



NEWMAR WINDOW MFG. INC.  
ALPA LUMBER GROUP

7630 AIRPORT ROAD, MISSISSAUGA, ON L4T 4G6  
TEL (905) 672-1233 FAX (905) 672-1076

WO # W189279

Pack Slip: 218971

Service Date: Jun 22, 2023

Priority: Normal Status: SCHEDULED

BUILDER

Customer: N000633 City: WASAGA BEACH Received: Jun 13, 2023  
Name: ZANCOR WASAGA SINGLES Service Phone(s): Time: 10AM - 2PM  
Service Fax: Site Phone: Order: D383291-1  
Site Fax: Lot#: 143 Phase:

RESIDENT INFORMATION

Home Owner Name: MARINA ROGACHEVSKY Address: 35 SIMONA AVE  
Home Phone(s): 416-878-8141 Work Phone(s):  
Cell Phone(s): Email(s): marinar8141@gmail.com,  
creativehockey@hotmail.com

LINKED ORDER INFORMATION (D383291-1)

Customer: N000633 ZANCOR WASAGA SINGLES Lot #: 143  
Model: 40-05 (WH)/LOT 143 Phase:

SERVICE INSTRUCTIONS

PATIO DOOR LOCK BROKEN

ADD:  
ADJUST FRONT DOOR FLUSH BOLT AT FIXED DOOR AT BOTTOM

PARTS REQUIRED

LN	Item Description	Location	Specification	Size	Options	Qty
70	BUCKINGHAM PURCH. PATIO DOOR BRK replacement handle and keepers	BRK	OTHER RPLCMNT PARTS	95.5 X 95.5	WH 61316 LEFT BUCKINGHAM PURCH. PATIO DOOR	1

Problem Description:

☐ Warranty

Material \$

Labour \$

☐ CHARGEABLES

Material \$

Labour \$

P.O.#:

Cause:

Solution:

Date Completed:

Approved:

Time:

Service Signature:

KYLE



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

**Work Order**

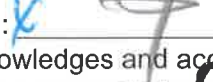
**Closing Date:** 17Nov22  
**Address:** 35 Simona Avenue  
Wasaga Beach, Ontario  
**Location:** Shoreline Point - Phase: 1 - Lot: 143  
**Today's Date:** 15Jun23  
**Contact(s):** Marina Rogachevsky - Home: (416) 878-8141 - (marinar8141@gmail.com  
creativehockey@hotmail.com)  
**Email:** marinar8141@gmail.com creativehockey@hotmail.com

**Company:** Newmar  
**Attention:** Alex  
**Telephone:** (905) 672-1233  
**Fax:** (905) 672-6350

**Please Complete the following items:**

DAI	Type	Issue	Appt. Date/Time	Notes
158062	Interval	Kitchen- General- Unable to lock patio door, Door to be adjusted	6/22/23	Done
158121	Interval	Foyer- General- adjust front door flush bolt at fixed door at bottom	11	Done

Date Completed: 6/22/23

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

Date Completed: 6/22/23

**Trade &/or Service Tech.**

Signature: 

Print Name: Kyle S

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.

**Failure to comply with this request within 10 business days will give Zancor Homes (and**



Shonnessa Facey <sfacey@newmar.com>

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**FW: Patio door lock broken**

7 messages

Gisella Fiore <Gisella@zancorhomes.com>

Tue, Jun 13, 2023 at 11:40 AM

To: Melissa Green <mgreen@newmar.com>, Michael Koopmans <mkoopmans@newmar.com>, Shonnessa Facey <sfacey@newmar.com>

Cc: Alexandria Damianidis <Alexandria@zancorhomes.com>

Hello All,

Anyway you have someone in the area to book Lot 143 Shoreline? H.o Advised they no longer can lock the patio door?

I just sent this work order but let me know if you can help out.

Thanks again

Giselle

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**From:** Gisella Fiore

**Sent:** June 13, 2023 11:39 AM

**To:** Dusan Kralik <creativehockey@hotmail.com>; Marina Rog <marinar8141@gmail.com>; Anthony Riccardi <anthony@zancorhomes.com>

**Subject:** RE: Patio door lock broken

That does not mean it is broken, that could mean the house is settling shifting the latch to lock. I will send this to Newmar

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**From:** Dusan Kralik <creativehockey@hotmail.com>

**Sent:** June 13, 2023 11:37 AM

**To:** Gisella Fiore <Gisella@zancorhomes.com>; Marina Rog <marinar8141@gmail.com>; Anthony Riccardi <anthony@zancorhomes.com>

**Subject:** Re: Patio door lock broken

The lock is not locking that means it's broken.

There is nothing to see just it's not locking.

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When the last people showed up they didn't have proper screws or some other parts there we're running back and forth to the truck trying to resolve.

Sloppy unqualified job!

