



Residential products and services guide



RÉSIDENTIEL

You've built your reputation - we're here to protect it.

For over 30 years, ACQ Résidentiel has been a trusted partner for contractors in Quebec's residential sector. We are here to guide you through your construction, renovation, or rental development projects, so you can focus on what you do best: building with pride and exceeding your clients' expectations.



Our credibility is built on strong relationships with partners, clients, financial institutions, and government agencies. This recognition allows us to provide concrete, hands-on support, letting you concentrate fully on your expertise: building, renovating, and delivering projects that meet the highest standards.

From our guarantee plans and security bond solutions to conflict resolution services, technical expertise, and inspections, we are with you every step of the way. Choosing to work with us means partnering with a trusted ally who highlights the rigor, professionalism, and overall quality of your work. You are committed to completing each project to the highest standards- and we proudly guarantee it!

David Martellino
General manager, ACQ Résidentiel



Excellence, innovation et mieux-être
PCE 2024



Excellence en gestion d'entreprise
PPQ 2023



Excellence en gouvernance
ICO 2023

30 years
of experience

+ 6,000
registered projects

+ 28,000
on-site inspections
carried out

100 %
of projects
are inspected

Our guarantee plans

Solutions for all your projects



**LOWER YOUR
FINANCIAL RISK.**
**Simplify your
operations.**

**COMPREHENSIVE COVERAGE
AT THE BEST RATE ON THE
MARKET.**



**A SOLUTION
that gives you the
power to think big.**

**CONNECT WITH A NETWORK
OF TECHNICAL CONSULTANTS
AND BUILDING EXPERTS.**

QUALITÉ CONDO GUARANTEE



The Qualité Condo guarantee was designed to provide builders with a fully integrated solution that frees up cash flow, minimizes the risk of costly errors, and manages your after-sales client relations — allowing you to stay focused on what you do best: building

Your deposits protected and accessible

By accessing 100% of your deposits as soon as your project hits the market, you gain the flexibility to finance construction at your own pace and move your projects forward without waiting for delivery.

ACQ member benefits

- **No set-up** fee
- **We pay the cost of your first year of membership** for projects worth over \$25,000



QUALITÉ RÉNOVATION GUARANTEE



The Qualité Rénovation guarantee delivers an all-in-one solution for contractors, offering support at every critical stage of the project to minimize costly errors, it enhances your reputation for reliability and professionalism, increases your visibility and our team manages your after-sales relationships in the event of a claim.

ACQ member benefits

- **You receive a \$200 member discount** on the price of the additional inspection.



QUALITÉ MULTILOGEMENTS GUARANTEE



The Qualité Multilogements guarantee, designed especially for rental condo or apartment projects, is the ideal solution for non-profit organizations, housing co-ops or the OMH (Office municipal d'habitation).

ACQ member benefits

- **No set-up** fee
- **We pay the cost of your first year of membership** for projects worth over \$25,000



**RESIDENTIAL &
COMMERCIAL**

LATENT DEFECTS PROTECTION



Both buyers and sellers benefit from financial protection between 50,000\$ and 100,000\$, depending on the type of property, as well as assistance in the event that latent defects are discovered within the three years after the property transaction.

ACQ member benefits

- **\$125 discount for owners** of member companies



QUALITÉ UNITÉ EN INVENTAIRE GUARANTEE



This guarantee is available to all contractors who wish to reassure clients by offering a quality guarantee on unsold units that are no longer covered under the standard guarantee plan (GCR)-after the 24-month period from the end of construction.

**Inspection of units is mandatory.*

ACQ member benefits

- **\$200 discount** on inspection



LEGEND



Large-scale
building



Building subject
to the GCR



Residential
subcontractor



Renovation
work



Resale
market



ASSOCIATION DE LA
CONSTRUCTION DU QUÉBEC



Join the network.
BECOME AN ACQ MEMBER.

