

Welcome to Your New Home at Chelsea Maple Station

**Homeowner's Guide to After Sales
Service & Warranty Coverage**



CONTENTS

Welcome to your New Andrin Home!.....	1
Mail Delivery	2
Garbage & Recycling Pick-up.....	2
Driveways, Grading & Sodding.....	2
Restrictive Covenants & Easements	2
Taxes	3
Appliance Installation	3
Home Features	4
PEX Piping (plumbing supply lines)	4
Insulation	4
Heat Recovery Ventilator (HRV)	4
Programmable Thermostat.....	4
Ground Fault Circuit iNterrupters (GFCI).....	5
Arc Fault Circuit Interrupters (AFCI)	5
Smoke/Carbon Monoxide Detectors	5
Controlled Plugs	5
Customer Care Policy.....	6
Your New Home Warranty	7
Pre-Delivery Inspection (PDI).....	7
The One Year Warranty	7
First Year Process - How to Request Warranty Service	8
The Two-Year Warranty.....	8
Second Year Process - How to Request Warranty Service	8
The Seven Year Warranty	9
Years Three to Seven Process - Major Structural Defect (MSD)	9
Seasonal Warranty Items	9
Special Seasonal Warranty Items.....	10
Extraordinary Situations.....	10
Your Home's Statutory Warranty - What's Excluded.....	10
Normal Wear and Tear	10
Damage Caused by Improper Maintenance.....	10
Damage Caused by a Third Party	11
Supplementary Warranties	11

HVAC Appliances.....	11
Protecting Your Warranty	11
Emergency Service	12
In the Event of an Emergency.....	12
Maintaining Your New Home.....	13
Spring Maintenance Tips	13
March	13
April	13
May.....	13
Summer Maintenance Tips.....	14
June	14
July	14
August	14
Fall Maintenance Tips	15
September	15
October	15
November	15
Winter Maintenance Tips	16
December.....	16
January.....	16
February	16
Avoiding Moisture Damage.....	17
What causes moisture damage?	17
How can I control moisture?	17
What else can I do to control moisture?.....	17
Important Numbers.....	19
City of Vaughan.....	19
School Boards	19
Utilities	19
Contractors	19

WELCOME TO YOUR NEW ANDRIN HOME!

Thank you for choosing Andrin Homes as your new home builder. We take great pride in our work, striving to exceed both customer expectations and building standards. We have our own Customer Care Policy, in order to expedite and manage the level of service and the timeliness in which we resolve deficiencies, should they occur, and Andrin Homes endeavors to meet or exceed these where possible. As we strive to exceed our customers' expectations, we want to ensure that your last impression of Andrin Homes is that your expectations are met.

Quality as well as value has been built into each and every feature of your new Andrin Home. Each home is designed to combine traditional building methods, using modern materials. That said, good old-fashioned maintenance is imperative to continue your enjoyment and comfortable living by you and your family in your new home.

Please understand that all new homes go through a "settling" process, generally during the first year of occupancy. Floor squeaks, drywall cracks and nail-pops are all products of the settling stage and will be dealt with during your first year of occupancy, as per Tarion's guidelines.

As you learn how your new home works, it is important to understand that your home is a complicated product, made up of many different materials and systems, some of which are natural products. Homes are some of the few "handmade" products left in the world today. Although you have a quality built Andrin Home, this doesn't mean it will be maintenance-free.

Andrin Homes' Homeowner's Guide is in no way meant to replace the guidelines provided by Tarion, nor the manufacturers or information manuals provided to you. Andrin Homes' staff and/or contractors are also unable to change, extend or modify the guidelines instilled by the Tarion Warranty Corporation in any way.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to be appraised of such coverages. The information contained in that material is not repeated here.

We are confident that you will be happy in your new home and offer you our congratulations and best wishes.

If you have any helpful suggestions as to how we can improve our service to you, or this Guide please let us know.

MAIL DELIVERY

Please contact Canada Post to arrange for your Community Mailbox keys and for details on the location of your Community Mailbox. It is your responsibility to follow up with Canada Post with respect to inquiries, questions or problems concerning mail delivery as Andrin Homes does not have any involvement in the provision of mail service. The phone number for Canada Post Customer Service is 1-800-267 1177.

GARBAGE & RECYCLING PICK-UP

Municipal waste collection services will commence once the City of Vaughan has determined that access to the streets is clear, free of obstructions and continual. Temporary garbage pick-up will be made on your behalf until the City of Vaughan commences their waste collection services. For all inquiries relating to garbage collection and recycling, please visit the City of Vaughan's Environmental Services Department at <https://goo.gl/bMF9FT> or phone 311.

Prior to the start of municipal waste collection services, homeowners are required to pick up their prepaid Blue Boxes (2), Green Bin (1) and Kitchen Container (1) at the City of Vaughan's Joint Operations Centre located at 2800 Rutherford Rd, Concord, ON L4K 2N9 [NE corner of Jane St & Rutherford Rd].

In order to receive your prepaid Blue Boxes (2), Green Bin (1) and Kitchen Container (1), proof of residency/occupancy is required. Please present a copy of your Tarion CCP and a piece of Photo ID.

DRIVEWAYS, GRADING & SODDING

Exterior items such as sodding, asphalt on the municipal road, base asphalt on driveways, curbs, sidewalks and exterior house painting will be completed when weather permits. In new home developments with late fall, winter or early spring occupancies, it is quite possible that many of the exterior landscape works will not be completed until the following season. In this case, the base coat of asphalt for the driveways, sidewalks, retaining walls etc. will be completed when weather permits. Final grading, topsoil application and the sodding will occur in late summer. Exterior painting will be completed once temperatures average approximately 12 °C per day.

We request that you do not landscape or build fences, patios etc. prior to Andrin Homes' completion of the grading and sodding. Andrin Homes will not be responsible for any damage to items installed by homeowners as we complete the exterior site works. Also, it is important that you do not interfere with or alter the drainage patterns and/or City approved grading as per the terms of your Agreement of Purchase and Sale.

A topcoat of asphalt is typically installed after the base coat has been completed to allow for and accommodate any minor settlement depressions which may occur.

RESTRICTIVE COVENANTS & EASEMENTS

The land developer may have registered certain restrictive covenants on title restricting certain uses on your property such as stringing clothes lines in your backyard, erecting tower antennas etc. These restrictions are intended to preserve the appearance of your neighbourhood. Easements for maintenance and utilities may also be registered on title. Please consult your closing documents for details.

TAXES

Andrin Homes will pay property taxes in full up until the day of closing. After closing, it is your responsibility to follow-up with the City's Property Tax and Assessment Department if you do not receive interim tax bills for the remainder of the year. The phone number for the [City of Vaughan's Property Tax and Assessment Department](#) is 905-832-2281.

APPLIANCE INSTALLATION

Please schedule all appliance deliveries and installation to take place a minimum of one day after your Closing Date. You must contact [Appliance Canada](#) directly at 905-660-2424 to make arrangements for delivery. Appliance Canada will deliver the appliances, set them in place in your home and remove all of the packaging material.

Please ensure that a licensed electrician completes the installation of your dishwasher. Most dishwashers require a hard-wire connection. Connections done improperly may have adverse effects on your home's electrical system and will subsequently void your electrical warranty on your home. In this regard, it is in your best interest to ensure you protect your home and its warranty.

If you have added gas rough-ins to your home for items such as a Stove, Dryer and/or Barbeque, it should be understood that a licensed gas fitter should complete the connection of these appliances. The rough-in only brings the gas to the desired location. Please ensure that you comply in this matter, as natural gas leaks can jeopardize life safety and your property.

HOME FEATURES

PEX PIPING (PLUMBING SUPPLY LINES)

Andrin Homes uses PEX piping in all of our homes. PEX stands for crosslinked polyethylene, which is a high-temperature, flexible plastic. PEX has several advantages over traditional copper: it is flexible, so it can be run in single long continuous lines, resulting in fewer connections at joints and reducing the potential for leaks; it is chlorine resistant and durable, with a life expectancy of 50+ years; it is freeze-break resistant, unlike copper; PEX produces no “pipe knock” noise, which is common with copper; and the smooth interior of PEX piping resists scale buildup and corrosion that can affect water flow over time.

INSULATION

One of the primary means of achieving a superior level of energy efficiency is to increase the air sealing and quality of insulation in your home. Andrin Homes uses a combination of fiberglass batts, blown-in insulation, spray-foam insulation and rigid insulation to achieve or exceed the R-value required by the Ontario Building Code.

Specific construction methods ensure a tight building envelope to minimize heat loss to the exterior. Particular attention is given to providing continuous air/vapour barriers. Exterior walls are value-engineered with fewer studs, reducing thermal breaks and providing better heat retention and reduced noise penetration. This improves the overall insulation value of your exterior walls, without compromising structural integrity.

Expanding spray-foam insulation is used in your garage ceiling, around windows and other cantilevered areas with living space above (such as above porches and box or bay windows). Spray foam insulation limits air pollutants, controls moisture problems, and emits no harmful fumes. It is healthier, quieter and makes a noticeable difference in the comfort level of your home.

HEAT RECOVERY VENTILATOR (HRV)

Your HRV unit (if applicable) works in tandem with your HVAC system to draw stale, interior air out of the home and exchanges it for fresh, outside air while allowing the heat from the outgoing exhaust air to warm up the cold incoming air. This reduces energy loss, helps to control humidity, and provides a healthier home environment.

PROGRAMMABLE THERMOSTAT

Your programmable thermostat allows you to automatically control the temperature setting in your home to accommodate your family’s specific needs and lifestyle. This reduces the amount of energy “wasted” during times when you do not require full heat, such as when you are away from home or sleeping.

GROUND FAULT CIRCUIT INTERRUPTERS (GFCI)

GFCI receptacles have a built-in element that senses small fluctuations in power. A GFCI is just another type of circuit breaker, only more sensitive. Building codes require installation of these receptacles near water sources such as in bathrooms, the kitchen, outside and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool).

There are GFCI receptacles (plugs) which are installed inside and outside your home and there are GFCI breakers which are installed in the electrical panel. Each GFCI circuit has a TEST and RESET button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to two outlets.

ARC FAULT CIRCUIT INTERRUPTERS (AFCI)

AFCI receptacles are installed in all bedroom outlets. AFCIs are designed to detect unintentional electrical arcs and immediately disconnect the power to the circuit by tripping the breaker. An AFCI continuously monitors the current, distinguishing between harmless arcs, like those that happen in switches, and potentially dangerous arcs, such as those caused by a broken conductor, like in a worn out appliance or extension cord.

When an unwanted arc occurs, the AFCI immediately trips the breaker to the circuit, which disconnects the power, thus preventing a potential electrical fire.

SMOKE/CARBON MONOXIDE DETECTORS

Smoke, heat and carbon monoxide detectors have been installed in each level of your home near the stairs and sleeping areas. They are on a common electrical circuit wired directly to your electrical system and therefore do not require batteries. Accordingly, please note they will not operate in the event of a power outage.

Smoke detectors with a strobe light for the hearing impaired have also been installed. They are designed to provide hearing impaired individuals with a visual warning of a fire or a carbon monoxide danger when used with smoke, heat or carbon monoxide detectors. These detectors have a separate flash pattern to distinguish between smoke/heat and carbon monoxide dangers to help a hearing impaired person better distinguish the danger present.

CONTROLLED PLUGS

Controlled or Switched plug receptacles are located throughout your home, commonly in the living room & master bedroom. These plugs will have either the top or bottom receptacle connected to a wall switch. The other receptacle has power at all times.

CUSTOMER CARE POLICY

Andrin Homes' Customer Care Policy was created with you, the homeowner, in mind. Our Customer Care Team will make every effort to perform any required warranty service work promptly and with minimal inconvenience to you and your family.

We believe that communication is the key to meeting expectations and resolving any issues that may arise. We take pride in every home we build, and strive to provide you with the necessary tools, such as reference materials and inspections with our qualified professionals, so you can enjoy your new home for years to come.

Prompt and efficient service requires that we are able to contact you and gain access to your home. Therefore, it is essential that you forward your new telephone number and/or email address to Andrin Homes as soon as possible after you move in.

It is important to note that if you have provided us with master key access and choose to change the locksets on your home, or have a security system installed, that you notify us of this in writing. In the case of security systems, special arrangements for access to perform service work will have to be made.

Our Customer Care Office is open from 8:00 AM to 4:00 PM, Monday through Friday. In order to ensure accuracy and compliance with Tarion, we request that you refrain from making verbal requests for service via telephone. All warranty service requests must be submitted in writing by mail, fax or email to:

Andrin Homes - Customer Care
Unit 3 – 26 Lesmill Road, Toronto, ON M3B 2T5
Phone: (416) 733-3128 - Fax: (416) 733-3129
Email: service@chelseatowns.com

Please ensure that you include your phone number and POTL/Lot (as indicated on your Agreement of Purchase and Sale) on all correspondence so that we may contact you, if necessary. Service requests will not be accepted by on-site staff or contractors.

The normal working hours of the on-site service personnel are from 7:00 AM to 4:00 PM Monday through Thursday and 7:00 am to 3:00 PM on Fridays. We will make every effort, where possible, to schedule convenient times for service work should you wish to be in attendance. However, precise time frames are difficult to gauge and we would appreciate your understanding and co-operation in this regard.

Industry reports indicate that new homeowners experience an average of seven days that they must be at home to facilitate the warranty process during their first year of occupancy. This may impact your working schedule if you work during normal business hours, so please plan for this accordingly.

For your convenience, a service card will be left in your home after each service call advising you as to who was in your home and of the service work performed. If you have any questions or concerns regarding service work or you find that the work performed was unsatisfactory or incomplete, please notify us within 7 days. If notice is not received, the service call will be deemed satisfactory and complete and no further action will be taken.

YOUR NEW HOME WARRANTY

Once you have taken possession of your new home, builders in Ontario are deemed to provide statutory warranty coverage as described in the Ontario New Home Warranties Plan Act and backed by the Tarion Warranty Corporation. Your new home must meet or surpass the structural requirements and health and safety standards of the Ontario Building Code. Your new home is also protected by a mandatory warranty provided by Andrin Homes, and backed by Tarion Warranty Corporation.

The statutory warranty protection is broad, but it is not all inclusive. The warranty coverage has limitations and exclusions. Home buyers are encouraged to understand the scope of warranty coverage by reading the Homeowner Information Package, which is an important publication created by Tarion, providing a general overview of warranty coverage. Homeowners who are in doubt as to whether an item is covered by the warranty should consult [Tarion's Construction Performance Guidelines](#) which describe many of the most commonly reported warranty service requests and indicate which are covered by the warranty.

Please note that statutory warranty coverage is different from the warranties for items provided by manufacturers, suppliers or contractors (such as appliances or flooring). Claims for these items should be made directly to the product provider.

Homeowners must follow a specific process for making a claim and builders are required to respond within specified timeframes. Submitting your warranty forms on time will ensure you don't lose your warranty rights. Take note of your 30-Day, One Year, Two Year and Seven Year deadlines so you don't miss any important dates. The most convenient way to stay on top of your coverage is to register for Tarion's web-based service, [MyHome](#). This is the easiest way to manage important warranty deadlines, submit forms and keep track of all the correspondence between you and Tarion.

PRE-DELIVERY INSPECTION (PDI)

Please note, your PDI is not a request for warranty service; it is a formal record of your home's condition prior to closing. We will make every reasonable effort to rectify any damaged or missing items before or shortly after you close. However, due to time constraints and the amount of activity taking place around your Closing Day, we may not get to everything as quickly as we would like to. Any items that are not completed by closing or within the weeks that follow should be listed on your 30-Day Form.

Please be aware that your statutory warranty through Tarion does not cover any scratches or chips in finishing materials, mirrors, tiles, plumbing fixtures, cabinetry, countertops, and windows that are not recorded at the PDI.

THE ONE YEAR WARRANTY

Your home's statutory one-year warranty coverage begins on the date you take possession of the home and ends on the day before the first anniversary of this date. For example, if your home's date of possession is October 23, 2016, the one-year warranty begins on October 23, 2016 and ends on October 22, 2017. The one-year warranty is provided by Andrin Homes and covers the following:

- Requires a home is constructed in a workman-like manner and free from defects in material;
- Protects against unauthorized substitutions;

- Requires the home to be fit for habitation;
- Protects against Ontario Building Code violations;
- Applies for one year, beginning on the home's date of possession even if the home is sold

FIRST YEAR PROCESS - HOW TO REQUEST WARRANTY SERVICE

In your first year of possession you have two opportunities to file a statutory warranty claim:

1. A 30-Day Form may be submitted during the first 30 days of possession. It should list any unresolved warranty items from the Pre-Delivery Inspection and any new items that have come up since you obtained possession of the home.
2. A Year-End Form may be submitted during the last 30 days of the first year of possession. It should list any items that are still unresolved and any new items that have come up.

The easiest way to ensure your form is on time is to use [MyHome](#) which lets you manage your warranty online. [MyHome](#) users receive email alerts about deadlines and convenient online correspondence about their claims.

Warranty forms can also be submitted by courier or mail. If you would like to use a paper form, please call Tarion at 1-877-982-7466 to obtain a copy. Once they receive your form, Tarion will send a notice confirming that it has been received on time.

Where a time period ends on a weekend or holiday, it is extended to the end of the next business day. Submission periods are subject to a December 24 to January 1 (inclusive) Holiday Period.

THE TWO-YEAR WARRANTY

The two-year warranty is provided by Andrin Homes and covers the following:

- Protects against water penetration through the basement or foundation walls;
- Protects against defects in materials that affect windows, doors and caulking and defects in work that results in water penetration into the building envelope;
- Covers defects in work or materials in the electrical, plumbing and heating delivery and distribution systems;
- Covers defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- Protects against violations of the Ontario Building Code that affect health and safety; and
- Applies for two years, beginning on the home's date of possession.

SECOND YEAR PROCESS - HOW TO REQUEST WARRANTY SERVICE

In your second year of possession you may submit a Second-Year Form any time for items covered under the Two-Year or Major Structural Defect Warranty. More than one Second-Year Form may be submitted

THE SEVEN YEAR WARRANTY

Your home's seven-year warranty covers major structural defects (MSD) and begins on the date you take possession of the home and ends on the day before the seventh anniversary of that date. For example, if your home's date of possession is October 23, 2016, the seven year MSD warranty begins on October 23, 2016 and remains in effect until and including October 22, 2023. A major structural defect is defined in the Ontario New Home Warranties Plan Act as any defect in work or materials in respect of a building, including a crack, distortion or displacement of a structural load-bearing element of the building, if it:

- Results in failure of a structural load-bearing element of the building,
- Materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear and resist applicable structural loads for the usual and ordinary service life of the element, or
- Materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling and having regard to any specific use provisions set out in the purchase agreement for the home

The seven year MSD warranty includes significant damage due to soil movement, major cracks in basement walls, collapse or serious distortion of joints or roof structure and chemical failure of materials. In addition to the general exclusions, the seven year MSD warranty specifically excludes: dampness not arising from failure of a load-bearing portion of the building; damage to drains or services; and damage to finishes.

YEARS THREE TO SEVEN PROCESS - MAJOR STRUCTURAL DEFECT (MSD)

After the second year of possession only major structural defect (MSD) issues will be considered. You can make an MSD claim any time before the end of your seventh year of possession.

SEASONAL WARRANTY ITEMS

Seasonal Warranty Items involve service requests regarding the exterior of the home which cannot be repaired effectively within the timelines set out in the Homeowner Information Package due to regular seasonal conditions and/or severe sustained weather.

The period from May 1 to November 15 is generally considered to have suitable weather conditions for making such repairs. These items include:

- Exterior painting;
- Exterior cement/concrete work (including parging application/repair);
- Exterior mortar work (including brick installation/repair);
- Exterior stucco work/repairs (including repairs to exterior insulation finishing systems [EIFS]);
- Exterior caulking;
- In-ground support for decks; and
- Any other exterior work deemed appropriate by Tarion (but not including air conditioning, grading, sod, driveways and walkways which are covered separately below).

Seasonal warranty items should be reported on a 30-Day, Year-End or Second-Year Form, as appropriate. They will be dealt with according to the timelines set out in the Homeowner Information Package subject to suitable weather conditions as described above.

SPECIAL SEASONAL WARRANTY ITEMS

The completion of the new home's final grading, landscaping (laying sod, etc.) and the installation of driveways, patios and walkways are considered Special Seasonal Warranty Items. "Seasonable Weather" is the period between May 1 and November 15 (inclusive) of any given calendar year. There are 199 days of seasonable weather in one calendar year.

EXTRAORDINARY SITUATIONS

An Extraordinary Situation exists when it is not possible for the builder to complete a repair within the timeframes set out in the Homeowner Information Package for reasons not related to seasonality.

There are two types of extraordinary situations that could cause a builder to seek an extension:

1. An industry or regional event that affects a segment of the construction industry or region of the province (such as labour, trade or materials shortages, strikes or other labour disputes, and severe weather or other acts of nature); or
2. Special circumstances affecting a particular builder or home, such as the special order of a part that will take more time to arrive than the Warranty Service Rules allow.

YOUR HOME'S STATUTORY WARRANTY - WHAT'S EXCLUDED

Knowing what's not covered under warranty is just as important as knowing what is excluded. In order to avoid potential misunderstandings or disappointment, homeowners should educate themselves about what's not covered under the Ontario New Home Warranties Plan Act.

Knowing what's not covered should also help homeowners protect their warranty by ensuring that they are properly maintaining their home.

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”, 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

SUPPLEMENTARY WARRANTIES

- Warranties or agreements provided by your builder over and above the statutory warranties. Such matters are between the builder and the homeowner and are not enforced by Tarion.
- 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

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

PROTECTING YOUR WARRANTY

Each of the components in your home is covered by warranty providing that the homeowner or another contractor hired by the homeowner has not made alterations to the original product. Making alterations to original products can cause problems where previously there were none and void the original manufacturer’s/supplier’s warranties.

We recommend that you do not make any changes or alterations to the components within your home until after the original manufacturer’s warranty periods have expired.

You are welcome to discuss any changes you are considering making to the structure of your home, your electrical system or your heating and ventilation system with the Customer Care Team. Please note that the installation of an electric garage door opener will void the warranty on the garage door.

EMERGENCY SERVICE

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of the builder that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants. Examples of emergency situations include:

1. Total loss of heat between September 15 and May 15
2. Gas leak
3. Total loss of electricity
4. Total loss of water supply
5. Total sewage stoppage
6. Plumbing leakage that requires complete water shut-off;
7. Major collapse of any part of the home's exterior or interior structure;
8. Major water penetration on the interior walls or ceiling;
9. A large pool of standing water inside the home; or
10. Any situation where, in the opinion of Tarion, the home is uninhabitable for health or safety reasons.

Damage caused by forces beyond a builder's control (for example, municipal or utility service failures or 'acts of God') is not warranted under the Act, and therefore is not an "emergency" warranty situation.

IN THE EVENT OF AN EMERGENCY

In the event of an emergency outside of normal business hours, please contact the appropriate contractor of your choice if you are unable to reach the contractor as indicated on the last page of this Guide. We request that you advise us as soon as possible thereafter of the nature of the emergency and its resolution. Proper documentation will be required in order to ensure the problem meets the warranty requirements and to facilitate reimbursement by Andrin Homes.

Please ensure that you give our contractors 14 hours to respond and that your emergency falls under one of the above defined situations.

Submit an Emergency Form to Tarion as soon as possible after completing the repair with a copy to Andrin Homes. Forms are available by calling Tarion at 1-877-982-7466. Be sure to include all receipts/invoices for work and materials.

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. Conducting regular and proper maintenance on your home is a prerequisite for certain warranty claims.

SPRING MAINTENANCE TIPS

MARCH

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

APRIL

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

MAY

- Inspect fences
- Check caulking for air and water leaks
- Lubricate weather-stripping
- Check exterior finishes
- Check windows and screens are operating properly
- Check septic system (if installed)
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

SUMMER MAINTENANCE TIPS

JUNE

- Inspect air conditioning
- Check roof
- Check sheds and garages
- Check sealing around windows and doors
- Check septic system and clean if necessary
- Fertilize lawn
- Check water heater
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

JULY

- Air out damp basements 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 basements on dry, sunny days
- Inspect driveways and walks
- Inspect doors and locks
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

FALL MAINTENANCE TIPS

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
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

OCTOBER

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

NOVEMBER

- Check attic
- 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 MAINTENANCE TIPS

DECEMBER

- Check air ducts
- Check for excessive snow on roof
- Clean furnace filter and heat recovery ventilator (HRV)
- Clean humidifier
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

JANUARY

- Clean furnace filter and HRV
- Check furnace fan belt
- Check water heater
- Check exhaust fans
- Clean humidifier
- Remove snow and ice from roof overhang/vents
- Check and reset GFCI
- Test smoke alarms and carbon monoxide detectors

FEBRUARY

- Clean furnace filter and HRV
- Check inside surfaces
- Remove snow and ice from roof overhang/vents
- Check and reset GFCI

AVOIDING 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 seen, 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 litres of water are added to the indoor environment every day. That's 7,300 litres 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 extra 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.
3. 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.
4. Fix the caulking around windows and doors and on the roof if it becomes cracked or separated.
5. 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 things made of 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. Purchase a "hygrometer" to monitor the relative humidity in your home.
6. 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.
7. Never vent your clothes dryer inside your home. If you have a gas- or propane-fired dryer you may also be venting carbon monoxide inside your home!
8. Investigate and identify any musty smells and odours. They are often an indicator that there is a hidden moisture problem.

IMPORTANT NUMBERS

CITY OF VAUGHAN

Animal Services	905-832-2281
Building Standards	905-832-8510
By-law and Compliance, Licensing and Permit Services	905-832-2281
City Financial Services	905-832-2281
Emergency Planning	905-832-2281
Fire and Rescue	905-832-2281
Parking Enforcement	905-832-2281
Parking Permits	905-832-2281
Pet Licensing	905-832-2281
Property Tax and Assessment	905-832-2281
Solid Waste Management	905-832-2281
Central York Fire Services	905-895-9222
Crime Stoppers of York Region	1-800-222-TIPS
GO Transit	416-869-3200
Mackenzie Vaughan Hospital	905-883-1212
Telehealth Ontario	1-866-797-0000
Vaughan Public Libraries	905-653-7323
York Region Paramedic Services	1-877-800-7924
York Region Transit	905-762-2100
York Regional Police	1-866-876-5423

SCHOOL BOARDS

York Region District School Board	416-969-8131
York Catholic District School Board	905-713-1211

UTILITIES

Enbridge Gas	1-877-362-7434
PowerStream Inc.	1-877-963-6900

CONTRACTORS

Aria Comfort Systems	Heating & Cooling	905-951-2500
Tagus Electrical Contractors	Electrical	416-763-6645
Top-All Plumbing	Plumbing	905-458-5338

