YOUR GUIDE TO CONDO LIVING

# WELCOME HOME





# THANK

# YOU For choosing Branthaven.

We would like to thank you for choosing Branthaven as your condominium homebuilder. We are excited to begin this journey with you to Live the Life<sup>™</sup>. Branthaven has a dedicated team of informed sales staff, professional interior designers, trained service coordinators, and artisan tradesmen eager to start building your new condominium home.

Building a new home is an exciting experience and you are an integral part of the business process. You will be invited to meet with our team members at various stages as we actively seek your participation in creating a home that reflects your personal taste. This process - which while exciting - is complex with many details to be decided and arranged.

We have created this welcome guide to provide you with a step-by-step resource of what to expect and who to contact before, during, and after the construction process of your condominium. Please review it carefully as you embark on this new journey together with us.

We are honoured to add you to the list of valued Branthaven homeowners and look forward to working with you side-by-side as you become an expert in crafting your new condominium home.

Steve Stipsits President, Branthaven



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## BRANT**HAVEN**

### How To Reach Us

**Customer Care** customercare@branthaven.com 9am-4pm / Monday - Friday

Contact with questions regarding construction schedule, closing inquiries, municipal address, warranty information, community inquiries and general inquiries.

### Sales Inquiries info@branthaven.com

9am-5pm / Monday - Thursday

Contact with questions regarding agreement of purchase & sale, copies of your agreement, contractual questions, mortgages & financing, legal aspects of your agreement, and the referral program.

### Design Centre

design@branthaven.com 8:30am-5pm / Monday - Friday By appointment only

Contact with questions regarding Design Centre appointments, pricing of optional extras, agreement of optional extras, adding optional extras to your mortgage, and copies of your amendment.

### Warranty Office warranty@branthaven.com 8:30am-5pm / Monday - Thursday 8:30am-4pm / Friday

Contact with questions regarding scheduling 30 day warranty service, scheduling year-end warranty service, and new home maintenance.

# **HOME DESIGN** CENTRE

Part of the excitement of buying a new home is making it your own by selecting features, finish materials, and colours that reflect your personal taste and how you live. At the Design Centre, our friendly and knowledgeable design team will guide you through the exceptional standards, signature style and latest home materials and trends that Branthaven is renowned for.

Although your occupancy closing date may be months away, it is time to start thinking about how you would like to personalize your home using various features and finishes to create a home that reflects your personal taste and style.

### DESIGN CENTRE APPOINTMENTS

Your dedicated design consultant will contact you to schedule your colour selections appointment at our design centre. The appointment is scheduled according to the occupancy date of your home.

Appointments are scheduled from Monday - Friday within business hours 8:30am - 5:00pm, and typically last 2-3 hours. Please ensure that you are on time and well prepared for your appointment as additional appointments will be subject to a design fee of \$150/hr.

### PREPARING FOR YOUR APPOINTMENT

Prior to your design appointment you will receive a copy of the Options & Upgrades catalogue as well as a selections workbook. These valuable tools will assist you with personalizing your home.

Start thinking about your wish list and must have items for your new home. Create a budget for these options & upgrades and talk to your mortgage broker should you require further pre-approval.

You'll be contacted closer to your appointment date with several opportunities to attend a preview appointment. Our staff will guide you every step of the way. They'll be happy to give you a tour, assist with colour choices, help fill in your selections workbook, work within your budget and answer any questions you may have.

### SELECTIONS

At your selections appointment, we will assist you in choosing all of your interior options. Items include: cabinetry, doors & trim, fixtures & hardware, paint, etc. We will review all of your selections and you will finalize and authorize the Options Agreement. Payment of any deposits is required upon finalization and authorization of your selections.

### PAYMENT TERMS

There is no deposit required on the first \$15,000 of upgrades purchased. A 25% deposit payment (Cheque, Visa, or MC) is collected for all upgrades purchased over \$15,000. This is due when signing the Options & Upgrades Agreement. The remaining balance is due at the time of your occupancy closing.

The final amount of all upgrades is added to the total purchase price of your home on closing and any deposits made on upgrades will be reflected as a further deposit against the total purchase price.

### **CHANGES**

Once you finalize and authorized on your selections you will have 7 days to thoroughly review them, after that all selections are considered final.

