

SERVICE PROCEDURE

The construction of your home was carefully supervised. However, some warrantable service work may be required within the first year. To facilitate your warranty coverage, Vesta's Service Program offers two service visits. A Three Month and a One Year appointment option, which take place at the request of the Homeowner. All submissions must be submitted via the Homeowner Portal prior to the applicable expiry date. If you require Service for your home, please follow the below procedures:

Service Requests:

Three Month and One Year service appointments:

- Submit via the Vesta Homeowner Portal
- Three Month appointments address issues which affect the quality of living, are covered under warranty and cannot wait until the one year service request.
- One Year appointments address any remaining issues covered under the one year warranty.
- The homeowner portal will allow you to submit your requests up to 30 days before the warranty expiration date.
- All three month and one year warranty requests must be submitted prior to the expiry date via the homeowner portal and will not be accepted in any other way.

Basic living Functions Service:

- Issues that affect the functions of everyday living and require some urgency (such as appliances not functioning or no power to an outlet)
- Please email service@vestaproperties.com for assistance
 - o Please note we respond to all inquiries within 1-5 business days.

Emergency Items:

- Heating/ Plumbing/ Electrical issues requiring immediate attention.
- Please refer to the homeowner manual located in the homeowner portal for a list of emergency contact information and a list of trades used on your home.
- For after hours emergencies only please contact our emergency line 604-830-7712.
- Please email service@vestaproperties.com to notify of the emergency you are experiencing on your home.

Homeowner Portal Submissions:

To request your three month or one year warranty submission please follow the below:

- Log on to the Vesta Homeowner portal using your registered email and password:
<https://plutoclientportal.vestaproperties.com/>
- Select the home address you are requesting service for (if you have more than one Vesta home)
- Select the service appointment type
- Add the full detailed list of items you wish to have reviewed and then hit submit.
 - o Please note you can only submit your list once, please ensure your full list of items are listed prior to hitting submit.
- Upon receiving your service request, a Vesta Customer Service representative will be in touch within 1-5 business days to schedule a warranty review appointment.