

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 PURCHASE A NEW HOME FROM

# tartan homes

We share your excitement about your new residence and look forward to having you work with us to have your home built.

Tartan Homes designed this Homeowner Manual to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier.

In addition to guiding you through the process of purchasing and building, this manual will provide you with maintenance guidelines and warranty information for your new home.

Take the time to review all material thoroughly. We have placed a great amount of detail into this manual.

Please bring **this manual to all scheduled** meetings. As we progress, we have provided you areas to add additional information as required. Once complete, your manual will provide a useful record of information regarding your new home.

If you require clarification or additional details regarding any topic discussed, please check our website at [www.tartanhomes.com](http://www.tartanhomes.com), or give us a call.

If you have purchased a Tartan Java Condominium you should note that the steps and procedures for moving from sale to occupancy are not the same as with a single family home. This manual will highlight the differences in the appropriate places.

We are delighted to welcome you as part of the Tartan Homes family.

**Sincerely,**

Ian Nicol, Bruce Nicol

Tartan Homes

# TABLE OF contents

<b>Section 1: Introduction</b> .....	6
Tartan Homes .....	7
What Happens Next? .....	8
An Overview of Your New Home Experience .....	8
Purchasing Your Home .....	8
Arranging for Your Mortgage .....	8
Colour Selections .....	8
Construction of Your Home .....	8
Pre-Delivery Inspection .....	8
Closing on Your Home .....	8
Caring for Your Home .....	8
Your Feedback and Suggestions .....	9
Tartan Contact Information .....	10
<b>Section 2: Purchasing Your Home</b> .....	11
Insert General Information Sheet .....	12
Insert the completed Agreement of Purchase and Sale .....	13
Change Order .....	14
Insert the completed Change Order Forms .....	15
Insert the completed Sales Checklist .....	16
Insert the completed Other Documents .....	17
Insert the Upgrades Available List .....	18
<b>Section 3: Arranging Your Loan</b> .....	19
Financial Approval Requirements .....	19
Down Payment Worksheets .....	20 – 22
Monthly Payment Worksheets .....	23 – 25
<b>Section 4: New Home Selections</b> .....	26
Standard Features .....	26, 27
Optional Features/Upgrades .....	26, 27
Exterior Choices/Upgrades .....	27
Design Centre Appointments .....	28
Appliance Dimensions .....	28
Change Orders .....	28
Processing .....	28
Interior Colour Selections .....	29
Be Thorough .....	29
Colours .....	29
Record of Selections .....	29
Cutoff Points for Changes .....	29
Insert the Colour Selection Procedure Sheet .....	30
Insert the Records of Colour Selection Sheet .....	31
Insert the Colour Selection Purchaser Confirmation Sheet .....	32
Insert Change Order Forms .....	33
Trades Showroom List .....	34

<b>Section 5: Construction of Your Home</b> .....	35
Construction of Your Home .....	36
Start of Construction .....	36
Safety .....	36
Construction Tour .....	36
Locks and Keys .....	36
Plans and Specifications .....	37
Individual Foundation Designs .....	37
Topography and Homesite Conditions .....	37
Natural Variations .....	37
Quality .....	37
Errors and Omissions .....	37
Your Questions .....	37
Ugly Duckling Stages .....	38
Private Home Inspectors .....	38
Single Source .....	38
Trade Contractors .....	38
Schedules .....	39
Closing Date Updates .....	39
“Nothing’s Happening” .....	39
Construction Sequence .....	39
<b>Section 6: Pre-Delivery Inspection</b> .....	41
Pre-Delivery Inspection .....	41
Scheduling .....	41
Last-Minute Activity .....	41
Preparation .....	41
Allow Enough Time .....	41
Bring This Manual .....	41
Attend Alone .....	41
Review Inspection Forms .....	41
Cosmetic Surfaces .....	42
Bring Questions .....	42
Attire .....	42
Get Involved .....	42
Quality .....	42
Completion of Items .....	42
Insert PDI form .....	43

<b>Section 7: Closing on Your Home</b> .....	44
Closing on Your Home .....	45
Location .....	45
Documents .....	45
A. Transfer/Deed of Land .....	45
B. H.S.T. New Housing Rebate .....	45
“The Final Number” .....	45
Preparation .....	45
Form of Payment .....	45
Insurance .....	45
Utilities .....	45
House Keys .....	45
Mailbox Keys .....	45
Storing Documents .....	45
Closing on your JAVA condominium .....	46 – 48
<b>Section 8: Home Care Manual for New Homes</b> .....	49

# introduction

- Tartan Homes – Background on our company
- What Happens Next? An overview of the major steps in the home-buying process
- Who's Who? Names and contact information of key people who will assist you in this process

# 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 immediately set its sights on becoming an Ottawa leader in community development and home construction. It began in the region's south end, with The Highlands and Faircrest—still regarded as one of the region's most successful apartment dwelling developments. It rapidly moved into single-family homes, and 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 or its activities to the local scene. It ventured into Florida, where it built a prestigious condominium community for Laven's Tennis Club, a world-class resort. And on the West Coast, it built The Inlets, a community of estate-like bungalows.

Today Tartan is recognized as the discerning homebuyers' builder—the company that puts more thought, care and attention to detail into every home it builds. While its 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 second to none.

Now under the direction of the next generation of Nicols, Wes' sons Ian and Bruce, Tartan is currently more active than at any time in its history. Its Havenlea, Woodland Trails, Findlay Creek, and River's Bend, Fraser Fields and Jackson Trails communities, plus its Java condominium flats in Barrhaven are already home to hundreds of families. The company also recently completed a new in-fill condominium development 92 Holland, in the near west end. Tartan is now building Havencourt, Havencrest and Trailwest, all in the region's west end, plus Java condominium flats. Continuing the company's tradition of innovation, all Tartan homes are now ENERGY STAR® certified - in fact, Tartan's Jackson Trails was the country's first community of ENERGY STAR® qualified new homes. Another example of Tartan's leadership in new-home design is the Tartan Java product one and two bedroom apartment condominiums. Over the past 40 years, Tartan has built quality homes for generations of Ottawans—and will continue to do so for generations to come.