At this point we will immediately begin to send out orders to our trade partners. These orders cannot be revoked, and therefore changes to the original selections can lead to mistakes by our trade partners and disappointments for you. For this reason selections are considered to be final after the 7-day period.

In the event that you feel a change is absolutely necessary - it will be at the discretion of our trade partners and Management Team to approve the request and, if approved, requests will be subject to a minimum fee of \$500+HST on top of the cost of changes.

Just a friendly reminder, once construction begins on your home, no changes are permitted.



HOME DESIGN



### Branthaven Home Design Centre Location:

720 Oval Court, Burlington ON L7L 6A9 By Appointment Only: Monday - Friday, 8:30am - 5pm



## Expect Personal Service. Plenty of Selections. Design Forward Style.



# **CONSTRUCTION** PROCESS

While every Branthaven home is unique, all are built with quality workmanship, superior construction, and attention to detail. You can rest assured your new Branthaven home is being taken care of throughout the entire process.

Each home is precious and unique to its owner. In a highly digital and automated age your home is one of the last hand-built products and, as expected may vary slightly from original drawings as well as your neighbours' home.

### ACCESS TO SITE

We understand that the construction process of your condominium building, and of your home in particular, is very exciting and we will do our best to keep you informed throughout the construction process. However due to insurance regulations and most importantly for your safety, visits to the construction site are strictly prohibited. Your first opportunity to walk into your home will be at the time of your Condominium Orientation (PDI) accompanied by one of our trusted inspectors.

### CLOSING DELAYS

We make every attempt at meeting our targets for completion, however as with every construction process, there are factors which can cause unexpected delays. Factors which may affect the construction schedule include: involvement of the municipality, weather conditions, shortage of workers in a specific trade, strikes etc.

As these potential delays arise we work closely with all parties involved to recover as much lost time as possible and continue progress. Although it is our intention to close every home on time, some delays are unavoidable. In these cases, we will follow the TARION guidelines when notifying you of the delay.

Prior to listing your home for sale or terminating your rental agreement, we suggest you contact our Customer Care Department for the latest updates on your new home construction.





# YOUR CONDOMINIUM **ORIENTATION (PDI)**

You have eagerly watched the construction of your condominium building take shape. Now it's time to take a look inside your home. With your possession date only a few days away, it's an exciting and hectic time. Before you begin living the life in your new condominium home, we would like to invite you to view your home in its finished state. Here's what to expect.

### CONDOMINIUM ORIENTATION (PDI) APPOINTMENT

The Condominium Orientation appointment follows a The Condominium Orientation (PDI) is an introduction to pre-planned agenda through your home to ensure that your home and its many features and systems. we cover all the details of your home's features and systems (alloting approximately 1 hr/1,000 sq ft). We ask that This is your opportunity to: only the purchasers attend the orientation as there is a View your new home in its finished state. lot of valuable information presented and your undivided attention is required. Hard hats will be provided.

- Learn and ask guestions about the various features, functions and systems of the home.
- Receive information about the maintenance of the systems in your home.
- Receive your Tarion Certificate of Completion & Possession (CCP).
- Review your Home Warranties and Branthaven's Warranty Guidelines & Procedures.
- Identify any pre-delivery deficiencies and note any incomplete or missing items on your PDI report.
- Verify that your colour selections have been completed as per the Purchase Agreement.

A representative from our Customer Care team will complete the work. schedule the appointment with you as your home nears completion (approx. 1 week prior to occupancy). Appoint-PLEASE NOTE: Branthaven strives to complete all PDI ments are available between 8:30am-2pm, Mon-Fri. If you Items within 30 days of your closing date, however, as per are unable to attend your Condominium Orientation (PDI) Tarion Performance Guidelines, items noted in your PDI appointment, the vendor will conduct the PDI on the report may take up to 120 days to be completed. purchaser's behalf.



### COMPLETION OF THE PDI LIST

The completion of the PDI report is a mandatory step in fufilling the warranty obligation of the builder. On the day you receive your keys, we will take a moment to walk through your unit and sign-off on the completion of items which may have been noted on the PDI report. Many PDI Items will have been completed prior to key release, however, items that may require our trade partners to return (i.e. kitchen cabinets, tiles, hardwood etc.) may have to be completed with you after occupancy. We will work with you to schedule a mutually convenient time to

# CONDOMINUM LIVING ...what to expect.

When it comes to any condominium purchase and eventual ownership, it is important to understand the difference between **Interim Occupancy** (the day you receive your keys and can occupy the home) and the **Full Title Closing** (the day when you take ownership of the home).

