

Wednesday, June 20th 2012

3525 Kariya Dr #2907
Mississauga Ontario,
L5B 0C2

Dear John and Rosalyn,

Re: Elle #2907, regarding the submitted 30 Day Form

In regards to your 30 Day Form, the deficiencies from your list have been grouped into the following categories:

A. ITEMS TO BE RECTIFIED

Arrangements will be made for the items in this category to be repaired.

B. ITEMS TO BE INVESTIGATED

Items in this category require further investigation by an Amacon Customer Care Representative/Trade. Once these items have been investigated; Amacon will advise if the items will be repaired or if they will not be remedied pursuant to the warranty and the rational for such a decision.

C. ITEMS TO BE REVIEWED ON PRE-DELIVERY INSPECTION

*As Amacon is not responsible for regular wear and tear, certain items will **only** be rectified if they were **noted on your original Pre-Delivery Inspection** (i.e. scratches, etc.).*

D. ITEMS THAT WILL NOT BE RECTIFIED

Certain items will not be rectified because they:

- *Are not warrantable*
- *Meet or exceed the Industry Standards allowable*
- *Were caused by a homeowner's failure to follow maintenance procedures, or to mitigate any damage.*

E. ITEMS TO BE DIRECTED TO THE CONDOMINIUM CORPORATION

Exterior areas, such as your balcony, are considered common property. This means that you have the exclusive right to use this area, but it is still considered to be common property. As common property is the property of all owners at Elle, we must receive requests in this regard from the Condominium Corporation as they act on behalf of all owners. Please be assured that the Condominium Corporation will contact us regarding any necessary items.

*Please note that cracks in drywall will only be repaired if they are due to settlement. Drywall deficiencies to be repaired will be left sanded and ready to paint. **Amacon does not repaint.**

A. Items to be rectified

ITEM	LOCATION	DESCRIPTION
1	Bathroom- Doors	Washroom door doesn't lock smoothly, needs force to lock door on some occasions.
6	Living Room- Doors	Door frame slitting slightly from the wall.
7	Living Room- Wall	Cracking on baseboards along the wall facing bedroom.

*John Lainez**June 25/12 complete***B. Items to be investigated**

ITEM	LOCATION	DESCRIPTION
4	Kitchen- Cabinets	Cabinet surface refinished during PDI appears to look noticeably different than other cabinet surfaces.

D. Items that will not be rectified

ITEM	LOCATION	DESCRIPTION	REASON
2	Bedroom- Windows	Screen in bedroom window bent	Damaged window glass and screens that were reported on the PDI will be fixed. Unless the homeowner is able to establish that the damage was caused by the builder. There was no mention of this on the PDI. Please refer to the Tarion Guidelines provided with this letter.
3	Dining Room- Other	Surface under countertop has small nick	Damaged countertops not identified on the PDI may be excluded from the Statutory Warranty unless the homeowner is able to establish that the damage was caused by the builder. Solid-Surface countertops can be brittle and damage by impact. Please refer to both the picture and the Tarion Guidelines attached to this letter.
5	Laundry room- Doors	Double door entrance to laundry doesn't open smoothly	No problem was found. It is a catch door. Force will need to be applied to open.

Should you have any further questions or concerns please refer to the Elle homeowner's manual that was provided, or contact the undersigned.

Sincerely,
Amazon Customer Care

