
2022



FIELDGATE HOMES

HOMEOWNER'S MANUAL

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01

Welcome to your brand new Fieldgate Home.

We are so pleased that you have chosen us as your new home builder, and we appreciate the opportunity you have given us to help make your home owning dreams come true. We would like to take a moment to wish you and your family many happy occasions and fond memories in your new house.

At Fieldgate homes, we pride ourselves on the standards that we have set, and maintained, through our career as one of Ontario's leading homebuilders. We believe that we have used the highest quality of materials and workmanship in the building of your home, and you can count on our total commitment to customer satisfaction; happy homeowners make happy homebuilders.

On the following pages you will find advice on everything from what to expect on your closing day to maintaining your home in the years to come. ***Please, take a moment to read through this manual*** paying attention in particular to the coverage and limitations of the Warranty on your home. We hope that the information we provide you with this is helpful and answers any questions you may have.

Thank you for your patronage and continued cooperation.

Yours very truly,

FIELDGATE HOMES

HOME ORIENTATION

Prior to Closing

Fieldgate's Quality Control program

Our dedicated staff has inspected your new home at every stage of its construction to guarantee that the highest standards of quality are met. In addition, the municipal building officials, hydro, heating and plumbing authorities have carried out inspections, of their own to ensure compliance with all applicable building codes.

Please note, by provincial law persons under the age of 16 are not permitted to be in any construction zone. This means that children under 16 years old are not permitted into the house until the closing has been completed. Please make sure to make alternate arrangements for children and other minors.

Pre-delivery Inspection

After your home is built, but before your closing date, a representative from the Fieldgate office will contact you to schedule and appointment for a Pre deliver Inspection. (PDI). This inspection will take place in your new home, and we strongly urge you to make yourself available to attend. During the PDI, you will complete a Tarion Warranty Program Certificate of Completion and Possession. (CPP), which are forwarded to the Tarion to start your Warranty. You will also have the opportunity to list any defects that are discovered during this inspection. This list will then be sent to Tarion along with your CCP.

This in no way limits your Warranty to the items on the list. (See section on Warranty for more details).

Our objective is to repair all noted deficiencies as quickly as possible to allow you to settle in and enjoy your new home.* We recommend that you keep a copy of the CCP and the list of deficiencies for your own records. **Also make a note of your lot and Name of Project or Site to be used when requesting service.** Upon the completion of all the listed items you will be asked to sign off, thereby confirming their resolution.

Please note, that Fieldgate Homes will not be responsible for any items of a cosmetic nature not noted on this list. It is therefore recommended that special attention be paid to cracks, chips, scratches or marks on items such as tiles, woodwork, cabinets, windows mirrors, ceramic plumbing fixtures, counter tops, marble tops, Fiber glass products or appliances.

Pre-delivery inspections will be scheduled between the hours of 9:30 a.m and 4:00 p.m. Monday through Thursday. And 9:30 a.m. to 3:00 p.m. on Fridays.

- It is not uncommon for some exterior construction (e.g. painting, grading, etc.) to be incomplete due to winter construction. In such cases these items will be deferred until the spring and completed when the weather permits.

Warranty Coverage

This section of your homeowner's manual provides you with valuable information concerning your new home and details Fieldgate's obligations in connection with its construction. It also lists what warranty does and does not cover.

To avoid any misunderstanding regarding areas of responsibility, you should review this section carefully, before your PDI so that you can prepare any questions you may have.

Fieldgate's Warranty Coverage

Your new home has been enrolled in the Tarion Warranty Program.

Fieldgate's warranty is backed by Tarion and guarantees that your home be "free from defects in workmanship and materials for one year". It is your responsibility to notify Fieldgate of existing defects in writing before the end of the one year period.

Additional warranties also guaranteed by Tarion include two year protection against.

- Water penetration through the building envelope.
- Water seepage through the foundation walls / basement floor.
- Defects in workmanship or materials in the electrical, plumbing and heating delivery and distribution systems.
- Defects in workmanship of materials resulting in detachment, displacement or deterioration of exterior padding.

Addition warranty is also guaranteed by Tarion include seven year major structural defect protection against.

- A defect in workmanship and material that results in the failure of a load bearing part of the homes structure.
- Any defect in workmanship or materials that significantly and adversely affect your use of the building as a home.

What is not covered under Warranty?

- Deficiencies caused by homeowner neglect or improper maintenance.
- Items not reported in writing within the applicable time frame.

FIELDGATE HOMES WARRANTY EXCLUSIONS ARE:

- Any defects caused by homeowner neglect or improper maintenance.
- Any defects not reported in writing within the warranty period.
- Normal shrinkage on materials that dry out after construction
- Secondary damage that results from defects covered under warranty. That is, the warranty covers the defects themselves, but will not cover any resulting in damage to personal property.
- Alterations or additions made by the homeowner.

- Defects in materials, design and workmanship in anything supplied or installed by the homeowner, or by a company/individual hired by the homeowner.
- Damage that is due to the following: dampness or condensation caused by the homeowner not maintaining adequate ventilation in the home Or originating from an unknown cause; from insects and / or rodents.
- Settling soil in land around the perimeter of the house or along utility lines. (Note: subsidence in these areas is considered Normal and the soil level must be maintained by the homeowner).
- Damage caused by municipal services and other utility companies; cable companies, delivery and service organizations; any vehicles or personnel on the property without the direct of Fieldgate Homes; normal wear and tear, including damage caused by the homeowners, tenants and guests; and vandalism, acts of God (for example, floods, high winds), civil commotion, riots, insurrection, or warranty.

Warranty Limitations

- Damage or destruction occasioned by fire, wind, rain, hail, snow, flood, freezing, lightening, insects, acts of G-D or other causes not reasonably within control of Fieldgate Homes.
- Normal weathering of exterior finishes.
- Defects arising from condensation, contraction, expansion and other occurrences common to the type of grade of materials employed, provided that such material is of a grade generally accepted in the home building industry.
- Minor drafts at door and window openings and at electrical outlets.
- "Winterkill" in lawn.
- Locating survey documents and boundary lines.
- Damage to concrete slabs, walks and garage floors caused by salt or calcium products.
- Damage to driveways caused by heavy or sharp objects.
- Damage to driveways caused by petroleum products.
- Depressions of less than size inches, unevenness, flaking of surface stones, checking or cracking at the edges of asphalt driveways.
- Minor surface cracks in concrete walls, floors and porches.
- Surfaces pitting, superficial cracking and marbling in concrete.
- Efflorescent (White powder) on concrete and brick walls.
- Wallpapering or refinishing of drywall repairs (other than year end).
- Cracking of toilet bowl caused by over tightening of bolts.
- Separation between floor and toilet and resulting leakage.
- Minor tool marks and blemishes in trim and other millwork surfaces.
- Plumbing stoppages other than those caused by construction debris.
- Variation in color and shading on panels and trim.
- Replacement of faucet washers and "O" rings.
- Damage to plumbing fixtures due to abrasive cleaners or careless use.
- Any scratched or dented fixtures not reported on pre-occupancy inspections.
- Exact colour match of replacement materials.
- Resultant damage from any warranted defect.
- Municipal officials have passed settlement of exterior items after initial repair and after grading.
- Any interior surface damage caused by condensation on windows due to high humidity in the house.
- Pests, such as rodents and insects, in the house.
- Minor settlements of sod and precast patio stones.
- Expansion of kitchen and vanity countertops caused by water damage, i.e. damp cloth or sponge left on the counter. Also, water damage to kitchen mitres.

- Any countertop scratches or burn marks unless noted on the Pre Delivery Inspection.
- Tears or scratches on the vinyl flooring unless noted on the Pre Delivery Inspection
- Any machinery, equipment, fittings or installation (e.g. Furnace, water heater, sealed windows, appliances, electrical or mechanical installation), which at the time of delivery of the home was covered by a warranty or guarantee given by the manufacturer or supplier. This is regardless if the terms of, or any conditions limiting such guarantee.
- Death of tree, which existed before construction of house.
- Tree surgery and tree trimming.
- Consequential damages caused by any replacement material.

Quick Tips For Your New Home

Duplicate Key

- It is a good idea to keep a duplicate set of keys in a handy place in case of a lock out.
- You might leave a set with a neighbor when on vacation, in case of an emergency.

Fences

- You are not permitted to install any fencing during the first year sod has been installed, as it may be necessary for Fieldgate to adjust the grading or repair the sod.
- It is important to check with the local municipality regarding any regulations pertaining to the types of fencing in your area as well as any municipal permits needed.
- Please keep in mind that any error in placement of a fence with regard to property lines, obstruction of drainage flow, etc. will be your responsibility. It will be up to you to move it at your own expense.

Decks

- You are not permitted to install or construct any deck until the local municipality has assumed the subdivision, as it may be necessary for the developer to adjust the lot grading and drainage.
- It is important to check with the local municipality regarding any regulations pertaining to the types of decks in your area as well as any municipal permits needed.
- Please keep in mind that any error in placement of a deck with regard to property lines, obstruction of drainage flow, etc. will be your responsibility. It will be up to you to move it at your own expense.

Fire Extinguisher

- It is advisable to buy at least one fire extinguisher for your home.
- Make sure that all your family members know the location of the fire extinguisher, and review the proper usage instructions.
- Have all extinguishers inspected annually to ensure they are in functioning order.
- Make sure that all your family members know how and where to shut off the gas, electricity and water in the house.

Garbage Pick Up

- Do not use the construction dumpsters on the site. It not only increases the costs of home building, it also slows down the entire construction schedule when they are filled. Please make yourself aware of, and utilize the local, municipal trash pick up.

Home Tool Kit

- You only require a few basic tools in order to maintain your home. Make sure you have a hammer and screwdrivers (Phillips, Robertson and Flathead) handy.
- Other tools you may make use of are caulk guns, pliers, wrenches and small handsaw.
- During the winter months you will need a durable snow shovel to clear snow and ice from your driveway, walk way and sidewalk in front of your home.
- Salt and calcium melters are corrosive to concrete; you should invest in non corrosive ice melters. These ice melters are more expensive but well worth the investment.

Mail Delivery

- Our Fieldgate representative will explain your mail retrieval process to you during your PDI.
- You will find it more effective to give out change of address information one week prior to moving in. This allows time for your information to be changed in people's databases so that your mail comes to your new address right away.

Vacation

- There are a few things you should consider doing if you are planning to be away from your home for an extended period of time.
- Turning off the water at the main shut off.
- Stopping newspaper and mail delivery.
- Lowering the thermostat.
- Putting visible lights on timers.
- Making sure all appliances are turned off.
- Turning down the temperature on your water heater.

A General Note on Maintenance

A large portion of complaints received from our homeowners is directly related to high humidity levels found in new homes. These problems may manifest themselves in many ways; wet basement walls, condensation on exposed pipes and windows, sticking doors and windows, and rolls in the broadloom tend to be the most common. In most cases, simply using a good dehumidifier to remove the excess moisture from the home can solve these problems. Depending on the time of the year, this moisture can be quite substantial; During the "drying out" period in a new home, shrinkage and minor settlement occur. This is natural and is to be expected. However, this gives rise to another common group of purchaser complaints relating to drywall and finishing. **Fieldgate Homes** will repair all nail pops, cracked corners and other similar decorating problems one time only during your first year of occupancy.

These repairs are most often looked after at your year end. Sanding and repainting are not included. You are therefore advised to wait until these repairs in order to do your decorating. We wish to stress that these problems are a natural occurrence in a new home and are not due to faulty material or workmanship. The patchwork is only done as a courtesy to those homeowners who request it prior to their year end.

02

Exterior Home Care

Doors

The exterior doors on your home are steel clad insulated doors thus the need for storm doors is eliminated and they should not be used. A storm door could cause a heat buildup resulting in warping and damage to the steel door. During periods of extreme cold, steel doors have a tendency to warp causing them to be slightly more difficult to lock and unlock. This is a normal condition for this type of door and the warp will disappear when the warm weather comes. If you should find that the doors are extremely difficult to operate we can make an adjustment to the striker of the door to accommodate this.

Garage doors – the moving parts of a garage door should be oiled every 3 months. The screws that fasten the hardware to a door should be tightened every 12 months because they may loosen. If a hinged door sags, tightening the appropriate turnbuckle should bring it back into shape. Each garage door usually has two of these, one on each of the two cables criss-crossing the back of the door. An overhead door may warp inward from being left up for long periods. Usually this can be corrected by adjusting the nuts on the metal rods or the straps across the top and bottom of the door. Sliding garage doors that drag can be realigned by tightening the bolts on the wheels that run on the overhead track. Also, check that the floor guide is not out of line. Please do not attempt to adjust the springs as you may injure yourself. Please call a repairman should the need for one arise. It is important to note that homeowners who wish to install automatic garage door openers will void the warranty on the operation of the door by doing so.

Locks – if the security of your home is a concern, consider these items before installing additional locks to your doors.

- Locks should be located so that they cannot be reached by breaking a small window pane in the door.
- Locks that require a key on the inside are potentially dangerous if an emergency occurs. When this type of lock is used. Be sure a spare key is always handy to prevent anyone from being trapped inside the house.
- Installation of any locks or chains will be most secure if the screws and bolts used for attachment go all the way through the door or frame and cannot be removed from the outside.
- A metal insulated door may require the services of an expert to properly install new locks.

