



## FAQ Resource Sheet

# PURE WARRANTY CARE

Your Plaza home comes with more than quality construction — it comes with lasting peace of mind. From warranty activation to emergency support, our Customer Care Team is here to protect your investment and keep you confident in your home.

## PURE COVERS YOU

Your home is a lasting investment for you — and your satisfaction is a lasting investment for us. At Plaza, service goes far beyond handing you the keys. Our promise is to build with integrity, guide with care, and support you long after move-in.

Every Plaza home is built with precision and care. While our goal is always to deliver without deficiencies, small issues can occur. Rest assured, you'll have opportunities to report any concerns to our friendly Customer Care team, and all warrantable items will be addressed promptly.

## PURE WARRANTY ACTIVATION

Your warranty is protected through TARION Warranty Corporation, which sets the standards for builders and homeowners across Ontario. On or before your occupancy or closing, you'll receive a Homeowner Information Package with steps to activate and access your warranty.

Plaza will register your home with TARION and secure the legal documents needed to safeguard your coverage. You'll also receive copies of all key documentation for your records.



# PROTECTING YOUR INVESTMENT

Warranty is handled by Plaza's dedicated in-house Warranty Team — your primary contact once you've taken the keys to your new Plaza home. You'll be invited to a Pre-Delivery Inspection (PDI) about two weeks before move-in so you're familiar with how your home works and what comes next.

## YOUR WARRANTY STEPS

### ***Pre-Delivery Inspection (PDI)***

A walkthrough of your home in the two weeks leading up to key delivery. Your Warranty Inspector will show you the features and mechanical systems of your home and note any items we're committed to addressing.

### ***Key Handover / Occupancy Day***

This is the big day — the moment you receive the keys to your new Plaza home. Homeowners typically take possession in the late afternoon, so we recommend scheduling your move-in for the following day for ease and convenience.

### ***Submit Your Initial Warranty Form***

Within the first 40 days after key delivery, if there are any outstanding items you'd like addressed, you can submit an Initial Warranty Form. Plaza's Warranty Team will reach out to arrange follow-up inspections and repair days as efficiently as possible.

### ***Complete Your Mid-Year and Year-End Warranty Form***

Within one year from the date of possession, you'll have two opportunities to identify any concerns still outstanding. You can submit your Mid-Year and Year-End Warranty Form via the Tarion MyHome Portal.

### PURE EASE

Plaza uses durable, sustainable building materials that make home care simpler – but every home needs upkeep.

Regular inspections and maintenance help protect your warranty and extend the life of your home. Use our **PURE HOME WELLNESS CHECKLIST** for practical maintenance tips, including moisture control, to keep your home in peak condition and your coverage fully protected.

---

### IMPORTANT!

For fire, gas or carbon monoxide emergencies, **contact 911** or your local **Fire Department** immediately.

---

### AFTER-HOURS EMERGENCY SERVICE

*If one of the following emergency situations occurs within 2 years of your possession date:*

During working hours (i.e. 8 a.m. to 4 p.m.), call your Customer Care Representative at **416.551.9449** if the emergency occurs Monday to Friday.

- If you reside in a condominium, after working hours (i.e. 4 p.m. to 8 a.m.), or any time on weekends and holidays, please contact your Property Management office or your Concierge.