

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

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

Service Inquires

SERVICE Q

www.streetside.ca/service

streetsidewpqs@qualico.com

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

Property Management

RANCHO PROPERTY MANAGEMENT

www.ranchowinnipeg.com

ranchowinnipeg@ranchogroup.com

(204) 233-4200

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

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.

