

Congratulations on your new Eden Oak Home.

Please keep the following information for future reference.

Construction Office: 705-538-2696 Call only within the first 30 days of closing should you have a mechanical emergency (electrical, heat, or plumbing)

Contact: Luciano Melchiorre

Customer Service Office: 705-538-2696 Call only within the first 30 days of closing should you have a mechanical emergency (electrical, heat, or plumbing)

Contact: Luciano Melchiorre

Fax for Construction & Customer Service: 705-538-0261

Customer Service (after hours): 1-905-274-5500, 1-905-832-7890

Contacts:

Electric: Pine Valley Electrical, 905-851-1999
Emergency: 416-992-2445, fabio@pinevalleyelectric.ca

Heating & Air Conditioning: E M Air, heating, 905-738-0450
Emergency: 905-738-0450

Plumbing: Bay Point Mechanical, 705-719-7021
Emergency: 705-719-7021

Hot Water Tank: Reliance Home Comfort 416-499-7256
Emergency: 1-866-735-4262

Sewer Pump: Environment One, Grinder pump, 1-877-624-5757
fluidhandlingsolutions.com
Emergency: 416-455-6041

Simerra Property Management: 1-888-242-5510, fax: 705-445-7828

Please remember that your homeowner's manual and homeowner information package from Tarion are an excellent source of information and should be read prior to moving into your new home. Keep your homeowner's manual somewhere in your home where you can have easy access to it, so you can refer to it whenever you may have a question or concern.



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Eden Oak

www.edenoak.com

1443 Hurontario Street, Mississauga, ON L5G 3H5 • fax: 905.274.5050 • tel: 905.274.5500

Other important Phone Numbers & Information:

Hydro Customer Inquiry	1-888-664-9378
Emergencies & Outages 24 hour	1-800-434-1235
Bell Canada	310-2355 (Bell)
Sparling Propane	1-888-780-7727
Canada Post Office at 3280 Port Severn Rd.	705-538-2044
Port Severn Water & Sewer Operations District Municipality of Muskoka	705-538-2616

Phone & Cable Connections:

Your home has been prewired for phone and cable. You may use Bell Canada to do the work or if you prefer they will only bring the phone line to the demarcation point and then hire a private contractor to wire the jacks.

After Hours Emergencies:

1-905-274-5500, 1-905-832-7890, Eden Oak has an after hours emergency service phone number that you can call if you experience a mechanical emergency (loss of heat, water, or electrical) between the hours of 5 p.m.- 11 p.m. Monday – Friday, and 8 a.m. - 6 p.m. Saturdays and Sundays.

Canada Post / Mail Delivery:

Please contact your local Canada Post Office at 3280 Port Severn Rd. 705-538-2044

Key Pick-up:

The keys to your new home will be available for pick up at our community office on the day of closing. Should you require alternate arrangements please speak with our customer service representative.

Garbage & Recycling:

Private refuse collection will be provided to this Condominium. Recycling of refuse is required by the Municipality and residents will be required to sort refuse in accordance with the recycling requirements of the municipality. Unit owners will be required to dispose of their refuse in accordance with the rules of the Corporation which will require them to take refuse to one or more designated common element areas within the Condominium on refuse pick up days for pick up by the private contractor



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retained by the Condominium for refuse pick up. **Please DO NOT put your garbage or cardboard in our construction garbage bins.**

Moving Tips:

Take note that it may be muddy on your moving day, therefore you may wish to bring with you drop clothes and cardboard to protect the floor of your new home. Please keep in mind that our community is still a construction site and there may be construction vehicles on the roads. Please keep an eye on the children in your area as a construction site can be a very dangerous place!

Hot Water Tank:

Your hot water tank is a rental from Reliance. Should you encounter any issues with the hot water tank, please contact Reliance directly at 416-499-7256 NOTE: the phone number is located on your hot water tank.

Heating & Air Conditioning:

Should you encounter an issue with your furnace or air conditioner, please contact the heating supplier E M Air directly at 905-738-0450. This number is a 24 hour emergency number during the winter and a regular business number during the summer.

Plumbing:

Should you come across a plumbing leak in your home (depending on the location and the size of your leak), we recommend that you turn off your water supply and call Bay Pointe Mechanical at 705-719-7021.

Electrical:

Contact Pine Valley Electrical 905-851-1999

Reminder:

This information will be updated should any information change. You will also be provided with this letter at your PDI inspection just before the closing date of your home.



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