

Emergency Coverage Information and Phone Numbers

Homeowners should not undertake any work without giving Sunlight Heritage Homes the opportunity to assess the problem and take corrective measures. Homeowners will not automatically receive reimbursement from Sunlight Heritage Homes or Tarion, and completing the work may affect warranty coverage.

Exceptions In Case Of Emergency

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of Sunlight Heritage Homes that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants. Examples of emergency situations include:

1. Total loss of heat between September 15 and May 15*
2. Gas leak,*
3. Total loss of electricity,*
4. Total sewage stoppage,*
5. Total loss of water supply
6. Plumbing leakage that requires complete water shut-off;
7. Major collapse of any part of the home's exterior or interior structure;
8. Major water penetration on the interior walls or ceiling;
9. Any situation where, in the opinion of Tarion, the home is uninhabitable for health and safety reasons.

Emergency situations due to the failure of a municipality or utility to provide the service are not within Sunlight Heritage Homes control.

What to do in an Emergency Situation

1. Homeowners should immediately call the emergency contact telephone numbers provided by Sunlight Heritage Homes at the end of this page.
2. If the Homeowner is not able to reach Sunlight Heritage Homes or if Sunlight Heritage Homes does not correct the situation within 24 hours, the homeowner should contact Tarion for further assistance
3. If the homeowner cannot reach Sunlight Heritage Homes or Tarion and has no other option but to have the work completed; the homeowner or their contractors should correct the situation. However, only the emergency conditions should be corrected, and the problem should be documented with pictures, both before and after.
4. The homeowner should not repair consequential damage to the builder-installed materials. If Sunlight Heritage Homes is responsible for the emergency item, they will handle any such consequential damage within 30 days of the homeowners notice to them and Tarion. If Sunlight Heritage Homes fails to repair the consequential damage. Tarion will work with the homeowner directly to settle the matter.
5. In the circumstances set out in part 3 above, to recover costs the homeowner will need to submit an Emergency Form (available by calling 1-877-9tarion) as soon as possible after completing the repair. On the form, the homeowner must describe the problem in detail as well as the repair method used by the contractor. Include all receipts and invoices received for work and materials. The homeowners should send the originals to Tarion and send a copy to Sunlight Heritage Homes.

Apart from taking steps to protect their property or safety, homeowners should not undertake any repair work without giving Sunlight Heritage Homes 24 hours to assess the problem and take corrective measures. Homeowners will not automatically receive reimbursements for emergency repairs and, in addition, completing the work without Sunlight Heritage Homes assessment may jeopardize the home's warranty coverage.

Please confirm correct contact for your home before calling numbers below. Sticker can be found on your furnace with contact information for each trade partner:

Plumbing: Spanks Plumbing 519-802-3376

Roofing: Am Roofing 519-668-1555

Heating: Priority Mechanical Services 519-632-7116

Builder: Sunlight Heritage Homes 519-653-5036 (head office)

Heating: Premier Heating & Cooling 519-245-5945

Builder: Sunlight Heritage Homes 855-373-8958 (after hours emergency)

Heating: T&H Heating & Air-Conditioning 519-624-0385