



PO Box 321 – Foxboro, ON – K0K 2B0
Telephone 613-966-4499 Fax 613-966-6532
info@duvancohomes.com - www.duvancohomes.com

October 31, 2025

To: Whom it may concern

Re: Susan Stapley and/or Future Homeowner
88 Glenview Cres, Belleville

Confirmation of Non-Structural Repair and Goodwill Gesture

This letter is to confirm that the above-mentioned client, Susan Stapley, has contacted Duvanco Homes Inc. regarding mortar cracks present in the brick on the exterior of her home located at 88 Glenview Cres, Belleville, ON. The property was purchased on November 24, 2020.

Duvanco Homes Inc. has offered to repair the cracks reported through email on October 30, 2025 for Ms. Stapley. This repair is dependent on weather and may not be completed until the Spring of 2026. This offer of repair is extended to Ms. Stapley and will remain valid for any future owners of the property, subject to the conditions outlined in this letter. Should the repair need to be completed in the spring, the current homeowner will contact Duvanco Homes Inc. to forward their contact information.

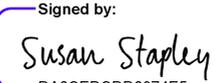
This repair, which is considered **NON-STRUCTURAL** according to our assessment, is being completed by Duvanco Homes Inc. as a **COURTESY**. This action is conducted voluntarily and falls outside the scope of the formal Tarion warranty claim process. It is the express understanding that this action does **NOT** constitute an admission of fault, liability, or the existence of a defect, nor does it create any new or extended warranty obligations.

Sincerely,


Dustin VanSoelen
President
Duvanco Homes Inc.

ACKNOWLEDGED AND AGREED BY HOMEOWNER:

Signed by:


DA0CEDCDD0874E5...

Susan Stapley

Date: Nov 1, 2025 | 12:31 PM EDT

THE VENDOR SHALL:

1. Complete this form with accurate information, including the final purchase price. (Failure to do so may have adverse consequences for the Vendor's licence), and
2. Deliver a signed copy of this document to the homeowner on or before the Pre-Delivery Inspection date.

HOME ENROLMENT NO.
2369344
COMMON ELEMENT. NO. (If applicable)

VENDOR'S NAME:	DUVANCO HOMES INC.	VENDOR REF. NO	32192
VENDOR'S ADDRESS	PO Box 321 FOXBORO K0K 2B0		
BUILDER'S NAME (If different from Vendor)		BUILDER REF. NO.:	
BUILDER'S ADDRESS:			

HOME ADDRESS (Please correct as required):

88	GLENVIEW CRES	
<small>NUMBER</small>	<small>STREET NAME</small>	<small>CONDO SUITE NO. (If applicable)</small>
BELLEVILLE	K8P 0G1	
<small>CITY/TOWN</small>	<small>POSTAL CODE</small>	

LEGAL DESCRIPTION (Please correct as required):

24	21M-299			BELLEVILLE, CITY
<small>LOT OR UNIT/LEVEL</small>	<small>PLAN</small>	<small>BLOCK</small>	<small>CONCESSION</small>	<small>LOCAL MUNICIPALITY (Where building permit was issued)</small>

FINAL PURCHASE PRICE:

(As per the purchase agreement or construction contract and including upgrades and extras, but excluding HST)

\$ 361,223.81

REGISTERED OWNER(S) (Please print names as shown or to be shown on the Transfer/Deed of Land):

NAME(S): SUSAN STAPLEY

EMAIL: stapleysusan@gmail.com

(Taron and the Vendor will use this email address to send important information regarding the warranty.)

	Tarion Warranty Corporation 5160 Yonge Street, 12th Floor Toronto, ON M2N 6L9		
	Go to www.tarion.com to (i) access your Homeowner Information Package - a guide to your new home warranty; and (ii) register for MyHome - Tarion's online service for homeowners.		
Warranty Information			
VENDOR/BUILDER REF. NO.:	32192	ENROLMENT NO.:	2369344
WARRANTY START DATE:	Nov/24/2020		
HOME ADDRESS:	88 GLENVIEW CRES BELLEVILLE K8P 0G1		
VENDOR/BUILDER AFTER SALES SERVICE CONTACT:	LOU ANNE SCOTT		

The Vendor confirms that (i) the home is completed for possession; and (ii) the section 13 warranties under the Ontario New Home Warranties Plan Act apply to the home commencing on the Warranty Start Date (Date of Possession) noted above. Unfinished work and/or surface defects in work and materials (not accepted by the owner(s)) are set out in the accompanying Pre-Delivery Inspection Form.