### INTERIM OCCUPANCY DATE

The Interim Occupancy Date is the day your home will be completed and ready for you to occupy. The date is also referred to as the Tentative Occupancy Date in your Agreement of Purchase and Sale. The time between your Occupancy Date and your Full Title Closing is referred to as the Occupancy Period. During the Occupancy Period, you will responsible for paying occupancy fees, utilities, and insurance on your personal belongings. There is no way to say with certainty how long the Occupancy Period will last, but in our experience it can range anywhere from 6-12 months. Once the Condominium Corporation is registered with the Land Registry Office the Occupancy Period will end and the unit can now be transferred

to the buyer which is referred to as the Full Title Closing will take place. Full Title Closing typically takes place 2-4 weeks after the registration of the Condominium Corporation. In some cases there may be no interim occupancy period and the purchasers could be expected to title close with sufficient notice

### FULL TITLE CLOSING DATE

The Full Title Closing Date is the date you will receive ownership of your home. Branthaven will notify your lawyer of the Full Title Closing Date, providing at least 2 weeks' notice to get your finances in place. Your lawyer will receive the Statement of Adjustments (SOA), deed/transfer of title to your home in exchange for your payment of the outstanding balance. At this point you will stop paying Occupancy Fees, your mortgage funds will be advanced, and you will begin paying your mortgage and maintenance fees.

### OCCUPANCY FEES

Occupancy Fees are monthly payments made during the Occupancy Period. Occupancy Fees are comprised of three components:

- 1. Estimated Property Taxes (apportioned monthly)
- 2. Maintenance Fees
- 3. Interest on unpaid balance of Purchase Price – at a rate prescribed by the Condominium Act





### **CONDOMINIUM** LIVING (continued)

### MAINTENANCE FEES

When purchasing a condominium, you are buying one unit within a multi-unit residential dwelling. Each unit is individually owned, but all unit owners share joint ownership of the common elements: the lobby, amenities, corridors, roof, garage, garbage rooms, balconies, gardens etc. Monthly Maintenance Fees cover maintenance and insurance of these areas. Each homeowners' portion of these expenses is set out in the condominium documents/disclosure, provided to you along with your Agreement of Purchase and Sale.

#### **IMPORTANT**

As you do not legally own the unit during the Occupancy Period you cannot sell the unit within the Occupancy Period. It is also imperative to note that you are not permitted to lease during the Occupancy Period. Therefore, advertising of the unit for sale is not permitted until Full Title Closing.

As the length of the Occupancy Period is difficult to determine and we understand the position of many of our investors wanting to lease the units, Branthaven will provide special permission to investors upon fulfilling the conditions set out in the Amendment for Tenancy Allowance. Conditions include but are not exclusive to requirement of additional deposits, and detailed screening of the tenants, etc. Please contact our Customer Care Department if you wish to review these conditions.

Living in a condominium comes with a many advantages as well as additional rights and responsibilities. As part of your Agreement of Purchase and Sale we have included the Condominium Documents, which include the Condominium Declaration, by-laws & rules. Together these documents detail the rights, responsibilities, and rules each owner is required to adhere to - therefore it is important to familiarize yourself with these documents.

### PROPERTY MANAGEMENT

Branthaven will contract an external company as the Property Manager who will be responsible for the daily operations of the condo building. They are in place to assist you with any condominium-related concerns, and are responsible for the maintenance, repairs, and upkeep of all the common elements throughout the building. Once the Condominium Corporation's Board of Directors is established, the property management company will take direction from the Board of Directors. They will work closely together to prepare budgets, collect maintenance fees and enforce the rules of the Condominium Corporation as set out by the Board of Directors.

