



# HOMEOWNER HANDBOOK



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## INTRODUCTION

Uniform Urban Developments has developed this Homeowner Handbook as a helpful resource for our homeowners to consult. We encourage you to read this manual and refer to it often, as it contains important information to assist you with the maintenance and performance of your home and its components.

Your Uniform home is built to provide you with long-term comfort and enjoyment. We wish you all the best as you settle into your new home and fantastic new community.

# INTRODUCTION

Your Homeowner Handbook outlines our After Sales Service procedures. If you have a concern or an issue with your home after you have moved in, we explain:

- Who to contact
- What to do if you notice a deficiency vs. what to do in case of an emergency
- When and where to report deficiencies that are not emergencies
- Why it is important to follow procedures
- How we require your cooperation (access to your home) and patience as we work to resolve any warranty issues

While most of the features and finishes that make up your home and its surroundings are low maintenance, a strong understanding of what they are, how they work and how to maintain them will prolong their life and keep your home and its systems operating at their greatest efficiency. Although you live in a brand new home, it is important to note that it still requires seasonal maintenance and general upkeep.

Please note: this Handbook does not replace the operation and maintenance manuals that come with specific equipment such as your furnace. Those are additional resources for you to review and consult. Uniform has consolidated all of the homeowner manuals that come with your home and neatly housed them in a file container near the electrical panel in your basement. This manual storage location will be identified to you during your Pre-Delivery Inspection. It is an organized and accessible way to keep important manufacturers information handy at all times.

**Should a manual be missing, please contact our Service Department to ensure a copy is sent to you.**

## LIVING IN A NEW COMMUNITY

As part of this introduction, it is important to note that you are living in a new and transforming neighbourhood.

We want you to enjoy your home and its surroundings as quickly as possible. As our staff and building partners continue to work to complete your community, please be prepared for the following:

- Ongoing home construction around you beginning at 7am
- Road closures
- Equipment and machines that could create noise
- Dusty conditions at times
- Ongoing visits by street sweepers and water trucks to maintain roadway cleanliness
- Parks and community landscaping to be incomplete
- Curbs and sidewalks to be incomplete
- Rough pavement

These conditions are temporary, and homeowner cooperation and patience is greatly appreciated. We too want to see your community complete and looking its best, and it is just a matter of time!

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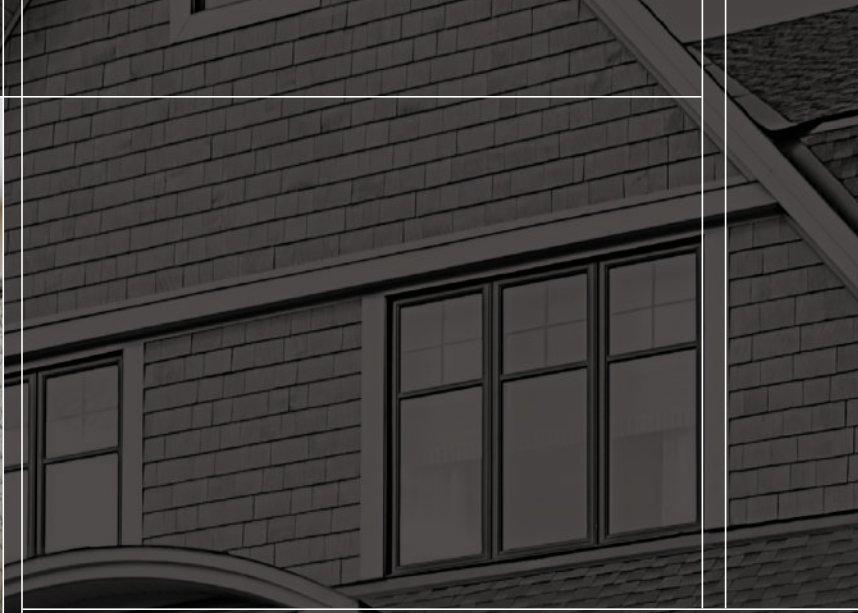
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## HOW TO CONTACT OUR SERVICE DEPARTMENT





# HOW TO CONTACT OUR SERVICE DEPARTMENT

**IMPORTANT:** Uniform strives to deliver a stunning and well executed home. However, we realize warranty issues may arise after you have moved in. We encourage our homeowners to follow our deficiency reporting procedures and report warranty issues at the designated times and on the appropriate forms. Our experience has shown that reporting and resolving deficiency issues in accordance with the procedures outlined in this document assists in resolving items efficiently and with the least disruption to you.

We are available at all times to support our homeowners through the process and encourage homeowners to get in touch should they consider an issue with their home to be an emergency.

Your assigned Service Coordinator is your primary service contact.

For general inquiries please contact:

## **Service Department**

### **Daytime phone:**

613.225.0770 ext. 248

[service@uniformdevelopments.com](mailto:service@uniformdevelopments.com)

## WHAT IS AN EMERGENCY?

An emergency is a situation involving a warranted item that requires immediate attention to avoid substantial damage to your home, or risk to your health and safety.