# WHAT HAPPENS next?

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

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. Before Tartan Homes starts to build your new home, you participate by taking care of several important aspects of your purchase. Building a new home is an investment of your money, your emotions, and your time. Many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 a.m. and 5:00 p.m. The chronological list that follows outlines the events that typically take place in the purchase of a new home and provides an overview of the events that will require your time and attention. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule.

### **Purchasing Your Home**

The Agreement of Purchase and Sale constitutes the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, your lawyer should review them. Once all the paperwork is signed, please insert those documents in Section 2 of this manual, Purchasing Your Home.

### **Arranging for Your Mortgage**

Once you have signed your purchase agreement, finalizing the details for financing your home is next.

### **New Home Selections**

New Home Selections, Section 4 of this manual, will assist you in the exciting process of personalizing your new home with your selections.

### **Construction of Your Home**

Several tasks need to be completed prior to the start of construction. Some of these are our job; some are yours. They are described in Sections 4 and 5 of this manual.

Please read Section 5, Construction of Your Home, for guidelines on safety, security, and work in progress.

### **Pre-Delivery Inspection**

The Pre-Delivery Inspection has two purposes. The first is to demonstrate the features of your home and discuss maintenance. Equally important, we want to confirm that we have delivered your new home at the quality level described in our documents and with all your selections correctly installed. The second is to document any last minute items that need to be completed. Completion of the pre-delivery inspection is a requirement of the Tarion warranty program. For detailed information, please review Section 6, Pre-Delivery Inspection.

### **Closing on Your Home**

Closing on Your Home describes important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

### **Caring for Your Home**

Many of your responsibilities as an owner and Tartan Homes' responsibilities under the terms of our warranty are discussed in our Homeowner Manual and Tarion's website. Familiarize yourself with the home maintenance you should provide and our warranty service commitment to you.



### **Your Feedback and Suggestions**

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. In our goal to build the best home and the best customer relationship possible, we survey our customers after move-in. 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 all our customers to give an honest assessment through the surveys. The surveys are anonymous, and the survey company does not give personal information to anyone.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

Furthermore, from time to time we offer generous referral incentives, as well repeat-buyer incentives. Check our website to see what programs are available.

# WHO'S who?

## SOME NAMES YOU SHOULD KNOW

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or to 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**

Drop-in  
Tuesdays & Thursdays 4 to 7:30 p.m.  
Saturday & Sunday 12 to 4:30 p.m.  
126 Spartina Street  
☎ (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 Wednesday  
12 to 7 p.m.  
Saturday, Sunday, Holidays  
12 to 5 p.m.

### **Findlay Creek**

**Darlene Beamish**  
600 Willowmere Way  
☎ (613) 247-0078  
☎ (613) 822-0446  
dbeamish@tartanhomes.com

### **Havencrest**

**Havencourt**  
**Anisa Smith**  
2083 Jockvale Road  
☎ (613) 843-0752  
☎ (613) 843-1574  
asmith@tartanhomes.com

### **Russell Trails**

**Heather Baltussen**  
11 York Crossing  
☎ (613) 496-0168  
☎ (613) 496-0193  
hbaltussen@tartanhomes.com

### **Poole Creek**

**Marissa Tessarolo**  
1862 Maple Grove Road  
☎ (613) 435-5491  
☎ (613) 435-5689  
mtessarolo@tartanhomes.com

# PURCHASING YOUR home

If you are reading this manual you have already completed the most important step towards the purchase of your new home, the Agreement of Purchase and Sale. During this meeting with your sales representative you would have reviewed and signed many different documents. Please remember to insert your executed copies in this section of the manual.

**Purchaser Documents** – Please Insert the following:

- General Information sheet
- Agreement of Purchase and Sale (APS)
- Change Order forms (C.O.)
- Sales Checklist
- Other Documents
- Upgrades Available List



THE GENERAL

# information

**SHEET**



THE COMPLETED AGREEMENT OF

# purchase & SALE

**Change Order**

Tartan Homes uses a Change Order (C.O.) order form to describe and document all changes you may request to your new home's plans and specifications. Changes and upgrades will not be completed unless there is a C.O. signed by both the purchaser and Tartan Homes.



THE COMPLETED CHANGE

order

FORMS



THE COMPLETED

sales

CHECKLIST





THE COMPLETED

other

DOCUMENTS



THE UPGRADES

# available LIST

# ARRANGING YOUR loan

## FINANCIAL APPROVAL REQUIREMENTS

As outlined on page 1 (clause 3) of your Agreement of Purchase & Sale, you are required to provide Tartan Homes with financial approval documentation within 10 days of firm sale. Please review this clause thoroughly.

### A. What Tartan Requires

Tartan requires a mortgage commitment from your financial institution. This mortgage commitment letter must state that you have sufficient funds and financing in place to purchase your new home at the total purchase price. The only applicable conditions to a mortgage commitment that will be acceptable are:

- a) mortgage is conditional upon satisfactory appraisal of the new home being purchased;
- b) mortgage is conditional upon proof of firm sale of your existing home.

### B. Incomplete Mortgage Information

Occasionally, Tartan receives mortgage commitment information that is incomplete. Incomplete mortgage information typically comes in the form of a mortgage commitment letter that includes several conditions. We request that all mortgage conditions with the exception of the 2 outlined above are waived. The following are typical mortgage conditions that are not acceptable in a firm mortgage commitment:

- a) verification of employment / proof of income;
- b) proof of down payment;
- c) proof of equity in existing home;
- d) lowering your debt service ratio, paying off existing loans.

