



LIFE IN BALANCE

CONGRATULATIONS!

HOMEOWNER INFORMATION PACKAGE



TABLE OF CONTENTS

Welcome 3
Important Contact Information 3

Occupancy Information

Home Access & Keys 4
Moving Day 4
Garbage Disposal & Recycling 4
Mail Delivery and Home Address 4
Resident and Visitors Parking 5
Ongoing Construction 5

Utility Information

Heating & Cooling with Reliance Home Care 6
Electricity, Gas and Water 6
Cable & Telephone 7

Warranty Information

Overview 8
'My Home' with Tarion 9
Important Deadlines 9

CONGRATULATIONS AND WELCOME!

All of us at Starward Homes and Marz Homes would like to congratulate you and welcome you to your beautiful new home at Chedoke Heights in Hamilton, Ontario.

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

Chedoke Heights Warranty Co-Ordinator

Customer Care Team

customer@starwardhomes.com

Office 905.667.8816

Fax..... 905.667.8801

www.starwardhomes.com

Chedoke Heights Sales Manager

Lucy Poirier

Lucy@starwardhomes.com

Chedoke Heights Sales Representative

Adrian Perez

Adrian@starwardhomes.com

***Condo Corp Property Management Co.**

Wilson Blanchard, Cambridge

www.wilsonblanchard.com.....1.905.540.8800

* 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 the Customer Care Team and they will make arrangements for delivery:

Customer Care Team.....905.667.8816
customer care@starwardhomes.com

B. Moving Day

You will be making arrangements for move-in once you have your occupancy closing date. Please note that Chedoke 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.

C. 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.

D. Mail Delivery and Home Address

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

Your mailing address is as follows:



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

Contact Info:

Canada Post1-866-607-6301

Follow the prompts for service:

*residential, followed by

*community mailboxes

E. Resident and Visitor Parking

All homes at Chedoke Heights come with a garage and a driveway for homeowner parking. Chedoke Heights also has 41 outdoor parking spaces designated VISITORS ONLY along with 2 handicapped spaces. PLEASE REFRAIN from using these spaces for personal use.

During construction, many of the visitors parking spaces will be utilized by the construction teams. Street parking will be permitted, however we would ask that if you or your guests park on the street, that you provide your name and number visible on your dash in case we need to reach you to ask you to move your vehicle. Starward will provide a card that you can utilize for this purpose.

F. Ongoing Construction at Chedoke 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

If you have any questions about Chedoke Heights, please reach out to the Customer Care Team, 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 call1.888.837.1451

<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

Just prior to your PDI, you can call the utility companies to set up your account and establish a method of payment.

The following Utility Companies will be providing your services:

- Electricity & Water Alectra Utilities.....1.833.253.2872
- Gas Enbridge Gas1.888.774.3111

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

- Rogers1.866.210.4059

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
- 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

CHEDOKE
HEIGHTS



LIFE IN BALANCE

