



Home Warranty  
Tel: 604.682.3095  
Toll Free 800.555.9431  
Fax 604.682.3096

Travelers Guarantee Company of Canada  
650 West Georgia Street, Suite 2500  
P.O. Box 11542  
Vancouver, British Columbia V6B 4N7  
www.travelersguarantee.com

## 2-5-10 HOME WARRANTY STICKER

(Detached Dwelling Unit)

Address: 14995 Beach View , White Rock, BC

Legal Description: Lot 12, Section 10, Plan 2921, Township 1

Warranty Certificate #: 80081583

Builder Name: Nathan Construction Ltd. Builder #: 00000057

Builder's Phone: (604) 535-8803 Builder's Fax: (604) 535-5552

Builder's Address: 2073 - 139th Street, Surrey, BC, V4A 9X4

This is an adhesive label listing important expiry dates relating to the warranty coverage of the above captioned Dwelling Unit. To ensure your Warranty rights are preserved, please refer to the 2-5-10 Home Warranty Certificate and ensure that you understand what your obligations are. Please note that all notice(s) of a claim must be provided to the Builder and Travelers Guarantee Company of Canada in writing prior to the expiry of the applicable warranty coverage. The important dates to note are:

1. Warranty Commencement Date June 26, 2007

2. Materials & Labour Warranty

- a) 1 Year defects in Materials and Labour: **Expiry Date: June 25, 2008**
- b) 2 Years defects in Materials and Labour supplied for:
  - i. the gas, electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems; and
  - ii. the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the New Home: **Expiry Date: June 25, 2009**

3. 5 Years Building Envelope Warranty **Expiry Date: June 25, 2012**

4. 10 Years Structural Defects Warranty **Expiry Date: June 25, 2017**

Please place this sticker in a conspicuous location.



Home Warranty  
Tel 604.682.3095  
Toll Free 800.555.9431  
Fax 604.682.3096

St. Paul Guarantee Insurance Company  
650 W. Georgia Street, Suite 2500  
P.O. Box 11542  
Vancouver, British Columbia V6B 4N7  
www.stpaulguarantee.com

## SCHEDULE "D" - WARRANTY COMMENCEMENT DATE CERTIFICATE

Warranty Type: 2-5-10 Year Building Type: DD Product Type: Single Family

Builder Name: Nathan Construction Ltd.

Builder Address: 2073 - 139th Street, Surrey, B.C. V4A 9X4

Builder No. 00000057

Tel: (604) 535-8803

Fax: (604) 535-5552

### UNIT/PROJECT INFORMATION:

Address: 14995 Beach View  
(Street)

White Rock, BC  
(City, Province)

V4B 1X7  
(Postal Code)

Legal Description: Strata Plan: Lot: 12

Section: 10

Block:

District Lot: Plan: 2921

Range:

Twp: 1

Strata Lot Range:

Strata Lot:

Warranty Certificate Number(s): 80081583

### WARRANTY COMMENCEMENT DATE:

June 26 2007  
MM / DD / YY

(The Warranty Commencement Date as described in the Homeowner Protection Act will prevail if conflicting dates arise.)

Owner's Name(s):

Dennis + Denise Grant  
(First Name)

(Last name)

OR

(Strata Corporation No. & Project Name)

Mailing Address:

14995 Beachview Ave  
(Unit No. & Street)

White Rock, BC  
(City, Province)

(Postal Code)

Telephone:

604 535 2291  
(Home)

(Work)

Fax:

Materials, labour or design provided by the Owner are excluded from home warranty coverage. Please list all owner supplied items below:

•	•
•	•
•	•
•	•
•	•

To further clarify the scope of work, please provide a copy of the construction contract with the Owner.

MAINTENANCE MANUAL PROVIDED TO OWNER:

YES ☐ (Provide proof of delivery with this document.)

(Signature Builder)

(Signature Owner)

(Print Name)

(Date)

(Print Name)

(Date)

Purchaser's Solicitor:

(Name)

(Address)

This document must be completed and signed by both parties in order to establish the commencement date for home warranty coverage. Upon receipt of this duly executed document, St. Paul Guarantee Insurance Company will issue the Warranty Certificate to the Owner. This document is to be completed at or prior to occupancy.