### C. Summary

To summarize, Tartan simply requires a mortgage commitment letter that states you have sufficient funds and financing in place to purchase your new home at the total purchase price. Tartan cannot accept mortgage commitments that are conditional upon items listed in section B above.

## 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 percent of mortgage) \$ \_\_\_\_\_  
Moving Costs \_\_\_\_\_  
Landscaping \_\_\_\_\_  
Connection Fees (Phone, Cable, Internet, Satellite, etc.) \_\_\_\_\_  
Insurance \_\_\_\_\_  
Window Coverings \_\_\_\_\_  
Other 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 5 percent of mortgage) \$ \_\_\_\_\_  
Moving Costs \_\_\_\_\_  
Landscaping \_\_\_\_\_  
Connection Fees (Phone, Cable, Internet, Satellite, etc.) \_\_\_\_\_  
Insurance \_\_\_\_\_  
Window Coverings \_\_\_\_\_  
Other 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 5 percent of mortgage) \$ \_\_\_\_\_  
Moving Costs \_\_\_\_\_  
Landscaping \_\_\_\_\_  
Connection Fees (Phone, Cable, Internet, Satellite, etc.) \_\_\_\_\_  
Insurance \_\_\_\_\_  
Window Coverings \_\_\_\_\_  
Other expected expenses \_\_\_\_\_

### Down Payment

Adjusted total available funds \$ \_\_\_\_\_  
Minus total expected expenses \_\_\_\_\_  
**Amount Available for Down Payment** \$ \_\_\_\_\_



## MONTHLY PAYMENT

# Worksheet

### **Mortgage Payment**

Principal and interest \$ \_\_\_\_\_  
Property Tax \_\_\_\_\_

Total Loan Payment \$ \_\_\_\_\_

### **Estimated Utilities**

Electric \$ \_\_\_\_\_  
Gas \_\_\_\_\_  
Water, Sewer \_\_\_\_\_  
Cable TV, Satellite \_\_\_\_\_  
Security System Monitoring \_\_\_\_\_  
Telephone \_\_\_\_\_  
Internet \_\_\_\_\_

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

### **Monthly Payment**

Loan Payment \$ \_\_\_\_\_  
Condominium Fees (for Java) \_\_\_\_\_  
Estimated Utilities \_\_\_\_\_  
Home Owners Insurance \_\_\_\_\_

**Total Monthly Payment** \$ \_\_\_\_\_



## MONTHLY PAYMENT

# worksheet

### **Mortgage Payment**

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

Property Tax \_\_\_\_\_

Total Loan Payment \$ \_\_\_\_\_

### **Estimated Utilities**

Electric \$ \_\_\_\_\_

Gas \_\_\_\_\_

Water, Sewer \_\_\_\_\_

Cable TV, Satellite \_\_\_\_\_

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

Telephone \_\_\_\_\_

Internet \_\_\_\_\_

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

**Monthly Payment** \$ \_\_\_\_\_

Loan Payment \_\_\_\_\_

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

Estimated Utilities \_\_\_\_\_

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

**Total Monthly Payment** \$ \_\_\_\_\_

## NEW HOME

# selections

**What Am I Selecting?** – describes the upgrade and colour selection process

**Standard Features** – confirm your understanding of which features are included in your new home

**Optional Features** – you can select from many popular options to personalize your new home, see our Upgrades Available sheet

- Architectural Upgrades and Exterior Colours
- Pre-Construction Upgrades
- Upgrades Available at Time of Interior Colour Selection

**Cut-Off Dates** – describes when you can order your upgrades

**Selection Process** – Tartan Homes will consider your requests for custom features

- Tips for Getting Started
- Design Centre Drop-In Hours
- Design Centre Appointments
- Upgrade Prices
- Bell and Cable
- Appliances
- Change Orders (C.O.)
- Processing

**Interior Colour Selections** – reminders to guide you through the selection process

- Be Thorough
- Colours
- Record of Selections

**Colour Selections Documents** – Please insert the following:

- Colour Selection Procedure
- Colour Selection Sheet
- Colour Selection Confirmation
- C.O. Forms Pertaining to Colour Selections

## NEW HOME

# selections

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

### What Am I Selecting?

In order for Tartan to begin building your home there is some important work for you to complete. You need to select the style and colour of the finish items in your home (such as hardwood floor, ceramic tile, carpet, kitchen cabinets, other) as well as finalize all upgrade selections. Tartan has a procedure in place that will guide you through the selection process. It is essential you take the time to understand this process. The key to making the most of your selections experience is to BE PREPARED. Before you start, we want to review such concepts as standard vs. optional features, upgrade categories and cut-out dates.

### Standard Features

Each floor plan includes standard features as listed on the Standard Features Sheet in Schedule G (Schedule H for Condos) 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 (Schedule H for Condos) will be included in your home. Many features you have seen in our model homes are upgrades and will not be included unless signed for on a Change Order (C.O.). We have posted our model home upgrades in the entry of each home. Please review this list and consult your Sales Representative if you have any questions.

### Optional Features

Before Tartan Homes starts to build your new home the selection of options (or upgrades) and interior colours is required. Your cooperation in completion of this is required. Due to the time sensitive nature and the lead time required to order certain upgrades, we have separated these into three categories. The Upgrades Available Lists are enclosed in the following pages of this section.

**Architectural Upgrades and Exterior Colours:** These upgrade selections are required well in advance of building permit application. These upgrades are either changes to the standard floorplan or specialized interior features. Your exterior colour selection applies to single family homes only. Selection of exterior colours is required at the same time as the Architectural Upgrades. Because Tartan retains architectural control over the street scape of our attached units, exterior colour selections are not required for semi-detached units. Please note that some “early occupancy homes” are not eligible to receive Architectural Upgrade features.