The Vendor hereby confirms the accuracy of the information noted in this document	<i>Lou Anne Scott</i>	December 24 2020
	AUTHORIZED SIGNATORY	DATE



5194 Hwy 62 South, Belleville, Ontario K8N 4Z7
Telephone 613-966-4499 Fax 613-966-6532
info@duvancohomes.com - www.duvancohomes.com

REPORTING DEFICIENCIES

AFTER SALES SERVICE

HOW TO CONTACT OUR AFTER SALES SERVICE DEPARTMENT

DAYTIME PHONE: 613-966-4499

AFTER HOURS FOR EMERGENCIES ONLY: 613-403-7260 OR 613-813-1607
OR 613-403-3372 OR 613-849-3635

EMERGENCIES

Duvanco Homes provides emergency service, this service is available to deal with problems associated with water penetration, plumbing, heating or electrical ***that will prevent you from using your home or may cause major damage to the house.*** Should a service call be initiated and not be determined an emergency you may be responsible for all associated costs incurred.

FAX: 613-966-6532

EMAIL: info@duvancohomes.com or louanne@duvancohomes.com

We are committed to meeting or exceeding the standards of the Construction Performance Guidelines or the Tarion Warranty Program. We use superior materials and workmanship to complete the repairs in order to meet or exceed industry standards.

Duvanco Homes Inc. is extremely proud of the homes we build. We are realistic, however, and recognize that warranty issues may come up after you move into your home. Duvanco Homes Inc. Customer Service Department has a process in place that allows you to report warranty issues at designated times. Our experience has shown that this process allows us to resolve warranty items efficiently with a minimum of disruption to your work/family schedule.

During the first year of possession there are two opportunities to report warranty items. Within the first 30 days after possession of your new home you may submit a 30 Day Form Listing items that have been discovered after the Pre Delivery Inspection. The Year End Form may be submitted anytime within the last 30 days of the first year of possession. Kindly refer to the Tarion website @ www.tarion.com if you are in doubt as to whether an item is covered by your home's statutory warranty, you can refer to Tarion's Construction Guidelines which outlines what does and does not represent a warrantable defect.

30 DAY WARRANTY WORK

This is your opportunity to bring to our attention any new concerns you have identified since the Pre Delivery Inspection. You may submit to Tarion a 30-day form or send your list directly on the form in your closing binder so we can initiate service requests to the appropriate trades. This form is used to initiate the repairs, and is the same form our service staff and trades will work from.

After the 30 day warranty submission, Duvanco Homes Inc. will not process any more new claims until your yearend unless they are of an urgent nature.

YEAR END WARRANTY WORK

Approximately one month prior to our first year anniversary we will contact you as a reminder. We suggest as you notice any repair after the 30-day warranty work has been completed, you prepare a list to bring these items to our attention prior to the end of your warranty period. Our Builder's One Year Warranty warrants the home is free from defect in work and materials; is fit to live in and meets the Ontario Building Code requirements.

SECOND YEAR WARRANTY WORK

If an item comes up that is covered under the second year warranty, please submit your concerns to Duvanco Homes Inc. by fax, mail or online before the second year anniversary. Our Builder's Two Year Warranty warrants from two years of possession the home is free from water penetration through the basement or foundation walls. Defects in materials or work including windows, doors and caulking that result in water penetration into the building envelope. Defects in materials and work in the electrical, plumbing and heating delivery and distribution systems. Defects in materials and work which result in detachment, displacement or deterioration of exterior cladding such as brickwork, aluminum or vinyl siding. Violations of the Ontario Building Code regulations under which the Building Permit was issued affecting health and safety, including, but not limited to, fire safety, insulation, air and vapour barriers, ventilation, heating and structural adequacy. Major structural defects.

SEVEN YEAR WARRANTY

In addition to the Builder's two year warranty against major structural defects, Tarion provides coverage for major structural defects years three through seven.

CONDITIONS NOT COVERED UNDER WARRANTY

- Defects in materials, design and work supplied by the homeowner.
- Secondary damage caused by defects under warranty, such as property damage and personal injury.
- Normal wear & tear including but not limited to nail pops.
- Normal shrinkage of materials caused by drying after construction.
- Alterations, deletions or additions made by the homeowner.
- Damage caused by the homeowner or visitors.
- Settling of land around the building or along utility lines other than beneath the footings of the building.
- Damage resulting in acts of God.
- Contractual warranties which lie outside of the Ontario New Home Warranties Act.
- Damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code.
- Damage caused by municipal services or other utilities.
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.