Driveway and Concrete Garage Floors

Asphalt Driveways – Minor settlement, tire markings and stones that may flake out are normal characteristics. Seasonal weather conditions such as frost penetration can cause driveways to crack or rise changing the direction of surface drainage. Affected areas may return to their original position in warm weather. These changes are the responsibility of the homeowner. Be careful to avoid the following potential causes of damage to your asphalt.

- Oil or gas dripping from a car. As soon as they are noticed, the driveway or garage floor should be washed down with a hose.
- During warm weather, pointed objects (such as chair legs, bicycle kick stands, etc) tend to sink into asphalt.
- Heavy vehicles should not be permitted on the driveway.

Gravel Driveways – Upon moving into your home you may find that your driveway is not yet paved. The driveway will have a layer of gravel on; it will settle at first and leave ruts. These driveways will be repaired by us as required during the first year or until the paving, if any, is completed. This may entail having to re-level the driveway, or if necessary, more gravel will be added to maintain a reasonably smooth surface. However, some minor settlement and puddles may be apparent during rain, and is considered to be normal.

Fences and Survey Pins

During the first year of occupancy, it may be necessary to enter upon the property to adjust or repair surface drainage or sod. It is therefore, not advisable to install any fencing or planting during this period. Which may impede such work? If such work is necessary, we will not be responsible for any damages to your fence and/ or planting, however caused.

Before installing a fence it is important to check with your local municipality regarding rules pertaining to fencing in your area.

The final grading of your property may have misplaced the survey pins or stakes used to mark the boundaries of your lot. Upon closing, a surveyor's certificate, which accurately locates your house on the lot, is presented as part of your legal documents. Should you wish to install a fence (if permitted), a hedge or any boundary features, it is advisable to obtain the services of a qualified surveyor to re-locate the lot lines to ensure that you do not put your boundary marker on your neighbors property. (You may wish to look into the idea of sharing the cost of a boundary marker with your neighbor.)

- *Please note that Fieldgate Homes will neither stake out property for you, nor provide any boundary markers.*

Grading

The grading on your lot is designed to provide surface drainage away from the building and into the storm sewer system. The homeowner cannot change the grading as this may cause a drainage problem for adjacently homes in your area. If your neighbor changes his grading or effects landscape changes that affect the free flow of water from your lot, it is your responsibility to arrange through your solicitor that any alteration is adjusted to permit the water to flow properly again. A hedge or fence when installed may also affect the drainage pattern.

There may be some variation between grading proposals and the actual work carried out. These modifications are made with good reason. For example, basement window wells are sometimes installed to facilitate grading around the house, even through a model house may have been built with or without window wells, grading conditions on any individual lot may require they be eliminated or added.

Fieldgate homes will repair drainage problems on the lots due to faulty or incomplete grading. However, if altered drainage is found it to be the problem we will not responsible unless the grade is returned to its original state. Consulting engineers both before and after the sod is placed checks the grade. We will not be responsible for lot grading after this final inspection by the engineer.

You should not install a swimming pool until after the municipality assumes the development.

Rear Yard Basin Drainage patterns and grading – whenever there is a rear yard catch basin installed on your property, it is your responsibility to maintain this drainage. In the spring and fall, leaves and debris should be removed to allow the proper flow of water. You must also ensure that the grass is maintained in all surface drainage swales to allow free flow of water. You should also note that your lot has been graded for proper drainage during a normal rainfall. Heavy or prolonged rains may result in some standing water (ponding in depressions) for a limited period of time when the soil is saturated.

YOU SHOULD NOT CHANGE THE GRADING OF THE LOT TO CAUSE A DRAINAGE PROBLEM.

Gutters

Always keep gutters and downspouts unobstructed by leaves, tree limbs or anything that could cause overflowing. Be sure that downspouts direct water away from the foundation. Aluminum gutters do not need to be painted, but can if you choose.

Hardware

It is normal for the protective finish on the exterior hardware to break down after extensive use and exposure to the elements. FIELDGATE HOMES will not be responsible for the replacement of the hardware if this happens. When this occurs, remove the remainder of the finish with a mild kitchen scouring powder. After cleaning, simply let the finish age for a rich weathered appearance. If you wish to preserve a “like new” appearance, occasionally polish with a brassware cleaning compound.

The above also applies to brass numbers, mailboxes, kick plates and light fixtures.

Lubrication: it is advisable to lubricate both exterior and interior locks every six months. For keyed exterior locks, a little powdered graphite dry lubricant blown into the key-way and in the latch bolt will ensure smooth operation.

Hose Bibs/ Outside Faucets

Exterior hose bibs come with back flow preventers and shut off valves on the inside of the house. They should be closed in the winter months to prevent freeze up.

Landscaping

In planning and installing planting beds, be careful not to interfere with the drainage system, particularly around the house. Be sure that any planting beds are laid to fall away from the foundation wall and keep all shrubs and trees clear of the walls. Do not build up topsoil above the top of concrete wall. A well landscaped home can enhance the value of your property. Landscaping your new home can be done in two ways. One is by guesswork, which may result in a horticultural disaster. The other is to plan according to how you want your grounds to look in 10 years. The long range planning takes more time, but it pays off.

Roof Ice Dams

During the winter months we are subjected to snow and periods of rain and freezing rain. Excessive loads of ice and snow should not be allowed to remain on the roof throughout the winter months. This situation can cause an ice dam to form, which could lift some of the shingles and allow water to back up and enter your home.

It is the responsibility of the Homeowner to have the ice and snow removed from the roof. HAVE SNOW AND ICE REMOVED WITH GREAT CARE, as it is easy to damage the shingles. Another way to reduce the danger of ice dams is to install heating coils along the roof. These coils simply melt the ice and allow the water to drain off the roof. These coils can be obtained at your local building supplier. Drain troughs should be kept free of debris at all times.

NOTE: FIELDGATE HOMES will not accept responsibility for any damage caused by excessive snow load or ice damming.

Shingles

The shingles on your roof have a manufacturer's warranty of 20 years. They are self-sealing gravel coated tarpaper and with proper care should last many years. During your pre-delivery inspection check the roof for missing shingles and note this on the inspection form, as any shingles that are damaged by wind or ice or snow after your occupancy are not the responsibility of FIELDGATE HOMES. Any such damages should be reported to your insurance agent.

Slight color shading differences in asphalt roofing is normal and does not affect the roof's durability. Manufacturers cannot avoid slight, often imperceptible colour differences in shingles.

Every spring and fall all flashing and caulking should be checked for shrinkage, which could cause leaking resulting in damage in the interior of your home. We will correct any shrinkage reported to us within the first year of possession.

Sod

Your new lawn has been installed quite recently or will be in the near future and requires immediate maintenance. Although the lawn is delivered and laid in as fresh a condition as possible it will not stay that way unless the following main steps are followed by you.

1. Water the lawn frequently. Do not water in hot sun; it is better to wait until evening or early morning. Shallow watering creates a shallow root system and makes the lawn susceptible to burning.
2. Do not walk on freshly laid sod. The topsoil underneath is soft from watering and footprints and other damage could result. We will not be responsible for such damages.
3. Spray with a solution to control weeds.
4. Fertilize the lawn, preferably in the spring and fall of the year. Do not over fertilize fresh sod, which is already fertilized at the sod farms. It is the best to wait until the following season.

In the early spring when the snow begins to melt, care should be taken not to let any snow or ice remain in one area, as this will cause a "Winter Killing of Sod". If you notice this condition forming, you should spread the snow or ice to allow it to melt. Any major shrinkage, which occurs in the lawn due to settlement, will be repaired by Fieldgate Homes the following year. It should be noted that having a skating rink on your lawn might kill the grass. Carbon dioxide produced by the grass cannot escape through the ice, and thus trapped it can suffocate the grass. FIELDGATE HOMES will not accept responsibility for lawns damaged by skating rinks, or other ice build-ups. Animal excrement will damage your lawn and is not the responsibility of the builder.

Note: It may take up to two years for your sod to knit into the sub base.

During this time puddles may form in your lawn after a rainstorm or watering. This is not due to the topsoil used or to the drainage pattern. It is a result of the sub-base in your area and will correct itself in the first or second growing season.

Trees

FIELDGATE HOMES attempts to save trees whenever possible during construction of your home; however, it is impossible to guarantee their survival. You should immediately start a maintenance program to facilitate the continuation of the tree life. The builder will not replace any trees that die.

FIELDGATE HOMES offers the protection of a one-year warranty on every tree newly planted by the Builder. In general, we find that though the trees we plant are very hardy, they do require some maintenance and protection.

In your own best interest, you should observe due care in tending your trees, including regular watering and fertilizing especially during the first year of growth. Wire guides should remain in place for at least one season, until the tree is well rooted.

Walks or Concrete Slabs and Porches

During winter months, care should be taken not to apply salt or calcium to precast concrete slabs or walks or porches as it damages the concrete and mars the finished surface.

Slab walkways are susceptible to minor settlement and upheaval, and are the responsibility of the Homeowner.

Walls

Aluminum, vinyl and other exterior synthetic siding: Many synthetic sidings are guaranteed against cracking, chipping, peeling and termites for 10 years or more. Most of them resist marring and scarring and are nearly maintenance free. Dirt and finger prints around doors and windows are easily removed with a mild detergent solution. For other areas, infrequent hosing may be sufficient.

Brick walls – mortar joints in brickwork are not completely waterproof. You should avoid building up planning beds to cover any brickwork. As time goes on you should periodically check mortar joints for signs of shrinkage of fine cracks between the mortar and the brick. If the mortar joints deteriorate extensively, repainting may have to be done to reduce moisture penetration. Hairline cracks are not normally the cause for concern.

Homeowners may notice the bottom of the brick at the top of the foundation walls; contain openings, usually with the vertical mortar joint left out every few brick spacing. These are weep holes and should not be covered over or filled since they allow the passage to the outside of condensation or incidental moisture through the wall face and over the base flashing.

Weather Stripping

Annually inspect the weather stripping around doors and windows to reduce air infiltration in winter and dust penetration in summer. Many types of weather – stripping are available, some of which are adjustable. Regardless of the type used make sure that the seal is snug. Keep weather stripping free from paint. Lubricate rubber or vinyl products with petroleum jelly to keep them pliable.

Garage Floors

It is impossible to keep concrete garage floors from cracking due to shrinkage. Once the garage floor has cured, a concrete sealer purchased from a reliable paint dealer can solve the problem by recommending suitable products. Excessive salt damage is not covered by the warranty.

03

INTERIOR CARE

Air conditioning

If you intend to install air conditioning in your new home, consult local municipal authorities regarding rules pertaining to placement of cooling units. The installation of additional equipment will void the Furnace Warranty, if installed by a contractor other than “original” furnace installer. This includes Air Conditioning, Humidifiers, Electronic Air Cleaners, Thermostats, etc. Whenever these pieces of equipment are installed, it has to be electronically wired into the furnace circuitry. During the installation process, balancing dampers or burners often get dislodged, delicate ignition components can be damaged or broken and airflow patterns may be changed.

Sometimes mistakes are made and even if corrected immediately, damage may appear weeks or even months afterwards. When having any of the above installed, ensure it is by a reputable company and that taking responsibility for the balance of the Builder’s Warranty is part of your contract with them. If your house has a central air-conditioning system, the following information can help you get the maximum benefit from it.

Registers – the registers throughout your house help to regulate the flow of air and maintain the desired temperature. By opening and closing the registers and dampers, you can regulate the amount of cool air that enters a room. Once the registers and dampers are adjusted, they will work with the thermostat to maintain the temperature of your home. Closing registers of rooms not in use is not a good way to reduce cooling costs. If you have a combined cooling and warm-air heating system, the same registers and dampers will be used to regulate the flow of heat to the rooms. In addition to the air outlets, your house will have an air return register. Many houses have more than one. Neither these nor the other registers should ever be obstructed by furniture drapes or other objects.

Filters – most central air-conditioning systems have an air filter to help keep the air in your home clean. The instruction manual for your cooling system will tell you the location of the filter and how to clean or replace it.

Insulation – your home has been insulated so that you can regulate the inside temperature in a cost effective manner. Open doors, windows, and fireplaces flues, along with clogged filters can negate the effects of insulation and cause inadequate cooling (or heating.)

Annual Inspection – like any heating system, a central air-conditioning system should be checked and cleaned periodically by a professional (see your instruction manual for the frequency of this care).

Attics.

Attics, or spaces immediately below roofs, vary in size from crawl spaces to areas large enough to be converted into extra rooms.

Storage – Attic spaces are commonly used for storage, but you should be careful not to put too much strain on your attic floor members. Typically, it can handle 20 – 30 pound per square foot, so you should not store large heavy objects on it (such as a stack of boxes of books). The attic can support somewhat heavier material if you reinforce it with sheets of plywood or particle board. However, even a reinforced floor will not withstand the strain of certain heavy items.

