

EMERGENCY SERVICE PROCEDURE

Dear Homeowner,

Thank you once again for purchasing your new home from EverJonge Homes Ltd. It is our sincere desire that you will be content in your new home. This homeowner information package contains the information regarding the warranty coverage on your new home from the Ontario New Home Warranty program. Further to the procedures listed therein, you may encounter service items which fall under the "EMERGENCY SERVICE" category. This letter is designed to cover the procedure you must follow in order to receive emergency service.

What is an "EMERGENCY SERVICE" item? Please answer the following: I can no longer live in my house because:

_____.

Please ensure that your service item is actually an emergency item, as per the guidelines of the information package as charges will be incurred to you for using the emergency procedures for non-emergency items.

For all non-emergency items, please follow the standard practices as outlined in the information package. For emergency items, please follow these steps:

- 1) Call the EverJonge Homes office at 519.727.5832. Speak with a representative or leave a message with your name, address, phone number and detailed description of the emergency service item. We will work to resolve your emergency as fast as possible. If you leave a message, we typically respond within 24 hours.
- 2) If your emergency cannot wait please try our secondary number at 226.961.2312 and do the same.
- 3) If for some reason you do not receive a response within 24 hours you may phone the tradesperson directly. Please ensure you leave your name, address, phone number and detailed description of the emergency service item.

Plumbing & Heating: Select Plumbing and Heating – 519.737.9731

Electrical: Galaxy Alarm Systems – 519.945.5027

*** Please allow 24hrs for the respective tradesperson to respond. As a homeowner, you are expected to take measures that would mitigate any damages.

By following these steps we are confident that your emergency service request will be handled in a timely fashion.

***Please note that service charges will be incurred for using emergency procedures when not required. Also, if the emergency service item was caused by someone other than EverJonge Homes or associated tradesperson, any charges incurred by EverJonge Homes will become the homeowners responsibility and due/payable within 30 days.

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