



SERVICE PROCEDURE

The construction of your home was carefully supervised; however, some warrantable service work may be required within the first year. Vesta's Service Program offers two service visits, a 3 month and a 1 year, which take place *at the request of the Homeowner* submitted via the Homeowner Portal prior to their expiry date. If you require Service for your home, please follow the below procedures:

(1.a) Service Requests

3 Month and 1 Year Service Appointments (Optional):

- Submit via the *'(1.b) Portal Submissions'* procedure below
- 3 Month Appointments address issues which affect the quality of living, are covered under warranty, and cannot wait for the one-year service
- 1 Year Appointments address any remaining issues covered under the 1-year Home Warranty
All 3 month and 1 Year appointments must be submitted prior to the expiry date via the portal and will not be accepted any other way. No late submissions will be accepted.

Basic Living Functions Service:

- Issues that affect the functions of everyday living and require some urgency (such as a washing machine not functioning or no power to an outlet)
- Please email service@vestaproperties.com; you will be responded to within 1-5 business days

Emergency:

- Heating/plumbing/electrical issues requiring immediate attention
- Call the Vesta Emergency BC Contact number at 604-830-7712 in case of an emergency only.
- Trade Emergency Contacts can also be found on Page 9 of your Homeowner Manual in the portal.
Note: Any requests for non-emergency service via this contact will be ignored (please follow previously mentioned service procedures instead).
- *During business hours: Please email service@vestaproperties.com instead.*

(1.b) Portal Submissions

To obtain your 3 month or 1 year service for your Vesta home, please follow the below procedure:

1. Write down your list somewhere so everything is in one place
2. Log on to the below Portal using your email and password:
<https://plutoclientportal.vestaproperties.com/>
3. Select the Home Address you are requesting service for if you have more than 1 home
4. Select the 'Service Request' Tab
 - a. Select your 'Service Appointment' Type (either "3 month" or "1 year")
 - b. Click 'Add New Issue'
 - i. Enter your Issue details and write a description of the issue and click 'Save'
 - ii. Repeat for all your items
 - c. Once your complete list is entered, click 'Submit'
Note: You can only submit your 3 month or 1 year list once and up to 30 days prior to your expiry date so make sure to have all your items included before submitting.
5. Upon receiving your Service Request, a representative will be in touch within 1-5 business days to schedule a warranty review visit. Please note that only work covered under the warranty will be performed by our service department.

Note: If the issue is a cause of User Error or there is no issue, the Trade may charge a service fee which the homeowner is responsible for paying. I recommend attempting to troubleshoot with the Trade over the phone first if it could possibly be user error.