Attics are susceptible to extremes of heat and cold because the attic walls are not usually insulated. In addition, an attic can become extremely damp due to the lack of insulation. Materials stored in attics should not be combustible or perishable under these extreme temperatures, and should not be susceptible to dampness.

Insulation – your home has been constructed to be as energy efficient as possible. You have a minimum of R32 insulation in the attic. Occasionally, the insulation on the attic floor may be out of place and leave gaps or block the attic vents. If either of these situations occurs, return the insulation to its proper location. The attic access cover may have insulation attached to the topside. It should also remain securely in place so that no heat is lost through the access hole. Be certain that materials stored in the attic do not compress the insulation since compressed insulation is less effective.

Louvers – Your attic may have louvered openings to allow warm, * moist air to escape. Louvered openings should remain unobstructed at all times. If they are closed, harmful quantities of moisture may accumulate.

Your new home has been provided with vents to control attic moisture and temperature levels. However, during certain snowstorms, snow may be blown into the attic creating extensive damage. Check your attic after unusually heavy snowstorms. Remove any snow before melting occurs. At no time should attic vents be obstructed or reduced in size.

Basement

During the first year, you may experience some minor dampness in the basement of your home resulting from condensation; water beading may appear on or under the poly covering the insulation. Condensation, as you are probably aware, is caused by warm moist air coming into contact with a cold surface, such as a window, pipe, or basement wall. There is a high level of humidity in new house caused by the drying out of the material from which house is constructed, and it is this humidity, which may result in condensation occurring in the coolest area of the house – the basement. The following comment on this subject is taken from the Tarion Warranty Program Manual.

“..... Even a perfectly dry basement can have wet walls and floors, (even running water in some circumstance) due to condensation of moisture in the air because they are up against the earth, which has a lower temperature than the air in the basement.”

Generally speaking, this type of condensation dampness in the basement is only likely to occur during the first year of occupancy. We would strongly recommend that you defer finishing the basement until after this initial “drying out” period of the home is over. The use of a dehumidifier will speed up this period.

The basement itself is constructed of poured concrete, which has been damp proofed in accordance with the building code. Also, in accordance with the building code, your basement walls have a wrap on the exterior of them, which will further prevent basement leakage. It is possible that a damp-proofed basement may experience some water penetration, especially during excessively wet weather. It is also possible that the basement wall may experience some non-structural cracking; this is due to settlement and / shrinkage. Again we reprint a comment from the Tarion Warranty Program Manual on this subject;

“The builder shall repair excessive non-structural cracks by surface patching. These repairs should be made toward the end of the second year of ownership to permit normal settling of the home to stabilize.” Of course, FIELDGATE HOMES will honor its warranty obligation with respect to basement leakage. However, we will not be held responsible for any damage to contents resulting from the water leakage.

Again, if it is your intention to finish the basement area, we strongly recommend that you delay this until after the second year. If you are using the basement as a storage area, take care to keep possessions away from the walls and up off the floor.

Windows should be closed during humid weather and opened during dry weather.

Cold cellars vary in coolness depending on interior and exterior temperatures, as well as basement wall and cold cellar wall layouts. (also see – condensation)

Basement Floor

Because of the nature of concrete, it is impossible for us to prevent basement floors from cracking due to shrinkage and minor settlement. This is a normal occurrence and the builder will repair any major cracks.

To keep down the dust level in the basement, it is recommended that the floor be sealed with paint. The simplest type of paint to use is latex floor paint as this eliminates the need for etching the concrete and has no lingering odor from the fumes.

Occasionally basement floors will collect water from the condensation of moisture in the air on cold basement walls.

Cleaning concrete floors – a concrete sealer will make an unpainted concrete floor easier to clean. Follow the manufacturer's directions for cleaning after the sealer has been applied.

Unpainted concrete floors should not be cleaned with soap. Instead, use a solution of 4 to 6 tablespoons of washing soda to a gallon of hot water. First, wet the floor with clear water. If necessary, scouring powder may be used in conjunction with the washing soda solution. A stiff brush will help to loosen dirt. Rinse with clear water.

Painted concrete floors can be cleaned with plain water or mild soap or detergent solution.

Bathtubs, Sinks and Showers

Bathtubs, sinks and showers are made of a variety of materials.

- Tubs are most frequently made of vitreous china, porcelain enamel on cast iron or steel fiberglass-reinforced plastic or acrylic.
- Bathroom sinks are usually made of vitreous china, porcelain enamel on cast iron, steel marble resin or acrylic.
- Showers are most frequently made of ceramic tile; fiberglass reinforced plastic, or molded plastic.
- Kitchen sinks are generally made of enamel or stainless steel.
- Laundry tubs or sinks are usually made of metal or concrete, but fiberglass or plastic.

To prolong the life of bathtubs and sinks, follow these precautions:

- Do not let food waste stand in the sink
- Do not use bathtubs or sinks to hold paint cans, trash or tools when you are re decorating; cover them when you are painting walls and ceilings.
- Do not step in a tub with shoes on for any reason. Shoe soles carry hundreds of gritty particles that will scratch the surface.

By observing these suggestions and using proper cleaning techniques, bathtubs and sinks will retain their newness and luster for many years. However, once damage has occurred, the best plumber in town cannot undo it completely.

Plugs: if your basins or bathtubs are equipped with “pop-up” plugs, they should be removed at regular intervals to ensure that they are clear of hair and lint. If this is not done, it will impede the rate at which your basin or bathtub drains will eventually cause a complete blockage.

Vitreous china and Porcelain Enamel: The surfaces are smooth and glossy like a mirror and harder than steel, but they are not indestructible. Carelessness causes chipping, scratches and stains. A blow from a heavy or sharp object will chip the surface, and scraping or banging metal. Utensils will gradually scratch and dull the surface. Shiny new fixtures can also be dulled or stained within a short time through improper or excessive use of strong abrasive cleaners.

Most household cleaners are mildly abrasive but are safe if used with plenty of water. A non abrasive cleaner is safer. If you prefer a dry material, baking soda is non abrasive.

Acrylic Tubs or sinks: do not use powders or abrasive cleaners (Ajax, Bon Ami, Comet, etc.) to clean the unit as they may scratch and dull the tub's surface. Liquid cleaners (Mr. Clean, Formula 409, and Ivory) or others with similar chemical content should be used.

Avoid allowing caustic drain cleaners (Drano, Janitor in a Drum, Liquid plumber, etc. to stand on the surface. When these are used, clean the tub thoroughly after pouring them into the drain.

Stainless steel: stainless steel fixtures generally resist staining and require a thorough scrubbing only occasionally. Use a non abrasive cleanser or a commercial stainless steel cleaner.

Plastic and Other Substances: plastic and other substances (e.g. marble resins) usually will respond to a non abrasive cleaner, but the best approach is to check with your plumbing contractor to see what is recommended for the particular material in question. Special commercial cleaners are also available.

Glass shower Enclosures or stalls: to clean glass shower enclosures, an ordinary dishwashing detergent (not soap) will do a good job unless hard water minerals have built up. If such a build up has occurred use a commercial glass cleaner.

WARNING: Use ample ventilation; avoid breathing the vapor from the spray, and wear rubber gloves.

Food Stains – for most food stains – use a mild solution of chlorine bleach (about 3 tablespoons to a quart of water), and rinse well. For stubborn stains wait 5 minutes before rinsing. (Do not use chlorine bleach on stainless steel) You can also use a paste of equal parts of cream of tartar, 6 percent hydrogen peroxide and a household cleaner. Leave paste on stain for 10 to 15 minutes before rinsing.

Mildew – although today's homes are carefully climate controlled, mildew can occasionally appear in bathrooms and other areas that collect water vapor especially in humid weather. An exhaust fan or opened window should be used during baths and showers to help remove water vapor.

After bathing or showering it is a good idea to wipe condensation from tiles. Damp towel and washcloths should be spread out rather than folded. To eliminate mildew, use a mildew agent (available in liquid spray) and then use a disinfectant to retard mildew growth and eliminate odor.

Mildew may be cleaned from walls and tiles with the following solution:

1. 2/3 cup of trisodium phosphate
2. 1/3 cup of powdered floor cleaner.
3. 1 quart of chlorine bleach in 3 quarts of warm water.

- **Note: always wear rubber gloves and ventilate the area.**

Paint spots – most oil base paint spots will come off easily with turpentine. Water – based paint will come off with cloth dampened in liquid household cleaner. Hard, dry paint can be removed with a solution of a quarter pound of trisodium phosphate in a quart of hot water. (It is available from hardware stores as TSP.)

WARNING: A hot solution at this concentration is caustic. Wear old clothes, rubber gloves and goggles or safety glasses, and do not get it on the chrome-plated fixtures.

Small paint spots may be removed by scraping with a razor blade, but you run the risk of gouging the surface. To prevent this be sure the blade is slanted against the fixture. Any residue can be removed with hot trisodium phosphate solution or with heavy duty liquid household cleaner. Rinse thoroughly after using any of these.

Plaster – plaster can be removed by scraping with a wood or plastic edge. Do not use metal scrapers, wire brushes, soap pads (SOS) or other metal tools.

Scratches and Tar Deposits. – small scratches or tar deposits from cigarettes can be removed with an automobile rubbing compound.

Scum – to remove a scum of grease and soap made insoluble by hard water minerals, clean the fixture with a solution of 1 tablespoon sodium hexametaphosphate (Calgon) in 1 gallon of warm water. You can also scrub the scum off with trisodium phosphate sprinkled on a lukewarm damp cloth. 1 tablespoon in a gallon of warm water may be safely used as a cleaner for fixtures, tile floors, and painted surfaces. Wear rubber glove.

WARNING: Hot water will make concentrated trisodium phosphate caustic.

A solution of vinegar and water is milder and is also effective if the build-up is not too bad. These solutions work well on shower doors and shower door tracks.

Rust stains – mostly wet metal utensils left on the surface of the sink cause rust stains. Also, steel wool soap pads will rust and stain when wet and should be kept in an appropriate container. To remove the stains, use a commercial powdered rust remover and follow the manufacturer's directions carefully.

WARNING: Most of these rust removers contain oxalic acid, which is caustic. Wear rubber gloves, goggles and old clothing.

Use rust removers only on acid resistant fixtures. All modern kitchen sinks, vitreous china fixtures and colored fixtures are acid resistant, but do not get the rust remover on the chrome plated fittings.

Cabinets and Counter Tops

Care – countertops are generally heat and stain resistant under proper care, but they should be protected from hot irons as well as pots, pans or baking dishes taken directly from an oven, broiler, or burner. Countertops are also

susceptible to scratching and scuffing from pottery, ceramic and certain types of dishware (e.g. stoneware) Always use a cutting board when using a knife as it may dent or nick the surface of the countertop. Cutting food on sink drain boards leaves scratches and nicks. The finish is then susceptible to stains, which become increasingly difficult to remove.

Cleaning – kitchen and bathroom cabinets (or vanities) should never be cleaned with harsh abrasives. Common household bleach should not be allowed to remain on the surface. Countertops or cabinets made of plastic – coated wood or metal may be cleaned with a detergent solution or Windex. Wood cabinets may be cleaned as any other wood furniture unless they are plastic coated. Keep cabinet’s doors and drawers closed when not in use. It is imperative to remove any standing water from countertops especially at any miter joint as this can cause the countertop to swell and separate. This type of damage is not warrantable.

Carpets

The carpet in your home should be vacuumed at least once a week, and more often in high-traffic areas such as hallways and doorways. During periods of high humidity, it is normal for a new carpet to have rolls appear in some areas, however, if these rolls become excessive, we will re-stretch the carpet, once only.

Carpet Stain Removal Chart

This chart covers most common household spills on carpets and fibers. If stain does not come out, call a professional carpet cleaner immediately for advice. Some stains require specific chemicals and procedures best handled by experts.

TYPE OF STAIN

- Alcohol
- Ballpoint Pen Ink
- Beer
- Blood
- Butter
- Chocolate
- Coffee
- Cosmetics (except lipstick)
- Crayon
- Egg
- Food Stains
- Fruit Juice
- Glue
- Grass
- Gravy
- Grease
- Gum
- Household Cement
- Ice Cream
- Ketchup

METHOD

- Detergent Solution
- Dry Cleaning Fluid
- Detergent Solution
- Detergent Solution
- Dry Cleaning Fluid
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Metal polish	Dry Cleaning Fluid
Milk	Detergent Solution
Mustard	Detergent Solution
Oils	Dry Cleaning Fluid
Permanent Ink	Detergent Solution
Shoe Polish	Dry Cleaning Fluid
Soft Drinks	Detergent Solution
Tar	Dry Cleaning Fluid
Tea	Detergent Solution
Urine	Detergent Solution
Vaseline	Dry Cleaning Fluid
Water Colors	Detergent Solution
Wax	Dry Cleaning Fluid

Some combinations of material spills may need both drycleaner and detergent to dissolve all the ingredients. Apply the solution recommended for the group it belongs to. If repeated applications produce no effect then apply the other solution and repeat until stain is removed.

