

WELCOME HOME

HOMEOWNER'S GUIDE



ENJOY YOUR HOME FOR LIFE



ON BEHALF OF THE ENTIRE COUNTRY HOMES FAMILY

Welcome you to your new home. It is our pleasure to have built an environment for you to create lifelong memories and friendships.

We take great pride in creating homes with the highest level of craftsmanship, using only superior features and finishes.

Country Homes is the proud recipient of the Award of Excellence by Tarion (New Home Warranty) and strives to maintain this quality of service every day. Family-run for over 50 years and a leader in the industry, our experienced and committed team has built a reputation of unsurpassed quality and excellence. It is a reputation that we want to share with you. Thank you for the confidence you have placed in us and we look forward to continuing to grow together in the development of your community.



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C O U N T R Y H O M E S . C A

IN CASE OF AN EMERGENCY – EMERGENCY PROCEDURES

What to do in the event of a gas leak

1. Vacate your home immediately
2. Call the after-hours emergency number for your local gas company
(refer to the Important Contact Information sheet included with this booklet)

What to do in the event of total loss of heat

1. Check your thermostat to ensure that it is set to ON/HEAT
2. Check that the furnace power switch is set to ON
3. Check furnace filter
4. Check that exterior vents are not covered
5. Call the heating contractor listed on your Important Contact Information sheet included with this booklet

What to do in the event of total loss of electricity

1. Ensure the main switch in your electrical panel is set to ON
2. Establish whether the power is out in your neighbourhood and call the utility listed on your Important Contact Information sheet included with this booklet

Non-emergency service issues

The Country Homes service department is available to manage all service issues during business hours Monday through Friday, 8:00 am-5:00 pm. You can contact us by email at service@countryhomes.ca or by phone at **416.213.7191**. Outside of business hours, refer to the Important Contact Information sheet included with this booklet.

Appliances

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

YOUR TARION WARRANTY

This section of your homeowner's guide is intended to provide you with detailed information on the warranty and service programs associated with your new home. Like all other new homes in this province, your home is protected by the provision of the Tarion Warranty Corporation. Your home has been built in accordance with and to the standards as prescribed by the Ontario Building Code, and building standards as required by the local municipal authorities and the Tarion Warranty Corporation. Our objective is to ensure that attending to your warranty service requirements in a planned and coordinated manner fulfils the requirements of these acts. You can help us achieve this goal by adhering to and complying with the procedures outlined within this document.

WARRANTY COVERAGE

As specified in the Agreement of Purchase and Sale, we, as the builder, warrant your home during the first year of possession from defective materials, sub-standard workmanship, Ontario Building Code violations and major structural defects. Ingress of water and mechanical equipment is guaranteed for two (2) years and Tarion covers major structural defects for a total of seven (7) years.

To help you understand your rights and our obligations, we suggest you read the booklet issued by the Tarion Warranty Corporation entitled the "Homeowner Information Package," which is available on the Tarion website at **tarion.com**. We suggest you take a few moments to read this booklet. It is very informative and explains what happens to a home during the early period following construction. This knowledge can save you considerable concern by understanding the physical characteristics of your home while outlining our mutual responsibilities.

*Please note this information is referenced from the Tarion warranty website at **tarion.com**.

Pre-Delivery Inspection (PDI) and Certificate of Completion & Possession (CCP)

The builder, prior to closing, arranges a pre-delivery inspection at which you and the builder's representative will be present. The purpose of this inspection affords you the opportunity to identify any items of construction that you consider defective, sub-standard or unacceptable within the parameters of the Act. It is important that you take your time over this procedure. Our representative will advise and clarify any areas of doubt with respect to Tarion requirements.

Any deficient items and items requiring completion are noted on the PDI Form used in conjunction with the Certificate of Completion & Possession (CCP). You and the builder's representative then sign the PDI and CCP forms.