**Pre-Construction Upgrades:** These upgrades are not required for the building permit application but are required well in advance of home construction. A significant amount of lead time is needed to order these upgrades from our trades and suppliers. Please review the Pre-Construction Upgrades Available list. Please note that some “early occupancy homes” are not eligible to receive Pre-Construction upgrade features.

**Upgrades Available at Time of Interior Colour Selections:** These upgrades options are available while you are selecting your interior colour choices. These upgrades are typically those you see everyday in your home –flooring, paint colour, ceramic tile etc.

### Cut-Off Dates

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

### Selection Process

The selection of upgrades will occur at the sales office with your Sales Representative and at the Design Centre with your Design Consultant. This process varies depending on where your community is. Your Sales Representative will outline this with you in detail when you are purchasing your new home.

### Tips for Getting Started

- Make a home wish list
- Take into account your family’s daily activities, your hobbies, and work and the kind of entertaining you do
- Visit our model homes and make notes on what model home features are of interest to you
- Visit the Design Centre to browse during our drop-in hours

### **PRIOR to your first appointment**

- Determine your budget for upgrade features before your first Design Centre appointment
- Create a master list of your upgrade ideas and bring this to your Design Centre appointments.

### **OTTAWA COMMUNITY DESIGN CENTRE DROP-IN HOURS**

**Tuesdays and Thursdays 4:00 p.m. to 7:30 p.m. | Saturdays and Sundays 12:00 p.m. to 4:30 p.m.**

We encourage you to attend Design Centre drop-in hours prior to your first Design Centre appointment. This will give you an idea of the vast level of colour selections for you to choose from. Due to the high volume of customers who attend the drop-in, we are not able to provide you with specific upgrade pricing during drop-in hours.

### **RUSSELL TRAILS DESIGN CENTRE HOURS**

**Monday to Wednesday 12:00 p.m. to 7:00 p.m. | Saturdays and Sundays 12:00 p.m. to 5:00 p.m.**

The design centre in Russell is open anytime during Sales Office hours for browsing your new home selections.

### **Design Centre Appointments**

Your Design Consultant will contact you to schedule appointments which are conducted during regular (daytime) business hours. The Design Centre is not a child friendly environment. So that you are able to fully focus on the selection process we strongly recommend that you arrange for a babysitter during your appointments. Due to the limited space in the Design Centre we ask that no more than 2-3 people attend the appointment.

### **Upgrade Prices**

Upgrade prices are available in two ways, as follows:

**Standard Extra Pricing (SEP):** Tartan has a substantial catalogue of upgrade pricing. These prices are typically for those upgrades available at time of selecting Interior Colours such as upgraded flooring and kitchen features.

**Request For Pricing (RFP):** More specialized upgrades require individual pricing. For example, many "Architectural Upgrade" prices are obtained through an RFP. Pricing of an RFP typically takes 5 business days.

Upgrade prices are subject to change without notice.

### **Bell and Cable**

For most of our homes, Tartan offers you the choice of selecting bell and cable locations (N/A for Trailwest nor Java units). It is essential you review this and determine your bell and cable locations prior to your first Design Centre appointment.

### **Appliances**

You will be required to provide our Design Centre with your appliance measurements prior to your interior selections being processed. With the variety of appliance selections available on the market today, we do not like to assume our standard openings will be sufficient for your appliances. Should you not provide Tartan Homes with this information we will proceed with standard openings and locations. We will not assume responsibility if your appliances do not fit in our standard openings. There may be additional costs involved in custom microwave or appliance sizes. If your appliances require water or gas line rough-ins, this may not be available at the final colour appointment. Please inform the Sales Representative or Design Consultant should your appliances have special requirements.

### **Change Orders (C.O.)**

Tartan Homes uses a Change Order (C.O.) form to describe and document all changes you may request to your new home's plans and specifications. Changes and upgrades will not be completed unless there is a C.O. signed by both the purchaser and Tartan Homes.

**In order to deliver your home on the assigned closing date, we order many items well in advance of installation. Once you complete your colour selections no further changes will be allowed.**

### **Processing**

When you request a change, your Sales Representative/Design Centre Consultant will document the request and submit it for pricing. Pricing of custom change requests typically takes 5 business days.

Sometimes a seemingly minor change impacts other elements of the home and therefore may come with hidden costs. For example if you order a ceiling fan the framing that will hold it is reinforced. If you add a window the framing, drywall, interior and exterior trim, plus paint costs may all be affected.

Changes of any kind are not permitted after the cutoff dates.

## **Processing Continued**

Information on pricing and schedule adjustments should be returned to your Sales Representative/Design Centre Consultant who will contact you for a final decision. If you elect to proceed with the change, we ask that you sign the Change Order form (C.O.). C.O.s that remain unsigned become null and void.

## **Interior Colour Selections**

You will be contacted by our Design Centre to begin your colour selection process. You will have 21 days to complete your selections after your first appointment. (Early Occupancy homes may be required to complete their colour selections within 10 days.) Your prompt completion of these selections helps prevent delays caused by backorders.

As a courtesy to Tartan, we ask that you provide us with 48 hours notice when you need to reschedule your appointment.

### **Be Thorough**

Our selection sheets are very detailed. We will help you fill in all information completely. Costly errors arise from assumptions and incomplete selection sheets. After completing this form, double-check all colour numbers and names and sign and date each page.

### **Colours**

You are welcome to bring cushions or swatches to showrooms to coordinate colours. View colour samples in both natural and artificial light to get an accurate impression of the colour. Variations between samples and actual materials installed can occur. 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. Some colours will appear different when seen in a large area as opposed to the sample.

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

### **Record of Selections**

Please retain your selection sheets for future reference. They are useful for matching paint colours, tile grout, and replacement items in your home.