An emergency includes, but is not limited to:

- Complete loss of heat between September 15th and May 15th
- A gas leak\* (see below)
- Complete loss of electricity
- Complete loss of water
- Water penetration
- A plumbing leak that requires the main water supply to be shut off

**IMPORTANT:** In the event of an after hours emergency, please call 613.225.0770 and press “5” to connect with our on-call staff.

\*If you smell gas or you suspect gas is leaking please call Enbridge at 1.866.763.5427. This free emergency service is available 24 hours a day, seven days a week.

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## NEXT STEPS AND REPORTING DEFICIENCIES



# NEXT STEPS AND REPORTING DEFICIENCIES

## PRE-DELIVERY INSPECTION LIST

Your Pre-Delivery inspection was completed in advance of occupying your home. If any items were not completed prior to your closing date, your Service Coordinator will work with you to have them completed after you move in. Depending on the season or the availability of parts, it may not be possible to complete certain items immediately.

## SERVICE COORDINATOR AND TECHNICIAN REVIEW/REPAIR APPOINTMENT

The Pre-30 Day Repair appointment, which you scheduled with your Service Coordinator at your last inspection, is a time for a Uniform Service Technician to spend the day in your home to address as many deficiencies as possible. This appointment strives to ensure that little to no issues remain as you enter into your 30-Day reporting period, and is also an opportunity to ask questions pertaining to homeowner maintenance and home operation. It takes time to understand your home and its working components and we want to assist in getting you comfortable and familiar with your home.

## 30-DAY FORM

You may choose to complete online statutory warranty forms through Tarion. It is your responsibility to visit the Tarion website to review the warranty extended to you as a new homebuyer. A homeowner information package (HIP) is available online at:

**[www.tarion.com](http://www.tarion.com)**

CLICK the New Home Buyers category and then access the ***Freehold and Contract Homes*** version of the Homeowner Information Package. The Tarion website is a valuable resource to new homeowners. It explains your coverage in detail and explains important homeowner maintenance information that compliments the information contained in this Homeowner Handbook. You can also register online with Tarion. This online registration will guide you through the warranty

periods and protection that come with your new home and assist you with the submission of Tarion statutory warranty forms.

Should you submit a 30-Day form through Tarion, a copy will also be forwarded to Uniform's attention. This will prompt our Service Department to connect with you within a few weeks of submission. Our Service Department will then schedule an appointment with you (list dependent), to review all listed items. Following this meeting, work begins on notifying trades and scheduling any necessary service appointments for your home.

## **SEASONAL ITEMS**

The exterior of your home may be incomplete upon closing. The details that are incomplete will have been noted during your Uniform Inspection and PDI. Please note that Uniform staff completes additional exterior inspections of each home to ensure no detail goes unnoticed; items identified through either process will be addressed.

Depending on the season and weather conditions, sometimes it is best to hold off on work until suitable weather conditions permit. Things like exterior paint, curb work, driveway paving and overall landscaping are "seasonal" items.

Although we attempt to schedule seasonal work in order of home closings, there are times when it makes more sense for an entire street or row of homes to be completed at once. This in fact causes less disruption to you and less damage to already completed work.

If a seasonal item requires access to the interior of your home, Uniform Service staff will contact you. If it does not, we will not contact you for a repair or completion date, we will simply have the trades complete the work when timing and weather permits.



## YEAR-END WARRANTY FORM

Following the submission and completion of any warrantable items from your 30-Day Form, you may experience a problem or concern with your home that you consider a deficiency. If the concern is not urgent, we ask that you make a note of it on your Statutory Warranty Year-End Form.

When you submit your Year-End Form to Tarion, Uniform will be forwarded a completed version of it as well. You may opt to submit directly to Uniform via your Service Coordinator Contact. Either submission approach is valid. Our service department will contact you to schedule a review of this form, as was completed for your 30-Day Form. Our Builder's One-Year Warranty, outlined at the end of this manual, identifies the items covered.

**IMPORTANT:** Our building and after sale service history has shown that you are best served when warranty items are dealt with via 30-Day reporting and Year-End reporting. This allows all work to be reviewed at once and consolidated into fewer repair appointments, as opposed to multiple visits whenever something comes up.

In an effort to be efficient in our service processes we ask that any 'new' item(s) that arise after your 30-Day Form review should be reported on your Year-End form and not before. Please note that Uniform will not review additional items until your Year-End Form unless they are of an urgent nature.

## SECOND-YEAR ITEMS

Uniform does not preschedule inspections and warranty reviews after your Year-End service work is completed. Please contact our Service Staff should a concern or issue arise that you consider covered under the Second-Year Warranty.



