

## Welcome Letter to Homeowner

Congratulations on the purchase of your new home from Richmond Hill Grace! Thank you for your trust and confidence in us. We have prepared this booklet for you so that you will find answers to the questions that you may have as the owner of a new home. Please take time to read this information booklet and keep it available for future reference. If further clarification is needed, please contact our service department at (905) 660-6880 or by email at [service@richmondhillgrace.com](mailto:service@richmondhillgrace.com).

Richmond Hill Grace builds every Richmond Hill home with you, the future owner, in mind from its inception to completion. Such a mindset has been manifested in our thoughtful interior and exterior designs, impressive floor plans, and meticulous attention to details.

Our mission is to provide you with a home that is at a convenient location, meets the highest standards, and at a great value. We want every homeowner to walk into their Richmond Hill Grace home and feel like they have discovered living.

## Your Community – Utilities and Services

### What Constitutes an Emergency?

- Complete loss of electrical power (does not include loss as a result of your local municipality or service providers as this is outside of our control)
- Complete loss of heat September 15 to May 15
- Complete loss of water supply or sewage blockage
- Plumbing leaks requiring shut off of your entire water supply
- Gas Leak
- Major collapse of any part of your homes structure
- Major water penetration on the walls or ceiling

## Emergency Procedures

### Gas Leak

1. Vacate your home immediately.
2. Call the After-Hours Emergency Number for the gas company and notify our service department.

### Total Loss of Heat

1. Check your thermostat to ensure that it is set to ON/ HEAT.
2. Check that the furnace power switch is ON.
3. Check furnace filter.
4. Check that exterior vents are not covered.
5. Call the Heating Contractor noted in your emergency contact list in the “Customer Care” section on richmondhillgrace.com.

### Total Loss of Electricity

1. Ensure the main switch in your electric panel is ON.
2. Establish whether the power is out in your neighborhood and call local utility.
3. Call the Electrical Contractor noted in your emergency contact list in the “Customer Care” section on richmondhillgrace.com.

### Plumbing Leak

1. If it is contained to one area use the shut off under the sink or toilet and call the Richmond Hill service number or call the emergency contact plumber in the “Customer Care” section on richmondhillgrace.com.
2. If it is a major leak, please turn off the main shut off valve and immediately call the emergency contact plumber in the “Customer Care” section on richmondhillgrace.com.

### Roof Leak

Please notify the Richmond Hill Grace Service Department and ensure that the floors and furniture are covered.

## Non-Emergency Service Issues

Our Service Department will handle all service issues during business hours Monday-Friday 9am-5pm.

The contact telephone number is (905) 660-6880 or via email at [service@richmondhillgrace.com](mailto:service@richmondhillgrace.com). After business hours or on weekends or holidays, please contact the trade directly, using the Emergency Contact number in the “Customer Care” tab on richmondhillgrace.com. The key trades contact information is as follows:

Electrical - Maven Group - John - 647-515-7150

Plumbing - Ideal Plumbing & Drain - Hameed - 905 473-1718

HVAC - Metro Air - Ryan Battilana – 905-417-0111

## Appliances

Please call the manufacturer indicated on the sticker on the appliance and provide them with the model, serial number, and description of the problem.

## Scope of Warranty Responsibilities

### Tarion Warranty Corporation

Tarion is responsible for administering the Ontario New Home Warranties Plan Act (the Act). As part of this responsibility, Tarion makes decisions when builders and homeowners disagree about an item covered under the statutory warranties. Tarion also guarantees builders' statutory warranties, and provides extended major structural defect coverages from year three through to seven after a home's date of possession. The simplest and most convenient way to submit warranty forms is through the homeowner portal. To access this, please visit <http://myhome.tarion.com/hop/>

### 30-Day Form

Use the 30-Day Form to notify Tarion of outstanding warranty items during the first 30 days of possession of your new home.

We recommend that you fill out and submit a 30-Day Form on or about the 25th day after your home's date of possession. On this Form, you may include items that were listed on your Pre-Delivery Inspection Form that have not yet been addressed, as well as new items that you have discovered since taking possession of your home.

Tarion will only accept and act on the first 30-Day Form that is properly submitted on time, and only one 30-Day Form may be submitted. If they do not receive a 30-Day Form from you on time, then you will have to wait until the last 30 days of the first year of possession of your home to notify us of outstanding warranty items.