For the protection of all concerned, all changes are documented and incorporated into your new home only after both you and Tartan Homes have approved and signed the Change Order. Our contracts with our trade contractors prohibit them from making any changes to plans or specifications without written Change Order authorization from Tartan Homes.

Java Condo Selections: Each Java block contains 12 condominium apartments, all built together at one time. As a result, the scope of customer 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.

### **Final Note:**

The possibilities for your new home far exceed the popular ideas suggested on our Upgrade Available Lists. As such, Tartan Homes makes no claim that we mention every possible idea. Furthermore, there are some upgrade features that are not available. Tartan Homes reserves the right to determine which upgrade items are available for sale.

### **Cutoff Points for Changes**

Tartan Homes follows a schedule of cutoffs for changes. Tartan Homes reserves the right to deny changes you request after these cutoffs.

All bold items on the upgrades available list must be purchased within 10 days of a firm sale. Non bolded items may be purchased at your colour selection appointment.



THE COLOUR SELECTION

# procedure SHEET



THE RECORDS OF COLOUR

selection

SHEET



THE COLOUR SELECTION PURCHASER

# confirmation SHEET





THE COMPLETED CHANGE

order

FORMS

## TRADES

# showroom list

The following is a list of our trades' showrooms you may visit. If you choose to visit the showroom, please do so promptly to ensure that colour selections are completed in a timely manner. Many upgrades are subject to cut-off dates. Please refer to the upgrades available list for a list of extras at the time of sale. Certain upgrades may not be available on inventory homes.

Please call ahead for an appointment and ask for the specific sales rep listed for each company:

### **APPLIANCES**

#### **National Capital Appliances**

Sales Rep: Samuel J Low  
☎ 613-818-2025  
sales@nationalcapitalappliances.ca

### **FLOORING**

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

195 Colonnade Road South, Ottawa, ON  
Sales Rep: Dylan Cashion  
☎ 613-226-3830 x 113

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

148 Colonnade Rd. South, Ottawa, ON  
Sales Rep: Paul Campagna  
☎ 613-274-7977

### **FIREPLACE**

#### **Harding Fireplaces**

2755 Carp Rd., Carp, ON  
Sales Rep: Mike Christian  
☎ 613-831-5056

### **PLUMBING**

Contact Sales Representative  
to arrange an appointment.

### **KITCHENS**

#### **Ottawa Valley Kitchens**

3855 McBean St., Richmond, ON  
Sales Rep: Meredith  
☎ 613-838-5552  
meredith@ottawavalleykitchens.ca

### **HANDRAIL**

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

77 Auriga Dr., Ottawa, ON  
Sales Rep: Luke Marsalek  
☎ 613-727-0680  
luke@urbanstairs.com

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

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

2210 Cavanmore Rd, Kanata, ON  
Sales Rep: Steve Cox  
☎ 613-831-2257

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

# CONSTRUCTION OF YOUR home

**Start of Construction** – Tartan Homes attends to several tasks before starting construction.

**Safety** – please respect the potentially dangerous nature of a construction site.

**Locks and Keys** – once you use your house keys, only your keys will open your home.

**Plans and Specifications** – no two homes are alike.

**Quality** – we monitor work on your home to note and correct any errors that occur and ensure that the home we deliver meets the standards we promised you.

**Single Source** – Tartan Homes selects all personnel and orders all materials that go into your home.

**Trade Contractors** – tradespeople have no authority to make changes without Tartan Homes written change order and are unaware of all the elements in your home; any questions you have should be communicated through your salesperson.

**Construction Sequence** – an overview of the major steps typically followed in building a home.

# CONSTRUCTION OF YOUR home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective and timely communication of your choices.

## **Start of Construction**

Before construction of your home can begin, Tartan Homes has several important tasks to accomplish that involve outside people and entities. For example:

- Changes you may have decided to make to the plans may necessitate revision of engineering for the home. This must be completed prior to applying for a building permit and can take from several days to several weeks.
- Residential construction requires that we obtain a building permit. The process varies and can take a few days to many weeks depending on the volume of applications being processed by the municipal building department. This volume varies from month to month.
- The time of year may affect the start date because of the weather conditions.

## **Safety**

We understand that you may want to visit your new home between these construction reviews. A new home construction site is exciting and can also be dangerous. Your safety is of prime importance to us. Please see the Safety Policy Schedule in your Agreement of Purchase and Sale.

## **Construction Tour**

Many buyers appreciate the opportunity to tour their home during construction. Tartan Homes provides you with this opportunity during our hosted site visit. This visit occurs when the home is fully framed, the roof and windows have been installed, and just prior to the installation of the insulation and drywall.

You will be contacted by a sales representative a week or so prior to 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.

This is an opportunity for you to see your house taking shape. It is not an opportunity to request further changes or upgrades.

**The hosted site tour is not available for Java condominiums.**

Please note that you are not permitted to enter the construction site unaccompanied at any time.

## **Locks and Keys**

Once exterior doors and locks are installed, we will access your home with a construction master key. Company policy prohibits staff members from loaning these keys to customers.

## **Plans and Specifications**

The City Of Ottawa building department must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Tartan Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

## **Individual Foundation Designs**

Another area where variations among homes can appear is 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 among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

## **Topography and Homesite Conditions**

Because each homesite is shaped differently, the position of your home on the site may vary from others in the community. You will receive a copy of a plot plan, a drawing that shows you the home's position on your homesite at closing.

In addition, the exterior elevations of each home are affected by the topography, or surface contours of your homesite. For instance, slope on the site may affect the number and configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions. Tartan Homes identifies existing trees on your homesite 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 any existing trees.

## **Natural Variations**

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

## **Quality**

Tartan Homes will build your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

## **Errors and Omissions**

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect 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.