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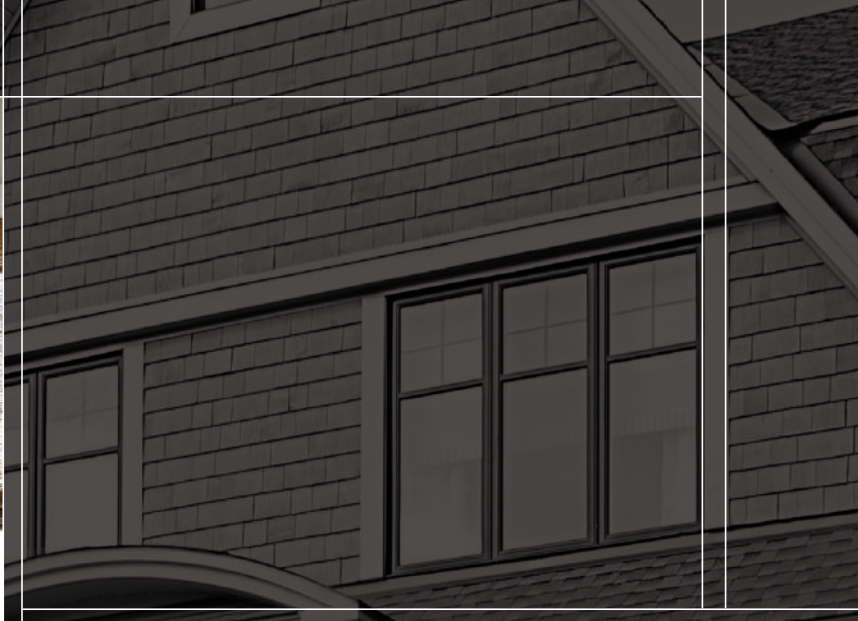
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## REPAIRING DEFICIENCIES



## REPAIRING DEFICIENCIES

Uniform is committed to delivering a well-built home to our clients. We are also committed to ensuring that your after sales service experience is a great one. The process of buying a home does not end the moment you get your keys. This means there is a commitment by Uniform to correct deficiencies and there is a commitment on your end to facilitate entry into your home.

We fulfill our warranty obligations in accordance with the Construction Performance Guidelines of the Tarion Warranty Program. We encourage you to visit the Tarion website to consult these guidelines.

## SCHEDULING REPAIR APPOINTMENTS

Uniform schedules all inspections and all repair work from Monday-Friday between the hours of 8am and 5pm. We realize that our homeowners have other obligations and for that reason we attempt to schedule as many service personnel and trades within your home at one time. Please remember that certain warrantable items may require multiple repair dates to complete the work. Your cooperation and patience is critical – we too want repair work done as quickly and efficiently as possible but there are many variables contributing to a repair schedule.

**IMPORTANT:** Uniform Service Staff and Trades must be granted access to complete service work on any deficiencies reported by you. Failure to provide access within a reasonable timeframe could lead to a void in your warranty protection. This is a critical component to the after sales service process – and we thank you in advance for your cooperation in this matter.

## FURNITURE AND PERSONAL ITEMS

In order for Uniform to undertake repair work, we have to be certain there is no risk of damaging your furniture or personal items. It is the responsibility of the homeowner to ensure items such as these are safely moved out of the way or covered.

## **OUR TRADES**

In some instances a Uniform sub-trade will call you directly to schedule a repair date. Having a trade call you directly can simplify the booking process. Please also note that sub-trades may perform work on the exterior of your home without booking a specific appointment with you.

## **SETTLEMENT AND SHRINKAGE**

During the first year of occupancy, your home will experience minor settlement and shrinkage. This is a result of many factors including climate change, and the natural expansion and contraction of the building materials used to construct your home, etc. As a result of these processes you may observe minor nail pops, cracked drywall, concrete or caulking. This natural material behaviour is not covered under your Tarion Warranty. Uniform does provide a one time courtesy repair of such items. Please report these items at your Year-End Warranty review meeting with your Service Coordinator. Please note this courtesy repair includes patching and caulking but does not include sanding and painting the impacted area.

## **COMPLETION OF WARRANTABLE ITEMS**

We strive to complete all items from your 30-Day and Year-End Warranty periods within approximately 4 months of submission. We will make every effort to complete any warrantable items in advance of this timeframe if possible. Please note this does not apply to any seasonal items that are, due to circumstances beyond our control, delayed. To assist in keeping your home's repair status up-to-date, our service staff and/or trades will request your signature as work is completed. They will have you review and approve repairs and then provide paperwork to acknowledge completion and your satisfaction with a signature. This signature will indicate the particular warranty item is 100% complete.