- Apply a small amount of the detergent solution to neutralize the acidity of the stain.
- Apply a small amount of vinegar water (a very mild acid) solution to neutralize the alkalinity of the stain.
- If you cannot determine what was spilled, apply dry cleaning fluid first and blot, repeating if effective. Then try the detergent solution and blot, repeating if effective.

Condensation – also see “basements”

Probably the most disturbing problem in a new home is condensation. It may look as if moisture is seeping through the basement walls, pipes are leaking or that water is coming through the windows.

Condensation is at its maximum in new homes. When your home was built, gallons of water went into the concrete of your basement walls. This water comes out of the walls by evaporation, which consequently raises the moisture content above normal. Proper ventilation will bring this normal drying out process to its conclusion as steadily as possible. However, do not try to speed up the process by creating extremely high temperatures during the winter. The house will dry out unevenly, which will exaggerate the effects of normal shrinkage.

Providing outside vents for equipment such as clothes dryer may also reduce condensation. Some warm air furnaces have humidifiers to bring moisture content in the air up to healthy standards during winter months.

If excessive humidity develops, turn the humidifier down or off to prevent excess water vapor. Some houses are equipped with fans in the kitchen, bath or utility areas that exhaust moist air and orders to the outside. If your house has such fans, use them for short periods of time when excessive moisture is being generated. Turn these fans off as soon as possible because they exhaust conditioned air, either warm or cool, to the outside.

Circuit Breakers

Circuit breakers protect the electrical wiring and equipment in your home.

They are the safety valves of your home's electrical system. Every house has a master circuit breaker. It is generally located near the smaller circuit breaker. When the master circuit breaker is tripped, the electricity to the house is cut off. Circuit breakers may be reset by first switching the breaker to full off and then back to full on. (See Also "Power Failure".)

Door Frames

All adjustments and planning, should problems occur, will be done only once in the first year, and should be reported on your Six and Twelve Month Inspection Report.

Drywall

In any new home there is a "drying out" period. This may be from six months to one year in duration; depending on the time of the year construction took place. Most construction materials, e.g. lumber, plaster, masonry, etc. contain moisture and a gradual drying out process takes place after the house is completed. This is particularly evident during the first heating season. The lumber framework of the house will be subject to some shrinkage and this, combined with the drying out of plaster, etc, may cause some minor cracking to appear on drywall surfaces.

"Nail-pops" may also appear on some walls. Such cracking, etc. should not be taken as cause for concern; it is not evidence of any structural problem and is a perfectly normal occurrence in new buildings.

Warranty Coverage: Our drywall contractor will return to your home once only to repair the drywall, preferable at a time when you are prepared to redecorate at year end, since the warranty DOES NOT cover the sanding and repainting of affected areas. Therefore, it is to your advantage to leave the reporting of drywall cracks and nail pops until it is time to send in your 12 month Inspection form. Please make note of the specific areas on the Inspection form. Year end dry walling is a courtesy extended by Fieldgate Homes over and above the Tarion Warranty Program.

Fixing "nail pops" and cracks yourself; if you are not ready to redecorate at the end of the first year, it would be best for you to forego these very minor repairs: unhandled and unpainted, they would be very unsightly. When you decide to repaint, etc simply fill the cracks with a past of "polyfilla" (available from any hardware or paint supplier), let the filler dry completely and then sand lightly to a smooth finish before repainting.

To fix nail pops, simply remove the excess drywall compound over the head of the nail or screw. Re-set the nail or screw and then fill with drywall compound or Polyfilla.

- **NOTE: it is strongly recommended that you do not undertake any major redecorating until after the first year (2 years for the finishing of the basement). After the initial drying out period has taken place, there should be no recurrence of this problem.**

Fire Place – Direct Vent Gas

This is a sealed unit; air is drawn from the exterior for combustion and exhausted directly to exterior. Do not remove glass except to clean.

Follow manufacturer's directions and do not attempt to burn any other materials.

- **Keep children away as surface temperatures can become very high.**

Floors

Floors are usually made of either concrete or wood but may be covered by a wide variety of materials. The care of floors depends on the materials with which they are finished.

Hardwood floors – the hardwood floors in your new home have been precision manufactured and expertly installed and finished by skilled craftspeople.

In order to have years of beauty and satisfaction from your hardwood floors,

Follow the tips below:

1. it is advisable never to wash or damp mop hardwood flooring with water. Water sometimes causes the grain to rise, and prolonged use may cause cracks from the expansion and shrinkage of the wood.
2. It is recommended to clean with a vacuum cleaner, dry dust mop, or a cloth lightly dipped in a waterless soap cleaner (available in hardware stores) Wipe up spills immediately with a well rung- out damp cloth and dry wipe at once.
3. Please keep in mind that floors are not scratch proof. Dirt and grit will scratch the surface and wear off the finish. Remove daily by sweeping or vacuuming. Do not pull furniture across floors and use floor protector pads on legs of chairs, etc.
4. Try to follow a planned maintenance schedule. After a certain period of use, the floor may require recoating professionally or as a "Do it yourself" project. First, lightly hand sand with fine 100 grit sandpaper to scratch the surface to achieve a good bond. Clean floor and brush on a coat of satin or gloss oil modified polyurethane.

- ***NOTE: Wood flooring is a natural wood product and will absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions. All wood flooring expands in the humid summer weather and shrinks in the winter under dry conditions. We recommend the use of both a dehumidifier and humidifier system at the appropriate times of the year.***

The purchaser is advised that cupping and shrinkage are characteristics of hardwood flooring normally appearing some time after installation and no warranty is provided by the flooring supplier with respect to such cupping and shrinkage.

Parquet nor laminated wood blocks flooring can make cracking or popping noises as it expands and contracts. Homeowners should not be alarmed – high relative humidity may cause this type of flooring to lift during hot humid weather when the house is closed particularly during the holiday period.

Tile floors – ceramic tile normally needs only a wipe with a dampened cloth with vinegar and water or an occasional wet mopping to stay clean and new looking. If necessary, a more thorough cleaning with a detergent or ceramic tile cleaner will remove grime.

To clean the joints between tiles, use a fiber brush and a mild cleanser. A special sealer for grout will make it more stain resistant. Staining agents should be mopped up promptly, even though they rarely affect ceramic tile.

Care should be taken to avoid moving heavy objects across a tile floor as the tiles can crack. Ensure that movers use a dolly or put plywood down on the floor before moving a refrigerator and stove.

To protect the finish of your marble, granite or other tile floors, a sealer (available at most flooring dealers) may be applied.

Squeaky floors / carpet rolls – All sub floors have been screwed to the floor joists to reduce the incidence of squeaks. Squeaky floors and excessive rolls in carpeting will be repaired in the first year. This is done at the year-end. Please note: specific areas on your year end form.

Foundation Walls

Foundation and basement walls are subject to many stresses and strains. The base of the wall, being in the ground, maintains a fairly constant temperature, whereas the top portion extending out of the ground is subject to extreme temperature changes from summer heat to winter cold. These temperature extremes cause concrete may last for several months. The solid on which the foundation is placed may settle slightly which can create additional stresses. These stresses may cause some minor cracks to appear. These cracks do not affect the strength of the wall in any way and it is not necessary to repair them unless they leak. If the cracks should leak during the warranty period (2 years), the Fieldgate Homes will repair them.

To prevent possible leaks from minor basement cracks your foundation walls are wrapped on the outside with either a yellow insulation fiberboard or a corrugated plastic wrap as per the Ontario Building Code (OBC).

Furnace, Heating System and Hot Water Tank

Before you call for service, please check that the circuit breaker and furnace switch are both in the “on” position. The filter in your furnace should be changed at least every month during the heating season, in order to get maximum efficiency from your heating system. The evaporator drums in your humidifier (if so equipped) should be replaced every year.

Once you have lived in you home, you may find that the heating system is not balanced to your individual requirements (i.e. some rooms are too warm, others are too cold). As balancing is a matter of personal preference,

it is the homeowner's responsibility to do this.

A common problem is that the upstairs rooms are too cold when the dining room is at the desired temperature. As the thermostat is usually located in the dining room, it is the temperature in the dining room that determines when the furnace starts and how long it operates. Many homeowners find that the dining room quickly reaches the temperature set on the thermostat and the furnace is therefore shut off before the upstairs rooms are adequately heated. The answer is to regulate the damper on the hot air duct for the dining room so the input of heated air is reduced, while at the same time forcing more warm air into the cooler rooms.

A little patient experimentation will soon solve your heating problem. If you require advice on balancing your system, please contact our service department. The addition of central air conditioning units by a contractor other than Fieldgate's will render the furnace non-warrantable.

Your new home is equipped with a high efficiency furnace. Please refer to your operator manual for special instructions for care.

Hot Water Tanks – all water heaters, whether gas, electric or oil, have a control mechanism to govern water temperature. The dial should be set at approximately 120° F (50 °C) or on "normal". Your household's individual preferences should determine the optimum hot water temperature. Contact your local utility company for service.

The lower the temperature setting, the less fuel you will use, which could produce considerable savings on your utility bills. You may wish to further increase your savings by reducing the temperature settings, if you will be away on vacation for an extended period of time.

Additional savings will result from putting an insulation jacket on the water heater. On gas heaters to be sure the air intake is not obstructed. Avoid storing anything near the heater that obstructs the flow of air or creates a fire hazard.

Cleaning – water heaters normally collect small quantities of scale and dirty water. To remove this material, first shut the water intake valve and turn off the power source for your water heater (gas, electric, etc.)

Failure to turn off the power source could cause the heating element to burn out. Then open the valve at the bottom of the heater and completely drain the tank. Consult the manufacture's literature for more specific information. In localities with especially hard water, water softener will reduce the frequency of cleanings required.

Pressure Relief Valve – Every 3 – 4 months you should check the pressure relief valve on your water heater to be sure the lever works properly. If the thermostat should fail to operate properly, this valve would prevent a dangerous increase in water temperature and pressure.

Noisy pipes – if you hear noises in the pipes when the hot water is turned on, it may mean that air or steam is in the pipes. The steam may result from the water being too hot. Reducing the temperature of the water may help.

Humidity – Also see "Basement" and Condensation"

We find that one of the questions most often asked by new homeowners relates to condensation and/or ice on window panes. This problem is caused by a fault in your windows, but is the result of high humidity in your home.

In previous years, homeowners had to take measures to add humidity to their homes during winter months. Today, new building materials, vapor barriers, and efficient weather stripping make your home much more tightly constructed than those of earlier years. As a result your home is easier to heat and clean, but it contains a far higher concentration of water vapor sealed within it. The result, of course, is condensation on your window panes.

How to reduce Humidity:

1. Control sources of humidity, vent all gas burners, clothes dryers, etc to the outside. Adjust or close humidifying devices (including your furnace humidifier.)
2. Run kitchen and ventilation fans more often and longer than usual (if they are vented to the outside.)

3. Winter ventilation – procedures to follow in the event of excessive humidity: air out your house for a few minutes every day, air out your kitchen, laundry and bathroom during use, or immediately after use, open fireplace damper.
- **All Fieldgate homes are provided with adequate ventilation in the attic, by way of soffit vents and roof vents. These should not be reduced or obstructed, as they are vital to circulation of air in the attic.**

During the summer months, the cold water pipes in your basement may sweat and drip. If you wish to overcome this, wrap the pipes with insulating tape.

Check this chart for recommended humidity levels:

Outside Air Temperatures.	Inside Relative Humidity for 21 Degree Celsius Indoor Air.
-29C or Below	Not over 15%
-29C to - 23C	Not over 20%
-23C to - 18C	Not over 25%
-18C to -12C	Not over 30%
-12C to -7C	Not over 35%
-7C to +5C	Not over 40%

Remember too, that these relative humidity levels are for 21C. For higher temperatures, lower humidity's are required. These recommended relative humidity are higher than could be attained in previous years, but lower than reach in tightly constructed homes.

Insulation

Your new home has the required insulation, R20 in the attic and R17 in all exterior walls, and in many cases more; however, no house is completely draft-free. Under certain weather conditions, some air will be forced through slight openings i.e. wall plugs and exterior door and window weather strips.

The substantial amount of insulation in the attic has a tendency to create another condition called “truss uplift”. This means the bottom cord or 2 x 4 of roof truss will lift in the winter months because of the different temperatures of various parts of the truss. In simple terms, the bottom part of a truss, which sits in the ceiling insulation, stays warm while the upper part that holds the roof sheathing stays cold. The different expansion and contraction rates of the warm and cold parts of the trust tend to pull the ceiling up a small amount in the corners causing distortion of the corner and in some cases even separation. In most cases this condition will rectify itself and disappear as the roof system dries. If the condition is severe or persists, please notify us and our service department will correct the situation at the end of the first year of occupancy.

In addition air barriers (such as 6mm poly plastic) are installed on all exterior walls and ceilings, and caulking is used around electrical boxes to reduce air filtration into the home. These products are used in accordance with OBC regulations.

Locks

It is not necessary to use polishing compounds on the interior locks. Wipe them occasionally with a damp cloth and polish them with a dry soft cloth. It is advisable to lubricate interior locks every six months. For interior passage sets, a drop or two of sewing machine oil placed on the latch bolt will suffice.

Paneling, Woodwork, Cabinets, etc.

