



April 7, 2010

4135

Jaspal Gahunia-Banwait
3515 Kariya Drive, Unit # 315
Mississauga, Ontario
L5B 0C1

Dear Homeowner:

Re: Eve 315 - 3515 Kariya Drive, Service Request Form

In regards to your service request, please be advised that the one year warranty has expired for your unit based on your dated of occupancy (January 19, 2009); and you have not provided to Amacon Construction Ltd access into the unit. Numerous attempts have been made to contact you without success and this service request has been denied. Exceptions include:

1. If the issues raised have been determined to have been recorded on either your Pre-Delivery Inspection or 30 Day Form, Amacon is obligated to warrant any outstanding repairs.

2. In cases of an emergency as listed through The Taron Performance Guidelines and the corresponding Warranty (1, 2 and 7 Year) applies and Amacon is obligated to repair the warrantable items.

3. Below is consider an emergency by Taron:

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants. Examples of emergency situations include:

- 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;
 - A large pool of standing water inside the home; or
 - Any situation where, in the opinion of Taron, the home is uninhabitable for health or safety reasons.
- * Emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.

AMACON DEVELOPMENT

AMACON SERVICE REQUEST FORM

PLEASE MAIL, FAX OR E-MAIL ON-LINE

AMACON CONSTRUCTION LTD.

2 HARBOR STREET, TORONTO, ON M5V 1A2

TEL: 416-593-8888 FAX: 416-593-8888; 905-232-4133 (for Amaccon)
at (607) 253-4626
ATTENTION: CUSTOMER CARE DESK (TOLL FREE)

TEL: 416-593-8888 FAX: 416-593-8888

NAME:

Pauline Jean

DEVELOPMENT NAME:

315

REPAIR:

NOISE

DATE:

DATE: 03/19/01

CELL:

647-297-1734

DATE OF RECEIPT:

SERVICE REQUEST:

1. Living Room - Slicking Door Hole

2. You have done the room's window
but do the same for
living room too

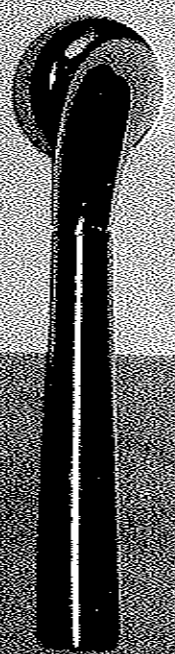
3.

4.

5.

6.

SK



AMACON

LIVE WELL

amacon.com

Development Name: EDGE CUSTOMER CARE

Case No: 735

Date: 11/24/2010

Please contact:
amacon customer care
905-312-6666 ext 519 2047

Re: Feedback on Edge
To: amacon
Thank you.

AMACON CUSTOMER CARE



What to do in an Emergency Situation

- Homeowners should immediately call the emergency contact telephone number provided by the builder with the *Homeowner Information Package*. (Condominium owners should also contact the condominium corporation's Board of Directors and/or the Property Manager).

- If the homeowner is unable to reach the builder or if the builder does not correct the situation within 24 hours, the homeowner should contact Tarion for further assistance.

- If the homeowner cannot reach the builder or Tarion, and has no other option but to have the work completed, the homeowner or their contractors should correct the situation. However, only the emergency condition should be corrected and the problem should be documented with pictures, both before and after (if possible).

- The homeowner should not repair consequential damage to builder-installed materials. If the builder is responsible for the emergency item, they will handle any such consequential damage within 30 days of the work with the homeowner directly to settle the matter.

- In the circumstances set out in part 3 above, to recover costs the homeowner will need to submit an Emergency Form (available by calling 1-877-9TARION [1-877-982-7466]) as soon as possible after completing the repair. On the form, the homeowner must describe the problem in detail as well as the repair methods used by the contractor. Include all receipts/invoices received for work and materials. The homeowner should submit the original to Tarion and send a copy to the builder.