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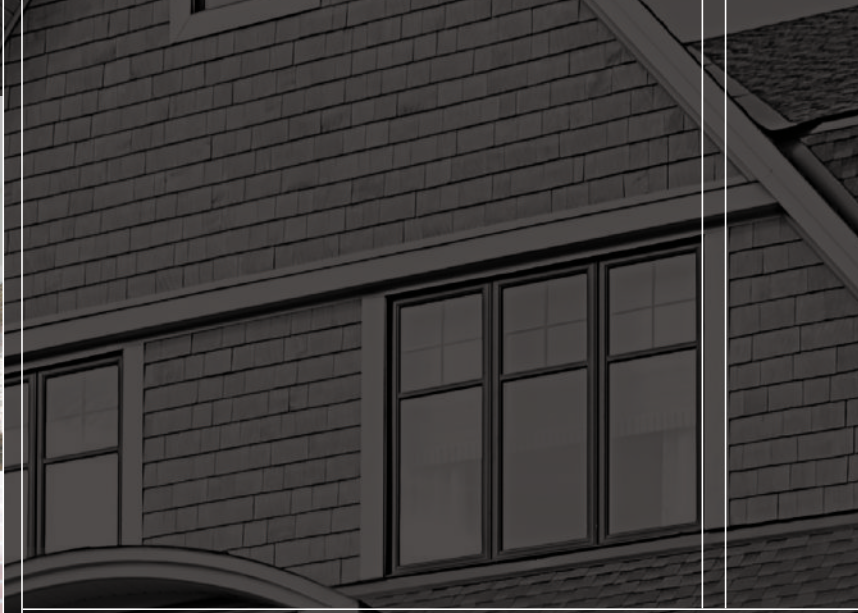
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## GENERAL HOME MAINTENANCE CHECKLIST



# GENERAL HOME MAINTENANCE CHECKLIST

Before detailing specific care and maintenance on particular components of your home, we would like to touch upon the general upkeep and maintenance of a home. Below are seasonal checklists to assist you.

These lists consolidate our recommendations, as well as, the recommendations of Tarion and the Canadian Mortgage and Housing Corporation. Use these lists to assist with a seasonal home review.

## SPRING

- Clean or replace filters in furnace, heat recovery ventilator (HRV) and range hood
- Service furnace
- Fertilize sod and trees
- Check roof for missing/loose/broken shingles or flashing, remove residual snow and ice if buildup exists into the spring
- Clean and shut down furnace humidifier
- Clean air conditioner – vacuum exterior of unit and remove any build up of debris or vegetation around the unit
- Check and reset ground fault circuit interrupter (GFCI)
- Inspect basement perimeter walls inside and out for signs of moisture
- Clear all swales, catch basins and natural points of drainage on your yard of any debris or ice build up
- Check water heater for leaks
- Turn on exterior water supply
- Plan landscaping to avoid soil settlement and water ponding and repair any soil settlement around foundation walls – ground should gradually slope away from walls
- Check exterior caulking for deterioration

- Check exterior finishes and ensure windows and screens are operating properly
- Test smoke alarms and carbon monoxide detectors

## SUMMER

- Clean or replace filters in furnace and HRV
- Water sod as needed
- Check water heater for leaks
- Check and reset ground fault circuit interrupter (GFCI)
- Run dehumidifier/check basement for dampness  
– avoid relative humidity levels in your basement above 60%
- If you have a plumbing fixture that is rarely used (basement laundry tub) run water briefly to maintain water in trap
- Maintain appropriate relative humidity levels (our recommendation is to not exceed a relative humidity level of 55% during this season; the best dehumidification during this season comes from running your air conditioner. Please use this as a tool should your humidity levels be in excess of the recommendation)
- Inspect driveways and walkways
- Clean and inspect exterior exhaust vents and intake vents – disconnect duct connected to dryer and vacuum lint from duct
- Inspect/clean basement windows/window frames
- Test smoke alarms and carbon monoxide detectors





## FALL

- Clean or replace filters in furnace, heat recovery ventilator (HRV) and range hood
- Fertilize sod and trees
- Check garage door tracks and lubricate bearings
- Drain and store outdoor hoses and drain/shut off exterior water supply
- Check roof for missing/loose/broken shingles or flashing
- Ensure basement window wells are free of debris or dirt build up
- Check weather stripping around exterior doors
- Cover air conditioning unit – avoid wrapping the unit entirely, your unit is protected best by covering only the top
- Winterize landscaping
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors

## WINTER

- Clean or replace filters in furnace and HRV
- Check attic space for snow blowing in after snow storms
- Check roof vents and maintain proper attic ventilation
- Monitor excess snow or ice build up on roof
- Remove snow/ice from window wells
- Remove snow/ice from exterior vents
- Check exhaust fans
- Clean humidifier
- Remove snow and ice from roof overhang/vents
- Check and reset ground fault circuit interrupter (GFCI)
- Test smoke alarms and carbon monoxide detectors