The following characteristics are the result of natural movement of lumber framing and are common to all wood frame houses.

- Minor gaps that appear between cabinets, vanities, countertops and the walls.
- Minor joints that open in door and window trim.
- Fireplace mantles that shrink slightly from the wall or at joints.
- Wood flooring that opens between boards or settles away from shoe molding at walls or under door jamb.
- Squeaks in linoleum or tile underlay, oak flooring or stair tread.
- Minor gaps between stair or stair moldings and walls.

These characteristics are to be expected and are not to be considered repairable under the Warranty. However, if any of the above seem extreme to you, they will be checked by us and repaired if necessary.

Plumbing

The plumbing in your house was installed by a professional plumber and generally should need only minimum maintenance if you care for it properly. If any problems arise, attend to it promptly to prevent a bigger and often more costly problem. Your plumbing system is warranted for 2 years against any defects in material and workmanship.

Basement Floor Drain – you will notice under your basement laundry tubs (where applicable), a small diameter white plastic hose. Every time you use your laundry taps, a small amount of water will pass through this hose and into the floor drain. If you do not use your laundry taps regularly, the basement floor drain should be filled with water once a month. This will prevent any sewer smell from escaping through the floor drain.

Bathtub and sink chips – if you should accidentally chip your sink or tub, the chip should be touched up as soon as possible. A matching touch up enamel can be obtained at your nearest plumbing supplier.

- *cleaning washbasin and bathtub plugs (see “plugs” in bathtubs, sinks and showers”)*

Clogging – each plumbing fixture in your house as a drain trap. This piece of pipe is designed to provide a water barrier that prevents the airborne bacteria and odor of sewer gas from entering the house.

Any fixture that is used infrequently (such as a basement shower) should be turned on at regular intervals to replace evaporating water and ensure that the barrier remains intact. Because of their shape, traps are also the source of most clogging problems.

Clogged bathtubs, sinks and showers – when the drainpipe from the tub, sink or shower becomes clogged there are several steps, which may be taken to open up the drain:

1. use a plunger.
2. Use a plumber's snake
3. Use boiling water
4. Open the trap

Plunger – use a plunger first. The rubber cup of the plunger should cover the drain opening and the water should come well up over the cup edge. Working the plunger up and down rhythmically 10 to 20 times in succession will build up pressure in the pipe and do more good than sporadic plunges. If there is an overflow outlet, plug it with a piece of cloth. When working on a double sink, be sure to close the other drain.

Plumber's snake – if the plunger does not work, use the plumber's snake. These can be rented or purchased at a hardware or plumbing store. Turn the handle of the snake in the same direction when removing it as you did when inserting it. This will keep any matter attached to the snake from coming loose before it is removed. Boiling water – if the drain can be partly opened with the plunger or snake, boiling water (140F / 60C for plastic pipe) may complete the job.

Opening the trap – if using boiling water does not clear the clog the next step is to open the trap under the fixture. Put a bucket or pan under the trap to catch the water in it. A piece of wire may help to dislodge the blockage. The snake can also be run in at this point.

If the stoppage is in the line past the trap, try using the snake at the cleanout plug nearest to the blockage. These plugs are located on the drain lines throughout the house.

Using Chemicals – although it is sold commercially as drain cleaner, never use caustic soda to open a drain. It will combine with the grease from soap or food wastes to form an insoluble compound. Potash lye or caustic potash may be added to finish opening a drain, but never use them on a completely clogged drain. They may take as long as overnight to work, and if you have to open the trap, the chemicals could be a hazard.

WARNING : because potash lye and caustic potash are highly corrosive, always pour them into the drain slowly to prevent splatters. Never pour water into the chemicals. Wear old clothes rubber gloves and goggles or safety glasses. Never use a plunger on a drain after chemicals have been added; the water may splash and cause an injury or damage nearby surfaces.

Preventions – ordinary washing soda, (not baking soda) added to a drain on a regular basis will help to keep it clear of the grease from the grease from soap and cooking utensils. Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda, and follow it with just enough hot water to activate the soda.

Clogged toilets – A clogged toilet is generally caused by something caught in the trap it should be treated almost the same way as a clogged drain.

The trap is built into the toilet and is therefore, less accessible. You may first attempt to clear the blockage by using a plunger (see instructions in clogged bathtubs, etc, plunger, above). If this does not work, use a coil spring – steel auger, which can be bought or rented from a hardware or plumbing store. Turning the handle of the auger will break up the blockage or catch it so that it can be removed. An auger is easier to use if one person holds it while another turns the handle.

If the toilet backs up during the first 2 weeks of occupancy, notify the Service Department. They will have a plumber check the system. If the blockage is caused by misuse, you will be charged with the service call.

Faucets – The faucets in your home will sometimes require repair. The less strain you put on faucets, the less frequently they will need repair.

Aerators – cleaning the aerators will be your most frequent task in maintaining faucets. An aerator adds air to the water as it leaves the faucet and eliminates splashing. It also reduces water usage, thereby saving you money. Aerators are most common on kitchen faucets, but they are also used for bathroom sinks.

To clean an aerator, unscrew it from the mouth of the faucet, remove any deposits, remove and rinse the washers and screens, replace them in their original order, and put the aerator back on the faucet. The frequency of the cleaning will depend on the condition of the water, but generally every 3 or 4 months is adequate.

Leaks – all leaking faucets raise your water bill, and leaking outside faucet can cause a damp basement. Leaking faucets generally can be fixed by replacing the washers. Some faucets with single controls for hot and cold water have no washers, but their cartridges, which lasts longer than washers, must still be changed periodically. Before attempting to repair a faucet, turn off the water at the nearest intake valve. Washers may be obtained at most hardware stores. For cartridges, you may have to go to a plumbing store.

Leaks – if it appears that you have a leak, first check the caulking around the bathtubs, showers and sinks. Caulking is material, which will shrink, dry and crack. This will leave a crack between the fixture and the wall, allowing water to leak below. Caulking must be checked on a regular basis and replaced as required.

Copper pipes should last the lifetime of a house, but if a joint should loosen, it will need to be resoldered – a job requiring an acetylene torch and best left to a plumber. A pipe should also last the life time of the house and loose joints should likewise repair plastic pipe.

If your washing machine, dishwasher or other water using appliance appears to leak, first check to see that the trap through which it drains is completely open. Sometimes a partially clogged drain can cause an overflow within the appliance (*see also, “clogging”*) *See also – faucet leaks and toilet leaks.*

Sewer Back-up – if a sewer backs up in the basement, you should call the home service department, who will have the sewer line cleaned out. If domestic material is found blocking the line, the Homeowner will be charged with the service call.

Toilet care – never flush down the toilet materials such as hair, grease, lint, diapers, sanitary products and rubbish. Such waste stops by the toilet and sewer lines (for unclogging a toilet, see “clogged toilets”).

Cleaning – a variety of commercial cleaners are made especially for toilets. Use them according to the manufacturer's directions. Ensure that you do not mix them or use them with household bleach or any other cleaning product. Do not use them in anything but the toilet.

Leaks - if the toilet bowl appears to leak, the water may only be condensation forming on the outside of the tank and dripping on the floor. If water leaks into the bowl after the tank has been filled, remove the lid and see if water is running into the overflow pipe.

If it is, try bending the rod so that the float will be closer to the bottom of the tank (thus making the water level below the top of the overflow pipe). If it still leaks into the bowl after the tank has been filled, remove the lid and see if water is running into the overflow pipe.

If the water tickles into the bowl, but it is not coming through the overflow pipe, it is coming through the flush ball valve. The rods between the ball valve and the flushing handle may need aligning so that the ball will drop straight down after the handle has been pushed. A worn ball valve or dirt or rust on the ball set will let water leak into the bowl.

Turn off the water supply valve under the tank and flush the toilet to empty it.

- If the ball valve or ball seat is dirty or rusty, clean them
- If the ball is worn, replace it.
- Refill the tank.

Intake valves – all members of your household should become familiar with the various water intake valves in your plumbing system. Label each one with a shipping or luggage tag.

You will rarely need to use them, but in the event of an emergency or if you need to make minor repairs, they will be easy to locate. Intake valves for toilets are usually under the water chamber. Those for sinks are usually under the sink. The main intake valve is usually near the point at which the water enters the house.

Noisy pipes – noise in the pipes can be caused by a variety of reasons. Among the most common are a worn washer, a loose part in a faucet, or steam in the hot water pipe. The condition causing noisy pipes should be corrected promptly because sometimes the noise is accompanied by vibration. A strong vibration can cause the fittings to loosen and leak.

Frozen pipes – to prevent pipes from freezing, never leave a house unheated during cold weather. During an extended period of severe cold, provide at least a little heat for unused rooms and baths that are not generally heated. Ordinarily antifreeze will provide protection for toilets and drain pipes, but it cannot be used in the water distribution.

If a pipe should freeze, proper defrosting may prevent damage. The pipe must be thawed slowly to prevent the formation of steam, which could cause it to burst.

1. You should first restore heat to the affected part of the house. The pipe is most likely to be on an outside wall exposed to winter winds.
2. Open all faucets connected to the line so that steam can escape if any forms during thawing.
3. Begin the thawing at the frozen point nearest the faucet. A thermometer held against an exposed pipe helps to locate this point.
4. Thaw using one of the following methods:
 - A heat lamp set at least 6 inches from plaster board or panel type wall will thaw the pipes behind.
 - In some houses the baseboard panel can be removed and the nozzle of a hair dryer inserted with the warm air directed parallel to the pipes.
 - A hair dryer or heat lamp is also suitable for defrosting exposed pipes. Again the air from the hair dryer should be directed parallel to pipes.
 - A soldering iron on a regular clothes iron set on warm may be strapped to an exposed pipe for safe thawing, but be sure that the iron touches only the pipe.
 - If a sink trap is involved, boiling water poured into it may solve the problem.
 - Small cooking appliances can be set under exposed horizontal pipes. Be sure the appliance does not touch the pipe.

5. As the pipe thaws, move the source of heat toward the frozen area until the job is complete.

If a large amount of pipe is involved, if an underground pipe is frozen, or if the frozen pipe is unreachable in an interior wall call a plumber. Plumbers have equipment for thawing pipes electrically.

Power Failure

Like your plumbing and heating systems, you have a 2 year warranty against any defects in material or workmanship in your electrical system. In case of a complete power failure, first determine if your neighbours have power. If your neighbours are also without power, notify the power company. If the power failure affects only your house, check the master switch and circuit breakers. If one circuit breaker continues to trip, check to see if you have overloaded the circuit. If not, call an electrician. The chances are that a short circuit needs to be fixed before it causes a fire.

If a power failure occurs in a house circuit, the circuit breaker box in the basement should be checked to see if the breaker is in the "ON" position. If this is so, the Homeowner should contact the Service Department. If the stove does not operate, the fuses located as shown on the stove manual should also be checked in addition to the circuit breaker. In all instances, when checking the circuit breaker, the switch should be switched off and on as the switch does not always move fully to the off position when the circuit is tripped. Circuit breakers should be tested in this manner at least once a year.

Electrical Receptacles - The wiring in your new home meets the code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances that require personal attendance for their operation may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of a large appliance or of many small appliances on the same circuit may cause an overload. If a circuit breaker trips frequently contact a licensed electrical contractor to learn whether additional wiring is needed.

Electrical Service Entrance- The electrical service entrance provides power to the service panel; it has been designed for the electrical needs of the house. Do not temper with this cable.

Ground Fault Interrupter- the Ground Fault Interrupter (GFI) is a safety feature that is mandatory for bathrooms and exterior electrical receptacles. Its function is to interrupt the electrical power in the event of exposure to water. It may take the form of a test and reset button right on a receptacle in one of the washrooms itself or there may be a separate breaker on the electrical panel with the GFI function with the breaker. If the GFI is a separate breaker on the electrical panel, there is an "on", "neutral" and "off" position. When tripped, the breaker will go to the central neutral position. If the breaker is tripped, move the breaker all the way to the "off" position and then all the way to the "on" position to reset it. If your home is equipped with a whirlpool, the GFI will be a separate breaker on the electrician panel.

Trims and Moldings

Trimings and mouldings such as baseboard quarter-round may separate from the floor leaving a small space that will catch dust and dirt. This separation is part of the normal process of settling and shrinking in your home. Loosening the quarter round or other trim and re-nailing it in its proper position will remedy the problem.

If a small separation occurs at corners or other seams it can be patched with wood filler; however, sometimes further settling will bring the pieces together. The filler can be stained or painted to match the moulding. A thin piece of cardboard or heavy paper slipped under the moulding will protect the floor or rug while you are painting.

Walls

Your house has two types of walls:

- bearing
- non-bearing walls.

Non-bearing walls may be altered without fear of structural damage; however, alteration of a bearing wall must be done carefully to avoid reducing its bearing capacity. All exterior walls are bearing walls, and some interior walls are bearing walls.

Any alterations to a wall, either bearing or non-bearing, should be left to professionals.

Windows and Glass

The manufacturer guarantees the thermo panes against defects. Any glass breakage for reasons other than seal failures becomes your responsibility.