## BRANTHAVEN

### CONDOMINIUM DOCUMENTS

Once the Property Manager is assigned please contact them with any questions or concerns regarding:

- Homeowner Relations
- Enterphone Administration
- Noise Complaints
- Nuisance Issues Rules Violations
- Preventative Maintenance
- Budgeting and Financial Reporting
- Expenditures and Revenue Controls
- Collection of Condo Fees
- Parking Enforcement

### CONDOMINIUM CORPORATION/ THE BOARD OF DIRECTORS

Once the building is turned over to the Condominium Corporation by Branthaven, the Board of Directors will be elected by suite owners, and will be composed of volunteer residents. The Property Management will take direction from the Board of Directors. They will work closely together to enforce the Declaration by-laws and rules set out in the Condominium Documents, prepare budgets, and address resident concerns.

### **RULES & REGULATIONS**

All condominium buildings are governed by rules and regulations to ensure safe, comfortable and enjoyable living. Specific rules pertaining to your building can be found in the Condominium Documents please note these rules and regulations are subject to change through the direction of the Board of Directors.

# CHECKLIST

As your move-in date approaches the anticipation and excitement build, and although this is a very exciting time, it is important that you are properly prepared.

### LAWYER

- are well underway.
- your lawyer's contact information.
- prior to the occupancy closing date.

### FINANCING

- firm mortgage approval.
- Full Title Closing Date.

### UTILITIES/SERVICES

### **CANADA POST**

- Orientation (PDI).
- measures.
- or once the delivery to the building is established.

### INSURANCE

- Common Elements and Units.



• Prior to the Occupancy Closing date contact your lawyer to ensure all closing arrangements

• In order to avoid penalties, contact Branthaven 90 days prior to occupancy to ensure we have

• Branthaven will provide your lawyer with all final closing documents approximately 3 days

• Occupancy Date - prior to occupancy, contact your lender/mortgage broker for a

• Full Title Closing Date - once you have been notified that the Condominium Corporation is registered, contact your lender to begin the process of activating your mortgage for the

• In the week prior to your Occupancy Closing date contact all applicable utility companies (water/hydro & gas) to update them with your new address and set up your accounts. • As part of your Agreement of Purchase and Sale you have entered into a rental agreement with a supplier for your hot water tank or tankless water heating system. You must call the supplier prior to Occupancy Closing to assume the monthly obligations.

• We will provide you with the address and postal code prior to or at your Condominium

• Notify Canada Post that you will be moving and set up any necessary mail forwarding

• Mailbox keys will be provided to you by a Branthaven Representative at time of key release

• You may be required to pick up your mail at a local Canada Post office if delivery to the building is not established at the time of your Occupancy Closing.

• The Condominium Corporation is required to maintain All Risk Insurance Coverage for the

• Under your agreement you are required to acquire and maintain homeowners' insurance coverage for your personal contents, as well as any upgrades to the unit, as these are not covered by the Corporation's policy or under the builder's warranty. It is also wise to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and property damage caused by you, your family, guests or service personnel. • Contact your own insurance agent to inquire about Condominium Unit Insurance Policies. It is recommended that the contents of your locker be covered under your insurance policy.

# **KEY** RELEASE

## Welcome to your new home.

On this day, a brand-new key unlocks a brand-new home – and marks a beautiful milestone! The following are preliminary details and information required to help you move in and get set up.

Branthaven cannot release keys until we officially receive notice from our lawyer which usually takes place in the afternoon. Even if your lawyers state that the transaction is complete, it is imperative that you wait to hear from us before heading to the site.

A Branthaven Representative will call you to inform you that your keys are ready for pick up and schedule a pick up time with you that afternoon. If for any reason your unit does not close by 3pm, please contact us to make alternate arrangements to pick up your keys.

## Unlock the door. You're now ready to Live The Life.™

### ADDITIONAL KEYS | FOBS

If you need additional keys for your home, it is your responsibility to have keys cut. If you need additional building access fobs contact the Property Management Company. If you lose your fob contact the Property Manager as soon as possible. Although the Property Manager will have the serial number, it may be wise to keep a record of any serial numbers that appear on the fob. The Property Manager will collect a fee for any additional or replacement fobs.

### **CONSTRUCTION & TRANSITION PERIOD**

You will be moving into a brand new building and the building shell, safety systems, and building access are considered complete for occupancy. Common areas will likely still be under construction, amenity spaces may not be available for immediate use as they receive the finishing touches, and construction of neighbouring units will still be in progress as their Occupancy Dates fall later in time.