Our services

**Québec's residential
quality leader**

GCR SECURITY



Meet your financial obligations without compromising your family or personal assets.

ACQ member benefit

- **No file review fees** for ACQ members
- **ACQ Residential offers you a simple and fast bonding solution,** with an annual rate starting as low as 2% of the value of the bond required by GCR*



**Preferential rate may vary depending on evaluation of your record. Prices subject to change without notice.*

***The GCR Security offered by ACQ Résidentiel is distinct from the accreditation provided by GCR. It is a separate security product designed to help you meet your financial guarantee obligations to GCR.*



**Don't wait until renewal.
APPLY TODAY!**

EXCESS DEPOSIT GUARANTEE



Increase the amount of deposits collected for your units for sale. With the excess deposit guarantee, you can safeguard your client's deposits exceeding \$50,000, while remaining fully compliant with regulatory requirements.

VIP EXPERIENCE • UNIT DELIVERY SERVICE



For a reassuring, personalized buyer experience, count on our trusted team to guide your buyers and oversee a seamless handover process.

They conduct quality inspections and manage all mandatory documentation, reducing post-delivery claims and ensuring an elevated overall customer experience.

ACQ member benefit

- **We pay the cost of your first year of membership** for projects over \$25,000



LEGEND



Large-scale building



Building subject to the GCR



Residential subcontractor



Renovation work

TECHNICAL CONSULTING



Contractors benefit from direct access to a technical advisor specializing in residential as well as industrial, commercial and institutional construction, providing expert guidance on regulations, building techniques, and building science for both new builds and renovations.

ACQ member benefit

- Free technical advice



TECHNICAL EXPERTISE AND INSPECTIONS



Rely on our team of technical experts for on-site support and inspections. We provide practical and personalized solutions adapted to your project requirements. We use state of the art instruments to conduct specialized inspections depending on your need.

ACQ member benefit

- 200\$ discount on on-site inspections, expert assessments, and support services*
- Discount with the purchase of a block of hours
- Additional discount on overtime hours



* Discount subject to change without notice.

AFTER-SALES SERVICES



Benefit from comprehensive after-sales service delivered by a team of multidisciplinary specialists. Our experienced conciliators work alongside you to identify solutions that are both cost-effective and collaborative, helping you minimize repair costs while preserving strong, harmonious relationships with your clients.



LEGEND



Large-scale building



Building subject to the GCR



Residential subcontractor



Renovation work

A team of experts at your service

DAVID MARTELLINO

General manager

514 354-8249, ext. 2510 • martellinod@acq.org

ALEXANDRE RICHER

Senior Director • Governance and risk
management

514 354-8249, ext. 2554 • richera@acq.org

TILDA CARBONE

Director • Marketing

514 354-8249, ext. 2568 • carbonet@acq.org

ALEXANDRE SARRAZIN

Director • Inspections and technical services

514 354-8249, ext. 2506 • sarrazina@acq.org

NISHANT SHARMA

Director • Business development

*Qualité Condo guarantee, Qualité Multilogements guarantee,
Excess deposits guarantee, and VIP Experience - Unit
delivery service*

514 354-8249, ext. 2562 • sharman@acq.org

MÉLISSA CHARETTE

Director • Business development

Qualité Rénovation guarantee

514 354-8249, ext. 2536 • charettem@acq.org

SUZIE BRETON

Director • Sales and business development

Latent defect protection (residential + commercial) •

Garantie Intégri-T in collaboration with RE/MAX Québec

1 844 787-3450 • bretons@acq.org • info@integri-t.ca

LUC TURENNE

Team lead • Risk management

GCR security

514 354-8249, ext. 2540 • turennel@acq.org

PAUL DEMERS

Technical advisor

418 687-1992 • demersp@acq.org

1 800 956-7526

acqresidential.ca/en/contractor



Peace of mind
is part of the plans.



ACQ
RÉSIDENTIEL