During cold weather it may appear there are drafts around adequately glazed and weather-stripped windows. With some possible exceptions such as extreme weather conditions, the draft felt may be due to vertical air movement over the face of the window. This is convention-warm air rises and cool air drops. Another common sensation is that of a draft experienced when you are sitting or standing close to a window. The chill may be due to heat radiating from your body to a relatively colder surface-the window.

These steps should be followed in caring for your new windows:

- Lubricate all moving parts with a silicone lubricant 2-4 times per year as required.
- All caulking must be inspected annually paying particular attention to any signs of loss of adhesion. Such faults or cracks should be repaired immediately, using a superior grade of caulking.
- The weather stripping and the tracks on the windows and doors should be lubricated twice yearly. The material used for lubrication can be petroleum jelly, silicone, or a bar of soap on the tracks.

Although, windows and doors are weather stripped they cannot be 100% leak proof in extreme conditions such as rain driven by high winds.

04

HOME MAINTENANCE CHECKLIST

To ensure that your home remains in prime condition over the years, a program of preventative maintenance is required. By making a thorough inspection of your home inside and out once a season you can detect and repair problems before they become emergencies. This can save you time, worry and often money.

In this section of the Homeowner's Manual, we have included a checklist of activities that should be carried out on a seasonal basis. This checklist highlights the various areas, which will require attention in your preventative maintenance schedule.

Use of checklists – the seasonal checklists should be used when conducting monthly inspections to ensure that you are not forgetting or overlooking anything.

If you follow the checklists faithfully, making necessary repairs at vulnerable points, you can rest assured that you are doing everything you can to protect your valuable investment.

Safety & Seasonal Checklist

Fire Safety

- Buy at least one fire extinguisher for your home.
- Ensure that all family members know fire extinguisher location and how to use them.
- Plan a fire escape route and practice fire drills with your family
- Ensure family members know how to shut off gas, electricity, and water.
- Have all extinguishers checked annually.
- Test your smoke detectors regularly to ensure proper operation.
- Avoid overloading electrical circuits.

Carbon Monoxide Safety

High concentration levels of carbon monoxide (CO) can cause death. If the alarm sounds on you CO detector, call the fire department. Open up the doors and windows to get fresh air into the house. Turn off your ventilation system including all fans.

Security when you go on vacation

It is advisable to take the following precautions when leaving your home for an extended time:

- Turn off the water at the main shut-off.
- Stop mail and newspapers.
- Lower the thermostat to moderate temperature.
- Put lights on timers.
- Ensure all appliances are turned off. Turn down the temperature on the water heater. Leave a set of keys with neighbors in case of an emergency.

Your Seasonal Check List

SPRING:

March

- Clean furnace filter HRV
- Check attic
- Check sump pump (if installed)
- Clean range hood filter
- Clean humidifier
- Remove snow and ice from overhang and vents
- Check and reset GFCI
- Test smoke alarms and CO detectors

April

- Check eaves troughs and downspouts
- Clean furnace filter and HRV
- Clean humidifier
- Inspect basement or crawl spaces
- Check roof for loose or cracked shingles seal with caulking compound or cement
- Check driveways and walks for frost damage
- Clean range hood filter
- Check water heater
- Check pressure relief valve on water heater
- Plan landscaping to avoid soil settlement and water ponding
- Check and reset GFCI
- Test smoke alarms and CO detectors

May

- Inspect fences
- Ensure ground slopes away from house
- Check Caulking for air and water leaks
- Lubricate weather-stripping
- Check exterior finishes
- Check windows and screens
- Check septic system (if installed)
- Lawn preparation and weed control
- Check and reset GFCI
- Test smoke alarms and CO detectors

SUMMER:

June

- Inspect air conditioning
- Check roof
- Check outbuildings
- Check doors
- Clean range hood filter
- Check septic system (cleaning if necessary)
- Fertilize lawn
- Check water heater
- Check pressure relief valve on water heater
- Check and reset G.F.C.I
- Rest smoke alarms and CO detectors

July

- Air out damp basements on dry, sunny day
- Clean air conditioner
- Check exhaust fan
- Clean range hood filter
- Check water heater
- Check pressure relief valve on water heater
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

August

- Clean air conditioner filter
- Ensure ground slopes away from house
- Air out damp basements on dry, sunny day
- Clean range hood filter
- Inspect driveways and walks
- Inspect doors and locks³
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

FALL:**September**

- Check exterior finishes
- Check garage door tracks and lubricate bearings
- Check caulking
- Plant new lawn
- Check fireplace and chimney
- Fertilize lawn
- Clean range hood filter
- Check basement or crawl spaces
- Have furnace, humidifier and HRV* serviced
- Check clothes dryer vent
- Check and reset G.F.C.I
- Check smoke alarms and CO detectors Winter-Exterior Inspection.

October

- Check windows and screens
- Drain exterior water lines
- Check roof including shingles, flashing and vents
- Check weather-stripping and lubricate
- Check doors
- Check septic system
- Clean range hood filter
- Winterize landscaping and remove leaves
- Clean furnace filter and H.R.V.
- Clean water heater
- Check pressure relief valves on water heater
- Check eaves troughs and downspouts
- Clean humidifier
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

November

- Check attic
- Inspect floor drains to ensure trap is filled with water
- Clean range hood filter
- Clean furnace filter and HRV*
- Check for condensation and humidity
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

December

- Check air ducts
- Check snow on roof
- Clean furnace and filter and HRV*
- Clean range hood filter
- Clean humidifier
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

January

- Clean furnace filter and HRV*
- Clean furnace fan belt
- Check water heater
- Check pressure relief valve on water heater
- Check exhaust fans
- Clean range hood filter
- Clean humidifier
- Remove snow and ice from roof overhang/vents
- Check and reset G.F.C.I
- Test smoke alarms and CO detectors

February

- Clean furnace filter and HRV*
- Clean range and hood filter
- Check inside surfaces

Annual Safety Check:

- Door locks
- Smoke alarms
- Window locks
- Potential fire hazards
- CO detectors
- Clean humidifier
- Remove snow and ice from overhang and vents
- Check and reset G.F.C.I
- Clean/ replace range hood filter.
- Clean smoke detectors.
- Check pressure relief valve on water heater.
- Clean humidifier.
- Clean exhaust fans.

05

PRE DELIVERY INSPECTION CHECKLIST

During your pre-delivery inspection there are many things that you should look for and insure that you understand. Here is a comprehensive checklist that you may use to remind you of the items that need to be checked during the PDI.

EXTERIOR

Grading

- Grounds are graded with a gentle slope away from the house to direct rain and melted snow into the drain system.
- If the house has a basement, check the window wells for gravel and ensure they are cleaned out.

Swale

- Some lots require shallow runoff trenches (swales) to help collect and drain water. Swales should be even and of a regular slope.

Sod

- Sod should be rolled after it is laid

Siding

- Siding should be nailed securely to the walls

Caulking

- All window and doorframes should be caulked where the frame meets the wall of the house

Painting

- Inspect the paint to ensure there is good coverage on the exterior surfaces and all trim work.

Exterior Trim

- Wood trim should have a minimum of knots and be securely fixed

Brickwork

- Vertical and horizontal mortar joints between the bricks should be completely filled. Weep holes at the bottom of the brick and above windows and doors should be free and unobstructed

Windows

- Windows should open and close properly. Make sure that there are no cracked panes and that all appropriate screens are in place.

Roof Ventilation

- Weather stripping should be installed securely
- Air vents should be situated as close as possible to the ridge of the roof.

Shingles

- Shingles should lie flat with no corners lifting. They should extend over the roof edge by approximately 2 cm, and over the edge of the fascia board at the eaves troughs.

Gutters and Downspouts

- If your house comes with eaves troughs and downspouts, ensure that they are installed securely.
- Check to ensure that drainage of down pipes is directed away from the house, walkways and driveways.

Garage

- Garages must be gas proofed. The walls and ceiling of an attached garage that are common with the interior of the home should be sealed to prevent the passage of gas fumes from the garage to the interior. Although there are different ways to accomplish this, builders typically sheet the common walls with gypsum board and seal the joints.
- If there is a door from the garage to the house, ensure that an automatic closer has been installed and that the door closes properly

Driveways

- If your driveway is to be paved, the builder may wait until the entire subdivision has been completed.

INTERIOR

Basement

- Check for signs of water penetration in the basement walls. The basement floor should slope gradually toward the floor drain.
- Floor drains should be in the lowest part of the basement
- Floor joists should be made of sound lumber. Joists spanning more than 2.1 meters should have bridging between them unless an engineered flooring system has been used. Check for insulation and vapour barrier in the joist spaces. There should be double joists directly beneath the bearing partitions on the floor above and around stairway openings.
- Check the furnace and hot water heater for general damage, capacity, shut off mechanisms, and the type of filtering systems.

Doors

- Doors should be well fitted and operate as intended.
- Locks should be well installed and should not rattle when the door is closed. There should also be a doorstop.

Floors

- There should be a minimum of squeaks and minimum of spring when the floor is walked on.
- Sub floor joints should not show ridges around tiles. Wood flooring should have a certain amount of deflection. Any other floor coverings should have a flat surface.

Carpeting

- Examine seams in carpets and vinyl sheet goods to ensure they are tight.
- Inspect carpeting for stains or shade variations.

Hardwood

- Check the finish for any large scratches or gouges. Check the floor for any excessive gaps or cracks in the flooring.

Ceramic

- Joints between ceramic tiles should be well fitted with grout.

Painting

- Check to ensure that the colour you requested was applied and that all finishes are free of dents and scratches.

Plumbing Fixtures

- Check for chips in the porcelain or vanity top covers. Faucets should work properly.
- Faucets and showerheads should be caulked. Turn on the faucets and taps to ensure that hot water is hot and cold water is cold.
- The top of the tub should be level. See if water will run off the ledge of the bathtub onto the floor.
- Caulking around the tub and between the tiles should be complete.

Interior Finishes

- Inspect the wall finishes for uneven paint coverage or shadowing through the wall material. Check banisters and pickets to ensure they are securely fastened and smooth to the touch with no rough edges, chips or gouges.

Cabinets

- Cabinets should be well secured to the wall.
- Check the operation of the doors and drawers and ensure all handles (door pulls) are installed.
- Check the surface and countertops for noticeable scratches.

Closets

- Doors should be secure as well as open and close easily.

Kitchen

- Check for damage to countertops, cupboard doors, sinks, and appliances.
- Cabinet doors should be aligned properly.
- The space allotted for your appliances should be correct.
- Test the range hood fan and light.
- Make sure there are electrical outlets above the counter.

Fireplaces

- If your home has a fireplace ensure that the damper and vents work. If you have a gas fireplace ask for instructions on how to operate it.

Heating

- Check that heat registers are not covered by carpeting and not located below a thermostat.
- Make sure the damper is open and works freely.
- Check the location and number of cold air returns and make sure they are free of obstruction.
- Check the furnace and hot water heater for general damage, capacity, shut-off mechanisms and type of filtering systems installed.
- Review the operations of your heating system
- Locate the furnace filters and ask about their care.

Electrical

- Check all outlets and electrical fixtures for operation.
- Locate the main electrical panel for your home and review the functions of each breaker switch and fuse.
- Ask the builder how to test the ground fault circuit interrupter that every new home is equipped with.

Mechanical Ventilation

- Locate the switches for ventilation and circulation fans.
- Locate supplementary fans and switches in each bathroom or in the kitchen and ensure they are operating
- Ensure that you understand how to achieve proper ventilation in order to avoid condensation problems that may not be covered under warranty.

Upgrades and Options

- Make sure that all pre-selected upgrades and options have been installed
- Inspect the ceramic tiles for surface cracks.

06

CLARIFICATION OF FIRST YEAR WARRANTY OF HEATING & AIR CONDITIONING SYSTEMS

The labour and parts warranty on the heating and air conditioning systems installed cannot be honoured if the equipment is modified in anyway by other contractors. The most common modification to our systems is the addition of air conditioning, electronic air cleaners, humidifiers, two-speed operation and set back thermostats. It has been our experience that other contractors are not always familiar with interconnecting wiring to the existing equipment and problems that may result. We also find that if improperly sized air condition is installed on our equipment, poor delivery of conditioned air to the home results. The following is a list of some of the major problems encountered after other equipment has been installed.

Wires are not connected to gas valve.

Wires are not connected to correct terminals on gas valve.

Thermostat heat anticipator not set correctly.

Shorts in control wiring.

Blower speed not increased resulting in improper air-flow.

Errors in wiring causing furnace components to fail or to be damaged.

As you can see there are multitudes of problems that can and are created by other equipment suppliers altering our installations. It should also be noted that if we correct the resulting problems, we could be blamed for any subsequent failures of the other equipment.

If you wish to use your own contractor for system additions and alterations, ensure that your contractor will accept full responsibility for warranty service of the total system.

07

HOMEOWNER INFORMATION UPDATE FORM

Dear Sir / Madam:

Thank you for choosing a Fieldgate Home.