We ask for your patience for our staff and trades as they are working hard to ensure quality construction and delivery of an attractive, finished building. At the same time, we are here to cooperate with you as you move in and start to enjoy your living space! If you have any specific concerns or issues related to our staff or trades and the ongoing construction, please contact the Branthaven Customer Care Team, during regular business hours.





# **WARRANTY** COVERAGE

We will provide you with details on your warranty coverage at the time of your Condominium Orientation. Here is a brief overview of the Tarion New Home Warranty, more specific details can be found at www.tarion.com

# **30 Day Checkpoint**

Your 30 Day Warranty Coverage forms part of the 1 Year Warranty Coverage. It's common to notice new items requiring warranty service after you've moved in. We recommend that as you settle into your home you keep a list of any items covered within the 1 Year Warranty that may require warranty service and submit these items on the 30 Day Warranty Form. In addition to the new items discovered you may also include items that were listed on your PDI Form that have not yet been addressed. Items which are not covered under the 30 Day Warranty are, but not exclusive to, hard surface damage, damages caused during moving by homeowner, alterations made by homeowner to electrical or plumbing, and damages cause by lack of proper home maintenance.

## 1 Year

During the first year, the various natural materials in your home have conditioned and settled. As a result, you may find additional items that may need our attention under the one-year warranty coverage.

Branthaven warrants your home to be free from defects in materials and workmanship for one year from date of possession. The following items are warranted to be free from defects in materials and workmanship:

- Air Conditioning
- Carpets
- Fireplace

• Sinks

Bathtubs / Showers

Interior Doors

- Suite Hardware / Locks
- Countertops
- CaulkingGrouting

Flooring

Cabinets

Interior FaucetsInterior Walls

All warranty service requests must be submitted online at **www.myhome.tarion.com**, by the one year anniversary date.



# 2 Year

Branthaven warrants your home for two years from the date of possession, covering any: plumbing, and electrical/heating distribution systems.

This warranty coverage begins on the date you take possession and ends on the day of the second anniversary.

Branthaven warrants the building for two years from the date of registration under the Condominium Corporation Common Elements Warranty covering any structural defects, water penetration and exterior cladding.

All warranty service requests must be submitted online at **www.myhome.tarion.com** prior to the two year anniversary date.

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# 7 Year

Tarion warrants any major structural defects for seven years from the date of building registration. Once the two-year warranty provided by Branthaven expires, all structural defects are covered under the Condominium Common Elements Warranty.

### COMMON ELEMENTS

The warranties on a condominium unit start on the day you take occupancy; however, the warranty of the common elements starts once the condominium is registered.

A Performance Audit of the common elements is conducted once all construction is completed and the condominium is registered. Professional engineers and architects will identify any deficiencies in the common elements that need to be corrected.

Residents who identify common element issues post the performance audit can report them to Property Management who will then coordinate to resolve these issues.



# WARRANTY

Relax, it's time to enjoy carefree condo living.



### THE NEW HOME WARRANTY PROGRAM GIVES YOU PEACE OF MIND

Branthaven is committed to honoring the terms and conditions of the Tarion New Home Warranty Program. Your warranties begin from the date marked on your Certificate of Completion and possession (CCP), which is also your Occupancy Date. The warranty of the Common Elements starts once the condominium is registered. In order to take advantage of your warranty coverage you must submit your Warranty Forms during the appropriate deadlines through your Tarion MyHome Account.

### HOW TO SET UP YOUR TARION MYHOME ACCOUNT

In order to manage your coverage, you must register for Tarion's webbased service by creating a Tarion MyHome Account.

You can register for an account at www.myhome.tarion.com.

Please note you will require the Home Enrollment number located on your Certificate of Complete and Possession.

This account will help you manage important warranty deadlines, submit Warranty Forms, and keep track of all correspondence between you and Tarion.

### IMPORTANT STEPS TO MAINTAINING YOUR WARRANTY COVERAGE & ELIGIBITY

Submitting your warranty forms on time will ensure you don't lose your warranty rights. Please note Tarion will only accept one form per period, and will not accept late submissions. Communicate regularly with your designated Branthaven Warranty Coordinator in regards to any questions or concerns you may have.

