

Customer Service

Service Contact Information

All correspondence should be directed to our Customer Service department. To ensure accuracy, please include your name, lot number, site, address, telephone and email when submitting your service form.

Please mail your form to:
720 Oval Ct
Burlington, ON
L7L 6A9

Or submit by email to service@branthaven.com.

Note: to maintain your Tarion warranty you must also send a copy of your 30 day and year end list to Tarion.

Customer Service Department is available during normal business hours of Monday to Friday from 8:30 am to 5:00 pm. Call **905-333-9690** or email us at service@branthaven.com.

After Hours Emergency Service

Please phone **905-333-9690**, dial 7 at prompt.

What Constitutes an Emergency?

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of the builder that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants. Examples of emergency situations include:

- Total loss of heat between September 15 and May 15*
- Gas leak*
- Total loss of electricity*
- Total loss of water supply*
- Total sewage stoppage*
- Plumbing leakage that requires complete water shut-off
- Major collapse of any part of the home's exterior or interior structure
- Major water penetration on the interior walls or ceiling
- A large pool of standing water inside the home
- Any situation where the home is considered uninhabitable for health or safety reasons

**Emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.*

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Emergency Numbers

Branthaven Homes Customer Service Head Office	All homeowners	905-632-2793 905-333-8364 www.branthaven.com
Region of Halton Waterworks Dpt	Burlington/Oakville Homeowners	905-825-6000 www.halton.ca
Burlington Hydro Customer Service After Hours Emergency	Burlington Homeowners	905-332-1851 905-332-1855 www.burlingtonhydro.com
Oakville Hydro Customer Service	Oakville Homeowners	905-825-9400 www.oakvillehydro.com
Hydro One Customer Service After Hours Emergency	Oakville Homeowners	1-888-664-9376 1-800-434-1235 www.hydroone.networks.com
Horizon Utilities Customer Service	Hamilton, Ancaster, Binbrook, Carlisle Homeowners	905-522-9200 www.horizonutilities.com
Union Gas Customer Service	Burlington, Hamilton, Oakville, Ancaster, Binbrook Homeowners	1-888-774-3111 www.uniongas.com
Reliance Home Comfort Customer Service	Burlington, Hamilton, Oakville, Ancaster, Binbrook Homeowners	1-866-735-4262 www.reliancehomecomfort.com