION**

Prior to taking possession of your new home, you will be invited to your new home to do a Pre-Delivery Inspection (PDI) along with a Melio Homes representative. The PDI is one of your first opportunities to view your completed home. Our representative will guide you through a comprehensive inspection to identify any deficiencies. We will brief you about the features and equipment and guide you on how to operate and maintain them.

Any deficiencies will be recorded on the PDI form and at the end of the inspection, you and our representative will be required to sign the PDI checklist to acknowledge and agree on the condition of the home at the time of the PDI.

The PDI takes about two hours and should be attended by the home buyer. If you cannot attend, you may assign a designate to attend the PDI for you. To do this you must fill out the Appointment of Designate Form for PDI before the scheduled date to permit your designate to sign the legal documents on your behalf. Please note that if the building is still under construction at the time of your PDI, you will be required to wear a safety hat and steel-toe boots as mandated by law before entering the work site.

## **POSSESSION**

On the day of possession of your new home, you will be invited to do a possession walkthrough with our representative. The purpose of the possession walkthrough is to confirm all repairs from the PDI have been completed and to accept the condition of the home to facilitate legal possession. At the end of the possession walkthrough, you and our representative will sign the Certificate of Completion & Possession.

## COVERAGE AND CLAIMS

### Pre-Possession Coverage

#### Deposit Protection

The deposit given to Melio Homes on signing the agreement of purchase and sale for a new freehold home is protected by Tarion in case of an event where the sale is not completed for any of the reasons listed by Tarion. For details about the deposit coverage amount and the claim process, visit [www.tarion.com](http://www.tarion.com).

#### Substitution of Custom Finishings

Any item of construction, or finishing selected by the client as part of the agreement of purchase and sale, such as colors, material, or style, will not be substituted without the client's written consent. Additionally, any item specified to be installed in the client's new home as part of the agreement (such as a certain model of an appliance, or a particular brand of window) will be substituted with an item of equal or greater quality, if required, due to unavailability of the item or other circumstances which prevents Melio Homes from installing the specified item.

#### Financial Loss Protection for Contract Homes

If you enter into a contract with Melio Homes to build a contract home on a property you own, the money that you give us under the contract may be protected by Tarion for the difference between the amount you paid to Melio Homes and the value of the work and materials that were supplied, up to a maximum of \$40,000.

However, an owner-built home, where the homeowner rather than a builder exercises significant control over the construction of a new home or is responsible for contributing one or more essential element(s) is not entitled to any statutory warranty coverage.

For details about the claim process, visit [www.tarion.com](http://www.tarion.com).

#### Delayed Closing Warranty and Coverage

Melio Homes provides a delayed closing warranty to the buyers when the agreement of purchase and sale is signed. If the closing is delayed beyond the 'Firm closing date' as mentioned in the agreement of purchase and sale (Other than by mutual agreement or because of an unavoidable delay), then we compensate our buyers. Details about the delayed closing coverage are provided in the Addendum attached to your agreement of purchase and sale.

### Post-Possession Coverage

After taking possession of your new home, you are entitled to warranty coverage on various items under the Ontario New Home Warranties Plan Act, and Tarion ensures that the buyers receive the coverage they are entitled to. This coverage takes effect after you've taken possession. The items covered are based on various timeframes and situations.

The homeowner must notify Melio Homes of any issue and allow us to review it and address it before you make a formal claim with Tarion. As part of this process, you will need to provide us access to your home to make any necessary repairs.

#### 40-Days Warranty

Any deficiencies that are not corrected on possession or have arisen since possession should be listed on the Initial Form. The homeowners can describe their items of concern for warranty via Tarion's MyHome online portal. These items will form part of a list, which will be auto-submitted by the MyHome portal to the builder. The Initial Form will be auto-submitted on day 41.

#### Six-Month Warranty

A new Mid-Year Form was made available from May 1, 2024, onwards, allowing homeowners to identify issues outside of the initial and year-end periods. The Mid-Year Form will be auto-submitted by Tarion's MyHome online portal to the builder on day 183.

## One-Year Warranty

The coverage for freehold and contract homes for one-year warranty:

- Requires that the home is constructed in a workman-like manner and free from defects in material
- Requires the home to be fit for habitation
- Protects against Ontario Building Code violations
- Protects against unauthorized substitutions
- Applies for one year, beginning on the home's date of possession even if the home is sold

The Year-End Form should be submitted during the last 30 days of the first year of possession, with an additional 10-day grace period, provided the homeowner has written evidence of reporting items to the builder during the first-year warranty period. This form is used to report outstanding warranty items to date. This is the final opportunity for you to report items covered by the one-year warranty to Tarion and you can submit only one Year-End Form.

The Year-End Form will be auto-submitted by Tarion's MyHome online portal to the builder on day 365.

For more details on how to submit the warranty claim forms, visit [www.tarion.com](http://www.tarion.com).

