



**Zancor Homes (Cookstown) Ltd.**  
**Warranty Services**  
**Phone: (905) 738-7010**  
**Fax: (905) 738-5948**

**Work Order**

**Closing Date:** 30Nov20

**Address:** 40 Victoria St

Cookstown, Ontario

**Location:** Cookstown - Phase: 1 - Lot: 29

**Today's Date:** 19Jan21

**Contact(s):** Munice Wright - Home: (705) 220-1193

**Email:** slewinwright@gmail.com

**Company:** VIA Trim and Doors Inc.

**Attention:** Senio


**Telephone:** (416) 604-9068

**Fax:** (416) 604-0183

**Please Complete the following items:**

DAI	Type	Issue	Appt. Date/Time	Notes
142071	30-Day	Basement- General- SERVICE STAIRS--SHOE MOLD DAMAGED AT LEFT SIDE OF 2R	02Feb21 /am	Arrival 8-11am
142114	30-Day	Other- General- BSMT FOYER--BSMT DOOR UNDER STAIRS, ADJUST DOOR STOP/DOOR	02Feb21 /am	Arrival 8am

**Date Completed:** 15b2121

**Homeowner Signature:**   
The Homeowner acknowledges and accepts all work  
has been completed in a workman like manner.

**Date Completed:** \_\_\_\_\_

**Trade &/or Service Tech.**

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

Please schedule your Service Department to complete work on the above Lot. Should no appointment time or date appear (below) on this form, it is your responsibility to arrange and adhere to the appointment you have scheduled. Your service representative must have this form signed by homeowner on completion. Please fax the signed form to our office (905) 833 4367.



## VIA TRIM & DOORS INC

Tel: 416. 604. 9068

100 Milvan Drive, Toronto ON, M9L 1Z6

Fax: 416. 604. 0183

**Dear Customer:**

**SUBJECT:** Service Department COVID19 Procedures

**BUILDER:**

**APPLIES TO:** Service calls in Occupied Homes

**LOT #:**

**EFFECTIVE:** June 1<sup>st</sup>, 2020

**HOMEOWNER:**

**PURPOSE:** It is our mission to keep both Customers and Via Trim Service Technicians safe when completing service requirements.

**Please fill out: If any questions are answered "YES", no service will be scheduled.**

Has anyone in your home been out of Canada in the last 14 days?	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Has anyone in your home had close contact with anyone diagnosed with COVID19 in the last 14 days, or has been tested and is waiting for their results?	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Do you live with and/or have close contact with anyone working in Health Care?	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Has any in your home experienced any undiagnosed cold or flu-like symptoms in the last 14 days? (i.e., fever, cough, sore throat, respiratory illness, trouble breathing)	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

**Customer Responsibilities:**

- Answer above questions on the day we set a schedule for your call. If any of the above questions are answered with YES, we will not schedule any service.
- Answer above questions on the day the technician arrives, prior to any work being performed, if any of the above questions are being answered with YES, the service call will need to be re-scheduled.
- All payments will be processed over the phone prior to service calls being performed. (No hand to hand contact).
- Please clean windows and doors that require any kind of repairs with disinfectant.
- Please move/clear out furniture/blinds etc. from around windows and/or doors being worked on. (Technician will **NOT** move anything).
- Always practice physical distancing of 6' or more.
- Please clean the service area after our service Technician has left.

**Customer Service Technician Responsibilities:**

- Mask and gloves to be always worn.
- Any tools used for the service call are to be cleaned before and after each service, using disinfectant.
- Technician cleans the repaired product before and after the repairs are completed using disinfectant.
- Always practice physical distancing of 6' or more.

Sincerely, Your Via Trim Service Team Who Cares.

**SIGNATURE & DATE:**