**Your Homeowner's Policy is generated from this document.**

**Please make sure your information is clear and accurate.**

**PLEASE SIGN AND DATE THIS DOCUMENT**

This document may not be copied in whole or in part without the express permission of St. Paul Guarantee Insurance Company

White - St. Paul Guarantee

Yellow - Builder

Pink - Owner

(Rev May/05)





Home Warranty  
Tel: 604.682.3095  
Toll Free 800.555.9431  
Fax 604.682.3096

Travelers Guarantee Company of Canada  
650 West Georgia Street, Suite 2500  
P.O. Box 11542  
Vancouver, British Columbia V6B 4N7  
[www.travelersguarantee.com](http://www.travelersguarantee.com)

**A. 2-5-10 HOME WARRANTY COVERAGE:**

**1. Materials & Labour Warranty**

- (a) Year 1 - Any Defect in Materials and Labour
- (b) Year 2 - Restricted to Defects in Materials and Labour supplied for:
  - (i) the gas, electrical, plumbing, heating, ventilation and air-conditioning delivery and distribution systems; and
  - (ii) the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home,
  - (iii) coverage for any Defect in Materials and Labour which renders the New Home unfit to live in, and
  - (iv) subject to Subsection A.1.2, coverage for non-compliance or a violation of the Building Code.

**2. 5 Year Building Envelope Warranty**

**3. 10 Year Structural Defects Warranty**

**B. HOW TO REGISTER A CLAIM WITH TRAVELERS GUARANTEE COMPANY OF CANADA**

*If the Owner becomes aware of a Defect in Materials and Labour, a Defect in the Building Envelope, or a Structural Defect, for which Travelers Guarantee Company of Canada provides coverage pursuant to the warranty certificate:*

- *the Owner shall promptly provide the Builder and Travelers Guarantee Company of Canada with WRITTEN NOTICE outlining the full details of the defect.*
- *This notice must be provided on or BEFORE the Expiry Date of the applicable coverage for the New Home.*

**C. PROCESSING A CLAIM BY TRAVELERS GUARANTEE COMPANY OF CANADA**

- Upon receipt of the Owner's notice of a claim, Travelers Guarantee Company of Canada will contact the Owner to outline the claims adjustment process.
- Travelers Guarantee Company of Canada will advise the Owner of all decisions in writing.
- Repairs will be undertaken in a timely manner, with reasonable consideration given to weather conditions and the availability of materials and labour.
- Upon completion of the repairs, Travelers Guarantee Company of Canada will deliver a copy of the repair specifications to the Owner confirming the date the repairs were completed and referencing the warranty remaining on the repairs.
- In the event of a dispute with Travelers Guarantee Company of Canada, the Owner may refer the dispute to mediation. A mediator will be appointed to assist the parties in negotiating a mutually acceptable settlement of issues.

If you have any questions or concerns, please do not hesitate to contact our office at (604) 682-3095 or Toll Free 1-800-555-9431.



Home Warranty  
Tel: 604.682.3095  
Toll Free 800.555.9431  
Fax 604.682.3096

Travelers Guarantee Company of Canada  
650 West Georgia Street, Suite 2500  
P.O. Box 11542  
Vancouver, British Columbia V6B 4N7  
[www.travelersguarantee.com](http://www.travelersguarantee.com)

July 10, 2007

Dennis & Denise Grant  
14995 Beach View  
White Rock, British Columbia  
V4B 1X7

<b>IMPORTANT WARRANTY DOCUMENTATION ENCLOSED</b>
--

<b>Home Warranty Coverage:</b>	<b>14995 Beach View , White Rock</b>
<b>Warranty Certificate Number:</b>	<b>80081583</b>
<b>Type of Policy:</b>	<b>2-5-10 Year</b>
<b>Effective Date:</b>	<b>June 26, 2007</b>

***Please refer to the Home Warranty Certificate for the various Expiry Dates and Limits.***

<b>Documentation Enclosed:</b>	Information Summary Sheet Home Warranty Certificate Home Warranty Sticker <i>(to be affixed in a conspicuous location)</i>
--------------------------------	--

If you have any questions, please do not hesitate to contact our office.

Phone (604) 682-3095  
Fax (604) 682-3096  
Toll Free (800) 555-9431

/bc



Home Warranty  
Tel: 604.682.3095  
Toll Free 800.555.9431  
Fax 604.682.3096

Travelers Guarantee Company of Canada  
650 West Georgia Street, Suite 2500  
P.O. Box 11542  
Vancouver, British Columbia V6B 4N7  
www.travelersguarantee.com

## SCHEDULE "E-1" - 2-5-10 HOME WARRANTY CERTIFICATE

(Detached Dwelling Unit)

Address: 14995 Beach View, White Rock, BC

Legal Description: Lot 12, Section 10, Plan 2921, Township 1

Warranty Certificate #: 80081583

Builder Name: Nathan Construction Ltd. Builder #: 00000057

Builder's Phone: (604) 535-8803 Builder's Fax: (604) 535-5552

Builder's Address: 2073 - 139th Street, Surrey, BC, V4A 9X4

This is your Warranty Certificate which should be read and kept in a safe place. To ensure your Warranty rights are preserved, ensure that you understand what your rights and obligations are. Please note that all notice(s) of a claim under this Warranty Certificate must be delivered to the Builder and Travelers Guarantee Company of Canada **in writing** prior to the expiry of the applicable warranty coverage. The important dates to note are:

### 1. Warranty Commencement Date

June 26, 2007

### 2. Materials & Labour Warranty

- a) **1 Year** defects in Materials and Labour:
- b) **2 Years** defects in Materials and Labour supplied for;
  - i. the gas, electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems; and
  - ii. the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the New Home:

Expiry Date: June 25, 2008

Expiry Date: June 25, 2009

### 3. 5 Years Building Envelope Warranty

Expiry Date: June 25, 2012

### 4. 10 Years Structural Defects Warranty

Expiry Date: June 25, 2017

For your convenience, enclosed with this Warranty Certificate please find a sticker outlining these important dates for you to affix in a conspicuous location in your new home.

In consideration of the payment to Travelers Guarantee Company of Canada of the premium for this Warranty Certificate, Travelers Guarantee Company of Canada agrees to provide Warranty coverage subject to limits as set out herein, in accordance with the terms, conditions, forms, riders and endorsements contained in this Warranty Certificate.

In witness whereof Travelers Guarantee Company of Canada has duly executed this Warranty Certificate.

**TRAVELERS GUARANTEE COMPANY OF CANADA**  
("Travelers Guarantee Company of Canada", formerly St. Paul Guarantee Insurance Company)

Executive Vice-President and Chief Executive Officer



## A. WARRANTY COVERAGE

### 1.0 Materials and Labour Warranty – 2 Years

- 1.1 This Warranty provides coverage for Materials and Labour for up to two years as set out below:
- (a) In the first 12 months of the Warranty, for other than the Common Property, common facilities and other assets of a Strata Corporation, coverage for any Defect in Materials and Labour.
  - (b) In the first 15 months of the Warranty, for the Common Property, common facilities and other assets of a Strata Corporation, coverage for any Defect in Materials and Labour.
  - (c) In the first 24 months of the Warranty,
    - (i) coverage for any Defect in Materials and Labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Delivery and Distribution Systems,
    - (ii) 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 or Common Property,
    - (iii) coverage for any Defect in Materials and Labour which renders the New Home unfit to live in, and
    - (iv) subject to Subsection A.1.2, coverage for non-compliance or a violation of the Building Code.
- 1.2 Non-compliance with, or a violation of the Building Code is considered a Defect covered by *Travelers Guarantee Company of Canada* only if the non-compliance or violation:
- (a) constitutes an unreasonable health or safety risk, or
  - (b) has resulted in, or is likely to result in, Material Damage to the New Home.

### 2.0 Building Envelope Warranty – 5 Years

- 2.1 This Warranty provides coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a New Home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the New Home.

### 3.0 Structural Defects Warranty – 10 Years

- 3.1 This Warranty provides coverage for Structural Defects for up to ten years for:
- (a) any Defect in Materials and Labour that results in the failure of a Load Bearing part of the New Home, and
  - (b) any Defect which causes Structural Damage that materially and adversely affects the use of the New Home for residential occupancy.

### 4.0 Limitation of Warranty

- 4.1 This Warranty Certificate may be issued to Owners of Fee Simple New Homes, Owners of Co-operatives, Owners of Strata Title New Homes and to Strata Corporations. Notwithstanding anything contained herein, the Warranty coverage provided by this Warranty Certificate for Common Property is only applicable to a Strata Corporation and may only be enforced pursuant to the terms and conditions of the Warranty Certificate issued to such Strata Corporation. All Common Property issues must be dealt with by authorized representatives of the strata council. All issues relating to Cooperatives must be dealt with by authorized representatives of the Cooperative council.

## B. COMMENCEMENT DATES

### 1.0 Fee Simple New Homes

- 1.1 The Commencement Date for the Warranty coverage of a New Home held in fee simple is as follows:
- (a) for a New Home constructed by a Builder on land owned by the Owner, the Commencement Date is the earliest of:
    - (i) the date of actual occupancy of the New Home,
    - (ii) the granting of an occupancy permit or similar right to occupy by the authority having jurisdiction, and
    - (iii) the date that the New Home is completed and ready for occupancy;
  - (b) for a New Home constructed by a Builder on land not owned by the Owner, the Commencement Date is the earlier of:
    - (i) the date of actual occupancy of the New Home, and
    - (ii) the transfer of the legal title of the New Home to the Owner.
- 1.2 For the purposes of Subsection B.1.1(a), in a jurisdiction where occupancy permits are not issued, a New Home is deemed to have reached the stage of occupancy when it is:
- (a) "completed" as that term is defined by the *Builders' Lien Act* in effect from time to time, and
  - (b) capable of being legally occupied.

