

A PROBLEM WITH YOUR PROPERTY?

IF A PROBLEM OCCURS BEFORE OR AFTER THE ACCEPTANCE OF YOUR PROPERTY, AND IS COVERED BY THE GUARANTEE PLAN, **GARANTIE DE CONSTRUCTION RÉSIDENIELLE (GCR)** IS HERE TO PROTECT YOU!



THE NOTICE

GCR promotes good relationships between parties. Consequently, before filing an official claim, you must ask your contractor to take action.

- 1** Inform the contractor of the situation in writing by filling out the notice form available at garantiegr.com/acheteur/procedure-reclamation.
- 2** Send the completed form to the contractor by registered mail or email.
- 3** Send a certified copy of the form to GCR.

Within 15 days following the receipt of a copy of your form, GCR will send you a claim form.



THE CLAIM

Not every case gets settled as a result of an intervention request. If you are not satisfied with the response given to your notice, or if the contractor has not taken action, you must file a claim.

- 1** Send to GCR the completed claim form, with proper documentation attached.
- 2** Send an \$114.98 (\$100 plus tax) deposit for the opening of the case. The deposit will be reimbursed if the ruling of GCR is in your favour in whole or in part, or if you reach an agreement with your contractor.

Please note that a minimal prescribed period of 15 days following your notice must be observed before filing a claim.

Once the claim is filed, the procedure described on the back applies.

THE 6 STEPS OF A CLAIM

FILING A CLAIM



1 - The contractor has 15 days to provide GCR with corrective measures to solve the issues



2 - Failure by the contractor to take action will result in a visit by a GCR conciliator

The ruling of the conciliator is forwarded to the beneficiary and the contractor.



3 - Agreement and planning of work

The beneficiary and the contractor come to an agreement in regard to a timetable for the corrective work.



4 - Performance of work

The contractor carries out the corrective work within the timelines determined in the ruling of the conciliator.



5 - Work completion

Confirmation by the contractor of work completion, with the possibility or obligation to attach photos or proofs.



6 - Assessment of work

The beneficiary must provide their assessment of the work.

CLAIM FILE CLOSURE

For more information on the claim procedure:

Phone 514-657-2333, option 1

Toll-free 1-855-657-2333

reclamation@garantiegr.com

garantiegr.com/acheteur/procedure-reclamation



GARANTIE
CONSTRUCTION RÉSIDENTIELLE