Warranty service requests

During the first year of possession of your home, you will have two opportunities to report warranty items covered by Tarion. It is essential that you use the standard forms (available from Tarion) and submit them when necessary, to both our office and Tarion. Follow the instructions on the forms to ensure that your forms are complete and are submitted on time.

30-day form (provided with your homeowner information package)

During the first year of possession of your home, you will have two opportunities to report warranty items covered by Tarion. It is essential that you use the standard forms (available from Tarion) and submit them when necessary, to both our office and Tarion. Follow the instructions on the forms to ensure that your forms are complete and are submitted on time.

Year-end form

The 30-day form is intended to catch most warranty items; however, it takes several months for the natural materials in a new home to dry and settle. New 1-year warranty items may emerge. At any time within the last 30 days before the expiry of the first year of your warranty, you may submit a year-end form listing any new or outstanding items. Only forms submitted on time will be accepted. These forms may be obtained by calling the Tarion Warranty Corporation at **1-877-9-TARION (1-877-982-7466)** or by visiting their website at **tarion.com**.

One-year warranty

Tarion requires the home to be:

- Constructed in a workmanlike manner and free from defects in material;
- Fit for habitation;
- Constructed in accordance with the Ontario Building Code; and
- Free of major structural defects.

We recommend you keep a running list of items for your year-end form to help keep track of your concerns.

It is important that you list all outstanding items when you submit a warranty service form. You may submit only one year-end form; Tarion will act on the first properly submitted year-end form. If you do not submit a year-end form on time, you will have to wait until the second year of possession of your home and you will only be able to report two-year warranty items at that time.

Two-year warranty

Your warranty provides coverage for the following defects for a period of two years from the date of possession:

- Water penetration through the basement or foundation walls;
- Defects in our materials or work (caulking, windows, doors, etc.) resulting in water penetration into the building envelope;
- Defects in materials or work in the electrical, plumbing and heating delivery and distribution systems;
- Defects in our materials or work which result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- Major structural defects; and
- Violations of the Ontario Building Code's health and safety provisions.

A two-year form can be obtained from Tarion by calling **1-877-9-TARION (1-877-982-7466)** or by visiting their website at **tarion.com**, and can be submitted at any time during the second year of possession, but no later than the expiry of the second year of your warranty.

Seven-year Major Structural Defect (MSD)

A major structural defect is defined by the Tarion Warranty Corporation as:

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

An MSD form can be obtained from the Tarion Warranty Corporation by calling **1-877-9-TARION (1-877-982-7466)** or by visiting their website at **tarion.com**, and can be submitted at any time after your second year of possession, but no later than the expiry of the seventh year of your warranty.

Items & deficiencies not covered by the Tarion Warranty

Normal wear and tear:

- Normal shrinkage of materials that dry out after construction such as nail pops or minor concrete cracking;
- Settling of soil around the house or along utility lines;
- Scuffs and scratches to floor or wall surfaces caused by moving, decorating, or day-to-day use of the home by the homeowner;
- Minor drafts at door and window openings, and at electrical outlets;
- Surface pitting, superficial cracking and marbleizing in concrete (unless due to the use of material not in conformance with acceptable standards);
- Variations in colour and shading on cabinets, panels, trim, wood flooring, pickets and handrails;
- Plumbing blockages other than those caused by construction debris;
- Damage of plumbing fixtures due to abrasive cleaner or careless use;
- Replacement of faucet washers and "O" rings;
- Exact colour match of any replacement material;
- Settlement of exterior wear and tear after initial repair; and
- Consequential damages caused by any defect covered by this warranty.

Damage caused by improper maintenance:

- Dampness or condensation caused by failure to maintain proper ventilation; and
 - Damage resulting from improper maintenance.
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Damage caused by a third party:

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

Secondary damage caused by defects that are under warranty:

- Personal or property damage such as personal injury, loss of income and other secondary loss associated with warranted defects or repairs.

Note: Your homeowner insurance may cover such secondary or consequential damages.