### Statutory Warranty Coverage

Warranty coverage is set out in the Act and takes effect from the date a homeowner takes possession of a new home from the builder (the "date of possession"). It remains in effect even if the home is sold or otherwise transferred before the end of the warranty period. There are three types of statutory warranty protection or coverage

#### The One-Year Warranty (1 Year Form)

A builder warrants that, for one year from the date of possession, the home:

- is free from defects in work and materials
- is fit to live in, and meets Ontario Building Code requirements

Builders should provide homeowners with all warranties provided by manufacturers, suppliers and subcontractors that may extend beyond the first year. Homeowners must make claims on these extended warranties directly to the manufacturer or distributor.

A builder is also required to provide a warranty against delayed closings (or delayed occupancy for condominium units) that occur without prescribed notice, and the homeowner may make a claim under this warranty within one year after the date of possession. For more information on delayed closings, homeowners should refer to the Homeowner Information Package or visit Tarion's website at [www.tarion.com](http://www.tarion.com).

#### The Two-Year Warranty (2 Year Form)

The builder warrants that, for two years from the date of possession, your home is free from:

- Water penetration through the basement or foundation walls;
- Defects in materials or work (including windows, doors and caulking) that result in water penetration into the building envelope;
- Defects in materials and work in electrical, plumbing and heating delivery and distribution systems;
- Defects in materials and work which result in detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- Violations of Ontario Building Code regulations under which the Building Permit was issued, affecting health and safety, including but not limited to, fire safety, insulation, air and vapor barriers, ventilation, heating and structural adequacy;
- Major structural defects. (For a definition of "major structural defects, see the "Terminology" section of the source material listed below.)

#### Seven Year Major Structural Defect Coverage

In addition to the builder's two-year warranty against major structural defects, Tarion provides coverage for major structural defects in years three through seven.

For more information contact 1-877-982-7466 or visit <http://www.tarion.com>.

## Items/Deficiencies Not Covered by the Tarion Warranty:

The following matters are not covered by the statutory warranties:

### **Normal Wear and Tear**

- Normal shrinkage of materials that dry out after construction such as nail pops or minor concrete cracking.
- Settling of soil around the house or along utility lines (other than subsidence beneath the footings of the home.)
- Scuffs and scratches to floor or wall surfaces caused by moving, decorating, or day-to-day use of the home by the homeowner.

### **Damage Caused by Improper Maintenance**

- Dampness or condensation caused by failure to maintain proper ventilation.
- Damage resulting from improper maintenance.

### **Damage Caused by a Third Party**

- Damage caused by municipal services or utilities.
- Damage caused by floods, “acts of God” (see below), acts of civil or military authorities or acts of war, riot, insurrection, civil commotion or vandalism.
- Damage caused by insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code.

### **Secondary Damage Caused by Defects that are Under Warranty**

- Personal or property damage, such as personal injury, loss of income and other secondary loss associated with warranted defects or repairs. (However, your homeowner insurance may cover such secondary or consequential damage.)

### **Deficiencies Caused by Homeowner Actions**

- Alterations, deletions or additions to the home that were made by the homeowner.
- Changes by the homeowner to the direction of the grading or the slope of the ground.
- Defects in materials, design or work that was supplied or installed by the homeowner.

### **Elevators**

The seven-year MSD warranty does not extend to elevating devices. Please contact the elevator company to add an extended warranty.

### **HVAC Appliances**

The seven-year MSD warranty does not extend to appliances that form part of the heating or cooling apparatus, equipment or systems, whether for water, air or other substances, including furnaces, air conditioners, chillers and heat recovery ventilators

### **Act of God Exclusion**

The warranties in the Ontario New Home Warranties Plan Act do not apply to “damage resulting from an act of God”. An act of God is a natural event that is unexpected and unavoidable and causes damage that is beyond the control of the builder. Examples include tornadoes, earthquakes and extreme winds.

This exclusion does not include weather events that are typical to our climate, such as ice, snow, high winds and heavy rains. It includes only extraordinary occurrences or conditions of nature that could not have been reasonably foreseen or guarded against. For example, a high wind is not an act of God unless it is of such exceptional strength that no builder in Ontario could be reasonably expected to anticipate or provide against it. Homes that are designed and built to Ontario’s standards (e.g., the Ontario Building Code) should withstand Ontario’s normal environmental conditions.

Tarion will review situations on a case-by-case basis as they are brought forward by owners or builders to determine if the act of God exclusion applies.

### **Tips on Maintaining Your New Home**

You’ve made a big investment in your home and proper maintenance not only keeps it in good condition, it also helps ensure your statutory warranty rights are protected. Proper maintenance is a prerequisite for certain warranty claims.

Please keep in mind that the warranty is not all inclusive. You may wish to review what is covered, as well as what is not covered. Remember also that even if a problem is covered by warranty, it is still a problem, and it is up to the homeowner to try to prevent it from occurring.

## **GENERAL WARRANTY COVERAGES AND WHAT IS NOT COVERED**

### **Indoors**

- Toilets, sinks and bathtubs drain properly when you take possession of your home. Blockages are not covered by warranty.
- Countertop laminations at miter joints are secure and attached at closing. Delamination is not covered by warranty. Ensure water is not left on miter joints.
- Kitchen and bathroom cupboard doors become unadjusted in normal use and require periodic re-adjustment.
- Counter tops are not heat resistant. Placing hot pans and unprotected appliances without insulated panels under them will burn the surface of counters and damage the laminate glue. This type of damage is not covered by warranty.
- Shelving material is not water resistant. Water and liquid food spills will damage shelving units. Ensure all storage containers placed on shelves do not leak. These damages will not be covered by warranty.

### **Outdoors**

- Caulking around doors and windows wears out. Failing to maintain this caulking will result in water entry and damage to structure. These damages are not covered by warranty.
- Weather stripping around doors and windows periodically requires adjustment and replacement due to normal wear and tear.
- It is necessary to water and maintain new sod as dead grass is not covered by warranty.
- Sod, shrubs and trees need to be properly maintained in the winter and “weather kill” is not covered by warranty.

### **Moisture Damage**

Today’s energy-efficient homes are built tightly to seal out the cold weather in winter and keep in the air conditioning in summer. Because of this, it is possible that a new home can be severely damaged by lack of ventilation or by excess moisture. It is important to remember that moisture damage caused by improper or inadequate use of your ventilation system is not covered by the new home warranty.

### **What causes moisture damage?**

Your home can be damaged if weather-related water is allowed to enter and remain in the structure. Water from leaking pipes or fixtures that is not immediately cleaned up, and indoor humidity levels that are not properly controlled can have serious consequences. Sometimes this damage is easily detected; at other times the damage is hidden inside wall and roof spaces. Regardless of where it occurs, moisture damage can lead to serious problems, such as rot, mold, and even structural failure.

### **How can I control moisture?**

Always use your home ventilation system to control moisture. In a typical home, over 20 liters of water are added to the indoor environment every day. That’s 7,300 liters in a year, enough to fill a medium-sized swimming pool. Bathroom fans, kitchen range hoods, and packaged ventilators such as heat-recovery ventilators, are specifically installed in your home to help you control moisture and contaminants. Regular use of your home ventilation system will exhaust excess airborne moisture caused by bathing, showering, doing laundry, and cooking.

### **What else can I do to control moisture?**

Here are some tips you can follow to help prevent moisture damage to your home:

#### **Outside the home**

1. Keep flowerbeds or landscaping at least six inches or 150 mm away from the top of the foundation. Placing soil near or above the top of the foundation allows moisture to come into direct contact with the structure of the building.
2. Ensure that land adjacent to the foundation slopes away from the home so that rainwater and snow melt will run away from the foundation. Clear eavestroughs of debris regularly and extend downspouts so that water is directed away from the building. Water flow can erode the ground near the foundation and create depressions where water collects. Standing water near the foundation can force its way into the basement.
3. Fix the caulking around windows and doors and on the roof if it becomes cracked or separated.
4. Have your roof inspected regularly to ensure shingles, flashing, and chimney caps are in place and sealed properly.

#### **Inside the home**

1. In the winter, keep the relative humidity in your home in the range of 30-45%. Lower humidity levels may affect your health and cause materials such as wood to shrink. Excess humidity can cause condensation on windows and damage the surrounding wall. When using a humidifier, follow the manufacturer’s instructions.
2. In the summer, dehumidify the basement to avoid condensation buildup on the cool foundation walls. Relative humidity levels should not exceed 60%.
3. Repair leaky pipes and fixtures immediately. Clean and completely dry any areas that are dampened or wet within 48 hours.
4. Store organic materials such as newspapers and clothes away from cool, damp areas. Keep storage areas tidy so that air circulates freely.
5. If you are adding a hot tub to your home, or have a large collection of plants, consider the amount of moisture they will add to your indoor air and ventilate accordingly.

6. Never vent your clothes dryer inside your home. If you have a gas-fired dryer you may also be venting carbon monoxide inside your home!
7. Investigate and identify any musty smells and odors. They are often an indicator that there is a hidden moisture problem.
8. Purchase a “hygrometer” to monitor the relative humidity in your home and purchase a dehumidifier to be kept on in the basement through summer months.

For more information visit: <http://www.tarion.com/New-Home-Buyers/Maintaining-Your-Home/Pages/Avoiding-Moisture-Damage.aspx#sthash.vUHwT4xB.dpuf>

## General Notes on Maintenance

Please refer to the Tarion Construction Performance Guidelines for more information on home maintenance. The proper maintenance of a new home ensures that the warranty coverage under the Tarion Warranty Corporation will remain intact. Problems caused by homeowner neglect, such as allowing caulking to wear down, leading to moisture damage, will not be covered by the warranty.

- Keep dehumidifier on in the basement to help prevent mold and mildew from accumulating.
- Exhaust ventilation fans should be inspected and oiled periodically, as recommended by the manufacturer, to guarantee an efficient operating appliance. Vent covers should be checked for cracks and blockages. In the kitchen, the range hood filter should be removed and scrubbed with mild, soapy water to prevent grease buildup.
- Windows and doors should be checked for gaps in weather stripping and breaks in caulking. Weather stripping can usually be lubricated with petroleum jelly which will keep it pliable.
- The garden hose connection will have a shutoff valve inside the house. This needs to be turned off and drained from the inside to prevent freezing and bursting. Keep hose bibs open to allow for proper bleeding.
- Check all exterior painted surfaces for signs of moisture penetration. Blistering and peeling paint, if not corrected, can lead to water penetration.
- Eavestroughs and downspouts should be cleared of all debris. If the water cannot flow properly, it may cause ice and snow to back up under the shingles, causing leakages in the roof.
- Keep window wells free of leaves and garbage. Lot drainage is designed to keep water away from the foundation. If you restrict this natural movement, you may be setting yourself up for a water problem in springtime.
- While walking around the property, check for cracks in the driveway and sidewalk. These should be fixed before the cold weather arrives. Water that gets inside these cracks will freeze and expand, making the cracks larger.

## Checklist for the Seasons

Tarion has also developed Home Maintenance Checklists. Each checklist includes a monthly breakdown of items for inspection, and can assist homeowners with setting up a regular schedule of check-ups and clean-ups.

### SPRING

#### March

- Clean furnace filter and heat recovery ventilator (HRV)
- Check sump pump (if installed)
- Clean humidifier
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

#### April

- Check eavestroughs and downspouts
- Clean furnace filter, HRV, and humidifier
- Inspect basement or crawl spaces for moisture
- Check roof for loose or cracked shingles
- Check driveway and walk for frost damage
- Check water heater for leaks
- Turn on exterior water supply which was previously shut off
- Plan landscaping to avoid soil settlement and water ponding
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

#### May

- Inspect fences for stability
- Check caulking for air and water leaks
- Lubricate weatherstripping
- Check exterior finishes

- Check windows and screens are operating properly
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

## **SUMMER**

### **June**

- Inspect air conditioning
- Check roof, sheds, and garages
- Check sealing around windows and doors
- Fertilize lawn
- Check water heater
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

### **July**

- Air out damp basement on dry, sunny day
- Clean air conditioner
- Check exhaust fans
- Check water heater for leaks
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

### **August**

- Clean air conditioner filter
- Air out damp basement on dry, sunny day
- Inspect driveway and walkways
- Inspect doors and locks
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

## **FALL**

### **September**

- Check exterior finishes
- Check garage door tracks and lubricate bearings
- Check caulking for air and water leaks
- Plant new lawn
- Check fireplace and chimney
- Check basement or crawl spaces
- Have humidifier, furnace, and HRV serviced
- Check clothes dryer vent for lint and/or damage
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

### **October**

- Check windows and screens
- Drain exterior water lines; shut off exterior water supply
- Check roof including shingles, flashing, and vents
- Check weather stripping
- Check sealing around windows and doors
- Winterize landscaping and remove leaves
- Clean furnace filter, HRV, and humidifier
- Clean water heater
- Check eavestroughs and downspouts
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

### **November**

- Inspect floor drains to ensure trap is filled with water
- Clean furnace filter and HRV
- Check for condensation and humidity
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

## **WINTER**

### **December**

- Check air ducts
- Check for excessive snow on roof and have it removed
- Clean furnace filter, HRV, and humidifier
- Check and reset GFCI

- Test smoke alarms and carbon monoxide detectors

**January**

- Clean furnace filter, HRV, and humidifier
- Check furnace fan belt
- Check water heater
- Check exhaust fans
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

**February**

- Clean furnace filter and HRV
- Check inside surfaces
- Check and reset GFCI

For more information visit:

<https://www.tarion.com/New-Home-Buyers/Maintaining-Your-Home/Pages/>

## Frequently Asked Questions

### When can I install a fence around my yard?

Fencing is generally part of the site plan submitted by the us and approved by the municipality. You must check with us before installing any fencing on your own (usually after assumption).

### When can I renovate the basement in my new home?

It is recommended that you wait at least 2 years to ensure no cracks in the foundation walls. In accordance with the Tarion Warranty Program structural repairs are covered for up to 7 years. Therefore, it would be advisable to wait that period of time. In the unlikely event that damages were to occur, Tarion would not be responsible for the damaged space, only the poured wall.

### When can I add electrical timers to my new home? How will these affect the warranty?

Electrical timers can be added at any time.

### When can I add humidifiers to my new home? How will they affect the warranty?

It is best to have a humidifier professionally installed by the same contractor who installed the heating system in your home; otherwise, it could void the warranty.

### Where can I pick up my mailbox keys?

Please contact Canada Post for directions on how-to pick-up keys for your community mailbox.

### Why are there no covers on my central vacuum and various cable and phone outlets?

Richmond Hill Grace provides rough-ins for these areas. Once the cable and internet providers have installed the central vacuum and cable, the installing companies will provide the necessary covers after closing without affecting your warranty

### When can I begin re-painting my new home? How will this affect the warranty?

Although your new home can be painted any time after closing, it is recommended to wait one year.

### What does it mean if there's water on my windowpanes or window frames?

Usually this means there are high humidity levels in your home. This is not covered by warranty, but we recommend taking the appropriate steps to prevent condensation and/or dampness: remove or open heavy drapes/window covering (Important: California shutters void warranty), and control humidity by dehumidification, ventilation or air conditioning.

### What does it mean if my basement and garage floors have cracks?

Basement cracks are usually caused by a natural curing/shrinkage process and are aesthetic only, however, if the crack is exceeding 4mm in width within the first year of closing, it will be repaired under your warranty. Garage cracks are also usually caused by a natural curing/shrinkage process, however, if the crack is exceeding 6mm in width within the first year of closing, it will be repaired.

### What does it mean if my insulated basement walls are leaking water or my cold room is wet?

This also usually means that you have high humidity levels in your home. This is not covered by warranty, but we recommend taking the appropriate steps to prevent condensation and/or dampness: control humidity by dehumidification, ventilation or air conditioning.

### What about bathroom leaks and visible water spots on first floor ceiling only?

- This is frequently caused by condensation/dampness on pipes & toilets from humidity.
- Homeowners must control bathroom humidity by always running exhaust fans
- when using water in bathrooms.
- Dehumidification, ventilation or air conditioning can also be used to control humidity.
- There is no warranty coverage for humidity related leakage and water spots.
- Faucets/plumbing fixtures that are found dripping/leaking within the first year will be repaired.
- If faucets/plumbing fixtures are dripping/leaking, the homeowner should take preventative
- measures against further damage by turning the shut off control valve to the Off position.
- Homeowners must follow proper winter maintenance procedures and ensure the shut off
- valves are off when the home is left unheated, or homes must be kept at a proper
- temperature to ensure proper functioning of exterior pipes and pipes in basement,
- which will prevent freezing, bursts and leaks in the winter.

### What about shower/bathtub leaks with visible water spots on the 1st floor ceiling only?

This kind of water damage can be prevented by installing shower curtains and/or doors, and through regular inspection and maintenance by homeowners to ensure seals and caulking have not deteriorated.

### What should I do about roof leaks and visible water spots on the 2nd floor ceiling only?

Snow/rain can possibly leak through attic vents from high winds, so it is best to check these first. Ice dams/icicles on roof must be removed by homeowners to prevent leaks. If it is determined that homeowners have failed to do this, any resulting leak damage will not be covered under warranty. Shingles missing, curled or cupped within the first year of closing will be repaired under warranty.



**What do I do to maintain an ideal interior climate/temperature?**

Homeowners must change furnace filters regularly to ensure optimal furnace performance.

Homeowners should not place any items over floor registers or against wall returns/vents, as this prevents proper air circulation.

Rooms over garages, porches, foyers or north facing rooms are often affected by heat loss and tend to be generally cooler.

Homeowners may wish to consider purchasing additional space heaters for these areas.