In order to keep our files updated at all times we ask that you fill out the following and please fax to our **Warranty Review Department/ Head Office 416-642-2207.**

Project:	<input type="text"/>	Lot:	<input type="text"/>	Site:	<input type="text"/>
Civic Address:	<input type="text"/>			Postal Code:	<input type="text"/>
Name:	<input type="text"/>				
New Home Phone Number:	<input type="text"/>				
Business Number (His) :	<input type="text"/>	Ext.:	<input type="text"/>		
Business Number (Hers):	<input type="text"/>	Ext.:	<input type="text"/>		
Cell Number (His)	<input type="text"/>				
Cell Number (Hers)	<input type="text"/>				
E-mail Address:	<input type="text"/>				
Emergency Number:	<input type="text"/>				

Thank you,



DEAN BABINEAU
SNR. WARRANTY MANAGER

08

TIPS ON HOME MAINTENANCE

SUMMER:

New sod, trees and shrubs must be watered on a regular basis to help them root properly.

LATE FALL:

Turn on all outside taps from the outside, and then turn them off on the inside of the house so that they will drain properly and will not freeze during the winter. Check all eaves –troughs, down spouts and window wells. Clean out any debris that may be found in them to keep them from free flowing.

WINTER:

Change the furnace filter at least once a month to let the air filter through properly. Leave at least one inch space at the bottom of all interior doors for even heat circulation. If the heat in some rooms is higher than other, close the heat vent off the rooms where you are getting the most heat by removing the heat register and putting your hand into the heat run you will find a round piece of metal, turn it until it blocks off the heat and it will force more heat into the rooms that are cooler. ***DO NOT BLOCK THE CIRCULATION FOR WARM AIR IN YOUR HOME FROM YOUR WINDOW AS THIS WILL CAUSE CONDENSATION TO FORM.***

GENERAL:

- Check the electrical panel box in your basement and in your stove, before phoning for service regarding electrical problems.
- It is normal for walkways, driveways and patios to heave in the winter and settle down in the spring.
- Weather stripping at the bottom and all around doors and windows is a maintenance factor and should be maintained and adjusted by the homeowner.
- Exterior and interior caulking should be maintained by the homeowner as caulking shrinks and cracks due to age or changes in temperatures.

EXTERIOR DOORS:

The exterior door chosen for your new home is designed to be a combination of insulation, weather protection and pleasing appearance. It is intended to replace the concept of wood door and storm door combinations in thermal efficiency. To install a storm door over an insulated metal door is not necessary and if the door is embellished with styrene moulds it is definitely not recommended. Therefore, please take note that the warranty on your exterior doors will not apply if a storm door is installed.

SODDING:

Sod when first laid requires constant watering in order to ensure proper adherence to the top-soil. If sod is not in when you close, and you anticipate being away from your home when the sod is put down, please make arrangements to have a friend or neighbour water the grass. We will handle the initial watering only. The boulevard area, of course, is the Borough/City/Town property but its maintenance is your responsibility. Therefore, please be sure not to forget this area when caring for your lawns.

DRYWALL:

As your home settles during the initial first year of occupancy, you may notice the occurrence of nail popping and or settlement cracks in the walls. Our drywall contractor will return to your home once only during the first year to repair the drywall, preferably at a time when you are prepared to redecorate at year end and since this warranty does not cover a repaint of affected area). Please contact the Service office in writing if you wish this work to be done. This form may be found in your New Home Package.

Maintaining a Home with New Concrete.

Energy – efficient homes are built tightly to seal out the cold weather in winter and seal in the air-conditioning in the summer. Because of this, if proper precautions are not taken, it is possible that a new home can be damaged by lack of ventilation or excess moisture. In winter, cold temperatures outside can increase the potential for damage from excess moisture such as condensation on windows and walls.

When living in a home with new concrete structural components, extra care must be taken to control the moisture that will be released inside your home as the concrete dries.

Tips for Controlling Moisture in Your Home.***What can I do to control moisture?***

Bathroom fans, kitchen range hoods and package ventilators such as heat-recovery ventilators are specifically installed in your home to help you control moisture and contaminants. Tarion Warranty Cooperation recommends that new homeowners always use these ventilation devices to control moisture inside your home.

In a typical home, up to 20 litres of water can be added to the indoor environment per day through normal homeowner use. That is 7,300 litres in a year, enough to fill a medium sized swimming pool. Excessive moisture is usually caused by bathing, showering, doing laundry and cooking. In a home with new concrete, the amount of moisture could be greater as moisture is released when concrete dries.

What else can I do to control moisture as the concrete in my home dries?

- Purchase a hygrometer, a device that measures air temperature and relative humidity. Hygrometers are available at many hardware and electronics stores.
- Monitor the relative humidity in your home. In the winter, try to keep it between 30% and 45%. If the indoor relative humidity is high, over 50%, use your ventilation devices continuously until the relative humidity is reduced.
- Consider using a dehumidifier in your basement to help reduce excess moisture.
- Avoid using your basement to store articles susceptible to moisture damage such as cardboard boxes, clothing and blankets until humidity levels are lowered.
- Investigate and identify any musty smells and odours. They are often an indicator that there is a hidden moisture problem.

What can I do to protect new concrete in my garage?

- Avoid using de-icers on the new concrete during the first winter.
- Avoid having road slush and salt from your vehicle accumulate on your garage floor.
- Garage floor sealants for residential use are widely available. When weather permits, consider sealing the garage floor.

Taking steps like these to control moisture is very important as moisture damage to your home caused by the improper or inadequate use of your home ventilation system, lack of other kinds of preventative maintenance, is not covered by Tarion.

09

SERVICE REQUEST PROCESS

NOTE:

- Make sure you have your lot information with you when you make your service call most important is your **LOT # AND NAME OF PROJECT/ SITE AND SUBDIVISION**. Occasionally you may be asked to verify your civic address. (Quoting your Plan # is not necessary)
- If you have to leave a message state clearly your lot number and Site or Project as well as telephone contact information. This way your file is easily located and you will be contacted in a timely and efficient manner.

We must request that all requests for Warranty Service be made in writing and submitted directly to our Head Office clearly indicating lot, site and subdivision. Except in the event of emergencies, **verbal messages or telephone calls will not be accepted**. The Warranty Review Department wants to respond to your requests for service and therefore must have them in writing to process these requests correctly. Should you require more Warranty Service Request forms, additional forms can be requested at any time by writing the Warranty Review Department.

Fieldgate Homes does recognize that emergencies occur which cannot be held until your next service list is submitted. A true homeowner emergency means you cannot continue to occupy your home. Examples of emergencies requiring immediate attention include, but are not limited to: complete loss of heat during winter weather after having checked the electrical switch and breaker, thermostat and gas valve; a plumbing leak which requires service to be shut off at the meter to avoid serious damage to the building and/or furnishings; or a total stoppage of the plumbing sewer system after attempting plunging. **During business hours 9:00 a.m. to 5:00 p.m., these occurrences may be brought to the attention of our Warranty Review Department by calling 416-227-2220 or by faxing a letter to 416-642-2207.**

Service Procedures

Your home, like a new car, requires a “breaking in “period. During this period you may notice items which require our attention. Fieldgate has an established procedure for handling warranty service to ensure smooth administration of the process. We service our homes in three stages through PDI, 120Day service and Year End service. In addition to this, we also provide emergency response where required. Both are explained in the section below.

Please note, when service work is scheduled in your home it is your responsibility to ensure that the area to be serviced is accessible, i.e. moving furniture etc. to allow for repairs to be done. FIELDGATE cannot assume this responsibility.

120 Day Deficiencies List

After moving into your new home, you may come across some warranty items in need of service. The first step to having these items looked after is the standard 120 Day deficiency list initiated by the homeowner. Once received, we will send a qualified service inspector to address your deficiency list. (If there are any items that were noted on the PDI which are not completed at the time of writing your list, please include them on your 120 Day deficiency list. **Please note these as PDI items).

- * Indicate clearly on your service request, your Name, Lot Number , Civic Address and Closing date to conduct efficient service. (It is not necessary to quote your plan #)**

Year End Deficiencies List

After living in your home for 1 year and once we have received your faxed deficiency list, we will have a qualified inspector review your deficiency list. (Again, if there are any items which were noted on the 120 Day deficiency list that are not completed by year end please include these on your Year End Deficiency list. (** Please note these as 120 Day deficiency items.)

- * Indicate clearly on your service request, your Name, Lot Number , Civic Address and Closing date to conduct efficient service. (It is not necessary to quote your plan #)**

TO MAKE A WARRANTY SERVICE REQUEST TO FIELDGATE, COMPLETE AND SUBMIT THIS FORM BEFORE THE END OF THE 120 DAYS OF POSSESSION OF YOUR HOME

** Your lot # and project name are most important, kindly indicate these clearly on your form.*

YOU MAY SUBMIT ONLY ONE 120 DAY FORM (FAX: 416 – 642 - 2207)

Purchaser:	<input type="text"/>		
	<input type="text"/>		
Project:	<input type="text"/>	Lot:	<input type="text"/>
Civic Address:	<input type="text"/>		
	<input type="text"/>	Postal Code:	<input type="text"/>
Telephone:	<input type="text"/>	Business:	<input type="text"/>
Fax :	<input type="text"/>	Cell :	<input type="text"/>
Emergency Contact Name and Number:	<input type="text"/>		
Email Address:	<input type="text"/>	Closing Date :	<input type="text"/>

PERMISSION TO ENTER AND CONDUCT INSPECTION

(Liaise with your Warranty Coordinator to schedule date of inspection prior to your service date.)

Dates available for inspection:	<input type="text"/>
	<p><i>(Monday – Thursday between the hours of 7:30 a.m. – 5:00 p.m. and Friday between the hours of 7:30 a.m. – 4:00 p.m.)</i></p> <p><i>* all appointments are open bracket appointments. (a.m./p.m.)</i></p>



Permission to enter and conduct service to be completed and returned to our office, once you have set a date with your Warranty Coordinator. (fax: 416-642-2207)

Homeowner

Site Lot #

Civic Address

Contact Numbers: Business

Residence

Dates Scheduled and confirmed with Coordinator:

(Monday – Thursday 7:30 a.m. – 5:00 p.m. and Friday 7:30 a.m. – 4:00 p.m.)

Alarm Yes No

Pets Yes No

Homeowner Signature allowing Access

Builder Representative Acknowledgment :

Please note, it is against Fieldgate Policy to:

- To enter a home without the homeowner or a family member present.
- To move the property of our homeowners all work spaces should be cleared of personal belongings to allow the repair

TO MAKE A WARRANTY SERVICE REQUEST TO FIELDGATE, COMPLETE AND SUBMIT THIS FORM BEFORE THE END OF THE FIRST YEAR OF POSSESSION OF YOUR HOME.

YOU MAY SUBMIT ONLY ONE YEAR END FORM.

KINDLY NOTE YOUR SECOND YEAR WARRANTY CONSISTS ONLY OF HEATING, ELECTRICAL AND WATER PENETRATION.

FAX: 416-642-2207

Purchaser:		<input type="text"/>
Project:		<input type="text"/>
Lot:		<input type="text"/>
Civic Address:		<input type="text"/>
Postal Code:		<input type="text"/>
Telephone:	<input type="text"/>	Business: <input type="text"/>
Fax :	<input type="text"/>	Cell : <input type="text"/>
Emergency Contact Name and Number:		<input type="text"/>
Email Address:	<input type="text"/>	Closing Date : <input type="text"/>

PERMISSION TO ENTER AND CONDUCT INSPECTION

(Liaise with your Warranty Coordinator to schedule date of inspection prior to your service date.)

<p>Dates available for inspection:</p> <div style="border: 1px solid black; width: 100%; height: 20px; margin: 5px 0;"></div> <p style="text-align: center;"><i>(Monday – Thursday between the hours of 7:30 a.m. – 5:00 p.m. and Friday between the hours of 7:30 a.m. – 4:00 p.m.)</i></p> <p style="text-align: center;"><i>* all appointments are open bracket appointments. (a.m./p.m.)</i></p>



Permission to enter and conduct service to be completed and returned to our office, once you have set a date with your Warranty Coordinator. (fax: 416-642-2207)

Homeowner

Site Lot #

Civic Address

Contact Numbers: Business

Residence

Dates Scheduled and confirmed with Coordinator:

(Monday – Thursday 7:30 a.m. – 5:00 p.m. and Friday 7:30 a.m. – 4:00 p.m.)

Alarm Yes No

Pets Yes No

Homeowner Signature allowing Access

Builder Representative Acknowledgment :

Please note, it is against Fieldgate Policy to:

- To enter a home without the homeowner or a family member present.
- To move the property of our homeowners all work spaces should be cleared of personal belongings to allow the repair

10

HARDWOOD FLOORING

Hardwood floors are made from kiln dried materials but are subject to the natural process of shrinkage and expansion. Lower inside humidity in winter especially near heating outlets will cause the wood to separate slightly. Too high humidity on the other hand will cause expansion and may lead to cupping or swelling in the centre of the board. These movements vary seasonally and may be related to the time of the year during which the flooring was installed.

Parquet or laminated wood block flooring sometimes has a tendency to crack or pop as it expands and contracts. This is no cause for alarm, high relative humidity may cause this type of flooring to lift especially during periods of hot humid weather or if the house is closed-such as when you are on vacation.