Deficiencies caused by homeowner actions:

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

HVAC appliances:

The 7-year MSD warranty does not extend to appliances that form part of the heating and cooling apparatus, equipment or systems, whether for water, air or other substances, including furnaces, air conditioners, chillers and heat recovery ventilators.

Acts of God exclusion:

The warranties in the Ontario New Home Warranties Plan Act do not apply to “damage resulting from an act of God.” An act of God is a natural event that is unexpected and unavoidable, and causes damage that is beyond the control of the builder. Examples include tornadoes, earthquakes and extreme winds. This exclusion does not include weather events that are typical to our climate, such as ice, snow, high winds and heavy rains. It includes only extraordinary occurrences or conditions of nature that could not have been reasonably foreseen or guarded against. For example, a high wind is not an act of God unless it is of such exceptional strength that no building in Ontario could be reasonably expected to anticipate or provide protection against the event. Homes that are designed and built to Ontario Building Code standards should withstand Ontario’s normal environmental conditions. Tarion will review situations on a case-by-case basis as they are brought forward by owners or builders to determine if the act of God exclusion applies.

NEW HOME MAINTENANCE & MOISTURE CONTROL

All homes require periodic maintenance to prevent premature deterioration and to ensure proper functioning and systems integrity. In addition to this homeowner guide, we have provided you with access to and have made available to you written warranties on consumer products that may be installed in your home. Please consult all guides, manuals, warranties and literature provided by the manufacturer to properly care for your home and ensure everything performs optimally throughout your many happy years of home ownership.

Moisture control

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

What causes moisture damage?

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

How can I control moisture?

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

What else can I do to control moisture?

Outside the home

1. Keep flowerbeds or landscaping at least 6" or 150 mm away from the top of the foundation. Placing soil near or above the top of the foundation allows moisture to come into direct contact with the structure of the building.
2. Ensure that land adjacent to the foundation slopes away from the home so that rainwater and snow-melt will run away from the foundation.
3. Clear eavestroughs of debris regularly and extend downspouts so that water is directed away from the building. Water flow can erode the ground near the foundation and create depressions where water collects. Standing water near the foundation can force its way into the basement.
4. Fix the caulking around windows and doors, and on the roof if it becomes cracked or separated.
5. Have your roof inspected regularly to ensure shingles, flashing and chimney caps are in place and sealed properly.

Inside the home

1. In the winter, keep the relative humidity in your home in the range of 30%-45%. Lower humidity levels may affect your health and cause items made of wood to shrink. Excess humidity can cause condensation on windows and damage the surrounding wall. When using a humidifier, follow the manufacturer's instructions.
2. In the summer, dehumidify the basement to avoid condensation buildup on the cool foundation walls. Relative humidity levels should not exceed 60%.
3. Repair leaky pipes and fixtures immediately. Clean and completely dry any areas that are dampened or wet within 48 hours.
4. Store organic materials such as newspapers and clothes away from cool, damp areas. Keep storage areas tidy so that air circulates freely.
5. Purchase a hygrometer to monitor the relative humidity in your home.
6. If you are adding a hot tub to your home, or have a large collection of plants, consider the amount of moisture they will add to your indoor air and ventilate accordingly.
7. Never vent your clothes dryer inside your home. If you have a gas- or propane-fired dryer, you may also be venting carbon monoxide inside your home!
8. Investigate and identify any musty smells and odours. They are often an indicator that there is a hidden moisture problem.

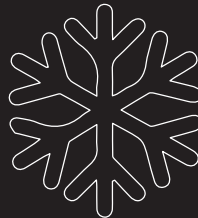
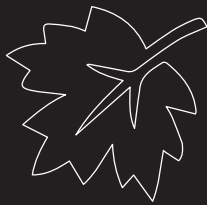
SEASONAL MAINTENANCE

Inspecting your home on a regular basis and following good maintenance practices are the best ways to protect your investment. Whether you take care of a few tasks at a time or several all at once, it is important to get into the habit of doing them. Establish a routine for yourself, and you will find the work is easy to accomplish and can be completed quickly. A regular schedule of seasonal maintenance can put a stop to the most common — and costly — problems before they occur.