Get Outlook for iOS

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**From:** Gisella Fiore <Gisella@zancorhomes.com>

**Sent:** Tuesday, June 13, 2023 11:34 AM

**To:** Dusan Kralik <creativehockey@hotmail.com>; Marina Rog <marinar8141@gmail.com>; Anthony Riccardi <anthony@zancorhomes.com>

**Subject:** RE: Patio door lock broken

Hi Dusan

I need a photo in order to see what is going on. Marina advised the lock is broken, I need to know if the handle and lock is broken or the lock is not locking. I am trying to get this fixed but I cannot do that without proper photos or knowing exactly what is going on. so please send me a photo so I can see what is wrong, is it the lock, the door, the handle? Its all separate items.

**From:** Dusan Kralik <creativehockey@hotmail.com>

**Sent:** June 13, 2023 11:30 AM

**To:** Gisella Fiore <Gisella@zancorhomes.com>; Marina Rog <marinar8141@gmail.com>; Anthony Riccardi <anthony@zancorhomes.com>

**Subject:** Re: Patio door lock broken

Gisella it's been already 3 times someone was coming to fix that lock .

Same situation as we all trades coming to try fix your cheap and defective products.

We are not working for you and we are wasting our time on Zancor excuse my language crappy job.

We are not here to take pictures videos send someone to fix it right way our Zancor should pay as money and Ed can hire quality people to get job done.

As I mentioned you are almost 2 months over due with 30 Tarion and 90% of repairs are not done.

Have a respect to us and provide quality service.

Get Outlook for iOS

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**From:** Gisella Fiore <Gisella@zancorhomes.com>

**Sent:** Tuesday, June 13, 2023 11:22 AM

**To:** Marina Rog <marinar8141@gmail.com>; Dusan Kralik <creativehockey@hotmail.com>

**Subject:** RE: Patio door lock broken

Hi Marina

Can you send me a picture of the broken lock please or is it that it needs adjustment and cannot lock?

**From:** Marina Rog <marinar8141@gmail.com>

**Sent:** June 13, 2023 11:22 AM

**To:** Dusan Kralik <creativehockey@hotmail.com>; Gisella Fiore <Gisella@zancorhomes.com>

**Subject:** Patio door lock broken

Hi Giesella, the patio door lock is broken again not locking and this is already 3 time happening. I am not sure why this is happening so often but can they put a normal lock that will last. Please consider this as urgent as the door is not locked and this is not safe. I am available this week any day except on Thursday. Thank you!

Melissa Green <mgreen@newmar.com>  
To: Shonnessa Facey <sfacey@newmar.com>

Tue, Jun 13, 2023 at 1:15 PM

please input for new handle  
[Quoted text hidden]

\*\*\*\* IN ORDER TO BETTER SERVE OUR CUSTOMERS, PLEASE NOTE THAT EFFECTIVE IMMEDIATELY ALL NEW SERVICE REQUESTS ARE TO BE SENT TO servicedept@newmar.com \*\*\*\*\*if inquiring about a follow up please email me directly at mgreen@newmar.com

Thank you 😊

Melissa Green  
Customer Service Coordinator

Melissa Green <mgreen@newmar.com>  
To: Gisella Fiore <Gisella@zancorhomes.com>

Tue, Jun 13, 2023 at 1:20 PM

Cc: Michael Koopmans <mkoopmans@newmar.com>, Shonnessa Facey <sfacey@newmar.com>, Alexandria Damianidis <Alexandria@zancorhomes.com>

hey gisella  
i see reading the email that you have request pictures did you get them ? if not i can send the with a new handle just in case it is needed , look back at the last work order they only adjusted the lock  
[Quoted text hidden]  
[Quoted text hidden]

Michael Koopmans <mkoopmans@newmar.com>  
To: Melissa Green <mgreen@newmar.com>

Tue, Jun 13, 2023 at 1:21 PM

Cc: Gisella Fiore <Gisella@zancorhomes.com>, Shonnessa Facey <sfacey@newmar.com>, Alexandria Damianidis <Alexandria@zancorhomes.com>

Yes, send everything complete and do it next time we are in Wasaga.

Michael Koopmans  
Manager



**Newmar Window Manufacturing Inc.**

7630 Airport Road  
Mississauga, Ontario L4T 4G6  
Tel: 905-672-1233  
Fax: 905-672-1076  
Toll Free: 1-800-263-5634  
www.newmar.com

**Manufacturers of Quality Windows and Entrance Door Systems**

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Melissa Green <mgreen@newmar.com>  
To: Michael Koopmans <mkoopmans@newmar.com>

Tue, Jun 13, 2023 at 1:22 PM

Cc: Gisella Fiore <Gisella@zancorhomes.com>, Shonnessa Facey <sfacey@newmar.com>, Alexandria Damianidis <Alexandria@zancorhomes.com>

a work order is being created and will be scheduled for 06.22.2023 we will be emailing the homeowner with this date for them to confirm access  
[Quoted text hidden]