



# Deficiency and Warranty Policy

***Pertaining to: Purchaser walk-throughs and one year new home warranty materials and labour standards guidelines.***

Walkthroughs have been a traditional way of making sure everything is the way it needs to be prior to closing. At our walkthroughs, we want to make you feel comfortable and confident about moving into your new home.

Together we will create a “punch-list” of deficiencies. “Deficiencies” are defined as incomplete and/or damaged work and can easily be identified at the pre-possession walk through. At this suite inspection we will review any deficient construction items and compile a list.

Scuka Enterprises will make every effort to complete these deficiency items within 45 days following your occupancy unless otherwise notified. If a back-ordered part, weather conditions, or similar circumstances cause a delay, we will follow-up to ensure they are addressed when conditions allow. This can mean a wait of several months.

When you purchased your new home, you have actually purchased many items and the work of many independent trade contractors. When dealing with so many variables and people, an organized system is essential in providing service for your warranty items.

Although we will carefully review the home with you during our walk through together, we may not see everything that would be considered a deficiency. There may be additional items that you bring up after you move in. Please note that 30 days after possession, any new “deficiencies” are considered “warranty items and will be addressed at your one year warranty review and scheduling.

There are a few items that we **will not** be added to a deficiency list after possession. They are the following:

- Drywall and Paint deficiencies – furniture move in and even careless tours create problems
- Flooring nicks, scrapes, and gouges – there is a manufacturers warranty but wood is a natural product and will dent
- Cabinetry nicks, scrapes, and gouges – there is a manufacturer and supplier warranty but dents & dings are not covered after possession
- Cleaning Issues – we provide a “builders clean” product, not “move in” clean, and highly suggest cleaning before loading cabinetry and closets with personal belongings
- Surface imperfections in workmanship and materials, including naturally occurring variations and imperfections in natural products
- Appliance issues - the appliances in your unit are covered under a one-year manufacturer’s warranty. You will be provided with warranties and use and care guidelines provided by the manufacturers of consumer products and other items in your new home. Please take the time to read and understand this literature. We make every effort to stay current on their recommendations. However, if any information a Scuka representative gives you should conflict with the manufacturer’s recommendations, you should follow the manufacturer’s recommendations.
- Common areas & exterior items on condos and townhomes are common property and are the responsibility of your Strata Corporation. Please do not report common area items on your suite service report.

Homes are a complex product and there may be different viewpoints regarding which tasks are homeowner maintenance issues and which are Scuka warranty items. If you request service on a



maintenance item, Scuka will explain to you the steps you will need to take to care for the item. Your site purchaser liaison is available to answer your home-care issues during and after your warranty period as well as to refer you to the appropriate property manager.

You will receive a copy of the Home Warranty Materials and Labour Standards Guide document at your walk through. Please read through this information and if you have any questions please contact our office at 250-765-0136 and ask for your purchaser liaison.

Emergency requests are the only service requests we accept by phone. All non-emergency service requests must be submitted in writing via email, fax or mail.

While emergency situations are rare, when they occur, prompt response is essential. Examples of emergency items are as follows:

- Electrical connections
- Heat system not working
- Plumbing leaks
- Roof leaks

If you are unable to solve the problem, during business hours, call the Scuka Office at (250) 765-0136. For After hours, on weekends or holidays, call your Property Management Company or Utility Company directly.

\*Note that when a service (gas, electricity, water) is out over an entire area, attention from the local utility company will be required. Trade contractors are unable to help with such outages.

Inspection and Work Hours are Monday through Friday 8:30 am to 3:30 pm. Evening and weekend appointments are reserved for emergency situations only. We appreciate your understanding and cooperation with this policy.

Scuka will conduct home inspections of interior warranty items only when an adult (18 years or older and has your permission to admit service personnel and sign completed work orders) is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade's contractors will likewise perform repairs only when an adult is available to admit them to your home.

Signing a work order acknowledges that a technician/repair person worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records.

Good communication is an essential part of completing deficiency and warranty service. Scuka or our trade's people strive to keep the homeowner informed if they are going to be late or are unable to make an appointment. Scuka or the trade's person should contact you offering you a choice of a later time the same day or a completely different appointment.

If you miss an appointment we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on hold and reschedule them when your schedule offers a better opportunity.

Thank you for your cooperation in this matter.

I have read the above notice and agree to its terms and conditions.

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Purchaser Signature

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Date