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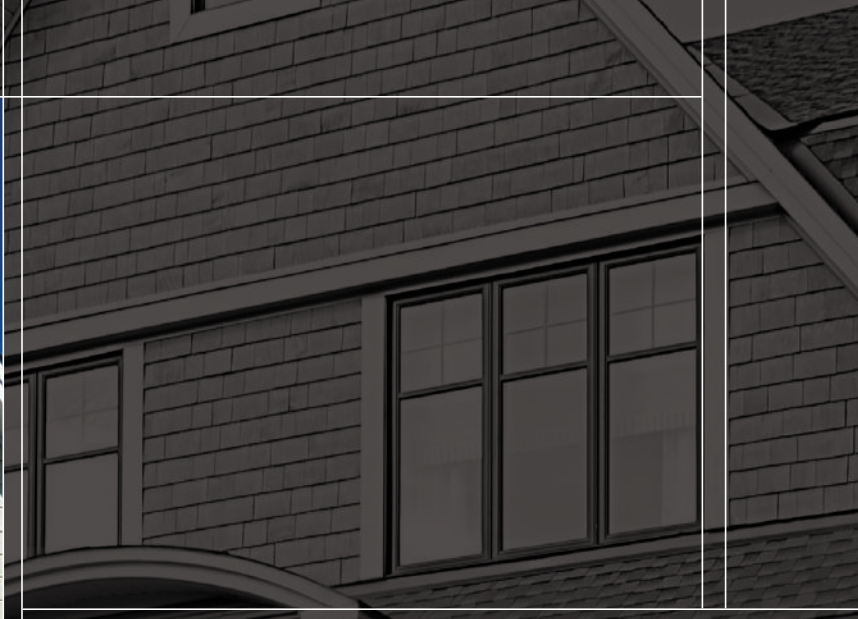
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## HOME FEATURES AND MAINTENANCE – EXTERIOR



# HOME FEATURES AND MAINTENANCE – EXTERIOR

## YOUR LOT

A copy of your lot plan was included as part of the legal documents you received upon closing.

If you are planning to install a fence or boundary feature after year one of occupancy, we suggest that you check with a qualified surveyor to locate lot lines and follow your specific lot plan. This will ensure you are building on your property. Survey pins can move or be removed during ongoing construction and landscaping and should not be relied upon as accurate indicators of property lines.

As mentioned in your Agreement of Purchase and Sale, fences and other significant landscape and backyard features should not be installed until after the one-year mark in your home. This allows for settlement to occur and ensures if we need access to your property during this first year time frame – we are not removing or damaging property enhancements.

## EASEMENTS

Some lots within your community have easements. These easements are in place to allow access to utility lines that have been installed to service the community. It is imperative that you call for locates on the services that may run within your lot should you wish to dig for planting or construction/landscape purposes. Visit [www.on1call.com](http://www.on1call.com) to learn more.

For townhomes, easements also exist to allow for internal unit owners to access their rear yards. It is imperative that these easements are left clear and operational.

## WATER STANDPIPE

Every lot has a City of Ottawa water shut-off valve. It is located in the front yard and can be either in the driveway or in your front lawn. Every spring please check the standpipe to ensure it has not heaved and risen as a result of frost. If it has risen above the natural grade line, it should be lowered for protection. It is your responsibility to contact the City should this be the case and they will follow up.



## LOT DRAINAGE

The grading of your lot is designed to direct water away from your home and into water management systems. You have agreed legally within your Agreement of Purchase and Sale not to change the existing grading. It is important to follow this rule to protect your property and adjacent properties.

Please also note that gardens, plantings or fence installations have the potential to alter grading and drainage patterns. It is your responsibility to ensure no drainage problems arise as a result of landscaping work completed by you.

Lot drainage features such as swales and catch basins are also in place to direct water away from homes. Should these features exist on your property it is your responsibility to maintain them and remove leaves, debris, dirt, snow/ice to ensure drainage is not compromised.

It is important to note that your lot grading is designed to manage “typical rainfall”, heavy and long-term rains can result in some short-term ponding when soil is saturated – this is normal.

## LAWN

Your lawn sod is watered until established, and cut once by Uniform after installation. Once we consider your lawn established through our watering efforts, the sod becomes your responsibility to maintain and water. Keeping a healthy and well cared for lawn is important; it is your neighbourly contribution to a beautiful community.

To maintain a healthy lawn, frequent (sometimes daily) and adequate watering is required. Depending on rainfall it is up to you to establish a consistent watering schedule to maintain your lawns deep and healthy rooting. In the growing season, lawns require approximately an inch of water per week, and it is optimal if it comes in one watering.

Frequent cutting is also important for overall lawn health. Finally, in the spring, remove compacted snow and ice build up to eliminate “winter kill”.

## TREES

The tree species selected for your lot is pre-determined and dictated by a City of Ottawa approved landscape plan. The species on your lot cannot be changed.

These trees also come with a one-year warranty. Should a tree not survive this timeframe, our contractor will replace the same species of tree.

It is your responsibility to maintain and water the tree on your property as needed. Keep the dish area around the tree in tact, as the outer ridge and depressed area close to the trunk captures water. Also refrain from planting flowers and other vegetation for the first few years around the base of the tree, as they can divert water and nutrients away from the tree.

It is recommended that a tree be fertilized once a year (either spring or fall).

## INTERLOCK

Some minimal settlement may occur in interlock areas during your first year of occupancy. If settlement contributes to water ponding, it will be repaired at year-end.