STATUTORY WARRANTY FORM



30-Day Form

TO NOTIFY TARION OF OUTSTANDING WARRANTY ITEMS, COMPLETE AND SUBMIT THIS FORM BEFORE THE END OF THE FIRST 30 DAYS OF POSSESSION OF YOUR HOME. YOU MAY SUBMIT ONLY ONE 30-DAY FORM.

Send a copy of the completed Form to your Builder and keep a copy for yourself.

Home Identification Information (Refer to your Certificate of Completion and Possession to complete this box.)

2020-11-24	B32192	H2369344
Date of Possession (YYYY/MM/DD)	Vendor/Builder #	Enrolment #
Civic Address (address of your home under warranty):		
88	GLENVIEW CRES	
Street Number	Street Name	Condo Suite # (if applicable)
BELLEVILLE	K8P 0G1	24
City/Town	Postal Code	Lot #
		21M-299
		Project/Subdivision Name
Contact Information of Homeowner(s):		
Susan Stapley		
Homeowner's Name	Homeowner's Name (if applicable)	
(613)779-7287		
Daytime Phone Number	Daytime Phone Number	
(613)779-7287		
Evening Phone Number	Evening Phone Number	
Fax Number	Fax Number	
stapleysusan@gmail.com		
Email Address	Email Address	
<input type="checkbox"/> Check this box if you are not the original registered homeowner.	<input type="checkbox"/> Check this box if you are not the original registered homeowner.	

Mailing Address for Correspondence to Homeowner (if different from Civic Address above)

88	GLENVIEW CRES	
Street Number	Street Name	Condo Suite # (if applicable)
BELLEVILLE	ON	K8P 0G1
City/Town	Province	Postal Code

Enrolment # H2369344

Outstanding items must be specifically listed and described.

A reference to the Pre-Delivery Inspection Form or to other documentation will not be accepted.

Outstanding Items

List all outstanding items covered by the statutory warranty in the table below. If you require more space, please make copies of this page, number them and attach them to this Statutory Warranty Form.

Item #	Floor/Level	Room/Area	Item/Defect Area	Description
INTERIOR				
1	Floor 01	Bathroom	Ceiling	Ceiling needs repair and paint.
2	Floor 01	Bathroom	Doors	Closet door has holes drilled into it on the latch side. Must have been installed upside down originally.
3	Floor 01	Bathroom	Plumbing Fixtures	Hot water tap is on the wrong side. Reversed.
4	Floor 01	Laundry Room	Floor	Floor trim is not secured.
EXTERIOR				
5	Not Applicable (Choose your next selection)	Building Face/Exterior		Exterior work to be completed list from Pre delivery inspection

FORM ATTACHMENTS	
File Name	Description

The items specified on this Statutory Warranty Form constitute a complete list of all known warranty items which are outstanding and have not been resolved by my Builder to date.

Submitted online by Susan Stapley

Homeowner's Signature _____ Homeowner's Signature (if applicable) _____

2021-01-13 _____

Date of Signature (YYYY/MM/DD) _____

Remember to send a copy of this completed Form to your Builder.

Please note that you should allow your Builder's representatives or subcontractors access to your home during regular business hours, at a mutually acceptable time arranged in advance, in order to complete the necessary work. Failure to do so may jeopardize your warranty rights.

TARN-30DY-04.02

Outstanding Items

Enrolment # H2369344

Check the applicable boxes and describe within the appropriate categories below, any second year warranty items that you wish to report. If you require more space, please supply additional pages and reference the numbered items in this table.

- 1. Water penetration of basement or foundation
- 2. Water penetration of the rest of your building envelope (e.g. windows, doors, roof, exterior walls)
- 3. Electrical system defects (e.g. wires, conduits, pipes, junctions, switches, receptacles and seals)
- 4. Plumbing system defects (e.g. wires, conduits, pipes, junctions, switches, receptacles and seals)
- 5. Heating system defects (e.g. wires, conduits, pipes, junctions, switches, receptacles and seals)
- 6. Exterior cladding defects (e.g. exterior wall coverings, including siding and above grade masonry)

7. Major structural defects

Item #	Location	Floor/Level	Room/Area	Description
1	EXTERIOR	Lot/Property/Yard	Deck	Unfinished building. My deck was not built correctly and is missing 2 supporting legs underneath. Cement was poured for the supports to sit on but the wooden posts are not there. This was reported on last years form but not fixed.
2	INTERIOR	Floor 01	Other (Choose your next selection)	Front door Locks sweats in cold weather and the whole door feels cold and also sweats as well. Locks have been changed but the problem continues. Icicles form on the outside and inside of the lock which causes rust and lock stops functioning.