Allow Branthaven access to your home during regular business hours to make any necessary repairs.

Ensure proper year round maintenance of your home and its many features, finishes and systems.

If you have purchased this home as an investment and will not be moving in right way, it is imperative that you ensure proper maintenance in the absence of the unit being occupied on a daily basis. Regular weekly visits to the home and its proper up-keep and maintenance will also help maintain you homes insurance coverage.

### WARRANTY PROCESS

Once you submit your Warranty Form through your Tarion MyHome Account, it will be sent to Branthaven Warranty Department.

Your Warranty Coordinator will reach out to you within a few days to set-up a Warranty Assessment with one of our Warranty Technicians.

The Warranty Technician will go over your list with you and determine which items are covered under Tarion Warranty.

Once the Warranty Assessment is complete we will make every attempt at reconciling all warranty items as promptly and efficiently as possible. At times, we will need to coordinate services with our trade partners, for this reason we reserve a 120-day period from the submission date of your Warranty Forms to resolve all items.



### EMERGENCIES

Our Warranty Service Team is pleased to assist you with all you warranty concerns during regular business hours.

Should an emergency arise outside of these hours and you may require more immediate assistance, please call the afterhours Emergency Service (number will be provided at the Condominium Orientation). Examples of emergency situations include:

- Complete loss of heat during winter months
- Complete loss of electricity
- Complete loss of water
- Water penetration into the condominium home
- Plumbing leaks

We will respond as soon as possible and help you manage the situation until we can address it during the next business day with the original contractor. Any item not mentioned above is not considered an emergency and should be filed on the appropriate Warranty Form or communicated to you Warranty Coordinator who will be happy to assist you during regular business hours.

### Important: For fire, gas leaks and carbon monoxide leaks please contact your local Fire Department, gas utility provider, or 911.

We will provide you with details on your warranty coverage at the time of your Condominium Orientation of the Tarion New Home Warranty. More specific details can be found at **www.tarion.com** 

Branthaven is committed to building your dream home. To help us ensure you are delighted with your new home and home buying experience, we have joined forces with a Research Firm seeking reviews of the home building industry. After all, the best ways to evaluate our overall performance is through customer reviews.

# YOUR REVIEW

You will have two opportunities to review us, the first at 30 days post-possession, which will give you a chance to review your buying and design experience, site staff, home delivery experience and of course, all the home features. Your second opportunity to review us will be at 12 months' post possession where you can confidently provide feedback about your overall experience.

At Branthaven we pride ourselves on the homes we build and the service we provide along the way – however there is always room for improvement. Your feedback will help in our efforts to understand what our homeowners want, how our product is received, and the level of service we provide. As we will only use the information you have provided to improve the quality and efficiency of our products and services – you can rest assured that the information you provide in your reviews will be kept confidential by our Research Firm as well as Branthaven. Your name will not be added to any distribution lists.

Thank you for your feedback.





# MAKE<br/>sales centre to see for<br/>to say thank you, we<br/>your friend \$500 ead<br/>What could be more<br/>a neighbour.A REGHBOUR

## **BRANTHAVEN**

You're now the proud owner of a Branthaven home. You know the satisfaction that comes with buying and living in a condominium community that has been designed by a quality builder with impeccable standards.

Why not share your pride with a friend? Tell them how your dream has come true and bring them to a Branthaven sales centre to see for themselves. Then, to say thank you, we'll give you and your friend \$500 each if they purchase. What could be more rewarding? A Branthaven home and a friend who is a neighbour.

Should your friend or relative buy a home in any of the Branthaven communities, both you and your referral will each receive \$500 upon the referrals firm sale and clearing of deposits. To be valid, you must bring your friend to any Branthaven Sales Centre and fill out a Make a Friend a Neighbour Certificate with a Sales Representative. A Sales Representative will prepare a voucher for Head Office to process payment. This voucher must be completed in full, signed by a Branthaven Sales Representative and must be original. No photocopies or faxes will be accepted.

\* Restrictions Apply. Purchaser to confirm eligibility. Not applicable on purchases made through a realtor, VIP registrants or friends & family.

See sales representative for details. E.&O.E.



# Home At Last.

Branthaven.com 720 Oval Court, Burlington ON L7L 6A9 | 905.333.8364