## PAVED DRIVEWAY

Your asphalt driveway has warranty coverage for one year from date of possession or installation. Minor settlement, tire markings and some stone flaking are normal. Your driveway was intended for light use and typical passenger vehicles. Heavy trucks and trailers can cause damage and sink into the driveway – warm weather makes asphalt even more susceptible to such damage. You must take precautions to keep your driveway in good condition; you may choose to apply a sealer. Avoid gas and oil spills, avoid turning vehicle tires while stationary, avoid sharp/heavy objects penetrating the asphalt during extreme warm weather.

## HOME FEATURES AND MAINTENANCE

The exterior of your Uniform home is designed to be both architecturally pleasing as well as durable and protective. Although our homes are built with high quality, long-lasting materials that are low maintenance, the exterior of your home still requires regular review and minor upkeep to ensure potential problems are quickly identified and addressed. This ongoing review and maintenance will serve to extend the life of all aspects of your home, and ensure it is looking and performing well.

### CONCRETE PORCH

Poured concrete floors and porches often develop small cracks as a result of natural curing, shrinkage and settlement. Small cracks are typical and not cause for concern. Should you consider a crack to be significant (greater than 6mm), please note it on the appropriate deficiency list to be reviewed by our Service Staff.

Salt and chemical ice melting products can damage porches and garage floors. They can contribute to pitting and flaking issues. Chipping and scraping ice build up on porches, stairs, etc. can also damage the concrete below. Take caution when managing snow and ice in these areas. Uniform recommends urea/carbonyl diamide ice-melt. It causes little to no damage to concrete and is gentler on the environment and plantings in close proximity to pathways and porches. We also recommend that when using an ice-melt or sand/salt product, that you spread the product, allow it to melt the ice and then sweep/clear it away. Allowing these products to sit for long periods on concrete can contribute to deterioration. Damage caused by use of salt or ice melt is not covered under warranty. Concrete is often more susceptible to damage in its first year.

You may choose to apply a concrete sealer to help protect these areas from ongoing salt damage.

## ROOF

**Shingles:** The roof on your Uniform home has 30-year self-sealing asphalt shingles and eave protection. This roof will provide many years of protection to your home.

We ask that you take precaution if you have to walk on your shingles. It is important to note that they are most susceptible to damage during extreme hot and cold periods when shingles are either soft or brittle.

It is also important to check for loose, broken or missing shingles after a significant weather event. Repairs should be made quickly should damage have occurred. Please note that damage caused from extreme weather conditions is not covered under warranty. It is the homeowner's responsibility to perform prompt repair in such a situation.

**Roof Vents:** Roof vents are in place to provide ventilation to the attic space. Vents must be clear at all times of the year to ensure airflow is occurring. Homeowners should inspect roof vents, especially during the winter months, to ensure snow and ice is not blocking the vents. Proper ventilation of the attic space helps to ensure the attic temperature is close to the outside temperature – which is optimal.

If vents are covered and airflow and temperature is impacted, issues inside and outside of the home can occur. A build up of condensation can occur within the attic space. This can freeze and thaw and cause moisture damage or mildew. Ice damming can also occur.

**IMPORTANT:** Should you choose to install eavestroughs (single family homes only), please ensure:

- Water does not dump from a high to low roof. Water should be directed to the eavestrough or ground. This could cause premature deterioration of the lower roof finishes
- Downspouts should be aimed away from the home and drain water away from the foundation



## WINDOWS AND EXTERIOR DOORS

Your home is equipped with PVC double-glazed factory-sealed Low-E, argon gas filled casement windows (sliders in basement locations), complete with non-conductive spacers and interior screens on operable windows. Low-E coating and argon gas decrease heat loss through glazing, and the spacers decrease heat loss at the edge of the glass. Please note that in certain locations, window restrictors have been installed. These opening control devices only allow windows to open to a maximum of 4"; this is done as a safety precaution.

Your home also has insulated steel terrace doors to rear yards complete with a full height double-glazed sealed window and sliding screen where possible, as well as an insulated steel weather stripped door from house to garage.

These components of your home are meant to be low maintenance. We, along with our manufacturer, suggest the following basic maintenance for your windows and doors:

- Each spring conduct a visual inspection of your windows and doors to check for any issues (report things like moisture between glass as this is an indication of a broken seal, which is covered under warranty)
- Wash the PVC window profiles and doorframes with a mild soap (not abrasive) to prevent discoloration or dullness
- Check sealed window joints and the joints between door and window frames and the siding of your home for notable deterioration

During extreme cold, it may seem as though windows are drafty despite the fact they are fitted and weather-stripped/sealed. The draft felt is a result of convection, upward warm air movement over the face of the window and cooler air dropping. This is normal.

Also during the extreme cold, and depending on the relative humidity within your home, condensation may appear at the inside bottom

of your windows. This issue and how to manage it is detailed in the Climate Control – Condensation section of this Homeowner Handbook. This does not mean your window is defective.

