



CONGRATULATIONS!

HOMEOWNER INFORMATION PACKAGE



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CONGRATULATIONS AND WELCOME!

All of us at Starward Homes, along with our River Mill partners Marz Homes and New Horizon Development Group, would like to congratulate you and welcome you to your beautiful new home at Brooklyn Heights in River Mill, Cambridge.

This Homeowner Information package will provide you with helpful information as you get settled into your new home, including some basic information about your move-in, contact information for service providers and details about the ongoing construction. There is also information on your New Home warranty with Tarion.

We appreciate the investment you have made and offer our best wishes as you enjoy your dream home!

IMPORTANT CONTACT INFORMATION

Brooklyn Heights Warranty Co-Ordinator

Nidhi Modi

customercare@starwardhomes.com

Office: 905.667.8816

Fax: 905.667.8801

www.Starwardhomes.com

Brooklyn Heights Sales Manager

Lucy Poirier

Lucy@starwardhomes.com

Brooklyn Heights Sales Representative

Adrian Perez

adrian@starwardhomes.com

***Condo Corp Property Management Co.**

Wilson Blanchard, Cambridge

www.wilsonblanchard.com

1.519.620.8778

* Once Wilson Blanchard takes over full management, they will be in direct contact with all homeowners to establish a board of directors and manage the day-to-day and future requirements of the homeowners in this community.

OCCUPANCY INFORMATION

A. Home Access and Keys

Upon occupancy closing, a member of the Starward team will provide you with keys to your new home.

To arrange for key pick-up, you can reach out to Nidhi Modi and she will make arrangements for delivery:

Nidhi Modi, Warranty Co-Ordinator

905.667.8816

customercare@starwardhomes.com

B. Moving Day

You will be making arrangements for move-in once you have your occupancy closing date. Please note that Brooklyn Heights continues to be a construction area with ongoing work by trades to complete remaining homes; with narrow lanes for parking and for the safety of everyone, please ensure you are fully aware of your surroundings and follow Covid-19 guidelines in according with the province, which means wearing a mask, particularly where social distancing is not possible.

C. Home Appliances

Purchasing appliances is one of the first things you'll do prior to moving in. If you haven't already done so, and need the dimensions for appliance purchases, please refer to your colour selections information provided during your Design Consultation appointment with our team.

D. Garbage Disposal and Recycling

Garbage services will be arranged and implemented once the condominium corporation assumes responsibility for the community and it is registered with the city.

In the interim, there will be bins – for garbage and recycling disposal - placed within the community for your use.

E. Mail Delivery and Home Address

Mail will be delivered by Canada Post to your community mailbox.

Your mailing address is as follows:

< Unit # > - 290 Equestrian Way,
Cambridge, ON, N3E 0E7

You will need to call Canada Post in order to get your assigned mailbox and the key for access.

Contact Info:

Canada Post

1-866-607-6301

Follow the prompts for service:

*residential, followed by

*community mailboxes

F. Resident and Visitor Parking

All homes at Brooklyn Heights come with a garage and a driveway for homeowner parking.

Brooklyn Heights also has 4 parking spaces designated VISITORS ONLY along with 6 handicapped spaces. PLEASE REFRAIN from using these spaces for personal use.

As this remains a construction site, and with the lanes in the community being quite narrow, street parking is not permitted. If you or your guests park in the street, the car will be ticketed and possibly towed.

G. Ongoing Construction at Brooklyn Heights

As mentioned earlier, although you are now living in this community, it does remain a construction site and for everyone's safety, there are protocols that must be maintained including:

- please be aware of your surroundings as there are large vehicles, tractors, bobcats etc. moving around the community
- please do not park in the street so as not to hinder the movement of vehicles for construction
- please come and go from only your home and stay away from the construction zones

- please adhere to Covid-19 guidelines which require the wearing of a mask outdoors when 6 feet of separation is not possible

If you have any questions about Brooklyn Heights, please reach out to Nidhi Modi, your Warranty Coordinator, Lucy Poirier, your Sales Manager or Adrian Perez, your Sales Rep. They will do their best to help you.