### 2.0 Strata Titled New Homes

- 2.1 If a New Home is included in a Strata Plan, *Travelers Guarantee Company of Canada* will provide Warranty coverage for the following:
- (a) the New Home comprising the strata lot;

- (b) the Common Property.
- 2.2 The Commencement Date for the Warranty coverage of a New Home comprising the strata lot, is the earlier of:
- (a) actual occupancy of the New Home, and
  - (b) the transfer of legal title to the strata lot.

### 3.0 Common Property and Multi-Unit Buildings Not in a Strata Plan

- 3.1 The Commencement Date of Warranty coverage of Common Property and multi-unit buildings is concurrent with the first Commencement Date for a New Home in each separate multi-unit building comprising the Strata Plan or multi-unit building.

### 4.0 Unsold Units used as Rental Units

- 4.1 If an unsold New Home owned by a Builder is occupied as a rental unit, the Commencement Date is the date the New Home is first occupied by a tenant.

### 5.0 BCHMC Social Housing

- 5.1 If a New Home is a Social Housing building, the Commencement Date is the date of substantial completion.

## C. LIMITS ON COVERAGE

- 1.1 The limits of the Warranty coverage are as follows:
- (a) for a New Home in fee simple ownership, the lesser of:
    - (i) the original purchase price paid by the Owner, and
    - (ii) \$200,000.00;
  - (b) for a New Home in a strata titled or multi-unit building, the lesser of:
    - (i) the original purchase price paid by the Owner, and
    - (ii) \$100,000.00;
  - (c) for the Common Property in a strata titled building or in a multi-unit building that is not strata-titled, the least of
    - (i) the total original contract price for the multi-unit building,
    - (ii) \$100,000 times the number of dwelling units, and
    - (iii) \$2,500,000.
- 1.2 If a Strata Plan consists of a number of buildings, the limit under Subsection C.1.1(c) applies to each multi-unit building.
- 1.3 When calculating the cost of Warranty claims in respect of the standard limits under this Warranty Certificate, *Travelers Guarantee Company of Canada* may include:
- (a) the cost of repairs,
  - (b) the cost of any investigation, engineering, and design required for the repairs, and
  - (c) the cost of supervision of repairs, including professional review, but excluding legal costs; and
  - (d) any of the costs referred to in C.1.3(a), (b), and (c), may include *Travelers Guarantee Company of Canada's* own personnel and other expenses, including adjusting expenses, at rates established by *Travelers Guarantee Company of Canada* from time to time.
- 1.4 The Warranty coverages provided by this Warranty Certificate are conditional upon the Owner completing all reasonable maintenance of the New Home, including that set out in the maintenance information provided to the original owner, in a timely manner, as well as the Strata Corporation completing all reasonable maintenance of the Common Property in a timely manner.

## D. WARRANTY EXCLUSIONS

- 1.1 This Warranty does not cover the following:
- (a) weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
  - (b) normal shrinkage of materials caused by drying after construction;
  - (c) any loss or damage which arises while the New Home is being used primarily or substantially for non-residential purposes;
  - (d) materials, labour, or design supplied by an Owner;
  - (e) any damage to the extent that it is caused or made worse by an Owner or Third Party, including:
    - (i) negligent or improper maintenance or improper operation by anyone other than the Builder or its employees, agents, or sub-contractors,
    - (ii) failure of anyone, other than the Builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures,
    - (iii) alterations to the New Home, including the conversion of non-living space into living space or the conversion of the New Home into two (2) or more units, by anyone other than the Builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and
    - (iv) changes to the grading of the ground by anyone other than the Builder or its employees, agents, or sub-contractors;
  - (f) failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to *Travelers Guarantee Company of Canada* of a Defect or discovered loss or a potential Defect or loss;
  - (g) any damage caused by insects or rodents and other animals, unless

- the damage results from non-compliance with the Building Code by the Builder or its employees, agents, or sub-contractors;
- (h) accidental loss or damage from acts of nature including, but not limited to, fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
  - (i) bodily injury or damage to personal property or real property which is not part of the New Home;
  - (j) any Defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;
  - (k) changes, alterations, or additions made to the New Home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by *Travelers Guarantee Company of Canada*.
  - (l) contaminated soil;
  - (m) subsidence of the land around the New Home or along utility lines, other than subsidence beneath footings of the New Home or under Driveways or Walkways;
  - (n) diminution in the value of the New Home;
  - (o) landscaping, both hard and soft, including plants, fencing, detached patios, planters, gazebos and similar structures;
  - (p) non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the New Home;
  - (q) any commercial use area and any construction associated with a commercial use area;
  - (r) roads, curbs, and lanes;
  - (s) subject to Subsection D.1.1(m), site grading and surface drainage, except as required by the Building Code;
  - (t) the operation of municipal services, including sanitary and storm sewer;
  - (u) septic tanks or septic fields;
  - (v) the quality or quantity of water, either from a piped municipal water supply or from a well;
  - (w) a water well, but excluding equipment installed for the operation of a water well used exclusively for the New Home, which equipment is considered to be part of the plumbing system for that the New Home.
  - (x) damage caused or made worse by the failure of an Owner to take reasonable steps to mitigate any damage.