The following checklists are intended to provide you with a list of common maintenance tasks that most homeowners are required to perform, but is not intended to be a comprehensive list. Some items may not apply to your home, and some required maintenance may not appear on this checklist. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties and documentation provided to you by your builder and on the manufacturer's websites.

You can also download seasonal checklists at countryhomes.ca





SPRING



March

- Clean furnace filter and Heat Recovery Ventilator (HRV)
- Clean humidifier
- Test smoke alarms and carbon monoxide detectors
- Check and reset Ground Fault Circuit Interrupter (GFCI)
- Check sump pump (if installed)

April

- Clean furnace filter, HRV and humidifier
- Test smoke alarms and carbon monoxide detectors
- Check and reset GFCI
- Inspect basement for moisture
- Check water heater for leaks
- Turn on exterior water supply
- Check eavestroughs and downspouts for debris
- Inspect driveway and walkways for frost damage
- Inspect roof for loose or cracked shingles
- Plan landscaping that will avoid soil settlement and water pooling

May

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

SUMMER



June

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

July

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

August

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

FALL



September

- Get humidifier, furnace and HRV professionally serviced
- Test smoke alarms and carbon monoxide detectors
- Check and reset GFCI
- Check clothes dryer vent for lint and/or damage
- Inspect basement for moisture
- Check exterior finishes
- Check garage door track and lubricate bearings
- Check caulking for air and water leaks
- Seed lawn

October

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

November

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

WINTER



December

- Clean furnace filter, HRV and humidifier
- Test smoke alarms and carbon monoxide detectors
- Check and reset GFCI
- Check air ducts
- Check for excessive snow on the roof and have it removed

January

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

February

- Clean furnace filter and HRV
 - Test smoke alarms and carbon monoxide detectors
 - Check and reset GFCI
 - Check inside surfaces
-

FREQUENTLY ASKED QUESTIONS

Should I report any deficiencies as I find them, or save them all for my 30-day list?

You may report deficiencies compiled into a list to our service department. If the deficiency is urgent, please contact us by email at service@countryhomes.ca or by phone at **416.213.7191**

If you require assistance during non-business hours, refer to your emergency contact list.

Why is it important for me to put my service requests in writing?

It is important to submit all of your service requests in writing to ensure that none of your requests are overlooked. Please note that we recommend sending all service requests by email to ensure there is a paper trail, and to allow you to attach pictures of any concerns in the home.

Can I make service appointments for evenings or weekends?

Unfortunately, we are unable to accommodate service appointments on evenings or weekends.

Our regular hours of operation are Monday through Friday, 8:00 am-5:00 pm. If you require assistance outside of our regular hours, please email us at info@countryhomes.ca

Where can I request some extra paint to do my own touch-ups at home?

Please feel free to contact our service department by phone or email at service@countryhomes.ca to request touch-up paint.

When will my grading and sodding be done?

Grading and sodding typically begins after the sidewalk and curbs have been completed in front of your lot, as we need the elevation of these items to complete the final grading to ensure proper drainage.

How long do I have to wait before I can park on my driveway after the asphalt has been laid down?

We strongly recommend waiting for at least three to four days after the asphalt has been laid, possibly longer if the weather is extremely hot.

When can I renovate the basement in my new home?

It is recommended that you wait at least 2 years to ensure no cracks appear in the foundation walls. In accordance with the Tarion Warranty Program, structural repairs are covered for up to seven years.

Where can I find more information about what is and what is not covered under my Tarion warranty?

Please refer to the Tarion website at tarion.com for the most up-to-date and comprehensive information.

Do you have questions about your warranty not addressed in these FAQs?