Homeowners might want to remove screens and open blinds, shades, or curtains as they can sometimes hinder proper air circulation around the windows, which can assist in minimizing this seasonal condensation. With time, you will manage this issue through climate control and likely see it dissipate. That said, should condensation or ice form at the inside base of your windows, it is best practice to wipe this area dry to prevent damage to the finishes beneath the window.

## EXTERIOR CLADDING

Cladding is a term for the finishing materials used to protect and finish the outside walls of your Uniform home. On our homes (depending on the design) cladding includes: masonry (brick and stone), fibre cement siding, fibre cement shingles, and fibre cement boards and trim. Our experience has lead us to select some of the best materials available in terms of aesthetics and endurance.

**Masonry:** Brick and stone finishes on your home are intended to last the lifetime of the home. Mortar between the bricks has a lifespan but can last for many decades. Masonry and mortar joints are water resistant but not waterproof. These materials are porous and absorb moisture. It is important not to build gardens up against the brickwork as this can allow water to penetrate the masonry. Sprinklers should also be directed away from your home when possible.

Please note the lower course of bricks on your home has occasional gaps in the mortar. These “weep holes” are intentional and are in place to allow moisture to escape from behind the brick. Please keep these holes clear at all times.

Hairline cracks in mortar resulting from normal shrinkage are acceptable; a crack width in excess of 1 mm should be reported on the appropriate deficiency list so it may be addressed.

**Fibre Cement Siding:** The composite siding on your home is low

maintenance and long lasting. The material we have chosen for this application performs well in climates with freezing temperatures, extreme seasonal temperature variations, and snow and ice. Its surface has been engineered giving it superior paint adhesion and moisture resistance.

The required cleaning and maintenance of the fibre cement siding on your home will depend on the exposure of your home to sun, wind, dust, etc. As a guide, it is recommended that normal care and maintenance tasks shall include but not be limited to:

- Washing down the exterior surfaces every 6 to 12 months with a garden hose or low-pressure water spray to remove dirt and debris. For stubborn dirt or stains, a mild detergent and a soft brush may be used. In addition, clean eavestrough/down spouts, etc. to prevent any constant water flow or back up onto the material. Though this material is durable, it is important to avoid potential for damage to be done to the surface. Chipping and scratching can occur, take precaution when using garden tools, ladders, etc. against this surface. Refrain from using high-pressure sprayers to clean
- Re-apply caulking when it has begun to show signs of wear. This can help keep moisture from getting into the wall cavity
- It is a good practice to keep vegetation such as shrubs, bushes, and small trees trimmed back and away from the home and siding. This will also help to ensure that sprinkler systems do not saturate areas near the building
- Ensure required external ground clearances and drainage slopes are maintained. Do not in fill landscaping up to the siding

**Painted Surfaces:** Your Uniform home has a factory paint finish on its exterior doors and a site painted finish on top of the garage door factory finish. Your home may also have some minimal painted fibre cement panels and trim as accents. We aim to keep painted surfaces on your home to a minimum, but part of the uniqueness that is built into our designs is the beautiful Architect-chosen colour combinations that

add character and variation to our streetscapes. To achieve these unique colour combinations some surfaces on your home are painted, and the need to repaint them in time cannot be avoided.

The painted surfaces on your home can last for many years with proper care. Like the other exterior surfaces, avoid excessive exposure to water. Perform periodic gentle cleaning of the surface, etc. The sun exposure unique to your home will impact how long its painted surfaces will remain in top form.

In the long term, choose a good grade exterior latex paint when repainting. Clean and prepare the surfaces well. A copy of your homes exterior colour scheme is included as an appendix within this homeowner manual. If it is missing or you happen to lose this document, please contact our Service Department and they will ensure it is sent to you to keep on file.

## **CAULKING**

Caulking is an important component to the exterior integrity of your home. We use a long lasting 30-year silicone caulking that performs optimally for a very long time. Regardless, it is important to keep an eye on the sealed/caulked areas of your home to ensure they are in good shape. Caulking is used to seal around penetrations through walls and the roof, and also where two types of exterior cladding meet (example: window trims and siding). Caulking can dry out and crack over time and will require you to remove and replace it when it becomes weathered as your home ages beyond warranty.

During the first year as your home settles it can also be disturbed slightly. Keep an eye on the caulking used on your home and report any stressed or cracked areas. They will be repaired at the two-year service date for your home.

## **INSULATED STEEL OVERHEAD GARAGE DOOR**

Your garage door comes with a manufacturer's warranty. Please note that if you choose to install a garage door opener, non-qualified installers may void this warranty. Uniform will not



warrant modifications that have been made to the original installation. It is important to not use excessive uneven force when operating the door. Keep rollers and tracks clean and free from objects or debris that could interfere with operation. Yearly lubrication of the moving parts will assist with overall performance.

Please note that garage doors are insulated and have weather stripping but are not completely airtight. Depending on weather conditions you may see some precipitation enter into the garage – this is normal.