#### E. WARRANTY TERMS

- 1.1 If *Travelers Guarantee Company of Canada* makes a payment or undertakes a repair, or assumes liability for any payment or repair under the Warranty coverage:
  - (a) *Travelers Guarantee Company of Canada* is subrogated to all rights of recovery of an Owner against any person or persons who may have caused or contributed to the requirement for the payment or repair under the Warranty;
  - (b) *Travelers Guarantee Company of Canada* may bring an action at its own expense, in the name of the Owner or of *Travelers Guarantee Company of Canada* to enforce such rights, and
  - (c) the Owner will fully support and assist *Travelers Guarantee Company of Canada* in the pursuit of those rights if *Travelers Guarantee Company of Canada* pursues such subrogated rights;
- 1.2 Implied or expressed warranties or representations made by a Builder to an Owner are not binding on *Travelers Guarantee Company of Canada* except as set out in this Warranty Certificate;
- 1.3 An Owner, or occupant, must permit *Travelers Guarantee Company of Canada* or the Builder, or both, to enter the New Home at all reasonable times, upon giving reasonable notice to the Owner:
  - (i) to monitor the New Home or its components,
  - (ii) to inspect for required maintenance,
  - (iii) to investigate complaints or claims, or
  - (iv) to undertake repairs under the Warranty Certificate;
- 1.4 If any reports are produced as a result of any of the activities referred to in paragraph E.1.3, the reports will be provided to the Owner on request;
- 1.5 An Owner must provide to *Travelers Guarantee Company of Canada* all information and documentation that the Owner has available, as reasonably required by *Travelers Guarantee Company of Canada*, in order to investigate a claim or maintenance requirement, or to undertake repairs under the Warranty Certificate;
- 1.6 To the extent that damage to a New Home is caused by the unreasonable refusal of an Owner or occupant to permit *Travelers Guarantee Company of Canada* or the Builder access to the New Home for the reasons set out in paragraph E.1.3, or to provide the information required by paragraph E.1.5, such damage is excluded from the Warranty coverage.

#### F. NOTICE OF CLAIM

- 1.1 Within a reasonable time after the discovery of a Defect and before the Expiry Date of the applicable Warranty coverage, an Owner must give *Travelers Guarantee Company of Canada* and the Builder written notice in

- 1.2 *Travelers Guarantee Company of Canada* will require the notice under Subsection F.1.1 to be in a prescribed form and include:
  - (a) the Home Warranty Certificate Number of the New Home,
  - (b) copies of all relevant documentation and correspondence between the Owner and the Builder, and
  - (c) Particulars of the claim as determined to be necessary by *Travelers Guarantee Company of Canada* to comply with its obligations pursuant to this Warranty Certificate.
- 1.3 The obligations of *Travelers Guarantee Company of Canada* absolutely cease unless:
  - (a) Proper notice is given to *Travelers Guarantee Company of Canada* of a claim prior to the Expiry Date; and
  - (b) The Owner conducts reasonable inspections of the New Home from time to time in order to discover defects or potential defects and gives notice pursuant to Subsection F.1.1.

#### G. DUTY TO MITIGATE AND MAINTAIN

- 1.1 *Travelers Guarantee Company of Canada* requires the Owner to maintain the New Home and mitigate any damage to the New Home, including damage caused by Defects or water penetration, as set out in the Warranty Certificate.
- 1.2 The Owner must take all reasonable steps to restrict damage to the New Home if the Defect requires immediate attention.
- 1.3 Subject to Subsection G.1.2, for Defects covered by this Warranty, the duty to mitigate is met through timely notice in writing to *Travelers Guarantee Company of Canada*.
- 1.4 The Owner's duty to mitigate survives even if:
  - (a) the New Home is unoccupied,
  - (b) the New Home is occupied by someone other than the Owner,
  - (c) water penetration does not appear to be causing damage, or
  - (d) the Owner advises the Strata Corporation about the Defect.

