

## HOMEOWNER MANUAL

### SERVICE PROCEDURE

The construction of your home was carefully supervised. However, some service work may be required within the first year.

To facilitate your warranty coverage, Vesta's service program consists of two service visits – one following three months from your possession date of your home and one at one year from your possession date of your home. The purpose of the three month visit is to address issues which affect quality of living, are covered under warranty, and can not wait for the one year service.

**Both visits are at the option of the homeowner and if required, must be initiated by the online request form for either the 90 days or one year service.** Please note that all service requests must be initiated in this manner. Service requests initiated in any other way will not be processed. We thank you for your understanding on this matter.

In the interest of efficiency, and to minimize your inconvenience, we ask that you please send in your Service Request Form in a complete manner, including all items needing attention as opposed to sending items in on an individual basis. This will ensure orderly execution of service issues.

\*We also ask that you submit your one year service request 2 to 3 weeks prior to you anniversary date. This will ensure there is enough time to schedule the necessary appointments with Vesta representatives and our trades.

To obtain service for your Vesta home, please follow these procedures:

1. **Unless service is of an emergency nature, all service requests must be in writing.** Please see Emergency Procedures section of this homeowner manual for emergency contacts. Emergency service is generally considered that which affects electrical, heating, or water supply and requires immediate attention.
2. Complete either the 90 days or one year Request for Service form and send to our Service Department. The service request can be accepted:
  - By the online form at [www.vestaproperties.com](http://www.vestaproperties.com)**Please use only this method to submit your request for service. Unfortunately we can not accept service requests by telephone.**
3. Upon receiving your Service Request Form, our office will acknowledge receipt and a Vesta service representative will contact you to schedule a warranty review visit. Please note that only work covered under the warranty will be performed by our service department.
4. Do not give your service request to your sales representatives or construction personnel. These requests may go astray. We will be able to serve you better if all service requests go through our service department.
5. Inquiries and questions can be directed to our Service Department via email or telephone:
  - [Service@vestaproperties.com](mailto:Service@vestaproperties.com)
  - BC T. 604-888-7869 ext 227
  - AB T. 403-945-8151 ext 330

Throughout the first year, your house will generally experience some settlement/shrinkage of the building components (particularly the wood framing materials) which will result in some minor cracking of drywall, tiles or other cosmetic flaws. Floor squeaks may also occur. We recommend that these items are dealt with towards the end of your first year of occupancy to allow for the majority of the settlement to occur. **Please ensure that you review all of your warranty documentation closely so that you are aware of all deadlines and complaint procedures.**