*Please refrain from asking on site trades for information pertaining to the site.

UTILITY INFORMATION

A. Heating/Cooling with Reliance Home Comfort

The Healthy Home Package comes complete with:

- A brand name high efficiency furnace
- HRV
- Air Conditioner
- Tankless high efficiency hot water heater
- Whole house air purifier
- Smart Thermostat

Your new account will be set up by Reliance Home Comfort, effective on your closing date. From this date forward, you will receive notification of your account including your details and account number. Please do not call Reliance Home Comfort to inquire about your account prior to your closing date as the account will not be active.

Once your account is active, to contact Reliance Home Comfort, please call.....1.888.837.1451

<https://reliancehomecomfort.com/hamilton/contact-us/>

For emergencies, please note that there will be an emergency number for service on each unit inside your home.

B. Water, Electricity and Gas Services

Approximately one month prior to taking possession of your new home, you must call your utility providers to set up accounts and establish a payment method.

The following Utility Companies will be providing your services:

• Electricity	Energy+	519.621.3530
• Gas	Enbridge Gas	1.888.427.8888
• Water	Advanced Utility Solutions	1.866.200.2717

If you have any questions, let us know.

C. Cable and Telephone Services

Your home is pre-wired with telephone and cable connections. You can call your provider of choice to arrange for commencement of services.

Two of the main providers for this community are:

• Bell Canada	Home Security	1.833.251.3206
	Cable/Internet	1.877.930.3932
• Rogers		1.866.210.4059

WARRANTY INFORMATION

A. Overview

Congratulations! Your new home comes with warranties provided by Starward Homes and backed by Tarion.

Warranty Coverage for New Homes In Ontario

Starward's Role:

Our responsibilities under the warranty include:

- Ensuring that your new home is built properly. This means that it is constructed in accordance with Ontario's Building Code, is fit for habitation, and is free from defects in workmanship and materials and major structural defects.
- Providing you with information about your warranty coverage at the time of purchase.
- Conducting a pre-delivery inspection (PDI) with you, on or before the closing date and explaining how the various systems in your home work.
- Providing you with a warranty certificate upon your home's completion, which indicates when your new home warranty takes effect. This will be provided via your lawyer.
- Being reasonably accessible to you to address customer service issues, including investigating issues with your home to determine if they are covered by the warranty and resolving valid warranty requests in a timely manner by performing repairs or offering an acceptable alternative resolution.

Your Role as Homeowner:

As a new homeowner, you have certain rights, responsibilities and obligations under the new home warranty. These include:

- Understanding your warranty coverage and the process for making warranty service requests and claims.
- Participating in the pre-delivery inspection (PDI) by making note of incomplete, damaged, or

missing items, and learning how to operate your home's systems.

- Properly maintaining your home in order to preserve your warranty coverage.
- Bringing any warranty service requests to your builder's attention in writing as soon as possible.
- Providing your builder with reasonable access to your home to investigate and address warranty service requests.
- If you need warranty assistance from Tarion, ensuring that your claim is submitted within the appropriate timelines.

For full details on understanding your coverage, review your Starward Homes' Agreement of Purchase and Sale and visit www.tarion.com/learning-hub

B. Registering with “My Home” at Tarion

MyHome, an online portal at Tarion for new homeowners, will help you stay on top of your warranty. You'll be able to:

- Receive e-mail alerts for important dates and warranty timelines
- Fill out, save, and submit your warranty claim forms
- Upload supporting documents such as photos, receipts, and agreements
- Schedule a conciliation inspection when you need Tarion's help
- Receive official correspondence from Tarion electronically

To register, simply visit: <https://myhome.tarion.com/hop/>

C. Important Deadlines for Submitting Statutory Warranty Forms:

a. The 30-Day Form

Use the 30-Day Form to notify Tarion of outstanding warranty items during the first 30 days of possession of your new home*.

b. The Year-End Form

Use the Year-End Form to notify Tarion of outstanding warranty items during the last 30 days of the first year of possession of your new home.

*For comprehensive details on your warranty, registration and submission of forms, visit www.tarion.com

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