#### H. LIVING-OUT ALLOWANCE

- 1.1 If repairs are required under the Warranty Certificate and damage to the New Home or the extent of the repairs renders the New Home uninhabitable, *Travelers Guarantee Company of Canada* covers reasonable living-out expenses incurred by the Owner.
- 1.2 The maximum amount per day for claims for living-out expenses is \$100.00, for the complete reimbursement of the actual accommodation expenses incurred by the Owner at a hotel, motel, or other rental accommodation up to the day the New Home is ready for occupancy, subject to the Owner receiving 24 hours advance notice.
- 1.3 Where the New Home comprises part of a Strata Plan and *Travelers Guarantee Company of Canada* or the Builder, as the case may be, is required to carry out repairs to Common Property as a result of which, in the opinion of *Travelers Guarantee Company of Canada*, the New Home is rendered uninhabitable, Section H.1.1 and H.1.2 shall apply.

#### I. WARRANTY ON REPAIRS AND REPLACEMENTS

- 1.1 All repairs and replacements made under this Warranty are warranted against defects in materials and labour until the later of:
  - (a) the first anniversary of the date of completion of the repair or replacement, and
  - (b) the expiry of the applicable Warranty coverage.
- 1.2 All repairs and replacements made under the Warranty will be completed in a reasonable manner using materials and labour conforming to the Building Code and industry standards.
- 1.3 *Travelers Guarantee Company of Canada* reserves the right to use the Builder or any third party to perform the Warranty obligations imposed on *Travelers Guarantee Company of Canada*, and the Owner agrees to cooperate with *Travelers Guarantee Company of Canada* and the Builder and any Third Party in carrying out any such obligations.

#### J. MANDATORY CONDITIONS

##### 1.0 MEDIATION

- In this Section:
- 1.1 (a) "Mediation" means a collaborative process in which two (2) or more parties meet and attempt, with the assistance of a Mediator, to resolve issues in dispute between them;  
 "Mediation Session" means a meeting between two (2) or more parties to a dispute during which they are engaged in Mediation;  
 "Mediator" means a neutral and impartial facilitator with no decision-making power, who assists parties in negotiating a mutually acceptable settlement of issues in dispute between them;  
 "Roster Organization" means any body designated by the Attorney General to select Mediators for the purpose of this regulation.
  - (b) If a dispute between *Travelers Guarantee Company of Canada* and an Owner arising under this Warranty Certificate cannot be resolved by informal negotiation within a reasonable time, the Owner may, at the

- Owner's sole election, require that the dispute be referred to Mediation by delivering to *Travelers Guarantee Company of Canada* a written request to mediate.
- (c) If the Owner delivers a request to mediate under Subsection J.1.1(b), *Travelers Guarantee Company of Canada* and the Owner must attend a Mediation Session in relation to the dispute.
- (d) In addition to the requirements of Subsection J.1.1(c), *Travelers Guarantee Company of Canada* or an Owner may invite to participate in the Mediation any other party to the dispute who may be liable.
- (e) Within twenty-one (21) days after the Owner has delivered a request to mediate under Subsection J.1.1(b), the parties must, directly or with the assistance of an independent, neutral person or organization, jointly appoint a mutually acceptable Mediator.
- (f) If the parties do not jointly appoint a mutually acceptable Mediator within the time required by Subsection J.1.1(e), the Owner may apply to a Roster Organization which must appoint a Mediator taking into account:
- (i) the need for the Mediator to be neutral and independent,
  - (ii) the qualifications of the Mediator,
  - (iii) the Mediator's fees,
  - (iv) the Mediator's availability, and
  - (v) any other consideration likely to result in the selection of an impartial, competent, and effective Mediator.
- (g) Promptly after a Roster Organization selects the Mediator under Subsection J.1.1(f), the Roster Organization must notify the parties in writing of that selection.
- (h) The Mediator selected by a Roster Organization is deemed to be appointed by the parties effective the date of the notice sent under Subsection J.1.1(g).
- (i) The date, time, and place of the first Mediation Session must be scheduled by the Mediator, and the first Mediation Session must occur within twenty-one (21) days of the appointment of the Mediator.
- (j) Despite Subsection J.1.1(c), a party may attend a Mediation Session by representative if:
- (i) the party is under legal disability and the representative is that party's guardian ad litem,
  - (ii) the party is not an individual, or
  - (iii) the party is a resident of a jurisdiction other than British Columbia and will not be in British Columbia at the time of the Mediation Session.
- (k) A representative who attends a Mediation Session in the place of a party referred to in Subsection J.1.1(j):
- (i) must be familiar with all relevant facts on which the party, on whose behalf the representative attends, intends to rely, and
  - (ii) must have full authority to settle, or have immediate access to a person who has full authority to settle, on behalf of the party on whose behalf the representative attends.
- (l) A party or a representative who attends the Mediation Session may be accompanied by counsel.
- (m) Any other person may attend a Mediation Session if that attendance is with the consent of all parties or their representatives.
- (n) At least seven (7) days before the first Mediation Session is to be held, each party must deliver to the Mediator a statement briefly setting out:
- (i) the facts on which the party intends to rely, and
  - (ii) the matters in dispute.
- (o) Promptly after receipt of all of the statements required to be delivered under Subsection J.1.1(n), the Mediator must send each party's statement to each of the other parties.
- (p) Before the first Mediation Session, the parties must enter into a retainer with the Mediator which must:
- (i) disclose the cost of the Mediation Services, and
  - (ii) provide that the cost of the Mediation will be paid:
    - (1) equally by the parties, or
    - (2) on any other specified basis agreed by the parties.
- (q) The Mediator may conduct the Mediation in any manner he or she considers appropriate to assist the parties to reach a resolution that is timely, fair, and cost-effective.
- (r) A person must not disclose, or be compelled to disclose, in any proceeding oral or written information acquired or an opinion formed, including, without limitation, any offer or admission made in anticipation of or during a Mediation Session.
- (s) Nothing in Subsection J.1.1(r) precludes a party from introducing into evidence in a proceeding any information or records produced in the course of the Mediation that are otherwise predicable or compellable in those proceedings.
- (t) A Mediation Session is concluded when:
- (i) all issues are resolved,
  - (ii) the Mediator determines that the process will not be productive and so advises the parties or their representatives, or
  - (iii) the Mediation Session is completed and there is no agreement to continue.
- (u) If the Mediation resolves some, but not all, issues, then at the request of all parties the Mediator may complete a report setting out any agreements that the parties to the Mediation have made as a result of the Mediation, including, without limitation, any agreements made by the parties on any of the following:

