

# ORIGINS EMERGENCY CONTACT NUMBERS & PROCEDURES



→ If you experience a home care emergency outside regular hours, email or call our after-hours emergency support line at (905) 907-0300 or [concierge@decohomes.ca](mailto:concierge@decohomes.ca) and we will respond as soon as possible. If the emergency is Plumbing, Electrical, or Heating and Air Conditioning related, we recommend that you call the after hours emergency contact numbers directly for a faster service response.

**PLUMBING:** Nova Plumbing: 905.738.0390

**ELECTRICIAN:** Campoli Electric: 416.213.9523

**HEATING & AIR-CONDITIONING:** Aria Home Comfort: 905.951.2500

## WHAT CONSTITUTES AN EMERGENCY?

- Complete loss of electrical power (does not include loss as a result of your local municipality or service providers, as this is outside of our control)
- Complete loss of heat September 15 to May 15
- Complete loss of water supply or sewage blockage
- Plumbing leaks requiring shut-off of your entire water supply
- Gas leaks
- Major collapse of any part of your home's structure
- Major water penetration on the walls or ceilings

**REGULAR BUSINESS HOURS** Monday to Friday: 8:30 a.m. – 5:00 p.m.

## WHAT TO DO IN AN EMERGENCY SITUATION

1. If this is a medical emergency, fire, gas leak or carbon monoxide leak, dial 911.
2. For all emergency situations listed above, immediately call the emergency contact numbers provided to you.
3. If you are unable to reach our office, or if we do not correct the situation within 24 hours, you should contact Tarion at 1-877-982-7466 for further assistance. To recover your costs, you will need to submit an Emergency Form to DECO Homes and Tarion as soon as possible. This form describes the emergency and details the method of repair by your contractor in detail. Include any receipts/invoices received for work and materials. You should submit the original receipt to Tarion and provide DECO Homes a copy. The Emergency Form can be submitted via email to [concierge@decohomes.ca](mailto:concierge@decohomes.ca) or, alternatively, can be mailed to our head office to the attention of our Home Care Department.
4. If you cannot reach us or Tarion, and have no other option but to have the work completed, you or your contractor should correct the situation. However, only the emergency situation should be corrected and the problem should be documented with pictures taken before and after the repair, if possible.
5. You should not repair consequential damage to builder-installed materials. If we are responsible for the emergency item, we will handle any consequential damage within the timelines outlined under the Tarion warranty guidelines, upon your notice to us and the Tarion Warranty Program. If we fail to do so, Tarion will work with you directly to settle the matter.

**Please note:** Emergency situations due to the failure of your municipality or utility are not within our control. Check with Tarion Warranty Corporation to further understand their guidelines on emergency situations. If any of your warranty items in question are not listed under our emergency considerations, our Home Care Team will be happy to assist you during regular business hours.