Please feel free to contact us by email at service@countryhomes.ca or by phone at **416.213.7191**

ECO-FRIENDLY HOME MAINTENANCE TIPS

At Country Homes, we believe we all play an important role in promoting a cleaner, greener world for generations to come. Follow the green-living tips below so you and your family can help make a real difference in conserving natural resources and preserving today's comfortable way of life.

Use more rags and fewer paper towels: Cut up old shirts to make rags and launder them whenever you run out.

Line-dry whenever possible: Your delicates will last longer and you'll save energy costs from not using your drier.

Get a set of dryer balls: Dryer balls help remove excess moisture and keep your clothes soft, without the chemicals.

Shop vintage: Check out second-hand sites to find used items that work for you, saving used items from landfill.

Get window coverings: Bare windows let in heat and cool air from the outside. Curtains and blinds can reduce energy costs.

Use cold water when washing your clothes: Hot water actually sets stains; cold water will get your clothes just as clean and saves on energy use.

Get houseplants: Turn some of that CO₂ into O₂ just by potting a ficus or dracaena.

Clean the fridge coils: Gently scrub the coils under your fridge. Removing that lint will help your fridge use less energy.

Get a reusable water bottle: You'll quickly recoup the cost of your new water bottle when you stop buying those 24-packs of water.

Use reusable bags for the grocery store: Plastic bags are incredibly harmful to the environment.

Use your compost bin: To prevent your food waste from going to landfill.

Clean out and give away: Donate old clothes and household goods to your local thrift shop so your used items can be reused by others.

Fill your dishwasher all the way before running it: Or use the “top rack only” setting instead of doing a full cycle.

Run your dishwasher in the middle of the night: You’ll be reducing peak energy demand on the grid and possibly getting charged less.

Switch to online billing: Go paperless and save trees.

Use cloth napkins: Dark colours are easier to keep clean, and the bigger the napkin the happier you’ll be with it on your lap.

Fix any drippy taps: To stop wasting water unnecessarily.

Plant herbs in the spring: Why buy herbs that have to be transported from a farm to your grocery store when you can just snip a few sprigs instead?

Turn down your water heater: The standard setting for a residential water heater is 140° F, but that’s extremely hot. Try 120° F; we bet you won’t notice the difference.

Get a decent coffee maker: So you won’t be tempted to pick up coffee on the road and use that disposable paper cup and plastic lid.

Use your programmable thermostat: When you are away from your house you can program it for a lower temperature to save on energy and money.

DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this homeowner's guide is accurate and current as of the effective date, such information is subject to change at any time and will not be updated by Country Homes. Country Homes will not be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the package. In compiling information for the package, Country Homes has relied solely on the accuracy, completeness and quality of the information provided to it by the contractors, sub-trades, suppliers, manufacturers and other parties identified by Country Homes in relation to the construction of the property. Country Homes assumes no responsibility for, and is not making any representations or warranties to you, the homeowner, or any other person with respect to the property or any information in this package, including, without limitation in respect of:

- (i) the accuracy or completeness of any of the information provided by Country Homes or any third party in this package, including, without limitation, any of the guarantee or warranty cards provided;
- (ii) the enforceability of any guarantees or warranties related to any materials or labour supplied to the property, whether or not such materials or labour are specifically identified in this package;
- (iii) the merchantability, fitness for use or fitness for purpose of any materials or labour supplied to the property, whether or not such materials or labour are specifically identified in this package; or
- (iv) the repair, replacement, service or any other work related to, or arising from, any of the materials or labour supplied to the property, whether or not such materials or labour are specifically identified in this package. You, the homeowner, are responsible for taking whatever steps are necessary to activate and maintain any of the guarantees or warranties pertaining to the property including, without limitation, any warranties for which cards have been provided in this package, including, without limitation, signing and mailing any cards, as may be required. Please consult your warranty policy(s) for further information.

Any links to third party sites contained in the package do not indicate the endorsement by Country Homes of any materials contained therein or of the entities that publish such sites. Country Homes shall not have any responsibility or liability for the accuracy of any information, or the quality of any services or products, provided or available by such third-party sites.

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