## **Your Questions**

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, 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, do one of two things:

- A. Contact your sales representative, in writing, with your questions. Please keep the following points in mind once you have notified the your sales representative of a concern:
  - a) Although your concern may involve a detail Tartan Homes has already noticed, we appreciate you pointing it out. Still, correction may not occur immediately. Trades and suppliers often impose trip charges for extra visits to the home site so to be efficient, we may schedule the correction for the next routine visit. Also, a particular trade may be unavailable on short notice.
  - b) Work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished.
- B. Bring up your concerns at your Pre-Delivery Inspection.

### **Ugly Duckling Stages**

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure 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 completed homes you toured also once endured these “ugly duckling” stages.

### **Private Home Inspectors**

Some people have very little knowledge or experience with construction, and do not have anyone in their immediate circle of family or friends who can advise them. Sometimes they elect to use the services of private home inspectors to help them thoroughly review their homes, and advise them on the home’s quality. Along with most other new home builders, Tartan has policies regarding private home inspectors:

- A. Private home inspectors are not entitled to access the home at any time during the construction process.
- B. Private home inspectors are entitled to attend the Pre-Delivery Inspection (see pg. 42), but they should only follow the inspection process as directed by the Tartan representative, and assist their client with any questions or concerns. The PDI is the wrong time for a private home inspector to conduct their own thorough inspection. See below.
- C. The best time to use a private home inspector is prior to the submission of Tarion’s 30-day deficiency list (see pg. 51). The homeowner can use the contents of the private home inspector’s report to help them fill out the 30-day list. Neither Tartan nor Tarion will accept a private inspector’s report as a 30-day list.
- D. If correspondence is received from a private inspector, Tartan Homes will review the contents and undertake appropriate measures as required. Tartan Homes will not respond in writing to correspondence received from a private home inspector.

### **Single Source**

Tartan Homes is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. Although sweat equity arrangements are unavailable as a part of our purchase agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

### **Trade Contractors**

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

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions or requests for changes must go through Tartan Homes, and we will obtain input from trades when that is appropriate. 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.

## **Schedules**

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 severely impact 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 favorable 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.

## **Closing Date Updates**

Tartan Homes recognizes that timing is critical to planning your move. Tartan Homes can provide a firm closing date once the kitchen is installed. Meanwhile, be flexible and avoid making arrangements that might cause you worry if the move-in date changes.

You are always welcome to check with Tartan Homes for a closing date update. We suggest that until you receive this commitment you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided.

Please keep in mind that your belongings may be brought into the home only after the closing because of insurance issues and the regulations of the applicable building department.

## **“Nothing’s Happening”**

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as “lead time.” Time is allotted for completing each trade’s work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress 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 in every home. Also, throughout construction of a home, work progresses rapidly at some stages as highly visible stages are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in back framing and finishing).

## **Construction Sequence**

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

### **Foundation**

- Excavation
- Footing installation
- Form and pour walls
- Perimeter drain, if applicable
- Damproofing
- Inspection
- Backfill

### **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 trim
  - Sub-Fascia (boards at ends of rafters)
  - Windows and doors
  - Finish materials
  - Trim
  - Deck, if applicable

**Exterior painting or staining**

- Concrete or asphalt
- Fine grading
- Landscaping, if applicable
- Note: Seasonal work may occur after closing

**Interior**

- Rough-in of mechanical systems
  - HVAC (heating, ventilating, and air conditioning)
  - Plumbing
  - Electrical
  - Rough inspections
- Insulation
  - Insulation inspection
- Drywall
  - Hang
  - Tape and texture
- Interior trim
  - Doors
  - Baseboards, casings, other details
- Paint and stain
- Finish work
  - Cabinets
  - Countertops
  - Tile
  - Floor coverings
  - Hardware
  - Screens
  - Light fixtures
  - Plumbing fixtures

**Other**

- Construction cleaning
- Builder's Punchlist
- Final inspections
- Certificate of occupancy issued by the City of Ottawa
- Homeowner orientation
- Closing
- Home maintenance



## PRE-DELIVERY

# inspection

PDI is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. Our homeowner inspection provides you with a;

- Demonstration of your new home.
- Review of key points about maintenance and limited warranty coverage.
- Confirmation that Tartan Homes installed selections and options as you ordered them.

**Scheduling**

We schedule the inspection with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday, 8:00 a.m. to 3:00 p.m. In winter months, beginning by 3:00 p.m. assures sufficient daylight to view all surfaces adequately. We meet at your new home. Expect your inspection to take approximately 2 hours.

**Last-Minute Activity**

During the last few days just prior to your inspection appointment, many tradespeople and Tartan Homes employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

**Preparation**

Following these hints will assure that you get the maximum benefit from your inspection.

**Allow Enough Time**

Arrange your schedule so you can use the full amount of time allotted.

**Bring This Manual**

By having this manual with your selection sheets and any approved change orders with you, any questions about the items installed in your home can usually be answered conveniently and immediately.

**Attend Alone**

Our experience shows that the inspection is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after you move in. Young children and pets cannot accompany you at this time. Furthermore, the PDI is not the right time to bring a 3rd party home inspector, if you are planning to use one.

**Review Inspection Forms**

We have included copies of our inspection forms at the end of this section. We note details that need attention on the inspection forms.

### **Cosmetic Surfaces**

Cosmetic surface damage caused during construction is readily noticeable during the inspection. Such damage can also occur during the move-in process or through daily activities. Therefore, during your inspection, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your inspection forms. After we correct any items noted during the inspection, repair of cosmetic surface damage is your responsibility. Additional details appear on the inspection forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the hardwood floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibility. Tartan is always available to assist you with information about cosmetic repairs you may need to make.

### **Bring 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 to bring up at the Pre-Delivery Inspection.

### **Attire**

Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling and reaching may be encountered.