## Two-Year Warranty

The coverage for freehold and contract homes for two-year warranty:

- Protects against water penetration through the basement or foundation walls
- Protects against defects in work or materials, including windows, doors, and caulking that result in water penetration into the building envelope
- Covers defects in work or materials in the electrical, plumbing, and heating delivery and distribution systems
- Covers defects in work or materials that result in the detachment, displacement, or deterioration of exterior cladding
- Protects against Ontario Building Code violations that affect health and safety
- Applies for two years, beginning on the home's date of possession even if the home is sold

The Second-Year Form can be submitted anytime during the second year of possession. This form is used to report any items that are covered under the two-year warranty. You can submit as many Second-Year Forms as necessary during this period.

## Seven-Year Major Structural Defect Warranty

The seven-year warranty covers major structural defects and begins on the date you take possession of the home and ends on the seventh anniversary of that date.

A major structural defect is defined in the Ontario New Home Warranties Plan Act as:

Any defect in work or materials in respect of a building, including a crack, distortion, or displacement of a structural load-bearing element of the building, if it

- results in the failure of a structural load-bearing element of the building
- materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear, and resist applicable structural loads for the usual and ordinary service life of the element
- results in soil movement and major cracks in the basement walls,
- results in chemical failure of materials and environmentally harmful substances or hazards. (i.e., excessive radon levels)
- results in collapse or serious distortion of joints, or roof structure

The Major Structural Defect Form can be submitted any time after the second year of possession but no later than seven years from the date of possession. You can submit more than one Major Structural Defect Form, if necessary, during this period.

## Exclusions

### Normal wear and tear

- Normal shrinkage of materials caused by drying after construction (such as nail pops and minor concrete cracks)
- Settling of land around the building or along utility lines, other than subsidence beneath the footings of the building
- Scuffs or scratches to the floor or wall surfaces caused by moving, decorating, or day-to-day use of the home by the homeowner

### **Damage caused by improper maintenance**

Dampness or damage caused by failure to maintain proper ventilation

### **Damage caused by a third party**

- Damage caused by municipal services or utilities
- Damage caused by acts of civil or military authorities, or acts of war, riot, resurrection, civil commotion, or vandalism
- Damage caused by insects or rodents, unless it is the result of construction that does not meet Ontario Building Code

### **Secondary damage caused by defects that are under warranty**

Personal or property damage, such as personal injury, loss of income, or other secondary loss associated with warranted defects or repairs

### **Deficiencies caused by homeowner actions**

- Alterations, deletions, or additions to the home that were made by the homeowner
- Changes by the homeowner to the direction of grading or slope of the ground
- Defects in material, design, or work that was supplied or installed by the homeowner

### **Elevators**

Does not warrant elevating devices

### **HVAC Appliances**

Appliances that form a part of the heating or cooling apparatus, equipment, or systems, whether for air or other substances, including furnaces, air conditioners, chillers, and heat recovery ventilators

### **Specific defects accepted in writing**

Ascertained defects in work or material accepted in writing by the homeowner.

### **Acts of God**

The warranty does not apply to damage resulting from an act of God, for instance, a tornado, earthquake, or extreme winds.

## WHAT IS AN EMERGENCY?

An emergency is defined as any warrantable deficiency 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 the health and safety of its occupants.

Examples of emergencies include:

- Complete loss of heat between September 15 and May 15\*
- Gas leak\*
- Complete loss of electricity\*
- Complete loss of water\*
- Complete stoppage of sewage disposal\*
- Plumbing leakage that requires complete water shut-off
- Major collapse of any part of the home's exterior or interior structure
- Water penetration through the interior walls or ceiling
- A pool of standing water inside the home
- Presence of unacceptable levels of hazardous substances inside the home, such as radon or mould
- Any situation where the home is not fit for occupancy due to health or safety reasons

\* Emergencies due to the failure of a municipality or a utility provided by the utility provider are not within the control of Melio Homes.

## CONSTRUCTION PERFORMANCE GUIDELINE

The Construction Performance Guideline is a reference guide intended to help builders and homeowners understand which work and material defects are covered under the statutory warranty. The guideline addresses over 240 possible conditions and provides an objective criterion to set the minimum performance required in the construction of new homes in Ontario. You can access the Construction Performance Guideline online by visiting [www.Tarion.com](http://www.Tarion.com).

## CORRESPONDENCE

At Melio Homes, we are committed to promptly addressing any warranty claims ensuring that the necessary repairs or replacements are completed to the satisfaction of the homeowner. Therefore, we ask the homeowners to contact us through one of the following ways as soon as they identify any issues and a Warranty Claims Specialist from our team will contact you within 24 hours.

To ensure accuracy, please include your name, service address, and telephone number when you choose to contact us via email.

### Regular Service Requests

Monday to Friday between 9:00 am and 5:00 pm

Please email us at [info@meliohomes.ca](mailto:info@meliohomes.ca) or call us at **905.265.9393**

### Emergency Service Requests

**Available 24 hours**

Please call us at **416.827.2637** and email us at [info@meliohomes.ca](mailto:info@meliohomes.ca)

### IMPORTANT

For fire, gas leaks, and carbon monoxide leaks contact your local **Fire Department** or **911**

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