8. Violations of the Ontario Building Code's health and safety provisions

FORM ATTACHMENTS

The items specified on this Statutory Warranty Form constitute a complete list of all known warranty items which are outstanding and have not been resolved by my Builder to date

Submitted online by SUSAN STAPLEY

Homeowner's Signature

Homeowner's Signature (if applicable)

2022-11-18

Date of Signature (YYYY/MM/DD)

Remember to send a copy of this completed Form to your Builder.

Please note that you should allow your Builder's representatives or subcontractors access to your home during regular hours, at a mutually acceptable time arranged in advance, in order to complete the necessary work. Failure to do so may jeopardize your warranty rights.

TARN-2YRF-04.02

STATUTORY WARRANTY FORM



Year-End Form

**TO NOTIFY TARION OF OUTSTANDING WARRANTY ITEMS, COMPLETE AND SUBMIT THIS FORM
IN THE FINAL 30 DAYS OF THE FIRST YEAR OF POSSESSION OF YOUR HOME.
YOU MAY SUBMIT ONLY ONE YEAR-END FORM.**

Send a copy of the completed Form to your Builder and keep a copy for yourself.

Home Identification Information (Refer to your Certificate of Completion and Possession to complete this box.)

<input type="text" value="2020-11-24"/>	<input type="text" value="B32192"/>	<input type="text" value="H2369344"/>	
Date of Possession (YYYY/MM/DD)	Vendor/Builder #	Enrolment #	
Civic Address (address of your home under warranty):			
<input type="text" value="88"/>	<input type="text" value="GLENVIEW CRES"/>	<input type="text"/>	
Street Number	Street Name	Condo Suite # (if applicable)	
<input type="text" value="BELLEVILLE"/>	<input type="text" value="K8P 0G1"/>	<input type="text" value="24"/>	<input type="text" value="21M-299"/>
City/Town	Postal Code	Lot #	Project/Subdivision Name
Contact Information of Homeowner(s):			
<input type="text" value="Susan Stapley"/>	<input type="text"/>		
Homeowner's Name	Homeowner's Name (if applicable)		
<input type="text" value="(613)779-7287"/>	<input type="text"/>		
Daytime Phone Number	Daytime Phone Number		
<input type="text" value="(613)779-7287"/>	<input type="text"/>		
Evening Phone Number	Evening Phone Number		
<input type="text"/>	<input type="text"/>		
Fax Number	Fax Number		
<input type="text" value="stapleysusan@gmail.com"/>	<input type="text"/>		
Email Address	Email Address		
<input type="checkbox"/> Check this box if you are not the original registered homeowner.	<input type="checkbox"/> Check this box if you are not the original registered homeowner.		

Mailing Address for Correspondence to Homeowner (if different from Civic Address above)

<input type="text" value="88"/>	<input type="text" value="GLENVIEW CRES"/>	<input type="text"/>
Street Number	Street Name	Condo Suite # (if applicable)
<input type="text" value="BELLEVILLE"/>	<input type="text" value="ON"/>	<input type="text" value="K8P 0G1"/>
City/Town	Province	Postal Code

Enrolment # H2369344

You may submit only one Year-End Form, so be sure it is complete.

Tarion will only accept and act on the first Year-End Form that has been properly submitted on time.

Outstanding Items

List all outstanding items covered by the statutory warranty in the table below. If you require more space, please make copies of this page, number them and attach them to this Statutory Warranty Form.

Item #	Floor/Level	Room/Area	Item/Defect Area	Description
INTERIOR				
1	Basement	Unfinished Area	Floor	There was a imperfection in the cement floor. It has now become a hole.
EXTERIOR				
2	Not Applicable (Choose your next selection)	Deck	Staircase/Steps/Structure	My Deck is still missing 2 supports on the South side. The unused pieces of lumber need to be cleaned up from the stair construction.
3	Lot/Property/Yard	Yard - Front	Other (Please describe)	The water shutoff is still covered with a large blue pipe. Is this able to be removed now?

FORM ATTACHMENTS	
File Name	Description

The items specified on this Statutory Warranty Form constitute a complete list of all known warranty items which are outstanding and have not been resolved by my Builder to date.

Submitted online by Susan Stapley

Homeowner's Signature _____ Homeowner's Signature (if applicable) _____

2021-12-07 _____

Date of Signature (YYYY/MM/DD) _____

Remember to send a copy of this completed Form to your Builder.

Please note that you should allow your Builder's representatives or subcontractors access to your home during regular business hours, at a mutually acceptable time arranged in advance, in order to complete the necessary work. Failure to do so may jeopardize your warranty rights.

TARN-YRND-04.02