

# Your New Homeowner Contact Guide

Congratulations on your new home! We're thrilled to have you as part of our community. To help you settle in, we've provided a quick guide with key contacts and resources to assist you with any questions or concerns.

## Common Inquiries

**Common Area Concerns:** Property Management

**Entry Panels / Fobs:** Property Management

**Exterior Maintenance:** Property Management

**General Home Information:** Refer to the Homeowner Portal

**Homeowner Portal Issues:** ServiceQ Team

**Landscaping:** Property Management

**Mail Boxes:** Canada Post

**New Home Warranty:** ServiceQ Team

**Noise Complaints:** Property Management

**Parking / Visitor Parking:** Property Management

**Power Outage:** Manitoba Hydro & Property Management

**Snow Removal:** Property Management

**Suspicious Behaviour:** Police & Property Management

## Emergencies

Emergencies require swift action. Please check the Emergency Contact List in your Homeowner Portal for detailed information. Examples of emergencies include major plumbing leaks or bursts, electrical shortages or sparking wires, loss of heat in winter or water entering your home.

**Critical Note:** For fire, gas leaks, or carbon monoxide issues, contact your local Fire Department, gas utility provider, or dial 911 immediately. Notify your Property Manager as needed for support with repairs.

**Submit Service Requests here [streetside.ca/service](https://www.streetside.ca/service)**

# How To Reach Us

Homeowner Portal

**HOMEOWNER PORTAL LOGIN**

**[www.streetside.ca/homeowner](https://www.streetside.ca/homeowner)**

Online resource for submitting all service requests, emergency contact list, homeowner care & maintenance.

Service Inquires

**SERVICE Q**

**[www.streetside.ca/service](https://www.streetside.ca/service)**

**[streetsidewpgservice@qualico.com](mailto:streetsidewpgservice@qualico.com)**

Contact with questions regarding service request updates, warranty information and homeowner care & maintenance inquiries.

Property Management

**[customercare@streetside.ca](mailto:customercare@streetside.ca)**

Contact your Property Manager for assistance with inquiries about common areas or shared systems, building maintenance issues, and coordinating emergency repairs.

Homeowner Care

**STREETSIDE DEVELOPMENTS**

**[customercare@streetside.ca](mailto:customercare@streetside.ca)**

Contact with questions regarding agreement of purchase & sale and general inquiries on closing.

# StreetSide

A QUALICO Company

The appliances in your home were purchased through StreetSide and are provided by Coast Appliances. These appliances come with a one-year Manufacturer's Warranty, which begins on the date you take possession of your home.

While you made your appliance purchase through StreetSide, all warranty claims, service requests, and support are handled directly through Coast Appliances.

**Please contact Coast Appliances directly for any warranty-related issues or service inquiries.**

**Important:** When contacting Coast Appliances for service or warranty inquiries, please be sure to provide the following information:

**Product Information:**

- Product Model Number:
- Product Serial Number:
- Description of Issue (*pictures if applicable*)

**Homeowner Information:**

- Homeowner(s) Name / Developer Name
- Homeowner Full Address
- Homeowner Contact Number
- Date of Possession (*with proof if possible*)

**COAST WHOLESALE APPLIANCES CONTACT INFORMATION**

1-866-262-7820 (1-866-COAST20)

SERVICE@COASTAPPLIANCES.COM

**Manufacturer's Extended Warranty**

You can purchase an extended warranty for your appliances within 11 months of your possession date by contacting Coast Wholesale Appliances directly.