### **Get Involved**

Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

### **Quality**

The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. Inspection items fall into several categories:

- Incomplete or missing (Cabinet knob not installed.)
- Incorrect (Porch light should be polished brass, not antique.)
- Dysfunctional (Bath fan does not come on.)
- Below company standard (Mitered corner rough, top right of den door, hallway side.)
- Damaged (Scrape on wall from carpet installation.)

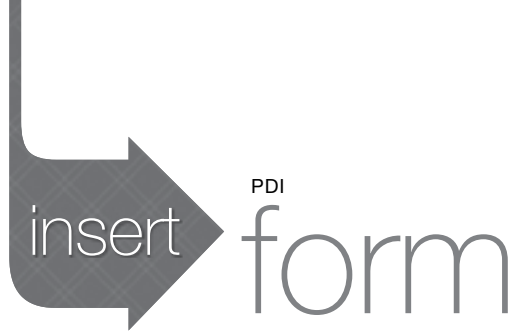
At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you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

### **Completion of Items**

Tartan Homes takes responsibility for resolving any items noted. We will attempt to complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 7:00 a.m. to 4:00 p.m.

Under normal circumstances, you can expect us to resolve all items within 30 - 60 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed on the PDI form. No verbal commitments of any kind will be honored by Tartan Homes.

Gaining access to occupied homes to complete inspection items is a concern to homeowners and builders alike. Tartan Homes asks that you make appointments so that someone over 18 is present for repairs. Your cooperation is essential. Service hours are 7:30 a.m. to 4:00 p.m., Monday through Friday.



# CLOSING ON YOUR home

## **Closing Date**

**Documents** – an overview of the materials that you will sign at closing

**“The Final Number”** – due to prorations that are based on your closing date, the final amount you will need to bring can be determined only after your closing date is set. You will receive this “Final Number” from your own lawyer

**Preparation** – reminders to assure you have addressed all necessary tasks prior to closing

## **Form of Payment**

## **Insurance**

## **Utilities**

**House Keys** – delivered to your Lawyer at closing

**Mailbox Keys** – available from your post office upon presentation of your personal identification (phone #)

**Storing Documents** – your closing documents are valuable papers; store them safely

# CLOSING ON YOUR home

## **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 from the mortgage company will be signed by you. In addition to these standard items, the lender, and Tartan Homes may require other documents to be signed. Your lawyer will review this with you. The closing documents typically include the following:

### **A. Transfer/Deed of Land**

The Transfer/Deed of Land conveys title to the home and lot to you.

### **B. HST New Housing Rebate**

The HST New Housing Rebate which assigns the HST New Housing Rebate (if any) to Tartan Homes, is signed by you and returned to Tartan on closing, for submission to Canada Customs and Revenue Agency. Additional documents assigning the HST rebate and confirming the Purchasers' eligibility for the rebate, will also be signed by you on closing. For additional information see the HST clause in your Agreement of Purchase and Sale.

## **"The Final Number"**

Certain customary items in connection with the property will be prorated to the date of closing such as property taxes and utility costs.

The final cost figure is available near to the actual closing. This information is available from your lawyer typically 1 week prior to closing.

## **Preparation**

The key to a smooth closing is preparation. Several details 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 on this. 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 monies moved from another account.

## **Insurance**

You need to provide proof of a homeowner's policy from your insurance company showing year, and your mortgage company's interests in the home. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least 3 weeks before the 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 ordered a security system for your home, you can arrange to activate that system by contacting the monitoring service for a connection appointment.

## **House Keys**

As part of the closing process, you will get the keys to your new home. You will receive two keys for each lock on your home. The same key will operate both the knob and the deadbolt locks. When you insert your new key for the first time in each lock, the tumblers are altered and our master key will no longer unlock your door.

We recommend that you try all of the keys in all of your locks to confirm smooth operations. Depending on the number of family members living in the home, you may want to get extra copies of your house keys made.

## **Mailbox Keys**

Canadian Postal regulations state that Tartan Homes is not permitted to deliver mailbox keys to you. Mailbox keys, where applicable, are available from your post office. You will need proof of identity, and you will be asked to sign for your keys.

## **Storing 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 when you refinance or sell your home.

## 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.



# TABLE OF contents

## **Section 1: Introduction, Inspections and Service**

24-Hour Deficiency Report . . . . .	M1
30-Day Inspection . . . . .	M1
Service Department . . . . .	M1
How to use this manual. . . . .	M2
Home Warranty . . . . .	M2
Manufacturer Warranty Information . . . . .	M4
More Information on Inspections. . . . .	M5

## **Section 2: Inside Your Home**

Appliances. . . . .	M6
Cabinets. . . . .	M6
Countertops. . . . .	M7
Drywall. . . . .	M7
Electrical System. . . . .	M8
Fireplace. . . . .	M8
Flooring . . . . .	M9
Heating/Ventilation/Air Conditioning . . . . .	M12
Insulation. . . . .	M13
Interior Doors. . . . .	M14
Lighting . . . . .	M14
Painting . . . . .	M14
Plumbing System. . . . .	M15
Rough-Ins. . . . .	M17
Smoke Alarms. . . . .	M17

## **Section 3: Outside Your Home**

General Grading . . . . .	M18
Asphalt Driveway. . . . .	M19
Concrete Foundation. . . . .	M19
Drainage. . . . .	M19
Eavestroughing/Downspouts. . . . .	M20
Exterior Caulking. . . . .	M20
Exterior Electrical Outlets. . . . .	M20
Exterior Taps . . . . .	M20
Fencing. . . . .	M21
Landscaping. . . . .	M21
Precast Concrete Patio Pavers/Walks. . . . .	M22
Masonry. . . . .	M22
Overhead Garage Doors . . . . .	M23
Posts and Beams. . . . .	M23
Property Line. . . . .	M23
Roofing. . . . .	M23
Siding. . . . .	M24
Windows . . . . .	M25

## **Section 4: Glossary . . . . .**

<b>Index . . . . .</b>	<b>M29</b>
------------------------	------------

## INSPECTIONS AND SERVICE

Revised January 2013

### 24-HOUR DEFICIENCY REPORT

Between the PDI and your closing date, your home will receive the finishing touches, which will include final finishes, the repair of PDI items if applicable, and a thorough cleaning, including the vacuuming out of the heating ducts. It can happen that, during this final work, some damage is done to the finishes in your home. In order to maintain clarity as to who is responsible, Tartan Homes provides a 24 hour period, starting at the time of closing, to go through your home and make sure there has been no other damage committed since the PDI. We strongly recommend that you take a walk through your home prior to moving in furniture. Make sure that the PDI items have been completed, and make a note of any new damage that may have occurred. You should list these items on the 24 hour report. A paper copy of this report is included in the homeowner package that you received at your PDI. It is important that you deliver this form to Tartan Homes within the 24 hour grace period. Tartan Homes will acknowledge this subsequent damage as our responsibility to repair, and we will undertake the repairs together with any deficiencies that are noted in the 30 day report (see below). If you wait for two or three days before informing us of subsequent damage via the 24 hour report, we will then not be able to establish clearly if the damage was caused before occupancy or during your move-in.

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

### 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

**For Java residents, emergency calls related to the exterior of the building should be directed to:**

Condominium Management Group  
335 Catherine Street, Suite 200  
Ottawa, Ontario  
K1R 5T4  
Phone: (613) 237-9519  
Fax: (613) 237-3533  
Contact Person: Stefan Novak  
Email: [snovak@condogroup.ca](mailto:snovak@condogroup.ca)  
Phone: (613) 237-9519 x243

**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. Included also are blank copies of the 30-Day report and Year-End reports. Please read the Tarion Warranty Program material thoroughly.

**Java purchasers please note: your own personal warranty, along with your maintenance obligations, are for the interior of your condominium apartment; the interior finishes, the windows, doors, and the heating, electrical and plumbing systems. All the exterior elements of the Java buildings and property are covered under the Tarion warranty, but the warranty issues and general maintenance is handled by the condominium board and the condominium managers.**

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, appliances 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.

Appliances will usually have their information inside the unit. Be sure to remove them when you move in.

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, which includes this manual, a copy of the 30-Day and Year-End inspection reports to be used later, 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. Mail 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 City of Ottawa 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**

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. Good quality lemon oil is recommended.

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.

Squeaky cabinet doors can be silenced with commercially available lubricants. 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.

### **Wood Burning Fireplace**

When wood burning appliances such as a fireplace or wood stove are installed, building regulations require the installation of a CO Detector to help detect hazardous levels of Carbon Monoxide gas. Review the CO detector's operation and maintenance manual to ensure the highest level of performance. Use dry hardwood for fireplace burning and never use the fireplace to incinerate other products or materials. Prior to lighting a fire, review the manufacturer's operation and maintenance manual.

Repeated intense fires located close to the glass door system may result in damage to the glass and personal injury. Maintain moderately sized fires towards the back of the fire box. Combustible deposits of soot and creosote that accumulate inside the chimney should be cleaned on a regular basis to avoid chimney fire that could cause personal injuries or permanent damage to the venting system and home.

## 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 discolouration. 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 discolouration. 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, discolouration 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)

Java suites:

- A wall-mounted, on-demand, tankless gas boiler that provides hot water for domestic use and for the air handler, along with a 10-gallon overflow supply tank. These components are leased to you, as per the contract you signed as part of your Agreement of Purchase and Sale.
- An air handler. This device uses the hot water to heat air and circulate to the suite via the duct system.
- Air conditioner. The condenser for the air conditioner sits on your balcony. The coolant is circulated to the air handler, and in warmer months the air handler circulates the cooled air to the suite via the duct system.
- 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.

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 but some may be battery powered. If your smoke detector begins beeping for no apparent reason, press the re-set button 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 and press the reset button on the electrical outlet found in the garage. 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. When planted in spring, trees are warranted for a period of 90 days; trees planted in autumn are warranted to the next growing season. 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.

When repainting, avoid a high gloss paint finish. Use a good quality oil-based exterior paint with surface preparation done in accordance with the paint manufacturer's instructions. 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.

# index

Air Conditioning.....	M7
Appliances.....	M1
Asphalt Driveway.....	M14
Attic Ventilation.....	M19
Cabinets.....	M1
Carpeting.....	M5
Caulking.....	M15
Ceramic Tile.....	M5
Chimneys.....	M8
Circuit Breaker Panel.....	M3
Concrete Floors.....	M6
Concrete Foundation.....	M14
Countertops.....	M2
Door Hardware.....	M9
Drainage.....	M14
Drywall.....	M2
Eavestroughing/Downspouts.....	M15
Electrical.....	M3
Fencing.....	M16
Fireplace.....	M3
Floor Humps and Dips.....	M6
Floor Squeaks.....	M6
Garage Doors.....	M18
Glossary.....	M21
Hardwood Floors.....	M5
Heating/Ventilation.....	M7
Hot Water Tank.....	M8
Humidity Control.....	M7
Ice Damming.....	M19
Insulation.....	M8
Interior Doors.....	M9
Landscaping.....	M16
Lawns.....	M16
Lighting.....	M9
Marble.....	M5
Masonry.....	M17
Painting.....	M9
Plumbing.....	M10
Precast Pavers/Walks.....	M17
Property Line.....	M18
Roofing.....	M18
Rough-Ins.....	M12
Siding.....	M19
Smoke Alarms.....	M12
Steel Beams/Posts.....	M18
Toilets.....	M10
Trees and Shrubs.....	M17
Vinyl Flooring.....	M4
Windows.....	M20