- (i) facts;
- (ii) issues;
- (iii) future procedural steps.

## **2.0 DISCLOSURE OF CLAIMS HISTORY**

- 2.1 (a) On receipt of an inquiry from an Owner of a New Home covered by Home Warranty coverage regarding the claims experience of that New Home, *Travelers Guarantee Company of Canada* will provide the Owner with a history of claims.
- (b) The history of claims referred to in Subsection J.2.1(a) will include, for each claim, the following information for both the Dwelling Unit and, if applicable, the associated Common Property:
- (i) the type of claim that was made;
  - (ii) the resolution of the claim;
  - (iii) the type of repair performed;
  - (iv) the date of the repair; and
  - (v) the cost of the repair.
- (c) *Travelers Guarantee Company of Canada* will charge a fee to provide the history of claims.

## **3.0 HANDLING OF CLAIMS**

- 3.1 (a) *Travelers Guarantee Company of Canada* will, on receipt of a notice of a claim from the Owner under the Warranty Certificate, promptly make reasonable attempts to contact the Owner to arrange an evaluation of the claim.
- (b) *Travelers Guarantee Company of Canada* will make all reasonable efforts to avoid delays in responding to a claim under the Warranty Certificate, evaluating the claim, and scheduling any required repairs.
- (c) If, following evaluation of a claim under the Warranty Certificate, *Travelers Guarantee Company of Canada* determines that the claim is not valid or not covered under the Warranty Certificate, it will notify the Owner of the decision in writing, setting out the reasons for the decision.
- (d) The notice under Subsection J.3.1(c) will also set out the rights of the parties under the third party dispute resolution process referred to in Section J.1.1 of this Warranty Certificate.
- (e) Repairs will be undertaken in a timely manner, with reasonable consideration given to weather conditions and the availability of Materials and Labour.
- (f) On completion of any repairs, *Travelers Guarantee Company of Canada* will deliver a copy of the repair specifications to the Owner, along with a letter confirming the date the repairs were completed and referencing the Warranty on repairs. Refer to Section I of this Warranty Certificate.

## **4.0 TRANSFER OF WARRANTY TO SUBSEQUENT PURCHASERS**

- 4.1 (a) The Warranty Certificate pertains solely to the New Home for which it provides Warranty coverage and no notice to *Travelers Guarantee Company of Canada* is required on a change of ownership.
- (b) All of the applicable obligations and unused warranty benefits under the Warranty Certificate are automatically transferred to any subsequent Owner(s) on a change of ownership.