Hardwood flooring can be both beautiful and easy to maintain. Initially it may seem that the floor is rough to the touch but after a few wax applications this roughness will disappear.

HARDWOOD FLOORING ASSOCIATION

Care for Hardwood Floor

Maintenance Instructions-Polyurethane Finishes

Congratulations on your selection of the most durable and beautiful hardwood flooring. Whether your floors are a new installation or refinishing of an old floor, proper maintenance will ensure that your beautiful hardwood floors will last for the lifetime of your home. Please follow these maintenance procedures for polyurethane finished floors.

1. Vacuum clean and dry mop your floors regularly to remove loose dirt or grit before it can scratch the surface of your floors.
2. Wipe up spills as soon as possible. Most food spills, water spots and dog spots can be wiped up in most cases with a lightly dampened (not wet) cloth. Do not use soap or detergents. Grease, tar or oil can be removed with a cloth that is dampened with mineral spirits. This usually lifts crayons and most rubber scuffs also. THE ONLY CLEANER TO BE USED IS SATIN FINISH CLEANER (PRODUCT CODE CSC). IF ANY OTHER CLEANER IS USED, ALL WARRANTIES WILL BE VOIDED AND WE CANNOT STAND BEHIND OUR PRODUCT.
3. Wood flooring is a natural product and it will shrink in the winter from the dry heat and expand in the summer from the humidity. Use a dehumidifier in the summer to reduce humidity and a humidifier in the winter to put moisture in to the air. Always use dehumidifier in a basement area maintaining a constant humidity of 45%.
4. After years of traffic, the floor may exhibit wear. Buff the floor lightly with sandpaper or steel wool. Following the manufacture's instruction, apply another coat of urethane. Most important, it is not to wait too long before recoating your floor. Do not wait until all the urethane is worn off and the bare wood is exposed. For professional advice contact your hardwood flooring specialist.

White or Pastel Stains

Maintenance on these floors is similar to maintenance of polyurethane finishes, however, because of their light colour, they are more susceptible to showing dirt, grit and scratches. Vacuum clean and dry mop these floors more often. You might notice separations or gaps between the slats or planks. Wood products will tend to expand during the high humidity seasons and they will contract during the heating and dry seasons. The light colour of a pastel floor will show a gap or a separation more readily than a conventional brown stained floor.

GENERAL GUIDELINES FOR YOUR FLOORS

- Place felt pads on the bottom of chairs, tables, etc., to help protect against scratching.
- Make sure that the barrel type wheels or the wide flat kind are used on your furniture. The ball-type casters damage your hardwood flooring.
- Spike heels or stiletto high heels will dent your hardwood floors.
- If your wood is adjacent to an exterior door, place doormats outside –at the entrance –to keep dirt and grit from being tracked inside. It is always a good idea to use area rugs over your hardwood floors.
- Remember that white, grey, beige or most pastel stains will show scratches or marks that might not be visible if a wood tone stain is used.

** The above recommendations will ensure maximum durability and usage from your hardwood floors.*

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EXTERIOR OF YOUR HOME

Your Lot

When a lot is surveyed during the development of the land and before construction of the home, the surveyor installs pins at all lot corners. After the foundation has been installed, the surveyor carefully records the position of your home relative to the lot lines and a lot plan is prepared. A copy of this plan will have been given to you as a part of your legal documents upon closing.

Survey Pins

Should you wish to install a fence, hedge or any boundary feature and you cannot locate the corner lot pins; it is advisable to obtain the services of a qualified surveyor to re-locate the lot lines to ensure that you do not encroach on the property of others. Do not accept any other objects or physical features as evidence of boundary lines. It is advisable to contact your Municipality prior to commencement of any fencing or decking to ascertain their regulations and requirements.

Before installing a fence, swimming pool, hedge or any boundary features etc., you must contact our Customer Service Division in writing to ensure that the area has been passed and approved by the Municipality, and to receive Fieldgate Homes permission to proceed with your work.

Easements

Most lots have easements in favour of various public utilities so that their lines may be installed and maintained. Where services are underground, it is advisable that the appropriate utility be contacted prior to any digging for fencing, tree planting, flower beds, etc. In most communities, the utilities are pleased to stake the location of their services at no expense to you.

Drainage

Grading, swales and storm sewers: A house is placed on a lot with great care so that it will make maximum use of the existing natural drainage system. However, the majority of lots require grading, swales (depressions in the land required to direct surface water flow) and storm sewers to further facilitate drainage. Window wells may have been installed; depending upon circumstances pertaining to the grading of your lot. Some water can be expected to run into these wells and so it is imperative that you keep them free of leaves, dirt and grass, clippings in order that the water may flow down to the drains around the footings.

Drainage systems such as swales and catch basins are designed to control and direct the flow of water away from the house. You should keep swales free of obstructions and ensure that any catch basins on your lot are kept free of debris to avoid blockage. Heavy or prolonged rains may result in some standing water for a limited period of one to two days when the soil is saturated.

This will be especially noticeable in the period immediately after sod is laid until soil and accumulated surface water requires these root channels in order to penetrate the soil. The grading of your lot is part of an overall grading plan for the subdivision, which has been designed by the project Consulting Engineers and approved by your local Municipality Department of Engineering. The Consulting Engineer has also physically inspected the work in order to certify that it conforms with the approved grading plan. The grading on your lot may not be changed without the consent of the Municipality as this may cause drainage problems on the other lots in the area.

In planning and installing planting beds, be careful not to interfere with the drainage system particularly around the house. Be sure that any planting beds are laid to fall away from the foundation wall, and keep all shrubs and trees clear from the walls.

We suggest that you refrain from planting shrubs and trees until grading is accepted. Should a homeowner plant any shrubs, trees, etc., and grading repairs are subsequently required, the homeowner is then solely responsible for removing all shrubs, trees, etc., so that repairs can be made and the area accepted by the Municipality.

Masonry

Mortar joints in brickwork are not entirely waterproof. You are advised, therefore, not to build up planting beds so as to cover any of the brickwork. Periodically check the mortar joints for signs of shrinkage (fine cracks sometimes occur between the mortar and the brick). If the mortar joints deteriorate noticeably it is advisable to have them repainted to reduce penetration by moisture. Hairline cracks are not normally a cause for concern.

You may notice that the bottom course of brick at the top of the foundation wall or above windows etc., contains vertical openings (usually round holes or with the vertical mortar joint left out) every few brick spacing. These are "weep holes" and should not be covered over or filled as they allow the passage to the outside, of condensation or incidental moisture through the wall face and over the base flashing.

Siding

Factory finished sidings normally do not require repainting for many years. Due to their smooth texture they can usually be kept clean by "rinsing with your garden hose" although some light scrubbing, using a mild detergent may first be necessary.

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated.

Caulking & Exterior

Caulking, exposed to the weather, should be checked annually and recaulking carried out, in deteriorated areas, using a good quality caulking compound (old ineffective caulking should first be removed). A two part dymonic caulking compound is recommended for recaulking.

Brilliant and dark colours, while providing adequate protection, may fade more rapidly on south and west exposures and require frequent repainting to maintain their original appearance. Avoid painting in cold or damp weather and on hot days. Try to paint in shaded areas away from direct sunlight. Ideally one should begin on surface that has been exposed to the warmth and use the drying action of the sun and then "follow the sun around the house". Follow the manufacturer's recommendations for the best results. Vulnerable locations such as windowsill may require cleaning and "touching up" more frequently than other portions of your home.

If the exterior of your new home is finished with stucco, hairline cracks may appear in the finish coat after the drying and shrinking process is complete. This condition is particularly noticeable in trowelled finished stucco. It is suggested that stucco be left for a period of two years or until normal shrinkage has taken place, and then, if desired, cracks can be corrected by applying a brush coat finish.

Wood Decking

Sundecks, verandas and raised patios are naturally subject to foot traffic, which often involves abrasives such as sand and grit and exposure to rain, snow and sun—all aggravated by snow and ice. Paint deterioration may occur on such surfaces for which there is no permanent cure other than regular care and maintenance. Paint, preservative and other exterior wood finish products are available, at your local hardware store, to maintain these areas. (Refer to manufacturer's instructions). ALTI does not paint or stain any decks and cannot be held responsible for cracks due to the nature of the products.

Some materials used in decking are pre-finished by the supplier. Changes in colour or fading over a period of time are, therefore, beyond the control of the builder.

Roof

The roof of your home should give you many years of service. It is good practice to check for loose, broken or missing shingles following heavy windstorms or hail. Repairs should be made as soon as possible after such occurrences to prevent leakage and resultant damage to the interior.

Asphalt shingles are soft on warm days, the top surface containing protective granules, can readily be damaged by walking over them. Roofs are frequently damaged by the installation of such equipment as TV, CB aerials and satellite dishes. Care must be taken during their erection not only to avoid damaging the shingles but also to assure the fastening devices are properly sealed to prevent leaks. Please refer to your "Agreement of Purchase and Sale" regarding erection of any equipment. Minor variations in shade should not be considered abnormal or deficiency under the Tarion Warranty Program.

It is impossible for manufacturers to avoid slight differences in colour even within one factory run of a single colour of shingle. Colour shading is usually imperceptible and is further reduced by weathering. Shading of asphalt roofing does not affect durability.

Eaves troughs and Downspouts

The eaves troughs installed on your home, should be periodically examined for debris or ice. Should the eaves troughs become clogged they cannot function and water damage can result. Keep eavestrough and downspouts free of obstructions such as leaves and paper. Surface particles from asphalt shingles, washed down by rains, often settle in eavestroughing and should be removed. A spring and fall check is recommended.

Ice Dams on Roofs

The formations of ice dams on the eaves of sloping roofs often cause water to back up under the shingles. Eventually it reaches the roof deck (which is not waterproofed) and leaks through damaging the interior structure. Ice dams are melted water running down the roof, with rapidly falling temperatures, and then freeze at the uninsulated overhang of the roof.

Where ice dams occur, temporary relief can be obtained by clearing snow off the roof, particularly at the eaves and by knocking ice formation from the eaves and valley ends, taking care not to damage the roofing.

Garage

Because of the nature of the products, it is difficult to prevent concrete garage floors from cracking due to shrinkage. This is a common occurrence. It does not signify faulty materials or inferior workmanship. Once the garage floor has cured, you may wish to treat it with a concrete sealer made specifically for this purpose. A reliable paint dealer can recommend suitable products.

Landscaping

The best quality nursery sod is used to landscape your property. The sod, when laid, will be in a healthy state. It will however require care and attention.

Frequent daily watering by the owner during the first few weeks after an area has been sodded or seeded is essential. The optimum time to water just prior sunrise or early morning. Once the grass has "taken", weekly watering is usually adequate if you water during the growing season. Shallow watering results in a shallow root system and makes the lawn susceptible to "burning". For the same reason grass should not be cut too short. A two inch high is recommended.

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CERTIFICATE OF COMPLETION & POSSESSION

List of unfinished work and surface defects Not accepted by purchaser(s)

Purchaser (s) :		Project:	
Phone (Res.):		Lot #	
Phone (Bus.):		Plan #:	
Super:		P.D.I. Rep:	

Acknowledgement

In order to improve our commitment in providing excellent customer service, your Customer Service Representative will explain and fill out this form with you. This ensures we have communicated all applicable information with your prior to your closing date. We thank you for taking the time in working together with us in improving our customer service.

- | Yes | No | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | The process for having outstanding CCP repairs completed and your signed approval has been explained to you. |
| <input type="checkbox"/> | <input type="checkbox"/> | I am in possession of the Fieldgate Home's Manual. |
| <input type="checkbox"/> | <input type="checkbox"/> | I/We have received a set of spare tiles, which will be used by Fieldgate for any future tile repairs. |
| <input type="checkbox"/> | <input type="checkbox"/> | The operation / maintenance of the following: furnace, electrical panel, fireplace (if applicable), exterior hose bib shut off point, GFI outlets (interior and exterior), and the low water consumption toilet system has been explained to me/ us in detail |
| <input type="checkbox"/> | <input type="checkbox"/> | It has been explained to me/us that all damages such as: scratches and chips in mirrors, tiles, plumbing fixtures (sinks/ tubs), cabinetry (kitchen/ bathrooms), countertops (kitchen/ bathrooms/ laundry) and windows NOT MENTIONED on the Certificate of Completion and Possession form are not covered under warranty. |
| <input type="checkbox"/> | <input type="checkbox"/> | Daily maintenance of countertops (i.e. Water damage) has been explained to me/us. |
| <input type="checkbox"/> | <input type="checkbox"/> | The 30-day, 120-day and Year End Warranty Service Request procedures have been discussed with me/us. |
| <input type="checkbox"/> | <input type="checkbox"/> | Year end Drywall consist of compound patch ONLY sanding or painting we be completed by me/us the homeowner(s) |

The above list of unfinished work and surface defects not accepted by the purchaser(s) for Interior, landscaping and seasonal exterior items will be attached to the Tarion Certificate of Completion and Possession.

Pre Delivery Start Time:

Pre Delivery End Time :

Purchaser Signature:

Date:

Purchaser Signature:

Date: