

TARTAN HOMES

# homeowner

MANUAL **RECEIPT**

**CONGRATULATIONS** ON YOUR DECISION TO BUILD A NEW HOME!

Tartan Homes is proud to deliver this copy of our homeowner manual to you as part of the purchase agreement materials for your new home:

**Date** \_\_\_\_\_

**Community** \_\_\_\_\_

**Floor plan** \_\_\_\_\_

**Address** \_\_\_\_\_

*Please acknowledge for our records that you received this manual:*

**Purchaser** \_\_\_\_\_ **Date** \_\_\_\_\_

**Purchaser** \_\_\_\_\_ **Date** \_\_\_\_\_

CONGRATULATIONS ON YOUR DECISION TO BUILD WITH

# tartan homes

We share your excitement about your new home and look forward to working with you as it is built.

Tartan Homes designed this Homeowner Manual to help you through a process that has many steps. The information you find here will answer many of your questions and will prepare you for each step before it comes. In other words, it will make this exciting time easier for you.

There is a lot of detail in this manual. Take the time to go over it all thoroughly.

Please bring this manual to all scheduled meetings. As we progress, you will see there are plastic sleeves provided to hold certain documents. At the end of the process, your manual will serve as a useful record of information about your new home.

If you need clarification or further detail about any topic in the manual, please check our website at [www.tartanhomes.com](http://www.tartanhomes.com) or give us a call.

Java note: If you have purchased a Tartan Java condominium, please note that the steps and procedures for moving from sale to occupancy are not the same as for a single-family home. This manual highlights the differences in the appropriate places.

We are delighted to welcome you to the Tartan Homes family.

**Sincerely,**

Ian Nicol, Bruce Nicol

Tartan Homes

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# TARTAN homes

Innovative design, advanced materials, best practices in construction and craftsmanship, superior after-sales service. These are the foundations upon which Tartan Homes has built scores of successful communities and thousands of quality, high-value homes in the Ottawa Region over the past four decades.

Founded by Wes Nicol in 1966, Tartan Homes immediately set its sights on becoming an Ottawa leader in community development and home construction. It began in the city's south end, with The Highlands and Faircrest—still regarded as two of the region's most successful apartment developments. Tartan rapidly moved into single-family homes; the company was instrumental in turning Barrhaven into one of the region's most popular family communities—and won numerous awards in the process.

But the company didn't limit its horizons to the local scene. It ventured into Florida, where it built a prestigious condominium community for Laver's Tennis Club, a world-class resort. And on the West Coast, it built The Inlets, a community of estate-like bungalows.

Today, Tartan Homes is recognized as the discerning home buyer's builder—the company that puts more thought, care and attention to detail into every home it builds. While Tartan designs consistently garner awards from industry panels, it's what's inside a Tartan home that truly sets it apart: advanced, long-lasting construction materials, high-energy-efficiency insulation and heating systems, superior quality finishes, and workmanship that is second to none.

Now under the direction of the next generation of Nicols—Wes's sons, Ian and Bruce—Tartan Homes is more active than at any time in its history. Its Havenlea, Woodland Trails, Findlay Creek, River's Bend, Fraser Fields, Havencrest, Havencourt, Trailwest and Jackson Trails communities, plus its Java condominium flats in Barrhaven, are already home to hundreds of families. Tartan Homes continues to build in Findlay Creek and is also building in Poole Creek, Wateridge, EdenWylde as well as branching out to the east of Ottawa in Russell with the Russell Trails community. Continuing the company's tradition of innovation, all Tartan homes are now ENERGY STAR® certified; in fact, Tartan's Jackson Trails was Canada's first community of ENERGY STAR® qualified new homes. Another example of Tartan's leadership in new-home design is the company's compact, one- and two-bedroom apartment condominiums.

Over the past 50 years, Tartan has built quality homes for generations of Ottawans—and will continue to do so for generations to come.

# THE STEPS involved

## AN OVERVIEW OF YOUR **NEW HOME EXPERIENCE**

Buying a new Tartan home is exciting – but the process is also complex, with many decisions to make and details to arrange. It's an investment of your money, your emotions, and your time. What's more, many of the tasks will require your attention during regular business hours (Monday through Friday, usually between 8 a.m. and 5 p.m.).

Below, we've provided an overview of the sequence of events, noting the steps that require action on your part. Each of the steps is explained in detail in a section of this manual.

### **You Have Signed Your Purchase Agreement**

The Agreement of Purchase and Sale constitutes the legal understanding regarding the purchase of your new home. If you are reading this manual, you have already signed the Agreement of Purchase and Sale with your Tartan Homes Sales Representative. At this meeting, you will have reviewed and signed many other documents as well. Please insert your signed purchase documents in the sleeves provided in Section 2 of this manual ("Your Purchase Documents"). (Note: We remind all home buyers to read the purchase agreement and all attachments carefully. As with any legal agreement, your lawyer should review the agreement and the attachments.) Five days after signing the purchase agreement, your sale is firm unless we hear from you in writing.

### **Finalizing Your Mortgage**

Once you have signed your Agreement of Purchase and Sale, your next step is to finalize the details for financing your home. Within 10 days of firm sale, Tartan Homes requires a mortgage commitment letter from your financial institution.

> SEE SECTION 3

### **New Home Selections**

This next, exciting phase involves choosing the finishes, colours and upgrades for your new home. It requires some important, time-sensitive work from you. We will schedule a series of appointments to guide you through the process. Be aware that many of the selections need to be made before construction begins, and all upgrades are subject to cut-off dates. The key to making the most of the selections process is to be prepared.

> SEE SECTION 4

### **Construction of Your Home**

Section 5 of this manual will give you a good sense of how construction of your home unfolds. It includes an outline of the construction sequence, from foundation to interior details. At a certain point, when the home is really taking shape, you will have the chance to take a construction-hosted site visit; your Sales Representative will get in touch with you. Note that Section 5 also contains guidelines on safety and work in progress. Please be sure to read these.

> SEE SECTION 5

### **Pre-Delivery Inspection**

When your home is just about complete, you will attend a Pre-Delivery Inspection, which has several purposes. The first is to demonstrate your home's systems (furnace, A/C, hot water tank, etc.) and discuss their maintenance. Equally important, we want to confirm that we are delivering your new home at the level of quality described in our documents and with all your selections correctly installed. We also need to document any last-minute work that needs to be completed.

Your Pre-Delivery Inspection typically takes place several days before your closing date. Tartan Homes will arrange this appointment with you. Note: The Pre-Delivery Inspection is a requirement of the warranty program provided by Tarion.

> SEE SECTION 6

### **Closing on Your Home**

Closing on your home is the next step. Section 7 provides an overview of the closing process, and highlights details you need to look after in the weeks leading up to your closing date.

> SEE SECTION 7

### **Caring for Your Home**

You now have maintenance responsibilities as an owner, and Tartan Homes, too, has responsibilities under the terms of our warranty. These responsibilities are all discussed in Section 8, and on Tarion's website. Familiarize yourself with what home maintenance you should provide, and with our warranty service commitment to you.

> SEE SECTION 8

### **Your Feedback and Suggestions**

We want to maintain open communication with you, not only through the buying process but after you move in. We are always looking to improve the homes we sell and the service we provide, so we welcome your comments on how we've performed. We survey our customers after they move in with a view to building the best homes and the best customer relationships possible. Your feedback helps us to reach that goal.

On occasion, we hire professional customer satisfaction survey companies to help us get a better picture of how we are doing. We ask our customers to give an honest assessment – the surveys are anonymous, and the survey company does not share our customers' personal information with anyone.

### **Repeat Buyers and Referrals**

As time passes and your housing needs change, we are ready at any time to build your next home. We also appreciate your referrals. Our office is always happy to provide information about where we are currently building and the types of homes we are offering.

Furthermore, from time to time we offer generous referral incentives, as well as repeat-buyer incentives. Check our website ([www.tartanhomes.com](http://www.tartanhomes.com)) to see what programs are available.



# CONTACT US

## HERE IS HOW TO GET IN TOUCH

We know that you're going to need to talk to us! Here are some contact details to keep close at hand. We will be glad to help you or find the answers to your questions.

### **Tartan Homes**

Head Office  
233 Metcalfe St.  
Ottawa, Ontario, K2P 2G2  
☎ (613) 238-2040  
📠 (613) 238-1056

### **After Sales Service Department**

☎ (613) 822-3129  
📠 (613) 822-0368  
24 hour emergency #: (613) 229-2942

### **Design Centre**

Hours: Monday to Friday  
8 a.m. to 4 p.m.  
(by appointment only)  
Drop-in:  
Saturdays & Sundays  
12 to 4:30 p.m.  
Tuesdays & Thursdays  
4 to 7:30 p.m.

141 Helen Rapp Way  
☎ (613) 822-2855  
📠 (613) 822-2856  
designcentre@tartanhomes.com

### **Lender**

Name:  
Address:  
☎ (613)  
📠 (613)

### **Lawyer**

Name:  
Address:  
☎ (613)  
📠 (613)

### **Presentation Centres / Model Homes**

Hours: Monday to Thursday  
1 to 8 p.m.  
Saturday, Sunday, Holidays  
12 to 5 p.m.

### **Russell Trails Design Centre / Model Homes**

Hours: Monday to Thursday  
11 a.m. to 6 p.m.  
Sunday & Holidays  
12 to 5 p.m.

### **Findlay Creek**

Jane Haramis-Nikolic  
120 Helen Rapp Way  
☎ (613) 247-0078  
📠 (613) 822-0446  
findlaycreek@tartanhomes.com

### **Russell Trails**

Ginette Brousseau  
19 York Crossing  
☎ (613) 496-0168  
📠 (613) 496-0193  
russelltrails@tartanhomes.com

### **Poole Creek**

Mark Creighton  
1862 Maple Grove Road  
☎ (613) 435-5491  
📠 (613) 435-5689  
mcreighton@tartanhomes.com

### **Wateridge**

Anisa Smith  
Hemlock Road at the Aviation Parkway  
☎ (613) 286-1450  
📠 (613) 286-7689  
asmith@tartanhomes.com

## YOUR PURCHASE

# documents

HELPING YOU KEEP **EVERYTHING IN ONE PLACE**

If you are reading this manual, the purchase of your new home is very close to final – you have signed the Agreement of Purchase and Sale. To do that, you will have met with your Sales Representative, and reviewed and signed many other documents as well. Please insert your executed copies in the sleeves provided in this section of the manual.

**Please insert the following purchase documents:**

- General Information sheet
- Agreement of Purchase and Sale
- Change Order forms
- Sales Checklist
- Upgrades Available list

For your convenience, we have included an extra sleeve titled “Other documents” for anything else you think is relevant and want to keep close at hand.



THE GENERAL

# information

SHEET



THE COMPLETED AGREEMENT OF

# purchase & SALE



THE COMPLETED CHANGE

order

FORMS



THE COMPLETED

sales

CHECKLIST



THE UPGRADES

# available LIST



OTHER

documents



## FINALIZING YOUR

# mortgage

**FINANCIAL APPROVAL REQUIREMENTS**

Among the mortgage details you will need to look after is our requirement of financial approval. Tartan Homes needs a mortgage commitment letter from your financial institution. This letter states that you have sufficient funds and financing in place to purchase your new home at the total purchase price.

**What Tartan Homes Requires**

Within 10 days of firm sale, Tartan Homes requires you to provide us with proof of financial approval – i.e., a mortgage commitment letter. This is outlined on page 1 (clause 3) of your Agreement of Purchase and Sale. Please review this clause thoroughly.

**Acceptable mortgage conditions**

The only conditions to a mortgage commitment that are acceptable are the following:

- The mortgage is conditional on satisfactory appraisal of the new home being purchased.
- The mortgage is conditional on proof of firm sale of your existing home.

**Unacceptable mortgage conditions**

Occasionally, Tartan Homes receives a mortgage commitment letter that includes further conditions, beyond the two listed above. The following are some typical examples of mortgage conditions that are not acceptable in a firm mortgage commitment:

- verification of employment / proof of income
- proof of down payment
- proof of equity in existing home
- lowering your debt service ratio, paying off existing loans

Tartan Homes cannot accept mortgage commitments that are conditional on such items.

## DOWN PAYMENT

# Worksheet

Use this worksheet to calculate how much you are able to put toward the down payment on your new home.

### Available Funds

Equity in present home	\$	_____
Savings, savings certificates		_____
Investment		_____
Insurance (Cash Value)		_____
Other Funds (such as a cash gift)		_____
RRSP (First Time Home Buyers)		_____
Total Available Funds		_____

Minus amount you want to keep in savings \_\_\_\_\_

**Adjusted Total Available Funds** \$ \_\_\_\_\_

### Expected Expenses

Settlement costs (estimate 3% of mortgage)	\$	_____
Moving Costs		_____
Insurance		_____
Connection Fees (Phone, Cable, Internet, Satellite, etc.)		_____
Window Coverings		_____
Landscaping		_____
Other expected expenses		_____

**Total Expected Expenses** \$ \_\_\_\_\_

### Down Payment

Adjusted total available funds	\$	_____
Minus total expected expenses		_____

**Amount Available for Down Payment** \$ \_\_\_\_\_

## DOWN PAYMENT

# Worksheet

### Available Funds

Equity in present home \$ \_\_\_\_\_  
Savings, savings certificates \_\_\_\_\_  
Investment \_\_\_\_\_  
Insurance (Cash Value) \_\_\_\_\_  
Other Funds (such as a cash gift) \_\_\_\_\_  
RRSP (First Time Home Buyers) \_\_\_\_\_

Total Available Funds \_\_\_\_\_

Minus amount you want to keep in savings \_\_\_\_\_

**Adjusted Total Available Funds** \$ \_\_\_\_\_

### Expected Expenses

Settlement costs (estimate 3% of mortgage) \$ \_\_\_\_\_  
Moving Costs \_\_\_\_\_  
Insurance \_\_\_\_\_  
Connection Fees (Phone, Cable, Internet, Satellite, etc.) \_\_\_\_\_  
Window Coverings \_\_\_\_\_  
Landscaping \_\_\_\_\_  
Other expected expenses \_\_\_\_\_

**Total Expected Expenses** \$ \_\_\_\_\_

### Down Payment

Adjusted total available funds \$ \_\_\_\_\_  
Minus total expected expenses \_\_\_\_\_

**Amount Available for Down Payment** \$ \_\_\_\_\_

## DOWN PAYMENT

# Worksheet

### Available Funds

Equity in present home \$ \_\_\_\_\_  
Savings, savings certificates \_\_\_\_\_  
Investment \_\_\_\_\_  
Insurance (Cash Value) \_\_\_\_\_  
Other Funds (such as a cash gift) \_\_\_\_\_  
RRSP (First Time Home Buyers) \_\_\_\_\_

Total Available Funds \_\_\_\_\_

Minus amount you want to keep in savings \_\_\_\_\_

**Adjusted Total Available Funds** \$ \_\_\_\_\_

### Expected Expenses

Settlement costs (estimate 3% of mortgage) \$ \_\_\_\_\_  
Moving Costs \_\_\_\_\_  
Insurance \_\_\_\_\_  
Connection Fees (Phone, Cable, Internet, Satellite, etc.) \_\_\_\_\_  
Window Coverings \_\_\_\_\_  
Landscaping \_\_\_\_\_  
Other expected expenses \_\_\_\_\_

**Total Expected Expenses** \$ \_\_\_\_\_

### Down Payment

Adjusted total available funds \$ \_\_\_\_\_  
Minus total expected expenses \_\_\_\_\_

**Amount Available for Down Payment** \$ \_\_\_\_\_

## MONTHLY PAYMENT

# Worksheet

Use this worksheet to calculate what your total monthly payments will be once you take possession your new home.

### **Mortgage Payment**

Principal and interest \$ \_\_\_\_\_

### **Property Tax**

(if paid by instalment) \$ \_\_\_\_\_

### **Estimated Utilities**

Hydro \$ \_\_\_\_\_

Gas \_\_\_\_\_

Water and Sewer \_\_\_\_\_

Cable TV/ Satellite \_\_\_\_\_

Internet \_\_\_\_\_

Telephone \_\_\_\_\_

Security System Monitoring \_\_\_\_\_

**Total Estimated Utilities** \$ \_\_\_\_\_

### **Other**

Condominium Fees (for Java) \$ \_\_\_\_\_

Home Insurance \_\_\_\_\_

**Total Monthly Payments** \$ \_\_\_\_\_

MONTHLY PAYMENT

# Worksheet

**Mortgage Payment**

Principal and interest \$ \_\_\_\_\_

**Property Tax**

(if paid by instalment) \$ \_\_\_\_\_

**Estimated Utilities**

Hydro \$ \_\_\_\_\_

Gas \_\_\_\_\_

Water and Sewer \_\_\_\_\_

Cable TV/ Satellite \_\_\_\_\_

Internet \_\_\_\_\_

Telephone \_\_\_\_\_

Security System Monitoring \_\_\_\_\_

**Total Estimated Utilities** \$ \_\_\_\_\_

**Other**

Condominium Fees (for Java) \$ \_\_\_\_\_

Home Insurance \_\_\_\_\_

**Total Monthly Payments** \$ \_\_\_\_\_

MONTHLY PAYMENT

# Worksheet

**Mortgage Payment**

Principal and interest \$ \_\_\_\_\_

**Property Tax**

(if paid by instalment) \$ \_\_\_\_\_

**Estimated Utilities**

Hydro \$ \_\_\_\_\_

Gas \_\_\_\_\_

Water and Sewer \_\_\_\_\_

Cable TV/ Satellite \_\_\_\_\_

Internet \_\_\_\_\_

Telephone \_\_\_\_\_

Security System Monitoring \_\_\_\_\_

**Total Estimated Utilities** \$ \_\_\_\_\_

**Other**

Condominium Fees (for Java) \$ \_\_\_\_\_

Home Insurance \_\_\_\_\_

**Total Monthly Payments** \$ \_\_\_\_\_

## NEW HOME

# selections

Part of the fun of buying a new home is choosing your finishes, colours and upgrades. This is when you begin to personalize your home.

## What Exactly Am I Selecting?

Before we begin building your home, you have some important work to do. You need to choose the style and colour of the finish items in your home. These include hardwood floor, ceramic tile, carpet, kitchen cabinets, bathroom fixtures, paint colours, etc. You also need to decide what upgrades you want.

**Java note:** Each Java block contains 12 condominium apartments, all built at one time. As a result, the range of selections for Java purchasers is limited to interior finishes and kitchen and bathroom cabinetry. Your Java Sales Representative will be happy to present you with a list of Java selections and upgrades.

## Why Is It Important That I Read This Section?

Tartan Homes has a procedure in place that will guide you through the new home selections process. It is essential you take the time to understand this process in order to avoid disappointment – or worse, costly mistakes. The selections process is an exciting opportunity to create the home you want. The key to making the most of this process is to *be prepared*.

Before you start, we want to make sure you understand things like standard versus optional features, our upgrade categories, and cut-off dates for requesting upgrades.

## What Are “Standard Features”?

### These are included in the base price

Every Tartan Homes floor plan includes standard features that are listed on the Standard Features Sheet in Schedule G (Schedule H for Java condominiums) of your Agreement of Purchase and Sale. Please review this information carefully to prevent any misunderstanding about which features are included in the base price of your new home. Only those items listed as standard on Schedule G will be included in your home.

**Note:** Be aware that some of the features you have seen in our model homes are upgrades, *not standard features*. These upgrades will not be included, unless you request them on a Change Order (CO). A list of model home upgrades is available at the Sales Office and the Design Centre. Please review this list and consult your Sales Representative or Design Centre Consultant if you have any questions.



## What Are “Upgrades”?

### These are optional features – and require lead time

Optional features – or upgrades – must be requested on a Change Order (CO) signed by you and Tartan Homes. We need enough lead time to make these changes, so we follow a schedule of cut-off dates. We have separated upgrades into three categories, according to the amount of lead time required. These categories are shown on the Upgrades Available list, which you received when you signed the Agreement of Purchase and Sale with your Sales Representative.

### Upgrade categories

The three upgrade categories are:

#### 1) Architectural Upgrades and Exterior Colours

These upgrade selections require the most lead time – they are needed well in advance of building permit application. Architectural Upgrades are either changes to the standard floor plan or specialized interior features. We are only able to accommodate some Architectural Upgrades, and these are outlined on the Upgrades Available list. Because Tartan is not a custom home builder, we reserve the right to limit the number and type of Architectural Upgrades. For example, we cannot relocate structural posts as this represents a fundamental change to the engineering and structural components of a home. Note: Some early occupancy homes (homes we have already started to build) are not eligible for Architectural Upgrade features.

Exterior colour selection applies to single family homes only. Selection of exterior colours is required at the same time as Architectural Upgrades. (Tartan Homes retains architectural control over the streetscape of our attached homes, so exterior colour selections are not available for semi-detached or townhome units.)

#### 2) Pre-Construction Upgrades

These upgrades are not needed for the building permit application but are still required well in advance of construction. These include things like additional pot lights or a gas rough-in for a future kitchen appliance. Tartan Homes needs a significant amount of lead time to order these upgrades from our trades and suppliers. Please review the Pre-Construction Upgrades Available list. Note: Some early occupancy homes are not eligible for Pre-Construction Upgrade features.

#### 3) Upgrades Available at the Time of Interior Finish Selections

These upgrade options are available while you are making your interior finish choices. These include upgrades to flooring, paint colour, tile, etc.

### Upgrade cut-off dates

These are the latest dates that an upgrade can be ordered by you. Cut-off dates are in place to ensure we do not miss including a requested upgrade in your home. ***Your Sales Representative and Design Centre Consultant will advise you of these dates.*** Tartan Homes reserves the right to deny changes you request after these cut-off dates.

### Upgrade pricing

Tartan Homes has upgrade pricing catalogues, which are provided to you when you sign your Agreement of Purchase and Sale.

More specialized upgrades require individual pricing, which you can obtain through a Request for Pricing (RFP). The price of many Architectural Upgrades, for example, needs to be obtained through an RFP. Your Sales Representative or Design Centre Consultant can help you with this. An RFP typically takes five business days to process.

**Note:** Upgrade prices are subject to change without notice.

### Change Orders for upgrades

We use a Change Order (CO) form to describe and document all changes and upgrades you request to your new home’s plans and specifications. The Change Order must be signed by you and Tartan Homes.

For the protection of all concerned, no change or upgrade will be made without a Change Order signed by you and Tartan Homes. Our contracts with our trade contractors prohibit them from making any changes to plans or specifications without written Change Order authorization from Tartan Homes.

## Getting Started on Your Selections

Here are some tips:

- Make a wish list for your new home.
- Take into account your family's daily activities, your hobbies and the kind of entertaining you do.
- Visit our model homes and make notes about which features are of interest to you.

## Key Appointments

Rest assured, you are not alone through your new home selections process. A series of appointments will be scheduled to guide you through the process. These appointments take place at the Tartan Homes Design Centre, where samples of colours, finishings, cabinetry, etc. are on display. These appointments are very important. Here is the basic sequence of Design Centre visits:

- 1) Design Centre Orientation:** Very soon after you sign the Agreement of Purchase and Sale, your Sales Representative or Design Centre Consultant will schedule this orientation session with you. It is a vital overview of the new home selections process you are about to embark on. It takes about an hour.

**Note:** A separate orientation meeting may not be necessary for some early occupancy homes (homes we have already started to build). Your Sales Representative or Design Centre Consultant will advise you.

- 2) Design Centre Drop-in:** We encourage you to make another visit to the Design Centre during drop-in hours. This will allow you to browse the vast array of samples and colours to choose from.

Drop-in hours: Tuesdays and Thursdays – 4pm to 7:30pm

Saturdays and Sundays – noon to 4:30pm

**Note:** Because there can be a high volume of customers during drop-in hours, we are not able to provide you with specific upgrade pricing at this time, and we may not be able to provide you with one-on-one service.

- 3) Design Centre Appointments:** These appointments are where you zero in on your upgrade and finish selections and sign off on them. Typically, the process takes two or three appointments. Your Design Centre Consultant will contact you to schedule these appointments, which are held during regular (daytime) business hours. The number of appointments needed will vary depending on factors like the construction status of the home (i.e., a new build versus a home already under construction). Your Design Centre Consultant will also advise you of the cut-off dates to make your selections.

**Note:** Due to the limited space in the Design Centre, we ask that no more than two or three people attend each appointment. Also, because the Design Centre is not a child-friendly environment, and to allow you to fully focus on the selections process, we strongly recommend that parents arrange for a babysitter during appointments.

Before your first formal Design Centre appointment:

- Determine your budget for upgrade features.
- Create a master list of your upgrade ideas and bring this to your appointment.

## Tips on Interior Finish Selections

During your formal Design Centre appointments, you will make all your interior finish selections, including flooring, carpet, tiles, paint, cabinetry, etc. These choices are made on our selection sheets. Some tips:

### ***Be Thorough***

Our selection sheets are very detailed. We will help you fill out all the information completely. After filling out these forms, you'll need to double-check all product numbers and names. You will then need to sign and date each page.

**Note:** Please be aware that costly errors can arise from assumptions made and incomplete selection sheets.

### ***A Word About Colours***

You are welcome to bring cushions and swatches to our showrooms to coordinate colours. It's best to look at colour samples in both natural and artificial light to get an accurate impression of the colour. Please be aware that there can be variations between our samples and the actual materials installed. This is because of the manufacturer's colouring process (dye lots) and the fact that over time sunlight and other environmental factors affect the samples. Also, some colours will look different when seen in a large area as opposed to on the sample.

If a selection turns out to be unavailable, we will contact you and ask you to make a different selection. Because we offer so many choices, Tartan Homes is unable to predict when a manufacturer or supplier may discontinue any particular item. We regret any inconvenience this may cause.

***Keep a Record of Your Selections***

We recommend you keep your selection sheets for future reference. They are useful for matching paint colours, tile grout, and replacement items in your home.

**Phone and Cable**

For most of our homes, we offer you the chance to choose your phone jack and cable locations. These choices must be made early in the construction process. At your Design Centre orientation, we will provide you with a floor plan. You will need to bring your final decisions on phone and cable locations to your first formal Design Centre appointment.

**Java note:** These choices are not available for Java condominiums.

**Openings for Appliances**

Tartan Homes needs to have your appliance model numbers before your new home selections process is complete. You will need to bring the numbers to one of your Design Centre appointments.

We do not like to assume that our standard openings will be right for your appliances. However, if you do not provide Tartan Homes with the model numbers, we will proceed with standard openings and locations. We will not assume responsibility if your appliances do not fit in our standard openings. Note that there may be extra costs involved with custom microwave or appliance sizes. Please tell your Sales Representative or Design Centre Consultant if your appliances have special requirements.

**Note:** Some early occupancy homes (homes we have already started to build) may not be able to accommodate appliances with special requirements.



THE INTERIOR FINISH SELECTIONS

# procedure SHEET



THE RECORDS OF INTERIOR FINISH

selection

SHEET



THE INTERIOR FINISH SELECTIONS PURCHASER

# confirmation SHEET



COMPLETED CHANGE

order

FORMS

## LIST OF TRADES

# showrooms

If you are planning on upgrades beyond what you see at our Design Centre, you will need to deal with the trades we work with. Below is a list of showrooms you can visit. If you decide to visit, please do so promptly to ensure that your interior finish selections are finalized in a timely manner. Also, remember that many upgrades are subject to cut-off dates. Please check the Upgrades Available list to see which upgrade categories are still open to you. Note also that some upgrades are not available on early occupancy homes.

**Important:** Please call ahead for an appointment and ask for the sales rep listed here.

### **APPLIANCES**

#### **National Capital Appliances**

Sales Rep: Samuel J Low

☎ 613-818-2025

sales@nationalcapitalappliances.ca

### **KITCHENS**

#### **Ottawa Valley Kitchens**

Sales Rep: Meredith

☎ 613-838-5552

meredith@ottawavalleykitchens.ca

3855 McBean St., Richmond, ON

### **FLOORING**

*For Poole Creek homes:*

#### **Westboro Flooring (Carpet, Ceramic)**

Sales Rep: Dylan Cashion

☎ 613-226-3830 x 113

195 Colonnade Road South, Ottawa, ON

### **HANDRAIL**

#### **Ottawa Valley Handrailing Company Ltd**

Sales Rep: Luke Marsalek

☎ 613-727-0680

luke@urbanstairs.com

101-165 Colonnade Road South, Ottawa, ON

*For Findlay Creek and*

*Russell Trails homes:*

#### **Continental Flooring (Hardwood)**

Sales Rep: Paul Campagna

☎ 613-274-7977

148 Colonnade Rd. South, Ottawa, ON

### **FURNACE, A/C**

#### **Harding Mechanical Contractors Inc**

Sales Rep: Steve Cox

☎ 613-831-2257

2210 Cavanmore Rd, Kanata, ON

### **FIREPLACE**

#### **Harding Fireplaces**

Sales Rep: Mike Christian

☎ 613-831-5056

2755 Carp Rd., Carp, ON

**Please call ahead for an appointment  
and ask for the specific sales rep.**

### **PLUMBING**

To visit our plumbing trade's showroom, please ask your Sales Representative to arrange an appointment for you.



# CONSTRUCTION OF YOUR home

## WHAT TO EXPECT THROUGH THE BUILDING PROCESS

As consumers, we rarely get to watch the products we buy being made. Your new Tartan home is different – it is created in front of you. Here are some things to understand about the process.

**Before Construction Can Start** – Before the construction of your home can begin, there are several important tasks whose completion depends on outside people and entities. For example:

- If you have asked for changes to the plans, the home's engineering may need to be reviewed. This can take from several days to several weeks, and it must be done before Tartan Homes can apply for a building permit.
- Residential construction requires that we obtain a building permit. The process can take from a few days to many weeks; it depends on the volume of applications being processed by the municipal building department, and this volume varies from month to month.
- Note that the time of year may also affect the construction start date because of weather conditions.

### Site Access

#### Your construction tour

If you would like to visit your home during construction, Tartan Homes provides a construction-hosted site visit. This visit takes place when the home is fully framed, the roof and windows have been installed, and just before installation of the insulation and drywall.

Your Sales Representative will get in touch with you a week or so before the appropriate point in the construction schedule. Your visit will begin with a meeting with your host, who will go over safety issues with you. You should wear casual clothes and sturdy shoes or boots. We will provide the hard hats. According to provincial safety laws, all site visitors must be 16 years of age or older.

Please note that this is a chance for you to see your house taking shape, not to request further changes or upgrades.

**Java note:** The construction-hosted site visit is not available for Java condominiums.

#### Unaccompanied visits not permitted

Please note that you are not permitted to enter the construction site unaccompanied at any time. When exterior doors and locks are installed, company policy prohibits Tartan Homes staff from loaning construction master keys to customers.

#### Safety

A new-home construction site is exciting, but can also be dangerous. Your safety is of prime importance to us. Please refer to the Safety Policy Schedule in your Agreement of Purchase and Sale.

### How your Home Looks

#### Variations between homes

The plans and specifications for your home (approved by the City of Ottawa building department) are part of our agreements with trade contractors and suppliers. Only written instructions from Tartan Homes can change these contracts.

Still, no two Tartan homes will be exactly alike. Many factors can cause variations between the model home you viewed and the home we deliver to you, or your home and your immediate neighbour's.

### **1) Individual foundation designs**

Variation between homes can appear in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions between lots, your foundation may differ from your neighbours' foundation or that of the same Tartan home in another neighbourhood.

### **2) Shape, topography and conditions of your site**

Because each home site is shaped differently, the position of your home on the site may be different from others in the same community. At closing, you will receive a copy of your plot plan – a drawing that shows the home's position on your site.

The exterior elevation of your home is affected by the topography (surface contours) of your site. For instance, slope on the site may affect the number of steps required and the configuration of the driveway, walks and rails. Slope will also affect exterior finish, and retaining walls are sometimes needed for extreme conditions.

Tartan Homes identifies existing trees on your site that must be removed to create room for your home. Our construction practices include steps intended to preserve other trees in a healthy condition. However, because the reaction of trees to construction activities and your new home are outside our control, we cannot guarantee the health or survival of existing trees.

### **3) Natural human variation**

Dozens of trade contractors will be assembling your home. It is rare that the same individuals work on every home and, even if they did, no two homes would be identical. The exact placement of switches, outlets, registers and so on will vary slightly from the model home, and from other homes of the same floor plan.

### **“Ugly Duckling” Stages**

During the construction process, every home being built has days when it is not at its best. A home under construction endures wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, you may notice some messy moments. Keep in mind that the finished homes you toured also once endured these “ugly duckling” stages.

### **Quality Assurance**

#### **We inspect at every stage**

Tartan Homes will build your new home to the quality standards described in our documents and demonstrated in our model homes. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect at every step of construction and are responsible for quality control. In addition, the city conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

### **Errors and omissions**

Each new Tartan home is a handcrafted product. From time to time during a process that takes several months and involves dozens of people, an error or omission may occur.

If you believe there has been such an error, we welcome your input. However, to avoid duplication of efforts or compounding errors, we ask that you first check your purchase documents to review what you ordered and the specifications for construction of your home.

If you still believe we are in error, you can do one of two things:

1) Contact your Sales Representative, in writing, and outline your concern. Once you have done this, please keep the following points in mind:

- Your concern may involve a detail Tartan Homes has already noticed. Either way, we appreciate you pointing it out.
- Correction may not occur immediately. Trades and suppliers often impose trip charges for extra visits to the site, so for efficiency we may schedule the correction for the next routine visit. Also, a particular trade may be unavailable on short notice.
- Work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished.

2) Bring up your concerns at your Pre-Delivery Inspection.

### **Private home inspectors**

Some homebuyers have little knowledge of construction, and have no one in their immediate circle who can advise them. Sometimes they elect to use the services of private home inspectors to help them thoroughly review their new home and to advise them on its quality. Along with most other new home builders, Tartan Homes has policies regarding private home inspectors:

- Private home inspectors are not entitled to access the home at any time during the construction process.
- Private home inspectors are entitled to attend the Pre-Delivery Inspection, but they must follow the inspection process as directed by the Tartan Homes representative and limit themselves to helping their client with any questions or concerns. The Pre-Delivery Inspection is not the time for a private home inspector to conduct his or her own thorough inspection.
- The best time to use a private home inspector is after moving in and before the submission of Tarion's 30-day deficiency list (see Section 9, page 51). The homeowner can use the private home inspector's report to help them fill out the 30-day list. Neither Tartan Homes nor Tarion will accept a private inspector's report as a 30-day deficiency list.
  - A. If correspondence is received from a private inspector, Tartan Homes will review the contents and undertake appropriate measures as required. Tartan Homes will not engage in written correspondence with a private home inspector.

### **Who Works on Your Home**

#### **We are a single-source company**

When Tartan builds a home for you, we manage all aspects of the design and construction. We choose the companies, professionals and trades who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. We regret that we cannot accommodate sweat equity arrangements as a part of our purchase agreement.

#### **Trade contractors**

Your home is built through the combined efforts of specialists in many trades—from excavation and foundations; through framing, mechanicals and insulation; to drywall, trim and finish work. In order to ensure Tartan Homes' standard of construction, only authorized suppliers and trade contractors and Tartan Homes employees are permitted to perform work in your home.

Please bring any questions or requests for changes directly to Tartan Homes. You should not attempt to deal with trade contractors during your construction-hosted sited visit, or at any other time at the site. Each trade contractor works on a limited portion of the home – they may not be aware of all the details and they are not in a position to offer judgments. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Tartan Homes. Their failure to comply with this procedure can result in termination of their contract.

## Sequence and Schedules

### Weather delays

The closing date for your new home often begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can delay installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather, freezing temperatures or extreme heat bring work to a stop in the entire region. When favourable conditions return, the tradespeople go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

### Firm closing date

Tartan Homes recognizes that timing is critical to planning your move. Nonetheless, we can provide a firm closing date only once the kitchen is installed. You are always welcome to check with us for an update on your closing date.

We suggest that until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key. We want you to enjoy this process, not suffer stress caused by uncertainty that cannot be avoided.

Please keep in mind that your belongings cannot be brought into the home until after closing. This is because of insurance stipulations and the regulations of the applicable building department.

### “Nothing’s happening”

You should expect there to be days during construction of your home when it appears that no work is being done. There are a number of reasons for this. For one, each trade is scheduled days or weeks in advance of the actual work, and a block of time is allotted for its completion. Sometimes, one trade finishes up a bit ahead of schedule. The next trade already has a scheduled time slot to work on your home, which usually cannot be changed on short notice.

Progress also pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points for every home.

Finally, bear in mind that some types of progress are more visible than others. Work will appear to progress rapidly during highly visible stages, such as installing large expanses of walls; and more slowly at others, such as detail work in back framing and finishing.

## The Construction Sequence

Although the sequence of construction steps varies and steps overlap, generally we build your home in the following order:

### Foundation

- Excavation
- Footing installation
- Forming and pouring walls
- Installing perimeter drain, if applicable
- Damp-proofing
- Inspection
- Backfilling

### Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing
- Installation of windows

### Roofing

- Installation of felt, shingles and flashing

**Exterior**

- Installation of brick or stone
- Installation of vinyl siding
- Exterior details
  - Sub-Fascia (boards at ends of rafters)
  - Windows and doors
  - Finish materials
  - Trim
  - Deck, if applicable

**Other Exterior Work\***

- Painting or staining
- Installing concrete or asphalt
- Fine grading
- Landscaping, if applicable

\*Note: Seasonal work may take place after closing

**Interior**

- Rough-in of mechanical systems
  - HVAC (heating, ventilating, and air conditioning)
  - Plumbing
  - Electrical
  - Rough inspections
- Insulation
  - Insulation inspection
- Drywall
  - Hanging
  - Taping and texturing
- Interior trim
  - Doors
  - Baseboards, casings, other details
- Painting and staining
- Finish work
  - Cabinets
  - Countertops
  - Tile
  - Floor coverings
  - Hardware
  - Screens
  - Light fixtures
  - Plumbing fixtures

**Final Steps**

- Construction cleaning
- Builder's punch list (items needing attention)
- Final inspections
- Certificate of occupancy issued by the City of Ottawa

## PRE-DELIVERY

## inspection

## WHAT TO EXPECT THROUGH THE BUILDING PROCESS

At your Pre-Delivery Inspection, we introduce you to your new home and its many features. Your inspector follows a preplanned agenda and a set route through the home to make sure he or she covers everything. The aims of this inspection tour are;

- To demonstrate your new home's systems (furnace, A/C, hot water, etc.)
- To explain key points about maintenance and limited warranty coverage.
- To verify that Tartan Homes has installed your interior selections and upgrades as you ordered them.
- To list anything that needs repair or further attention

**Scheduling Your Inspection**

We schedule the Pre-Delivery Inspection with you as your home nears completion. Typically, your inspection takes place several days before your closing date. Appointments are available Monday through Friday, starting at 9 a.m. and with the last appointment at 3 p.m. These hours ensure that, at all times of year, there will be enough daylight to see all surfaces adequately. We meet at your new home. Expect your inspection to last between two and three hours, depending on the size of the home.

**Last-Minute Activity**

During the days leading up to your inspection appointment, many tradespeople and Tartan Homes employees will be at work in your home. They are making last-minute adjustments and fine-tuning your home. These finishing touches are by necessity last-minute – they can only be performed once everything has been installed. What seems like a rush of activity is a normal part of the construction process.

**Preparing for Your Inspection**

Here are some hints to help you get the maximum benefit from your Pre-Delivery Inspection.

- **Allow enough time.**

Make sure your schedule allows you to use the full amount of time allotted.

- **Bring this manual.**

When you have your selection sheets and any approved change orders with you, any questions about what you see installed in your home can usually be answered on the spot.

- **Leave interested onlookers at home.**

Our experience shows that buyers get the most out of their inspection when there are no other distractions. You will need to focus fully on the home and the information your inspector presents. Although we appreciate that friends and relatives are eager to see your new home, it is best if they visit after you move in. Note that young children and pets cannot accompany you during the inspection. If you are planning to use a private home inspector, the Pre-Delivery Inspection is not the time for his or her full inspection.

- **Study our inspection form.**

We have included a copy of our inspection form at the end of this section. Your inspector uses one of these forms to document details that need attention.

- **Bring your questions.**

If you have not already done so, please read the maintenance information and warranty guidelines in Section 8 of this manual. If you have questions, make note of them and ask them during the inspection.

- **Dress comfortably.**

You will tour both the exterior and interior of your home, so wear shoes that are easy to get off and on. Expect that there will be some dust, and that you may be doing some bending, kneeling and reaching.

- **Be prepared to participate actively.**

Listen carefully and take a hands-on approach. Push buttons, lock locks and flip breakers. This helps you remember the dozens of details that are covered.

- **Understand the quality check.**

The overall quality of your home should equal what you've seen in our model homes and what is described in your purchase documents. During the inspection, anything your inspector agrees needs further attention will be listed on the inspection form, and the appropriate work will be arranged. Inspection items fall into several categories:

- Incomplete or missing (e.g., cabinet knob not installed)
- Incorrect (e.g., porch light should be polished brass, not antique)
- Dysfunctional (e.g., bathroom fan does not come on)
- Below company standard (e.g., mitered corner rough, top right of den door, hallway side)
- Damaged (e.g., scrape on wall from carpet installation)

At some point, quality ceases to be an objective measure and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to help you with information.

## **After the Inspection**

### **Resolving items on your inspection form**

Tartan Homes takes responsibility for resolving any issues noted on your Pre-Delivery Inspection form. We will attempt to complete most items before you move in. However, some work may need to be performed after you move in. Service hours are 8:00 a.m. to 4:00 p.m., Monday through Friday.

Under normal circumstances, you can expect us to resolve all items within 30 to 60 working days. We will inform you of any delays caused by back-ordered materials.

Repairing inspection items is obviously more difficult for all concerned once you have moved in. Tartan Homes asks that you arrange these appointments so that an adult is present. Your cooperation is essential.

Please note that we will correct only those items listed on the Pre-Delivery Inspection form. Verbal agreements made during the course of your inspection will not be honoured by Tartan Homes.

### **Cosmetic damage after the fact**

During your inspection, your inspector will check that all surfaces are in good condition. If any cosmetic damage was caused during construction, these details will be listed on the inspection form. Similar damage, however, can subsequently occur while you are moving in or through your daily activities. Once Tartan Homes has corrected any details noted during the inspection, repair of cosmetic damage is your responsibility. Further details appear on the inspection form.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. Contact your moving company about any damage caused by them. Tartan Homes is always available to help with information about cosmetic repairs you may need to make.



INSPECTION

form



# CLOSING ON YOUR home

This is the moment you have been waiting for – when your new home is conveyed to you and the keys are put in your hand. Here is an overview of the closing process and what to expect.

## YOUR CLOSING MEETING

### Location

The closing on your home typically takes place at your lawyer's office. Please confirm this with your lawyer.

### Documents

At closing, the documents necessary to convey your new home to you and to close the mortgage with your lender will be signed by you. The closing documents typically include the following:

- The Transfer/Deed of Land, which conveys title to the home and lot to you.
- The HST New Housing Rebate form, which assigns any applicable HST New Housing Rebate to Tartan Homes. It is signed by you and returned to Tartan Homes on closing, for submission to the Canada Revenue Agency. For more information, see the HST clause in your Agreement of Purchase and Sale.
- Mortgage documents from your lender.

In addition to these standard items, your lender and/or Tartan Homes may require other documents to be signed. Your lawyer will go over all this with you.

**Store your documents:** We suggest that you store the legal documents from your closing with other valuable papers, in a safe place. You will need them for tax purposes and if you refinance or sell your home.

### “The Final Number”

About two months before your closing date, Tartan Homes will send you an estimated cost of closing. This cost calculation includes the base price of the home, land premiums (if applicable), cost of upgrades (if applicable) and any deposits you have made. We recommend that you show this estimated cost to your mortgage provider. At your closing meeting, after final adjustments have been made, you will pay “the final number.” (This includes pro-rated taxes but not utility costs.)

### Pre-Closing Details

The key to a smooth closing is preparation. A number of details, listed below, require your attention. You can handle most of these by phone. Address these details during the weeks before closing to prevent last-minute delays:

#### Form of payment

Your lawyer or financial institution can advise you as to how payment must be made. In your planning, be sure to allow time to arrange for and obtain these funds. Keep in mind that some banks place a hold on money moved from another account.

#### Insurance

You need to provide proof from your insurance company that you have a homeowner's insurance policy. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three weeks before your expected closing date.

#### Utilities

Tartan Homes will have utility service removed from its name at the time of closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. If you have ordered a security system for your home, you can arrange to activate it by contacting the monitoring service for a connection appointment.

## **Your Keys**

### **House keys**

At your closing meeting, you will get the keys to your new home – two copies for each lock. The same key will operate both the knob and the deadbolt lock. When you insert your new key for the first time in each lock, the tumblers are altered and Tartan Homes' master key will no longer work.

We recommend that you try all the keys in all your locks to confirm they operate smoothly. Depending on the number of family members you have, you may want to get extra copies of your house keys made.

### **Mailbox keys**

Mailbox keys, where applicable, must be obtained from your post office. Canada Post regulations state that Tartan Homes is not permitted to deliver mailbox keys to you. The post office requires proof of identity and will ask you to sign for your keys.

## CLOSING ON YOUR

# java condominium

At closing, the ultimate purpose of your agreement is achieved; ownership of your new Java is transferred from Tartan Homes to you. With condominiums, there can be numerous legal and administrative steps that occur both before and after you are living comfortably in your new home. These include, completing the construction of your home, you taking occupancy, closing on the legal transaction whereby you take legal title of the property, and the first meeting of your new condominium corporation (known as the “turn-over” meeting”). It is important that you understand these steps, so please carefully read this section of the manual. While it may seem a little complicated at first, you can rest assured that these steps are normal in the new condominium environment, and are in full accordance with the Ontario Condominium Act, as well as the Tarion New Home Warranty Program.

### **Date**

Your original Agreement of Purchase and Sale shows a **Tentative Occupancy Date**. This shows Tartan Home’s estimate on when your suite will be ready for occupancy. It is not a guaranteed occupancy date. In many cases, Tartan Homes signs Agreements of Purchase and Sale before construction has started on the new condominium, which makes the determination of a firm occupancy date impossible.

Tartan will establish a **Confirmed Occupancy Date** within 30 days of completion of roof sheathing and may then extend that date, but only in accordance with extension permitted under the provisions of the Ontario New Home Warranty Plan Act. Further details are found in paragraph H of the Agreement of Purchase and Sale.

The date for occupancy does not always correspond to the date for closing, on which you obtain registered title for the unit. Sometimes, the individual buildings within a larger future condominium are complete and ready for occupancy, but other work is still in progress. For example, this work might include the completion of other buildings, landscaping and surveying work. The individual suites, even when completed, cannot be legally registered with the appropriate governmental authorities. In these instances, you may be required to take possession of your completed suite on the Tentative Occupancy Date, but you will not be able to take legal title to it. The time period between occupancy and the closing of our Agreement of Purchase and Sale (and you taking legal title to your suite) is known as **Interim Occupancy**. During the interim occupancy period, you are required to pay Tartan Homes, on a monthly basis, an amount equal to the forecast property taxes, the forecast maintenance fee, and the interest on the amount still owing on the final purchase price. Legislation requires that these forecasted amounts be fully reviewed and corrected after closing. Interim occupancy is further explained in paragraph G of the Agreement of Purchase and Sale and in schedule J of the Disclosure Statement.

### **Your Tarion Warranty begins with your occupancy of your Java suite.**

Once all final construction and survey work is complete, the entire condominium is registered with the city and the province, and the titles are divided into individual suites and the common elements. You become owner of your suite and the related common interests attached to it. This is the **Closing Date**, when you take legal title to your property, and all final legal and financial transactions take place. These steps are described in greater detail in paragraph H of the Agreement of Purchase and Sale.

Shortly following the transfer of ownership, Tartan Homes will arrange a meeting of all the residents of the condominium for the purpose of turning over control of the condominium to the owners. This is called the **Turnover Meeting**. The Condominium Act regulates the timing of the meeting and documentation that is to be provided by Tartan Homes to the new Condominium Corporation. At this meeting, the owners will elect their first Board of Directors. Note: The purpose of the turnover meeting is simply to turn over control, management and administration of the condominium to the new suite owners. This does not affect the Tarion Warranty on your home, or Tartan’s warranty obligations to you.

The common property is owned by all of the unit owners, in the proportions specified in the declaration. The condominium corporation does not own any property. It exists to manage and operate the common property and the common element components of the buildings, on your behalf, as an owner of a suite.

**Here is a glossary of terms you will encounter while reading or discussing condominium issues:**

### **Board of Directors**

An elected group of homeowners whose purpose is to serve the interests of the members of the condominium corporation.

### **Condominium Corporation**

A corporation without share capital, created under the Condominium Act for the purposes of administering the operation, maintenance and repair of the common elements and assets of the condominium. The corporation is guided by a democratically elected Board of Directors consisting of homeowners.

### **Condominium Declaration**

The declaration is a “charter” document that creates the condominium corporation. It defines the boundaries for each home and the common elements. It allocates responsibility for the repair and maintenance of the homes and common elements; outlines the condominium’s provisions regarding occupancy and use; specifies common expenses and each owner’s proportionate interest in the common elements; outlines the condominium’s provisions regarding occupancy and use; specifies common expenses and each owner’s proportionate interest in the common elements; and details each owner’s percentage share of the overall common expenses.

### **Condominium Fees**

Once you have taken title to your new home, you will be required to pay a monthly condominium fee. This fee is comprised of three elements:

- 1: The cost of maintaining the common elements. This includes the snow removal, landscaping and grounds maintenance, etc. This work is directed by the Condominium Corporation’s Board of Directors, all of whom are Java homeowners like yourself.
- 2: The utility fees for the common elements. This includes the exterior lighting, parking bollard outlets, water for the landscaping, etc.
- 3: The reserve fund. (see “reserve fund” below) Tartan Homes has estimated what the monthly reserve fund contribution should be. At the end of the first year, a third party auditor will inspect the buildings, and give a report on what they think the monthly reserve funds ought to be. If it is higher than the Tartan Home’s estimate, then Tartan Homes will pay to make up the difference of all the first year contributions. If it is lower, the extra funds are retained by the Condominium Corporation in the reserve fund.

### **Condominium Ownership**

The ownership of a condominium involves two aspects:

- 1: Separate ownership and title of your home.
- 2: Shared ownership and costs of maintaining and repairing the common elements, which are shared by all homeowners.

**Disclosure Statement**

A summary of the significant features of the proposed condominiums, and the relevant condominium documents governing the same.

**Exclusive Use Common Elements**

Particular areas within the condominium's common area which homeowners have the exclusive right to use and enjoy. Examples may include balconies, patios, etc.

**Final Closing**

The final close date refers to the date after the condominium is registered and upon which you obtain title to your home.

**Interim Occupancy**

The occupancy of proposed suite before you receive title to your home.

**Occupancy Date**

The date established by Tartan that declines when you must take occupancy of your home.

**Registration**

The process by which the condominium's declaration and description are formally approved by the requisite governmental authorities.

**Reserve Fund**

A fund required to be set aside by the Condominium Corporation to cover the major repair and replacement of the common elements and assets of the condominium.

**Tentative Occupancy Date**

The tentative occupancy date is the date shown in your Agreement of Purchase and Sale. Under the terms of the agreement this is not a firm occupancy date until confirmed in writing.

# HOME CARE MANUAL FOR NEW homes

**Dear Homeowner: On behalf of Tartan Homes, welcome to your new home!**

Buying a new residence is among the biggest and most important purchases you will make and Tartan is proud to be a part of your decision. As a discriminating purchaser, you have selected Tartan to provide for YOUR housing needs, we pledge to do our utmost to deliver a high quality home that meets your expectations and makes you proud for years to come.

We are confident you will enjoy your home and we look forward to providing you with many years of comfort, low-maintenance and trouble-free living.

Once again, welcome to your new Tartan home and community. May both give you great pleasure.



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## INSPECTIONS AND SERVICE

Revised January 2013

### WELCOMING PHONE CALL, AND 30-DAY WORK

You will receive a welcoming phone call from our Service Department two or three days after moving in. The service rep will be your new primary contact person with Tartan Homes. He or she will ask you if everything's going okay. They will also tell you about the 30 day inspection (see below). It is common that the Service Department will have to come back into your home after the submission of the 30 day report to deal with small deficiencies. During this welcoming phone call, our service representative will ask you if you would like to pre-book a time for this after sales service work. You are under no obligation to do so, as this is a courtesy opportunity that we extend to our buyers. When it's time to do the 30 day work, we will require the homeowner, or a representative, to let us in to do the work. The option to pre-book that appointment can help people plan ahead.

### 30 DAY INSPECTIONS

The Tarion Warranty Corporation allows homeowners a 30-day period to make sure that all of the fixtures and finishes in their home are free of deficiencies. The homeowner information package that you received at your PDI includes a blank paper copy of the Tarion 30-day deficiency list. It is your responsibility to list any deficiencies that you may find, and deliver a copy of the list to the Tartan Homes After-Sales Service Office within 30 days of closing, (or occupancy for Javas).

You can fax your completed report to 613-822-0368, or scan and email to [service@tartanhomes.com](mailto:service@tartanhomes.com).

### SERVICE DEPARTMENT

All service calls during business hours (8:00 a.m. to 4:00 p.m.) are to be directed to Tartan's service department at 613-822-3129 or for Java Condos to 613-822-2907. Please note that non-emergency calls will be returned within 48 hours.

### 24-HOUR EMERGENCY SERVICE

Plumbing: phone the service department, and the voice message will give you the number of our plumbing contractor's 24-hour service.

Emergency service calls to the above contractors, which are deemed not to be an emergency, will result in the homeowner being billed directly by that contractor. For example, service calls for problems such as blocked toilets are not considered emergencies.

For further assistance call:  
24 Hours Emergency # (613) 229-2942

**TARTAN | 233 Metcalfe Street** | Ottawa, Ontario | K2P 2C2 | ☎ (613) 238-2040 | 📠 (613) 238-1056



# INTRODUCTION, WARRANTIES AND MORE

# what this manual is about

## AND HOW TO USE IT

Choosing Tartan means your home has been carefully designed and built by a team of professional tradespersons who strive for the highest standards in every home that bears the Tartan name. But like a new car, fresh off the assembly line, your home contains thousands of individual components that may need adjustments in coming months. That's why we've prepared this homeowners manual. Based in part on Construction Performance Guidelines for the Ontario Home Building Industry, a document prepared by the Tarion Warranty Program, it is designed to provide answers to the most frequently asked questions about the ownership and operation of a new home.

We encourage you to take the time to read this booklet in its entirety. When you're done, you will have a basic understanding of the workings of your home. You will know how to maintain various building systems, structures and components, you'll know which repairs are covered by your home's warranty and when to report them, and you will be equipped to resolve common problems in a way that will ensure your home is a pleasure to live in for many years.

This booklet is not intended to serve as a complete home repair guide; it does not replace the operations and maintenance manuals provided by the manufacturers of specific equipment such as your furnace, nor does it take the place of the Tarion Warranty Program. Please refer to the section below for further details on your home's warranty coverage under the Ontario program.

Furthermore, after-sales service and warranty issues are specifically referred to in numerous places in your agreement of purchase and sale, mostly in schedules E and G. It is important for you to read and understand these articles fully.

Included as an appendix to this booklet are documents produced by the Tarion Warranty Program. As part of our warranty obligations, we are required to present them to you. They clearly outline our respective warranty rights and obligations. Please read the Tarion Warranty Program material thoroughly. We also suggest you familiarize yourself with the Tarion construction performance guidelines (CPG). This link gives very detailed descriptions on the Tarion on standards of construction and finishes.

<http://www.tarion.com/Warranty-Protection/Pages/Construction-Performance-Guidelines.aspx>

It's time to learn about the proper upkeep and operation of your home. Let's get started!

## HOME WARRANTY

Your home is protected from deficiencies by quality commitments made by Tartan Homes, and by the Tarion Warranty Program; there are three categories of protection or coverage:

**One-Year Warranty Protection** – Tartan warrants that the home is:

- constructed in a workmanlike manner and is free from defects in material;
- fit for habitation
- constructed in accordance with the Ontario Building Code for one year from the date of first possession.

**Two-Year Warranty Protection** – Tartan warrants for two years from the date of possession that the home is:

- free from water penetration through the basement or foundation of the home;
- constructed in a workmanlike manner and is free from defects in materials including windows, doors and caulking such that the building envelope of the home prevents water penetration;
- free from defects in material and work with respect to the electrical, plumbing and heating delivery and distribution systems;
- free from defects in materials and work resulting in detachment, displacement or physical deterioration with respect to the exterior cladding of the home;
- free from 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 vapour barriers, ventilation, heating and structural adequacy.

**Seven-Year Major Structural Defect Warranty Protection** – Homes are protected for seven years from the date of first possession against major structural defects as defined by regulations. Structural defects include:

- any defect in material or work that results in the failure of a load-bearing part of the home's structure and adversely affects its load-bearing function;
- any defect in materials or work that materially and adversely affects the use of the building as a home.

**Items Not Covered Under Your Warranty** – It is important that homeowners know what is not covered by the warranty. According to the Tarion Warranty Program Plan Act the following are excluded from warranty coverage:

- defects in materials, design and work supplied by the homeowner;
- secondary damage caused by defects, such as property damage and personal injury;
- normal wear and tear;
- normal shrinkage of materials caused by drying after construction;
- damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation;
- damage resulting from improper maintenance;
- alterations, deletions or additions made by the homeowner;
- settling of land around the building or along utility lines, other than beneath the footings of the building;
- damage resulting from acts of God;
- damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code;
- damage caused by municipal services or other utilities;
- surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.

**The warranty is also not applicable to:**

- temporary or seasonal homes;
- homes built on pre-existing footings or foundations;
- homes that have been lived in or rented prior to sale or built in converted buildings;
- homes purchased from a receiver or trustee under certain circumstances;
- damage caused by the homeowner, tenants or guests;
- damage resulting from improper maintenance;
- variations in square footage.

To ensure coverage for specific equipment and appliances found in your home, complete and mail guarantee cards to the appropriate companies. If you have questions about specific warranty periods, Tartan's Customer Service Department will verify the date of your closing for appliance manufacturers.



# TARTAN HOMES manufacturer warranty INFORMATION

Your new home is filled with brand new mechanical systems and products. Many of these items have manufacturer warranties.

There are several ways that you can gather the warranty information for the various items.

There are several systems that will have their warranty information and documentation directly attached, beside or inside the product.

Other systems like your furnace, heat recovery ventilator (HRV), hot water tank, fireplace and air conditioner (if applicable) will have their documentation beside or underneath the unit.

If you require more information about your home's systems be sure to visit the appropriate manufacturer's website or if you are looking for a manual, you will likely find it here: <http://www.manualsonline.com/> This link also appears on our website under the When You Buy header and then in the Customer Care section under After Closing.

In most cases, you will need to know the brand/manufacturer and model # of your products. This information can usually be found directly on the product.

For windows and shingles it can be difficult to determine the manufacturer. For assistance with this or any other help with locating manufacturer warranty information, please contact your customer care representative.

Your window manufacturer is: \_\_\_\_\_

Your shingle manufacturer is: \_\_\_\_\_

*It is important to remember the difference between the Builder's warranty and the Manufacturer's warranty. The builder's warranty, as set out by the Tarion Program, varies in length depending on the item in the home. Further information on this is provided to you at the Pre-Delivery Inspection. You may also visit Tarion's website for more information. A manufacturer's warranty is related to a specific component in the home, such as the furnace or heat recovery ventilator (HRV). Tartan Homes is typically not involved in the manufacturer's warrant. Rather, the homeowner and the manufacturer are the participants in this process.*

# inspection

## PROCEDURES

The Tarion Warranty Program material in the back of this booklet includes additional information on inspection procedures, and on specific warranty rights and obligations.

### **Pre-delivery Inspection: (See also Section 6)**

The Pre-delivery Inspection (PDI) takes place before you take possession of your new home. Ideally, this inspection will take place within a week of closing and occupancy. At this time, homeowners are given a PDI package, as well as warranty and product information on some of the appliances that will come with the new home.

Together, you and a representative of Tartan's construction department will complete the PDI, during which homeowners must ensure that incomplete, missing or damaged items are listed on the Pre-Delivery Inspection report (PDI). The builder is then obligated to finish the work or supply the missing features listed on the PDI in order to complete the sales contract.

Damaged items found during the PDI must also be listed on the report to ensure they are recognized as conditions that existed before the homeowner took possession of the house. Often it is impossible to determine who is responsible for damage that is reported after occupancy, so listing a condition on the PDI removes any doubt that the damage existed before the time of occupancy.

**It is very important for you to understand that incomplete, missing or damaged items not reported on the PDI will not be covered by warranty. By extension, these items will not be repaired by the builder.**

Generally, the construction department will ensure that all items on the PDI list are completed prior to the closing date.

### **30-Day Inspection and Report:**

After you move in, you may find other minor items that require attention. Please record these on the 30-Day Inspection Report included here. Forward the completed form to Tartan Homes or drop it off at the Sales Office before the 30 days are up. Tartan will not book or conduct this inspection. Send a copy to the Tarion Warranty Program people as well, as per the instructions in their material.

Occasionally items that appear on the PDI list are not completed by the closing date. You should list these items again on the 30-day list to ensure their prompt attention.

Warrantable items on the 30-day list will be booked for repair through Tartan's Service Department and should be completed within several months of occupancy. For emergency items such as heat and hydro interruptions, please call the utilities or the furnace manufacturer directly. For water penetration issues, please call Tartan's service number.

**As with the PDI, it is very important for you to complete the 30-Day list and submit it to Tartan not more than 30 days after closing. As with the PDI, items that are not listed on the 30-Day list will not be repaired by the builder. Also, if the 30-Day list is late, you may have to wait until year-end for these items to be deemed warrantable. You should also be aware that damaged items appearing on the 30-Day report will only be deemed warrantable if these items also appear on the PDI.**

### **The Year-End Inspection and Report**

During the course of the first year of occupancy there may be some deficiencies which require attention. Emergency items will be dealt with immediately, whereas other warrantable items will be dealt with as part of the Year-End report.

Before the first anniversary of your occupancy you can submit a Year-End report, a blank copy of which is included here. The Tartan service department will not book or conduct this Year-End inspection. Send a copy to our service department and to the Tarion Warranty Program people. We will review the list and repair items that qualify under the Tarion Warranty Program. As a courtesy, Tartan will visit your home once and deal with issues related to shrinkage and settling of your home. This work will include caulking, repairing nail pops, and doing plaster touch-ups, but will not include sanding or painting.

Please note that the installation of new equipment in the first year of ownership may void the warranties of other house components or systems. For example, the installation of central air conditioning may void the furnace thermostat warranty. Please read warranty information supplied by manufacturers before installing new equipment.

## **INSPECTION PROCEDURES**

Now that you own a home, you are required to pay property taxes that are used by the Municipality to provide services such as garbage collection and street cleaning and to build and operate recreational facilities such as libraries and community centres. In accordance with Ontario's Assessment Act, your new home will be assessed shortly after you move in; soon after, you will be informed of the amount of annual taxes you are required to pay. Once you take possession, it is your responsibility to ensure your home and property has been properly assessed.

## **INSIDE YOUR HOME**

### **APPLIANCES**

If we supply them we install them. When the builder provides electrical and gas appliances with the purchase and sale of the new home, connections to mechanical and electrical systems are the purchaser's responsibility. Carefully review the manufacturer's installation, operation and maintenance instructions prior to installing and operating appliances. File all warranty registrations with the applicable manufacturer. If service is required, contact the manufacturers' local service agents.

### **CABINETS**

Cabinets should be cared for similar to furniture products. On a regular basis, cabinet doors and interiors should be cleaned with a damp, soft cloth and dried after exposure to water. Grease splatters should be removed from surfaces as soon as possible. Spray waxes with Naphtha should be avoided since their chemical composition could react poorly with moisture and result in a milky appearance in the finish.

As with furniture, finishes may appear to fade over time depending on exposure to sunlight. Where natural or composite wood products are used to manufacture cabinets, shade, texture and tonal characteristics may vary between doors and other components. As with other wood products, cabinet materials and components are affected by humidity levels and temperature variations. Those cabinet doors which are located directly above or next to appliances will fade in colour before the other doors. Where plastic laminate materials are used in cabinet construction and finishes, refer to care and maintenance suggestions under the heading Counter Tops.

Cabinet assemblies and the structures supporting them may be affected by material shrinkage that can result in gaps, cracking, changes in alignments and separation from adjacent walls and ceilings. Unless excessive, these conditions are generally considered normal and are easily repaired with caulking by the homeowner.

In time, it may be necessary to make minor adjustments to keep doors properly aligned. Adjustments are made by loosening or tightening screws in the hinge assembly.

## **COUNTER TOPS**

Most standard kitchen and vanity counter tops are manufactured from a long-lasting composite-type plastic laminate material. Only damage specifically identified on the Pre-Delivery Inspection report is eligible for warranty coverage.

Damage resulting from normal wear and tear is excluded from the warranty. To prolong the appearance and performance of kitchen and vanity counter tops, Tartan Homes recommends:

- Hot items and in-use electrical appliances should be placed on protective insulating pads, rather than directly on a countertop.
- Surfaces should be cleaned with a damp soapy cloth; difficult stains should be removed with a household solvent.
- Avoid cutting or chopping on plastic laminate surfaces.
- All joints and seams should be kept free from standing water, liquids or moisture, which may result in seam separation that must be repaired by the homeowner.
- When using an automatic dishwasher, avoid leaving the door ajar after use because rising steam may contact counter top edges and cause permanent damage or de-lamination.
- Adjust the cooking range height so that the range top is at least 1/4-inch higher than the adjacent counter top. Otherwise, heat from the cooking surface could cause plastic laminates to separate, an item that is not covered by your warranty.
- It is unnecessary to add finishing polishes to plastic laminate counter tops but improved lustre and protection may be achieved by applying glass wax, liquid car polish or lemon oil.

## **DRYWALL**

Drywall is the interior gypsum board-based finishing system used to cover wall and ceiling surfaces inside the home. Usually 1/2-inch thick, the sheets are fastened to the interior wood framing followed by the installation of metal corner reinforcements and the application of different coats of tape and joint compounds to cover fastenings, joints and corners.

Final coats of joint compound are sanded smooth so that base and finish paint coatings may be applied. During the adjustment period, material shrinkage and settlement of the structure may result in drywall cracking at the joints and nail pops where fastenings appear as small bumps or depressions along the face of finished gypsum board. This condition is common to wood frame construction and is not considered to be a defect in materials or work.

Nail pops or unsightly cracks that are readily noticeable when viewed under normal lighting conditions from a normal viewing position from the wall will be completed by Tartan Homes once, at the end of the first year of occupancy. The homeowner is responsible for sanding and reapplying paint to repaired areas. Drywall damage reported at the time of the Pre-Delivery Inspection will be considered for warranty coverage.

Drywall installed on ceilings, even after being put in place according to the Ontario Building Code, may appear to sag, bulge or be wavy, often because of lighting conditions or glossy finishes. Spray-applied textures and matte finishes minimize this condition. However, if ceiling sags or waves vary from the specified plane by more than 12 millimetres, Tartan Homes will make repairs.

Ceiling/wall joint separation, commonly referred to as “truss uplift,” is considered acceptable if cracks are less than 4 millimetres in width. It may occur when outdoor temperatures are considerably colder than indoor temperatures and can appear as a minor crack or a larger gap. Cracks or gaps in excess of 4 millimetres will be repaired by Tartan Homes. Repairs should be delayed until the truss returns to its original position.

Joints in interior trim and moulding are tight fitting at the time of installation but minor gaps may appear because of normal shrinkage of materials during drying after construction. This condition is excluded from warranty coverage unless gaps or cracks are in excess of 1.5 millimetres. Gaps exceeding 1.5 mm will be repaired by Tartan Homes once, at the end of the first year of occupancy.

## ELECTRICAL SYSTEM

### **Circuit Breaker Panel**

The circuit breaker electrical panel is usually found on a wall in the basement and contains circuit breakers with switches for the electrical circuits throughout the home. The legend printed on the electrical panel should be marked to indicate which outlets in the home are protected by the applicable numbered circuit breaker. Circuit breakers are intended to be left in the ON position for normal working circuits. Under some conditions, circuit breakers disengage to the OFF position, severing power from the circuit. When this happens, the switch may not fully retract to the OFF position and appear to be ON. To confirm, manually move the switch to fully OFF and then to fully ON.

Circuit breakers that have been disengaged automatically are referred to as tripped breakers. These may simply be the result of an appliance overload. However, breakers tripped repeatedly may be the result of a more serious condition or defective appliance that may cause damage or fire. In this case, the condition should be checked by a qualified electrician.

Where an outlet or appliance does not appear to have power, the circuit breaker should be checked to confirm that the applicable breaker is ON. Electric kitchen stoves normally contain electrical fuses within the appliance. Where the stove does not appear to have power, check fuses in the stove, as well as the circuit breaker and review the manufacturer's operation and maintenance manual.

### **Ground Fault Circuit Interrupter (GFCI) or (GFI)**

New homes are equipped with Ground Fault Circuit Interrupters (GFI) for specific circuits to reduce the risk of electrical shock caused by a ground fault in electrical tools and appliances. The GFI receptacle is intended to protect exterior electrical outlets and bathroom outlets.

The exterior GFI receptacle is usually located at the circuit panel or at one of the exterior outlets. The interior bathroom GFI receptacle is usually located in one of the bathrooms. The GFI receptacle has two buttons at the center of the outlet. One black button for test and one red button for reset. GFIs should be tested monthly in accordance with the manufacturer's instructions.

### **Electrical Safety**

Avoid handling electrical equipment or cords with wet hands or around moisture. Repair or replace damaged fixtures, fittings and cords. When planning amendments, alterations or expansion to the electrical systems, use the services of a qualified electrician. Repeated failure of electrical circuits should be checked by a qualified electrician.

## FIREPLACE

### **Natural Gas Fireplace**

The Natural Gas Fireplace is considered a gas-fired appliance. Review the manufacturer's operation and maintenance manual for safe, efficient performance of the fireplace.

## FLOORING

The flooring in your new home is a combination of hardwood flooring, carpeting, resilient flooring, ceramic tile and marble.

To protect flooring from denting, scratching and tearing, put glides or rests under furniture and appliances and do not drag or drop heavy or sharp objects across the floors. The Ontario New Home Warranty Program's publication "What Every New Home Buyer Should Know" contains useful information about care and maintenance of all types of flooring.

Changes in height between different flooring materials sometimes occur, caused by material thickness and/or installation methods. Standard practice is to install a transition strip of material such as wood, metal or marble to ease the change in height. These strips do not constitute a tripping hazard and may be used at the builder's discretion.

### **Vinyl Flooring**

Resilient flooring, also known as cushion flooring, sheet flooring, or vinyl flooring, is installed with adhesives over an underlay material that is fastened to the sub floor. Seams and ends should remain firm and should not become loose with normal use and maintenance.

Seams in the underlay material beneath the vinyl flooring are sometimes visible at the floor surface. While the flooring industry attempts to conceal the seams with filler compounds, some conditions persist and are unpreventable. Defects recorded and reported to the builder during the pre-occupancy inspection time will be repaired.

Vinyl floors should be swept daily using a soft broom or dust mop to prevent accumulation of grit that can scratch and dull the surface finish. They should be washed with lukewarm water and a mild detergent rather than harsh cleaners that can cause fading and discoloration. Stubborn scuff marks can usually be removed with a damp cloth and scouring powder.

Soft-backed floor mats are highly recommended for floor protection but avoid coca fiber or rubber backed mats, which may stain or scratch the surface. Avoid using Rolling Casters on vinyl floor surfaces; extended direct exposure to sunlight or the use of inappropriate cleaning materials, all of which may result in discoloration. None of these are covered by your home's warranty.

### **Hardwood Flooring**

Hardwood Flooring is normally made from kiln-dried hardwood that is finished on site or in a factory. As with other wood products, hardwood flooring may be affected by humidity levels that can cause shrinkage and expose gaps between the boards. The homeowner is responsible for maintaining indoor humidity levels through humidification, ventilation, air conditioning or dehumidification. A hydrometer can be used to monitor indoor humidity.

Where humidity levels are excessive, the wood may swell and result in buckling, cupping (high edges), crowning (center strip is higher than the edges) or lifting of the boards, conditions that are not warrantable. Extended direct exposure to sunlight will result in colour fading, discoloration and earlier-than-normal drying of the wood; areas around heat registers may be more susceptible to damage. All of these conditions are also non-warrantable. If the floor cups or crowns, the homeowner should wait for the floor to correct itself in an environment of stable humidity before sanding. Immediate sanding may cause serious damage to the hardwood.

Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is considered normal. Reflected light, particularly from large windows, magnifies irregularities in a floor and should not determine acceptance. Knots are natural characteristics of wood and are acceptable within the specified grade.



Hardwood, if cared for properly, should last a lifetime. Regularly sweep or vacuum dirt and grit from the floor, then clean it with a damp mop, using a mild detergent if necessary. The floor should be dried immediately after the damp mopping. Over time, the floor may become scratched and marked. This can be corrected by contacting a floor refinishing company that will sand and refinish the entire floor area.

Cracks up to 2 millimetres in width are considered acceptable. They can be filled with wood filler by the homeowner to give the flooring a more pleasing appearance.

### **Carpeting**

If carpeting is your flooring of choice, the builder will provide a prepared sub floor to reduce ridges and gaps, under padding to cushion the floor finish, and top it off with the finished carpet layer attached by a fastening system.

Seams may be visible depending on the type of carpet and various light conditions but should become less obvious over time with normal use and cleaning. Under certain conditions, carpeting may tend to buckle or lift in areas. This is considered normal and may be the result of variations in humidity levels or traffic.

Where carpets must be cut to execute floor repairs, seams in the repair area may be more visible. Location of seams varies due to predetermined manufactured widths and installation restrictions and are discretionary. Seams around pickets and end caps on stairs are often visible.

Carpeting will last for many years if properly cared for. Daily or weekly vacuuming will remove dirt and lint that causes wear but it is also wise to have the carpet cleaned professionally to remove stubborn dirt and improve its appearance. Spills should be cleaned immediately to prevent stains. Stain removers and other rug cleaning products are available at hardware and building supply stores.

The builder will repair spotted or faded carpet recorded on the Pre-Delivery Inspection report.

### **Ceramic Tile**

The ceramic tile found most commonly in entranceways and bathrooms, and sometimes in kitchens and family rooms, is made from quarry tile, glazed ceramics, slate or marble. Joints between tiles are filled with grout.

Homeowners should avoid dropping heavy objects on tiles, which could result in cracks. Tiles can be cleaned with mild soap and water. If caulking comes loose, consult a building supply store for the appropriate replacement. Tartan Homes will repair any severe cracks or separations once at the end of the first year.

Ceramic tiles, whether on walls or floors, are simple to clean. They can be wiped with a damp cloth or washed with soapy water and rinsed. Excessive water should not be applied to grout joints, which can break down and loosen. The builder will replace broken or damaged tile recorded during the pre-occupancy inspection or 24-hour inspection.

The builder will replace defective tiles but it should be noted that it is not always possible to perfectly match the colour of new and existing tiles or the grout between the tiles. The builder will not normally remove and re-tile whole areas due to colour lot variations. Avoid using harsh abrasive cleaning products. Where sealants such as caulking are used, caulking that becomes cracked to separated should be removed, dried and replaced to avoid moisture penetration and damage.

### **Marble and Agglomerated Marble**

Marble is natural stone polished to a high lustre. It is normal to see veins, small cracks and colour variations. Agglomerated marble is a similar material that has been manufactured from natural stone that tends to exhibit less veins, cracking and colour variation.

As a ceramic, marble is brittle and may be damaged by impacts from hard objects and its polished finish is easily damaged. Marble products can be cleaned similar to ceramic tiles. Never use cleaning compounds or products that contain acid such as lemon or vinegar. Scratches can be masked with glass wax or liquid car polish.

### **Variation in Colour Occurring During Floor Repairs**

Variation between dye lots within a specified colour or pattern is normal. Spare original material may be left in the residence for future repairs at the builder's discretion. Where a dye lot match is unavailable, material may be removed and used for repair from another inconspicuous location.

### **Floor and Stair Squeaks**

Over time, the kiln-dried lumber or engineered system used to build your floors and stairs will dry out and shrink slightly, causing occasional floor and stair squeaks. These are common to all forms of wood frame construction and are not considered a defect. Squeaks may appear and subside on their own over time, however, completely squeak-free floor systems are not possible with conventional wood frame residential construction.

Low-humidity indoor environments can cause excessive shrinkage in the wood, resulting in loose floor and stair connections. Homeowners must maintain indoor humidity levels to prevent excessive drying of materials and even then, squeak-free stairs may not be attainable.

### **Floor Humps and Dips**

Other conditions, which may result from the drying period in floor systems, include humps or sags from joists that tend to buckle and twist. This condition is relatively common and may result in minor slopes in your floors. Generally, a slope of 1/4 inch in 8 feet of length is considered acceptable. Where slopes substantially exceed this range, report the condition in writing to Tartan Homes within the first year of the warranty period and the builder will conduct an inspection.

### **Concrete Floors**

Concrete surfaces, including basement and garage floors, may show varied texture, pitting, powder-like deposits and minor cracks, none of which should be cause for concern. Concrete floors naturally crack during curing due to shrinkage. Cracks greater in width than 2 millimetres, roughly the thickness of a 25-cent coin, will be repaired by Tartan Homes. Where repairs are necessary, colour and/or texture may not match the surrounding concrete.

Concrete may appear to be coated in powder-like white dust. This is usually a form of salt compound used in the concrete manufacturing process and may appear over time as the material cures and strengthens. The powder can usually be removed by brush. Should the purchaser wish to paint the concrete floor, consult with a local paint supplier about products that can be applied and continue to allow the concrete curing process. Tartan Homes recommends concrete floors not be painted for at least one year after installation.

Should your floor become damp, the condition will be repaired under your home warranty but only if there is an accumulation of water; dampness and condensation are not warranted. Homeowners must take immediate steps to prevent damage to their property and report any losses to their home insurance provider. A thorough investigation prior to construction and during excavation will assist in determining whether ground water levels may adversely affect the use of the building.

## HEATING, VENTILATION, AIR CONDITIONING

Revised January 2013

This section of the manual describes the HVAC system of your home. HVAC stands for Heating, Ventilating and Air Conditioning. It is very important that you gain a general understanding of your home's HVAC operations; improper use can result in excessive humidity and related problems of condensation and mould.

The HVAC system in your home is very energy efficient. It will provide you with optimal indoor air quality and requires very little maintenance.

The components of your HVAC system include:

- Natural gas piping that delivers gas from the provider's metering system to the furnace for combustion. Gas piping may also serve other gas-fuelled appliances, such as a fireplace, kitchen stove or clothes dryer.
- Ductwork, usually made from sheet metal, which distributes warm air and returns it to the furnace for re-heating.
- Grills and diffusers to control the direction and flow of heated air.
- Thermostats and switches to control temperature and humidity.
- Gas venting to exhaust by-products of combustion outside the home.
- Air venting to exhaust air outside the building to assist in control of odours and air moisture levels, usually in kitchens and bathrooms.
- Air-conditioning (optional) to provide cooled air to interior spaces during warm weather. This usually works with the same handling, distribution and control systems used by the furnace.

There are some differences between the HVAC systems in Tartan's freehold homes and the Java condo suites.

Freehold family homes (singles, semis or townhomes):

- Natural gas furnace in the basement furnace room that provides heated air via combustion to all rooms through the duct work system.
- A humidifier, incorporated into the furnace, moderates the home's humidity during the winter.
- An HRV (heat recovery ventilator). The HRV is responsible for removing old, stale air from your home and replacing it with fresh air. In the cooler months it is important to let your HRV run when it is programmed to do so. Manually turning it off will not save you money, and could lead to humidity problems and to other problems related to the improper supply of fresh air.
- Air conditioner (optional)

If you notice condensation build-up on the inside of your windows, or if you experience the air as particularly humid, you are advised to undertake any or all of the following:

- leave your curtains open to allow for air circulation against the window
- make sure the HRV is on
- open windows for a brief period of time to allow entry of drier air
- make sure the lint filter on your dryer is cleaned out regularly

During your PDI a Tartan representative will give you a thorough demonstration on how to set and control the HVAC system. He or she will also provide you with the manufacturers' manuals and all the contact information you might need for emergency service calls.

## INSULATION

Your new home has been insulated with blown fibreglass insulation in the ceiling and fibreglass batts in the walls, basement and cathedral ceilings. The insulating system also includes vapour air barriers and sealants. Together, this system exceeds the minimum requirements of the Ontario Building Code. Unless damaged in some way, most insulation products should retain their thermal resistance properties for many years.

Attic insulation is applied to spaces using loose material that is blown in mechanically. Sometimes batt insulation is also used depending on the design of the roof and ceiling. Where loose material is used, it should be checked periodically, especially after violent winds, to confirm the layer remains relatively uniform in thickness. Attic insulation should not be crushed by storing items on top of it, an action that is not covered by your warranty.

Should you need to inspect insulation in the attic, note that the spaces between structural members will not support a person's weight. When redistributing or adding insulation ensure the material remains loose because compressing insulation reduces its insulating value. Ensure also that the soffit venting spaces remain unobstructed.

Few houses are completely draft free. At times, usually during extreme weather, some air can be forced into the home through openings such as exterior electrical outlets, door weather stripping and the chimney.

If air leakage into your home is excessive, advise the builder in writing during the first year of the warranty period so arrangements may be made to inspect and, if necessary, correct the problem.

## INTERIOR DOORS

Door assemblies usually contain wood or composite wood materials in their manufacture. As with all wood products, they can be affected by temperature and moisture conditions, which may result in doors that fit tightly or loosely within the frame assembly.

During the first months of occupancy there will be some shrinkage and settling of the wood framing. It is therefore best to wait at least 6 months before adjusting or planing interior doors. Planing may void the manufacturer's warranty. Usually, doors tend to re-align themselves after the initial settlement and shrinkage period. However, if the condition is excessive and persists, the builder will make adjustments at the end of the first year of the warranty period.

### **Door hardware**

Most hardware products are finished with a plating process but over time and even under normal use, the plating will show wear. Homeowners should lubricate door locks and handle mechanisms at six-month intervals using a powdered graphite type lubricant rather than oil-based products. Under normal use and with periodic maintenance, lock mechanisms should perform for several years.

## LIGHTING

Replacement of light bulbs in all lighting fixtures is the purchaser's responsibility. In enclosed lighting fixtures, avoid using bulbs greater than 60 watts capacity. When in doubt, refer to the notice affixed inside most fixtures that identifies the type of bulb the fixture is designed to use.

Some exterior lighting fixtures may be controlled by a light-sensitive photo-electric switch located somewhere on the house exterior. This switch automatically activates connected lighting at dusk or when darkness falls. If this type of switching is a requirement of a site or subdivision agreement with municipal authorities, expired bulbs should be replaced when necessary.

## PAINTING

Tartan Homes coats walls, ceilings, trim work and doors with quality paints and finishes. Railings, mantles and hardwood flooring are coated with natural wood finishes, unless painted, to enhance natural characteristics of wood products. Some wood surfaces may be factory finished.

Defective work observed and recorded during the Pre-Delivery Inspection or 24-hour Inspections will be corrected by the builder.

After your home has been occupied, repainting and touch-up work may not exactly match existing work either in colour or sheen. Natural lighting throughout the day may change the appearance of a properly painted surface. Brush marks are acceptable in cut in areas and on trim and may vary in appearance with paint type. Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible. Tartan will not paint over plaster touch-ups done at Year-End.

Exterior windows and other components may require periodic repainting, including doors, door frames, wood louvers and permashield trim panels.

## PLUMBING SYSTEM

As in all homes, plumbing systems in new residences require care and maintenance to ensure they continue to function properly and dependably. Your plumbing systems consists of the following components:

- Pressurized water delivery and distribution via copper and/or composite plastic piping from the water meter to faucets and fixtures.
- Sanitary drainage and venting to drain used water from fixtures and toilets. This piping is usually made of composite plastic.
- Water heating system to provide hot water to faucets. This normally includes a hot water storage tank fuelled by natural gas.
- Faucets and controls to control flow and temperature at the fixtures. These may also include special connections for automatic clothes and dishwashing appliances.
- Fixtures such as kitchen sink, basin, toilet, bathtub, shower cabinet, laundry tub and as otherwise indicated on specific house designs.
- Basement floor drains.

### **Main Shut-Off Valve**

The Main Shut-Off Valve for water service to the home is usually located in the basement, adjacent to the water meter and towards the front of the home. If a leak in the plumbing develops, close the shut-off valve immediately to reduce the risk of water damage. Report the problem to Tartan's Service Department.

### **Basement Floor Drain**

This drain is usually located in the area of the basement containing the water heater. It is covered with a small grate and should be filled with water periodically to reduce the risk of sewage type odours escaping from the plumbing trap beneath the floor.

### **Basement Sewage Back-Up**

If a sewage back-up occurs in the basement during the warranty period, contact the Service Department so that the lateral sewer line may be inspected and, if necessary, cleared of obstruction. If the obstruction is construction related Tartan will make repairs free of charge.

### **Toilet Back-Up**

If a toilet becomes blocked and does not drain during the first two weeks of occupancy, contact the Service Department to have a plumbing professional inspect the toilet assembly and drainage system. Problems that are construction related will be repaired by the builder; other problems are the responsibility of the homeowner. Should toilets become blocked later, it is the homeowner's responsibility to contact and pay a plumbing specialist.

### **Water Heater**

The water heater unit is normally a natural gas-fuelled appliance rented from the local gas providing authority. This can be confirmed by checking the Agreement of Purchase and Sale. If a problem develops with the water heater, contact the gas providing authority directly for service. Maintain normal heat settings for domestic use.

**Plumbing Vents** (Please refer to section III, Outside Your Home)

## PLUMBING FIXTURES

Plumbing fixtures are the sinks, basins, toilets, showers and bathtubs that are part of the plumbing system. Their smooth surfaces should be cleaned regularly with mild non-abrasive cleaners using generous amounts of water.

Chips and scratches on enamel surfaces that are reported on the PDI or the 24-Hour will be repaired by Tartan's contractor, who will provide a one-year warranty from time of repair. Tartan will not replace tubs or showers unless advised to do so by our contractor.

All fixtures are covered by a one-year warranty on work and materials and must be maintained in accordance with the manufacturer's instructions. Damage resulting from improper maintenance and damage not reported on the PDI Report, including chipped or cracked porcelain, enamel or fibreglass surfaces, is excluded from warranty coverage.

When caring for plumbing fixtures, avoid:

- Use of abrasive cleaners and soap pads that can scratch and dull the glossy surfaces and cause them to become porous. Steel pads and some harsh cleaners may result in permanent damage.
- Scraping surfaces, including stainless steel sinks, with metal objects or utensils.
- Impacts on fixtures from hard objects such as a dropped hand shower or bottle which could result in hard-to-repair chips or scratches.
- Stepping into a bath or shower enclosure with footwear that might have grit attached to the sole.
- Use of sinks, basins and tubs to mix harsh chemical compounds. Photographic and developing solutions can cause permanent staining.
- Disposal of grease, fat and petroleum-based products into fixtures and into the drainage system. This material can lead to a plugged system.
- Periodically clean the water-filled traps attached to most plumbing fixtures to ensure they remain free of accumulations and obstructions.

Newer low-volume toilets that are required for new homes by the Ontario Building Code use less water to flush waste than older models, making their operation more sensitive to the effects of the amount of waste, amount of paper and volume of water in the tank. In some cases, multiple flushes may be required.

### Faucets/Controls

Faucets and controls are usually finished with a high-lustre chrome material, which may be wiped as necessary with a soft, damp cloth. Use only warm water to remove dry water spots. Avoid using cleaners that contain abrasives or harsh chemicals that could damage the finish and void warranty coverage. Avoid using alcohol based or other organic solvents.

Wax polish may be applied to surfaces periodically to facilitate regular cleaning.

Basins and bathtubs are normally equipped with pop-up type drain stoppers that should be removed periodically to remove accumulations or obstructions and ensure drainage is normal and pop-up mechanisms operate properly.

Aerators and filters in faucets and shower heads should be removed and cleaned regularly to remove particles in water systems that can accumulate and restrict water flow. Water connections and drainage systems for optional equipment such as ice-makers and humidifiers should also be inspected and maintained in accordance with the manufacturers' printed instructions.

## ROUGHED-IN SYSTEMS

In some cases, according to the provisions of the agreement of purchase and sale, the builder provides roughed-in systems to accommodate future installations of systems or products such as a central vacuum. This section summarizes what is normally included with roughed-in systems.

### **Central Vacuum Rough-In**

Homes with a central vacuum rough-in are equipped with a number of outlets in finished areas of the home. The outlets are normally connected to a composite plastic piping distribution system which is terminated in the basement for future connection of a central vacuum system.

### **Dishwasher Rough-In**

When the home has a dishwasher rough-in, there is an opening in the base of the kitchen cabinets to accommodate future installations of a standard size built-in type dishwasher. Plumbing waste rough-in is usually close to the kitchen sink waste pipe for future connection. An electrical wire is placed with one end either stapled to the sub floor under a dishwasher cabinet or suspended under the floor within a floor system space. The other end of the wire is normally coiled at or near the electrical system circuit panel. The wire is not connected to a breaker for electrical safety.

Rough-in systems, whether for mechanical, electrical, communications or otherwise, usually require finishing components and connections in order to function as a complete system. These are not provided by the builder.

## SMOKE DETECTORS

Smoke Detector Alarms provided with new homes require minimal maintenance. However, they should be tested in accordance with the manufacturer's instructions and should be cleaned regularly with a vacuum cleaner to ensure intake openings remain free of dust, grease or other obstructions which might impair proper operation. Most detection equipment is connected to the home's electrical system for power. If your smoke detector begins beeping for no apparent reason, change the battery and press the re-set button on all units to avoid an unnecessary service call.



OUTSIDE

# your HOME

## GENERAL LOT GRADING INFORMATION

Each subdivision has an overall grading plan which takes into consideration existing drainage patterns, storm water outlet and neighbouring properties. Each lot within the subdivision will have a detailed grading design which must be installed as per the design and must be verified by an Ontario Land Surveyor. The engineer must then certify that the lot has been graded in accordance with the approved lot grading plan. Once the lot has been certified by the engineer and accepted by the City it is the homeowner's responsibility to maintain the approved grading of their property.

Lots are graded in a manner that slopes the land away from the homes with surface water being collected by a series of swales and catch basin systems. The City of Ottawa requires slopes to be between 1.5% and 6.0%. Subdrains may be used if the slope is 1.0%. Swales are grassed shallow drainage channels with gentle slopes along the side. Swales are typically located along the side property line and rear property lines on the lower of adjacent streets and are designed to accommodate certain levels of surface run off from adjacent owners (typically up to 3-4 lots or more). Swales capture surface water and carry the water to a catch basin system – either a street catch basin or rear yard catch basin. A rear yard catch basin is typically flush with the ground and is located at low points along the rear property line. Water enters the catch basins which then drain into the City's sewer system.

After a rain event, homeowners can expect the swales to become temporarily spongy with excessive moisture and may experience some ponding up to a maximum of 0.3m. As the water slowly drains into the storm water system, the ponding and sponginess subsides, and the rear and side yards will return to normal. The yards will typically return to normal within 1-2 days of a rain event or longer in more extreme weather events.

### HOMEOWNER'S RESPONSIBILITY:

Once a homeowner takes possession of the house it is their responsibility to maintain the approved grading plan. Interference or changes to the lot grading can cause excessive ponding on the lot as well as all the lots upstream from the property. Grading changes and improper maintenance can not only cause damage to the property but also to the neighbouring properties.

Proper maintenance of the lot grading and drainage system should include the following:

- Drainage systems (swales and catch basins) should be kept free and clear of any obstructions including sheds, patios, walkways, debris etc...;
- Any settlement around the foundation or drainage swales should be repaired;
- Grass should be cut short within the swales to facilitate water flow;
- Swales should be redefined to ensure positive drainage if there is concerns with ponding;
- All new landscaping and construction including sheds, fences, walkways, patios, swimming pools etc. must take into consideration the grading and drainage system. The work must be carried out without any disruption to the system.

## ASPHALT DRIVEWAYS

With reasonable care, your asphalt driveway will last for many years. But as an external surface that is subjected to weather, traffic and the weight of your vehicle, it is not uncommon to see minor indentations and tiny cracks, stones that flake out and uneven areas, as well as some settling under car tires and dents from sharp objects, especially during hot weather.

To minimize damage, remember that your driveway is designed for cars and light trucks. Do not park heavy vehicles on it and avoid the following potential causes of damage: oil or gas leaks from your car; high heels and bicycle stands that cause holes in warm weather, and turning an automobile's front wheels while the vehicle is stationary.

If gasoline, paint or solvents are spilled, wash them from your driveway immediately with soap and water. Avoid chemical de-icers that can also damage your driveway's surface. Calcium chloride is a safe alternative to melt ice on asphalt.

Should heaving or settlement result in depressions exceeding 150 millimetres (six inches) during the first year of occupancy, the builder will patch or pad the subject area, which can often include where the driveway meets the garage. Repairs will be carried out one year after paving is completed. Cracks exceeding 6 mm (1/4 inch) will also be repaired. Periodically, ground frost penetration may move asphalt areas and alter surface drainage patterns. Such damage is beyond the builder's control but will often settle back into place when warm weather returns.

Damage resulting from movement of municipal services or other utilities is the responsibility of the homeowner and is not covered by your home's warranty, nor are tire marks, surface stone flaking, minor cracks at edges caused by expansion and contraction or damage cause by other people using your driveway.

Asphalt may require periodic maintenance and care to prolong performance and appearance. Re-sealing asphalt surfaces may help protect the finish.

## CONCRETE FOUNDATIONS

Minor surface cracking in foundation walls is a common occurrence in new homes and has no detrimental effect on the performance of the foundation.

Cracks may appear initially at the concrete curing stage where moisture evaporates from the material and the loss of volume results in material shrinkage cracks. Minor surface cracking may also result from stresses caused by extreme seasonal temperature variances where the material encounters stages of expansion and contraction. Dampness or condensation is not considered a warrantable item. Homeowners must take immediate steps to prevent damage to their property and report any losses to their home insurance provider.

## DRAINAGE

Exterior grading adjacent to the building is designed to promote surface water drainage away from the home and should not be adjusted. Where grading changes and is determined to be the cause of water penetration into the building, leaking will not be the builder's responsibility. Homeowners can restore proper grading by adjusting soil next to the home. Many leaks stop once grades are restored.

## EAVESTROUGHING AND DOWNSPOUTS

Tartan Homes does not install eavestroughing on its homes. Where eavestroughing and downspout systems are installed by the homeowner, water discharge locations should be checked periodically to ensure that the grade next to your home continues to direct water away from the walls. Placement of erosion control pads at discharge locations, or lengthening the ground level portion of the downspout will reduce the risk of erosion and move water farther from your home.

Eavestroughs should be kept free of debris, leaves or other material that may reduce the water flow. Do not direct the flow from the downspouts onto your driveway.

During winter, ensure water does not become trapped and freeze in the trough system. This condition could contribute to ice damming at the roof.

## EXTERIOR CAULKING

Exterior caulking is an important component of the building envelope system that helps keep moisture and air from penetrating a home. Caulking is generally applied to seal intersections between finished materials, around windows, doors, plumbing, electrical outlets and other mechanical and electrical equipment projecting through the building exterior. Caulking should remain somewhat firm but reasonably pliable to accommodate minor movement of the building structure.

If caulking develops large cracks or separates from surfaces, it should be removed and replaced with a good quality sealant. Leaks through caulking after two years are not warrantable.

## EXTERIOR ELECTRICAL OUTLETS

Exterior outlets are installed on the outside of your home to enable you to power electrical lawnmowers, hedge trimmers, Christmas lights, etc., without the need to run an extension cord from inside the home. If an exterior outlet is not working, ensure that the circuit breaker on the electrical panel is in the ON position. If the exterior outlet continues to malfunction, and you have lived in the home for less than 12 months, contact Tartan's service department.

## EXTERIOR TAPS (HOSE BIBS)

Exterior taps, sometimes called hose bibs or water hydrants, are the water faucets serving the house exterior. Sometimes there is a tap located inside the garage. This too is an exterior tap.

Prior to the onset of freezing temperatures, the water fed to these taps should be shut off from inside the home at the stop and waste valve (located behind the exterior tap) near the basement ceiling space. Remove the small drain cap from the side of the stop and waste valve and store the cap for next warm season use.

Remove, drain and store equipment such as garden hoses. Open the exterior tap from outside to permit trapped moisture to drain away and leave the tap open for the cold season. Reverse this procedure in spring when sub-zero temperatures are no longer a possibility.

When finishing basements, valves and other equipment that require periodic adjustment must remain accessible and should not be altered in any way that might affect their safe operation.

## FENCING

One of the first projects tackled by many owners of new homes is the installation of backyard fencing. Before doing so, the following issues should be considered:

- some development and subdivision documents contain restrictions and may include time delays to allow the developer to complete subdivision and grading work on adjacent properties. Before installing a fence, review the Agreement of Purchase and Sale together with attachments and covenants;
- most municipalities enforce restrictions and constraints as to location, type and size of fences permitted. Again, review your Agreement of Purchase and Sale.

Lot boundaries are established and confirmed after the house foundation has been erected. The builder's land surveyor provides a survey certificate describing the property and the building's location on the lot. Survey markers are commonly used by surveyors to carry out their fieldwork and may or may not remain in place after the house has been constructed. Avoid reliance on any existing survey markers of any type to determine property line locations. Survey markers may have been installed for various purposes or may have been moved by grading and construction operations. To establish property lines to ensure location of proposed fencing within the property, retain the services of a professional land surveyor.

Prior to excavating, contact and obtain clearance from applicable utility authorities to avoid damaging underground services and utilities. Most utilities provide this clearance service at no charge.

Tartan Homes is not responsible for settlement damage resulting from additions to the property subsequent to the closing date.

## LANDSCAPING

### **Lawns**

A lawn is part of the landscaping that turns a construction site into a pleasant and habitable property but it won't survive without your care and attention. The nursery grown sod installed on your property requires frequent, even daily, watering until the grass has rooted to the soil and shows evidence of vigorous growth. At this point, watering can be reduced to weekly depending on the weather. During warm summer months the soil should be wetted to a depth of at least 120 millimetres (five inches).

Shallow watering may result in shallow root growth, making the lawn susceptible to early drying or burning. Cutting grass shorter than two inches may also result in early drying. Avoid walking on newly installed sod when it is wet.

Semi-annual applications of fertilizer and weed control are suggested for continued healthy growth. Consult a local garden centre for information on suitable products. In spring, avoid letting snow remain in shaded areas for extended periods that could result in damage. Lawns may appear healthier in different sections depending on exposure to sunshine and other elements. Minor settlement of grades is common in landscaped areas. The purchaser is responsible for all landscape maintenance.

Sprinklers should be adjusted to keep water away from building surfaces to reduce the risk of moisture damage in the home.

## PRECAST CONCRETE PATIO PAVERS/WALKWAYS

Most homes are equipped with concrete paver walkways and concrete paver patios that are susceptible to minor settling as a result of ground frost penetration. In most cases of settling, affected areas return to their original positions in warm weather. If they do not, the homeowner can correct this problem by adding sand under affected slabs. Tartan Homes is not responsible for re-leveling slab walkways or patios after the initial installation.

If affected areas do not return to their original positions, the purchaser should correct depressions and uneven surfaces. This will avoid related damage such as a flooded basement, which could result from altered drainage patterns.

It is normal for hairline cracks to appear in paver stones as a result of temperature and precipitation variances. Avoid the use of chemical de-icing compounds and cooking salts that can damage the surface of precast paving units.

### **Trees and Shrubs**

Trees and shrubs planted by Tartan Homes are good quality nursery material but healthy growth will occur only if the greenery is protected and maintained by the homeowner. The warranty is not valid where care and maintenance of plant material has been neglected.

Compact root systems, common to newly planted material, require more moisture than is provided by normal rainfall. Ensure tree planting pits – the dish-shaped soil areas located at the base of the tree—are thoroughly watered weekly during spring and summer to provide sufficient moisture and nutrients to the roots. Also, ensure tree planting pits remain free of weeds and are cultivated at a radius of three to four feet to a depth of four to six inches to promote air transfer to the root systems. The dish shape of the tree-planting pit should be maintained for the first two years as a reservoir for water.

Avoid raising soil above the base of a tree trunk because this could result in serious damage to the tree. Do not plant floral or other ornamental plants at the base of the tree for two years as this may divert necessary moisture away from the tree. Provide regular applications of fertilizer and, where necessary, insect control after consultation with a garden centre.

## MASONRY

The masonry finish on the outside of a house usually consists of bricks or stones held together by cement mortar. These finishes should last the lifetime of the house.

Generally, masonry requires little maintenance, although mortar joints and masonry cladding exposed to water and ice, and regular temperature fluctuations, may require repairs at some point. Hairline cracks are not a problem but larger cracks in excess of 1/4 inch will be repaired by Tartan within the warranty period, as will conditions of loose mortar.

If brick becomes dirty, contact a professional brick cleaner or clean it by flushing the surface with the spray from a garden hose, gently scrubbing the brick or stone with water and a soft brush, or using a brick cleaning solution available at hardware and building supply stores. Always follow directions.

Water that finds its way out of the space behind masonry drains through small openings known as weepholes set in the base of the wall and above windows and doors. Never fill or cover these holes. Also note that mortar joints are not waterproof. When locating flower beds next to the home, keep soil at least 200 millimetres (eight inches) below the lower edge of the masonry to prevent water damage to the finish, insulation and framing of the walls. Earth next to the house should be graded and maintained to move moisture away from the building.

## OVERHEAD GARAGE DOOR

To ensure smooth operation of your overhead garage door, manufacturers recommend three applications per year of 10-W-40 oil to moving parts, the track system and the interior face of the door, the latter to reduce road salt damage.

Opening properly balanced overhead door systems should not require excessive force. Applying excessive force could cause a door panel to release from the track, resulting in damage or injury to the user.

Homeowners who install automatic garage door operators should consult the manufacturer's installation manual prior to starting the work. Some door types may require additional reinforcement to accommodate certain types of door opening systems. Tartan Homes provides a ceiling-mounted electrical outlet in the garage as a convenient power source for added door operator systems. Review operation and maintenance instructions to promote safe operation.

## POSTS AND BEAMS

Steel posts and beams, sometimes made of wood, are essential structural components designed to support specified loads for the building.

They should not be altered, adjusted, removed or cut in any way that will affect their performance without consulting with a qualified professional structural engineer. Steel angles that support brickwork over windows and door openings are also structural components.

## PROPERTY LINE

Once the foundation has been poured, a survey certificate that accurately locates your home on the lot is prepared as part of your legal documents. This document accurately describes the property line boundaries in relation to the home's location on the lot. A copy of this document is provided to the purchaser at time of closing.

Survey pins hammered into the ground approximately two feet below grade at the corners of your lot define your property's boundaries. Because these pins are sometimes moved during construction, it is advisable to obtain the services of a surveyor before building a fence to ensure your fence is built on your property. Prior to digging fence post holes or making other excavations on your property, call local utilities to locate underground services.

## ROOFING AND FLASHING

The asphalt shingles and metal flashing on your roof are the most commonly used roofing materials used in residential neighborhoods and will last many years without the need for repairs or replacement. Under normal conditions they will allow no water penetration into our home.

Slight variations in colour may occur during the manufacture of roofing materials and cannot be controlled by the builder. In most cases, these are hardly noticeable and will become less so over time. They do not affect the performance of your roof, nor do variations or puckering that may be the result of roof sheathing and or fastenings expanding and contracting as temperatures vary.

The roof should be inspected annually to ensure shingles are not broken or cracked and to determine if caulking around venting, skylights and flashings continues to provide impermeable seals. Damaged caulking should be re-sealed and damaged shingles replaced. Damage caused by weather is not the builder's responsibility but may be covered by your house insurance.

### **Ice Damming**

Heavy build-ups of snow at the roof eaves, in combination with daytime thaws and re-freezing at night can lead to a condition known as ice damming. Ice dams can prevent water from draining from the roof and may lead to roof leaks as water moves under the shingles, potentially causing damage to interior walls and ceilings. Warranty coverage applies only where the ice dams result from a demonstrated defect in the work or material supplied by the builder. When damage occurs, homeowners should take immediate steps to prevent damage and report any losses to their insurance company.

The most effective way to avoid ice damming is to make arrangements to have a roofing contractor remove snow and ice. Where ice dams have already formed, have the ice removed so that normal drainage patterns are restored.

Climbing onto a sloped, ice-covered roof is extremely hazardous and is not recommended. When removing ice and snow from a roof, care should be taken to ensure shingles remain undamaged. Additional information is available in “What Every Home Buyer Should Know,” a publication from the Tarion Warranty Program.

### **Attic Ventilation and Roof Vents**

Attic ventilation, using roof vents and soffit openings, is designed to move air through attic spaces and to the outdoors to avoid substantial temperature differences between attic and outdoor air and to control moisture. All openings should remain free of obstructions to function properly. During winter periods in severe storm conditions, wind may force snow to blow through attic vent openings in the attic space. Accumulated snow should be carefully removed before it melts and causes water damage. This condition is the responsibility of the homeowner.

### **Plumbing Vents**

Plumbing vents provide ventilation to portions of the plumbing drainage system and help exhaust sewage gas odours from the system. They normally outlet through the roof as composite plastic piping. If a sewage-like odour is observed, it may be the result of a blockage to the vent, most often caused by excessive snow accumulation or bird or squirrel nests. Blockages should be removed to restore proper ventilation. Tartan Homes recommends that you call a professional roofer to examine and eliminate the problem.

## **SIDING**

Siding, whether it is made from metal, vinyl, wood or composite materials may expand and contract and minor gaps or bulges may appear between joints and connections. The builder will repair excess separations or bulges at the end of the first year of the warranty period.

Vinyl and metal siding can be washed with a mild, nonabrasive detergent and water to be returned to its original condition. Colouring will fade over time from exposure to natural elements and discolouration may occur if siding is exposed to sprinkler or garden watering.

Metal siding, although durable, may become permanently dented when struck with sufficient force with small or sharp objects. Vinyl siding resists denting but may become brittle in cold temperatures when it can be shattered upon impact. Vinyl siding can be distorted with extreme heat so barbeques should be kept well away from siding.

## WINDOWS

Windows installed by Tartan Homes are usually one of the following:

- Wood frames and sashes
- Wood frames and sashes (clad with vinyl, metal or factory coating)
- Extruded PVC frames and sashes

Exterior wood window frames and sashes require regular painting, while windows made from PVC or clad with vinyl, metal, or a factory coating, require little maintenance, other than regular cleaning.

Most modern windows are resistant to air and moisture penetration when properly adjusted and closed to ensure positive contact with weatherstripping. Most window sashes including fixed, casement, slider or awning are glazed with insulating sealed glazing units warranted against failure for at least four years by the manufacturer.

Labour costs are usually not covered where glazing units require replacement after the first year of the warranty.

Although windows are weather resistant, they may at times experience air leakage during extreme cold and wind conditions. Drafts may be observed at times near windows during extreme cold temperatures even when there is no wind. These are caused by convection currents within the home as warm air rises and cooler air descends. This should not be confused with actual air leakage. If condensation and frost are observed on windows, humidity levels in the home should be adjusted.

Weatherstripping becomes worn with use and should be inspected and replaced by the homeowner on a regular basis.

Hardware mechanisms on operable window sashes are usually designed to lock the sash against the weather seal of the frame. If there is more than one locking device, as with some casement windows, ensure all are locked or unlocked. Locking only one could result in twisting of the window sash making it difficult to operate.

Caulking material around windows and doors should be inspected and maintained by the owner.



# glossary

<b>Agglomerated Marble</b>	Composite manufactured marble made from natural marble.
<b>Asphalt</b>	Asphaltic concrete mixture for paving of roadways, driveways and walkways.
<b>Attic</b>	The unfinished and unheated spaces located within the roof assembly above the ceiling and below the roof.
<b>Building Envelope</b>	Exterior assemblies of a building, including walls and roof, which separate the interior spaces from exterior elements and weather.
<b>Cast-in-Place Concrete</b>	Concrete work which has been erected in its fluid state into site constructed formwork to be shaped and cured.
<b>CMHC</b>	Canada Mortgage and Housing Corporation.
<b>Composite Plastic</b>	Processed plastic-based products designed for special purposes such as vent piping, water piping and conduits.
<b>Creosote</b>	Tar-like substance that may accumulate on the inside surface of fireplace chimney vent piping.
<b>Drainage Patterns</b>	Sloped surfaces designed to shed or channel rain water to specified locations for drainage. May apply to lot grading, driveways or roof design.
<b>Fascia</b>	Flat exterior trim assembly at the end of the roof between the roof finish on top and the soffit beneath. Fascia is usually clad in aluminum.
<b>Finish Carpentry</b>	Interior finishing carpentry systems including interior doors, baseboards, casings, quarter rounds, wood coves, shelving and capping.
<b>Flashing</b>	Metal or composite plastic smooth-surfaced drainage system designed to be installed at intersections beneath and behind brickwork and roofing to promote water drainage away from the building.
<b>Floor System</b>	Structural elements, such as floor joists or engineered floor, to span spaces between beams or walls and covered with subfloor sheathing.
<b>Footings</b>	Cast-in-place concrete perimeter base which supports the foundation walls and the house structure.
<b>Formwork</b>	Temporary forms, usually made of wood, constructed at the worksite to hold and shape cast-in-place concrete for footings, foundations and curbs.
<b>Foundation</b>	Cast-in-place concrete perimeter walls supported by the footings and supporting the building wood frame structure.
<b>GFI</b>	Ground Fault Circuit Interrupter for specific electrical circuits to reduce the risk of electrical shock caused by a ground fault in electrical tools and appliances.
<b>Grading</b>	Sloped ground surfaces designed to maintain drainage patterns around buildings and the building lot.
<b>Ground Frost</b>	Frost and frost action which occurs beneath the ground surface in winter.
<b>Hose Bib</b>	Sometimes called Lawn Service or Wall Hydrant. The exterior water faucets designed to accept normal garden hose connections.

<b>HRV</b>	Heat Recovery Ventilator required with some heating systems to assist in control of indoor air quality and humidity levels.
<b>Humidistat</b>	Device used to measure relative humidity in air.
<b>HVAC</b>	Heating, Ventilation and Air-Conditioning systems.
<b>Ice Dams</b>	Ice ridges that may form on roof edges from freeze and thaw cycles of accumulated snow deposits.
<b>Insulation Baffle</b>	Device, usually made of styrofoam, installed in attic spaces to maintain air space to soffit venting between roof trusses and ceiling insulation.
<b>Joists</b>	Heavy lumber (or engineered system) used as the structural Floor System.
<b>Kiln-Dried</b>	Lumber which has been artificially dried to reduce moisture content to specified levels in order to reduce shrinkage and twisting through the drying period.
<b>Lintel</b>	Structural component (usually wood) to carry structural loading across and over openings such as windows and doors.
<b>Material Shrinkage</b>	Shrinkage that occurs in material such as concrete and wood as moisture content is reduced throughout the drying-out period.
<b>Mechanical</b>	Plumbing, drainage, heating, cooling and ventilation systems in buildings.
<b>Millwork</b>	Specialty woodwork, such as cabinetwork, including fabricated columns, mantles, railings, etc.
<b>OBC</b>	Ontario Building Code.
<b>OCHBA</b>	Ottawa-Carleton Home Builders' Association.
<b>ONHWP</b>	Ontario New Home Warranty Program
<b>PDI:</b>	Pre-Delivery Inspection.
<b>Pins</b>	Survey markers used by surveyors to layout and establish property lines, setbacks and easements.
<b>Precast Concrete</b>	Concrete which has been cast, shaped and cured at the factory to be later shipped and erected at the worksite. This can include entry steps.
<b>Rebar</b>	Reinforcing steel rods sometimes inserted into cast-in-place concrete work and assemblies to increase strength and resist cracking.
<b>Roof Vents</b>	Venting systems placed through the roof to promote air circulation in the attic.
<b>Sash</b>	Part of a window assembly which houses the glass and sometimes is the operable component in the window frame.
<b>Siteworks</b>	Exterior cladding material such as aluminum, vinyl and wood to cover walls.
<b>Soffits</b>	The underside portion of the roof assembly which overhangs or projects beyond the exterior wall and is usually clad in aluminum with small openings for ventilation.
<b>Sono-Tubes</b>	Sometimes called Sono-Posts or Piers, are cylindrical forms placed on pads or footings and filled with concrete to form posts or piers.

<b>Studs</b>	Structural components, usually wood 2x4 or 2x6, to construct the vertical parts of wood frame wall assemblies.
<b>Subfloor</b>	Interior sheathing material, usually a form of wood product, fastened directly to the upper side of the floor system and under the floor finish assemblies.
<b>Subgrade</b>	Soils and earth conditions beneath the footings.
<b>Telepost</b>	Structural Steel Posts equipped with a telescopic adjustment and commonly visible in basements supporting structural beams.
<b>Thermopane</b>	Commonly used industry term to describe window glass units that are sealed with a vacuum between the glass to reduce temperature transmission.
<b>Trusses</b>	Wood structures that are factory engineered and constructed to be shipped to the worksite and erected to form major components of the roof assembly.
<b>Unit Pavers</b>	Usually made of precast concrete and used as patio slabs or interlocking bricks for walkways and patios.
<b>VCT</b>	Vinyl composition tile.
<b>Weep Holes</b>	Small openings at the bottom course of brickwork to promote drainage of any moisture which may have collected behind the brick finish.
<b>Window Well</b>	Usually a type of corrugated metal enclosure to retain exterior grade levels where basement windows extend to below exterior grade surfaces.

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