Apart from taking steps to protect their property or safety, homeowners should not undertake any repair work without giving the builder 24 hours to assess the problem and take corrective measures. Homeowners will not automatically receive reimbursement for emergency repairs and, in addition, completing the work without the builder's assessment may jeopardize the home's warranty coverage.

For all Warranty Coverage, please read below for the proper procedures that must be under taken for notifying the builder and Tarion:

The Year-End Form

This Form is used to notify Tarion of outstanding warranty items during the last 30 days of the first year of possession of a new home.

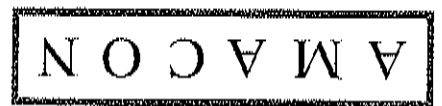
For example: If a home's date of possession is November 8, 2009, the Year-End Form could be submitted between October 8, 2010 and November 7, 2010. Since, in this example, the year-end expiration of November 7, 2010 falls on a Sunday, the submission period would be extended to the next business day: November 8, 2010 (see Forms Submission below).

Please note: Only one Year-End Form may be submitted. Tarion will only accept and act on the first Year-End Form that is properly submitted on time. Homeowners should ensure that it is complete. If not they will have to wait until the second year of the home's possession, during which only two-year warranty items may be reported.

Year-End Forms will be handled by Tarion according to specific timelines set out in the Statutory Warranty Process.

During the second year of a new home's possession, homeowner's may use a Second-Year Form to notify Tarion of outstanding warranty items covered by the two-year warranty or the major structural defect warranty.

For example: If a home's date of possession is November 8, 2009, a Second-Year Form may be submitted to Tarion at any time between November 8, 2010 and November 7, 2011.



Please note: Second-Year Forms may be submitted to Taron anytime during the second year of possession and as often as required.

Second-Year Forms will be handled by Taron according to specific timelines set out in the Statutory Warranty Process.

During years 3 through 7 of a new home's possession, homeowners may make a claim regarding any major structural defect (MSD) items directly to Taron by using a Major Structural Defect Form. Such claims may be made at anytime during a home's third year of possession, but no later than the end of seventh year of possession. You can obtain this Form by calling Taron at 1-877-9TARION (1-877-982-7466).

For example: If a home's date of possession is November 8, 2009, a Major Structural Defect Form may be submitted to Taron beginning on November 8, 2011, 2007 through until November 7, 2016

Please note: During the first two years of a home's possession, the major structural defect warranty is provided by the builder.

The Rules for Submitting Forms to Taron

Statutory Warranty Forms may be submitted to Taron by bringing them to our office or by sending them via fax, courier or mail. Upon receipt of a Statutory Warranty Form, Taron will send a notice to a homeowner confirming the Form has been received on time.

Homeowners should be aware that if a Form is sent by regular or registered mail, submission is effective on the postmark date. Forms sent by regular mail must be received by Taron on or before 10 days after the submission expiry date for that particular Form.

If a Form is sent by registered mail and the postmark is missing or illegible, the date on the receipt given to you by the Post Office will be used. Submission by regular or registered mail is not advisable during a general interruption of postal service (during a labour dispute, for example).

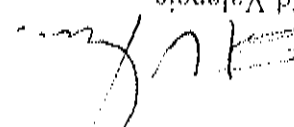
Where a time period ends on a weekend or holiday, it is extended to the end of the next business day that is not a holiday (i.e., where the time period to submit a 30 Day-Form ends on a Sunday, it will be extended to end on the next Monday where Monday is not a holiday).

Submission periods are subject to the **December 24 to January 1 (inclusive) Holiday Period** which takes into account the difficulties builders may face in scheduling appointments and performing work during this period. See the Statutory Warranty Process for more details.

Please remember: During the first two years of possession, a copy of each Form you submit to Taron should also be sent to the builder so they can repair or otherwise resolve the items.

Should you have any further questions or concerns please refer to the "Eve" homeowner's manual and/or the Taron Web page that was provided the time of occupancy, or contact the undersigned.

Sincerely,


Ed Valencia

Customer Care