



Warranty & Service Info

Totangi Properties' licensed builder SC Smith Building Company provides a mandatory 2/5/10 warranty in accordance with the Homeowner Protection Act through its warranty provider National Home Warranty as follows:

- 2 Year Materials & Labour Warranty*
 - First 12 months — Coverage for any defect in materials and labour
 - First 24 months — Coverage for any defects in any materials and labour supplied for the electrical, plumbing, heating, ventilation, and air conditioning delivery and distribution systems (excluding fixtures). In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home
- 5 Year Building Envelope Warranty
- 10 Year Structural Defects Warranty

If you are a Totangi Properties homeowner and wish to inquire about a concern that you may have, please send us a message via our Customer Service Request Form.

Homeowner's Frequently Asked Questions

- [What is considered a maintenance emergency?](#)

Emergency situations, as defined by the limited warranty, include the following:

- Total loss of heat –during extreme weather conditions
- Total loss of electricity –check with the utility company prior to determine if there is a general outage in your area
- Total sewer stoppage –(e.g. the main sewer line is clogging making it impossible to utilize the plumbing system in your home
- Plumbing leak that cannot be stopped without shutting off all the water in your residence
- Roof leak
- Total loss of hot water
- [What do I do in case of an emergency after hours or on a weekend?](#)

During the buyer walk of your new home, you will receive a list with several emergency numbers for you. We suggest you put this on the inside door of one of your kitchen cabinets. These numbers are to be used AFTER HOURS ONLY and for an EMERGENCY ONLY!

- [What should I do with non – emergency warranty requests?](#)

During the first year of occupancy you may notice minor items such as nail pops appearing in walls as the home goes through the seasons. Minor warranty repairs that are cosmetic in nature will be scheduled to be repaired at prior to the end of the 1 year warranty period. You will be contacted by the builder for a visit and repairs required will be scheduled together to limit inconvenience

- [When I send in a warranty request, how soon will it be taken care of?](#)

You will receive a phone call within 48 hours after we receive your request. We will contact you to review your concerns and take appropriate steps for your work to be completed.

- **During what hours will my warranty work be scheduled?**

Monday thru Friday from 8:00 am to 4:00 pm

- **Who is my main contact during my one-year warranty period?**

Always contact the us through the website. http://www.woodlandcreek.ca/service_request

- **Am I responsible for regular home maintenance?**

You'll have the greatest impact on the long-term health of your house. Ensure a positive start by adhering to the maintenance schedule that has been provided by National Home Warranty at this link. <http://www.nationalhomewarranty.com/news/seasonal-maintenance-calendar> Remember, a defect resulting from lack of maintenance is NOT covered.

If you have additional questions about your home, please contact us at:

Email: info@totangi.ca

Phone: 250-478-6434

For weekend and after hour emergencies, please call the applicable tradesman to assist you via your emergency vendor call list.