## **K. DEFINITIONS**

- 1.1 "Act of God" means an act occasioned by the forces of nature and beyond the reasonable control of the Builder, and includes but is not limited to: fire, flood, changes in or actions of the underground water table or any other subsurface water, earthquake, hail, landslide, lightning, strong winds, and freezing.
- 1.2 "Builder" means the person named in this Warranty Certificate.
- 1.3 "Building Code" means, as applicable,
- (a) the British Columbia Building Code established under the *Municipal Act*, or
  - (b) The Vancouver Building Bylaw established under the *Vancouver Charter*, in force at the time that the building permit was issued for the New Home or, in jurisdictions where a building permit is not required, in force when construction commences;
- 1.4 "Building Envelope" means the assemblies, components and materials of a New Home which are intended to separate and protect the interior space of the New Home from the adverse effects of exterior climatic conditions. Interior space of the New Home includes all material not directly exposed to exterior climatic conditions. Exterior climatic conditions means the direct effect of weather on the New Home.
- 1.5 "Building Envelope Warranty" means the Warranty against Building Envelope Defects provided pursuant to Subsection A.2;
- 1.6 "Commencement Date" means in respect of the New Home, Common Property or multi-unit building, the date the Warranty coverage



(Revised Aug/06)

- commences, and as set out in part B hereof. Any determination by *Travelers Guarantee Company of Canada* of the Commencement Date shall be binding on the parties to this Warranty Certificate;
- 1.7 "Common Property" has the same meaning as in the *Strata Property Act*, but does not include land;
- 1.8 "Cooperative" means a building, or a portion of a building, provided for residential occupancy purposes to members of an association incorporated or continued under the *Cooperative Association Act*;
- 1.9 "Defect" means any design or construction that is contrary to the Building Code or that requires repair or replacement due to the negligence of a Builder or person for whom the Builder is responsible at law;
- 1.10 "Delivery and Distribution Systems" means the mechanical and electrical systems for delivery and distribution of electricity, water, waste, heat and air within and throughout a New Home, but excludes plumbing and electrical fixtures and appliances.
- 1.11 "Driveway" means a surface intended and constructed primarily to be used for vehicular access to or from the New Home;
- 1.12 "Expiry Date" means the expiration dates referenced in this Warranty Certificate pertaining to each applicable Warranty and after which such Warranty absolutely ceases to exist;
- 1.13 "Load Bearing" means subjected to or designed to carry loads in addition to its own dead load, but does not include a wall element subjected only to wind or earthquake loads in addition to its own dead load. The Load Bearing portions of the New Home are limited to the following:
- (a) foundation systems,
  - (b) support beams, posts, and columns,
  - (c) load bearing walls, and
  - (d) floor and roof support system.
- 1.14 "Materials and Labour" means only Materials and Labour supplied by the Builder for construction of the New Home.
- 1.15 "Materials and Labour Warranty" means the Warranty against defects in materials and labour provided to an Owner pursuant to Section A hereof;
- 1.16 "Material Damage" means damage which materially and adversely affects the use of the New Home for residential occupancy.
- 1.17 "New Home" means the New Home specified in this Warranty Certificate and which is a building or portion of a building, that is newly constructed and intended for residential occupancy, or a non-residential building, or portion thereof, converted to use for residential occupancy and sale, that is a single, self-contained residence usually containing cooking, eating, living, sleeping, and sanitary facilities.
- 1.18 "Owner" means the person who:
- (a) purchases an interest in the New Home, or
  - (b) contracts with a Builder to construct a New Home, and includes
  - (c) a person who purchases a life interest in the New Home,
  - (d) a Cooperative, corporation or society having an ownership interest in the New Home, and
  - (e) a subsequent Owner of the New Home;
- 1.19 "Strata Corporation" means the corporation created pursuant to the *Strata Property Act* R.S.B.C. 1996, Chapter 64, and amendments thereto for the purpose of the Warranty, that body charged with the obligation to administer the Common Property Warranty;
- 1.20 "Strata Plan" means a strata plan as defined in the *Strata Property Act* R.S.B.C. 1996, Chapter 64, and amendments thereto; including strata units and common property as therein defined.
- 1.21 "Structural Damage" means damage which results from a Structural Defect and must be visible and measurable, and must exceed allowable tolerances established by *Travelers Guarantee Company of Canada*, provided always that Structural Damage caused by an Act of God, an act or omission of a Third Party, or other causes not directly related to Material and Labour provided by the Builder, or those for whom the Builder is responsible at law, are excluded from the Warranty herein provided. The presence of water in itself, in any form, will not be considered as a Structural Damage;
- 1.22 "Structural Defect" means a Defect in the New Home resulting in failure of any Load Bearing portion which affects the Load Bearing function of the New Home.
- 1.23 "Structural Defects Warranty" means the Warranty against Structural Defects provided to an Owner pursuant to Section A hereof;
- 1.24 "Third Party" means any third party or combination of third parties for whom the Builder is not at law responsible.
- 1.25 "Warranty" means only this Certificate and those Warranty coverages, terms, and conditions set out in this Warranty Certificate.

**This Warranty Certificate is to be read and interpreted as a whole and represents the entire contract between *Travelers Guarantee Company of Canada* and the Owner.**