



Homeowner Service Policy – Trades Day Appointments

Cameron Homes would like to take this opportunity to inform you of our Homeowner Service Policy regarding the trades days.

The Service Team will be coordinating trades days with you the homeowner, our trade partners and our service managers at Cameron Homes to resolve any deficiencies found during your 2 and 11 month walk-throughs. Once these appointments have been scheduled, it is imperative that you keep the appointment. Please note, trades days are coordinated on a tight rotation and are scheduled to keep within warranty periods, therefore, should you miss your appointment without *reasonable* notification, your service file will be moved to the back of the line and certain warranty items may be lost.

As per Section 4 of the Terms & Conditions of the Alberta New Home Warranty Certificate, the homeowner obligations are as follows:

(v) Allow timely, free and full access to the Home Monday through Friday, excluding statutory holidays, from 8:00 am to 5:00 pm to the Builder or the Program and their authorized employees, agents and sub-contractors for the purpose of monitoring complaints or claims, inspecting for required maintenance, investigating warranty or claims issues, monitoring warranty or claim issues, conducting further inspections as required, or to repair or replace Defects or Structural Defects.

On the day of your service appointment, please consider that Cameron Homes Service technicians, our Sub-contractors and their employees must have access to the home for the purpose of monitoring, inspecting and correcting any warranty issues or deficiencies.

Please ensure that all of your furniture, vehicles, etc. have been moved away from the areas where work will be conducted and that pets are properly secured.

Cameron Homes has established this policy to ensure the best possible standard of service for the homeowner. We trust that you will comply with our policy and help Cameron Homes as we strive for service excellence.

Thank you in advance for your cooperation,
Cameron Homes Service