## **FOUNDATION WALLS**

The foundation walls of your home are exposed to major temperature fluctuations. The portion of the wall below grade experiences fairly constant temperatures while the portion above is subject to the extreme hot and colds of our climate. Temperature changes as well as the long term curing of the concrete will cause the concrete to expand and contract.

This typical material behaviour, along with the normal settlement of your home, may cause cracks to appear in your foundation. It is important to note that these cracks do not impact the integrity and strength of your home's foundation. Cracks resulting from normal shrinkage/settlement are acceptable; that said, cracks in excess of 6 mm do require attention but do not indicate a structural problem. In addition, in the unlikely event that a crack should result in water penetration, it will be repaired within the two-year warranty period of your home.

Please also note that minor cracks in the finish coat on the exterior exposed portions of your foundation (parged surfaces) are normal and do not require patching. Should parging appear loose, please note it on the appropriate deficiency list.

## **GARAGE FLOORS**

As is the case with all concrete, these floors will shrink and could crack as they experience temperature changes and release moisture in the curing process. Minor cracks are typical. Homeowners can seal their garage floor from time to time to minimize damage from winter salt on vehicles.

## **BASEMENT FLOORS**

Your basement concrete floor is not part of your homes foundation, but rather a durable hard flat finish that can serve as a surface for storage or for future floor finishes. It is not a structural element to your home and is not meant to have a perfectly smooth surface. This floor will have a slight slope to it in the area of the floor drain. It is important to note that basement floors may experience shrinkage and minor settlement. This is normal and cannot be prevented and does not indicate a structural problem in your home.

As previously mentioned, concrete finishes experience a natural curing process. This process involves water dissipating in the concrete mix and the material naturally strengthening over time. It can take up to two years for this process to unfold and within this timeframe some small cracks will likely occur. This process may also cause a white powder to appear on the concrete surface. This is caused by the natural surfacing of salt deposits. This is also a normal behaviour for this material and these deposits called “efflorescence” can be removed with a stiff brush and water.

Should a crack in excess of 4mm occur within your statutory warranty period, please report it on the appropriate list and it can be spot repaired with a non-shrink grout material.

## **EXTERIOR HOSE BIBS**

Exterior faucets must be winterized to avoid bursting or cracking in extreme cold weather conditions. This winter prep homeowner maintenance is indicated in your Fall “General Maintenance Checklist”. The locations for the main shut-off valve and shut-off valves for your exterior water supplies will have been shown to you during your Pre-Delivery Inspection.

### Procedure:

- Turn the basement shut-off valve to closed position and leave closed all winter
- Disconnect garden hoses, turn outside valve to open position and leave open all winter
- Loosen bleeder cap and allow all water to drain out
- Return to basement, on interior shut-off valve remove cap screw and allow water to drain (have cup/container handy to catch water). Leave cap screw open all winter
- Reverse for Spring

**IMPORTANT:** Ask your Service Coordinator to walk you through this process should you require a quick demonstration. Your 30-day and 1-Year review meetings are a perfect time to review this important homeowner maintenance activity.

## AIR INTAKE AND EXHAUST VENTS

On the exterior of your home (rear or side face), air intake and exhaust pipes have been installed. These pipes vent the mechanical systems within your home and will be identified to you during your Pre-Delivery Inspection.

Check these pipe locations throughout the winter months to ensure they are not obstructed by snow.



# NOTES

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## HOME FEATURES AND MAINTENANCE – INTERIOR





# HOME FEATURES AND MAINTENANCE – INTERIOR

## CLIMATE CONTROL

Maintaining an optimal climate in your home, both in terms of temperature and relative humidity, is extremely important. Many of the components and materials that make up your home rely heavily on its climate to maintain their integrity.

**IMPORTANT:** We offer all homeowners a post move-in orientation session with a representative from our HVAC contractor. Your home's heating/cooling and climate control systems are detailed in your pre-delivery inspection; however, it is often useful to revisit these systems after move-in as your pre-delivery inspection covers a great deal of information and items.

This time can be used to review basic maintenance, seasonal settings, any questions or concerns that may have arisen since you have moved in, etc. **We highly recommend this orientation session as it further clarifies how to properly own and maintain some very significant systems within your home. We consider this session one of the most important things you can do as a new homeowner.** Please contact the HVAC contractor whose information is detailed in the “Contacts” appendix at the end of this document.

## BASIC SEASONAL SETTINGS FOR FURNACE, HUMIDIFIER AND HRV

To begin, as a new homeowner it is important to know the appropriate relative humidity levels (RHL) for your home during certain seasons. Our recommendations are the following:

- In the heating season (fall-winter) – the proper relative humidity levels or “comfort zone” falls within 35-40%
- In the cooling season (spring-summer) – the proper relative humidity levels or “comfort zone” falls within 40-55%

As a homeowner you need to use the systems within your home to achieve a RHL in these ranges. It is important to understand the optimal setting for each system during each season, and also to understand how the systems work in conjunction with one another to achieve a proper household climate.

## HEATING/COOLING

Your home is equipped with a highly efficient heating system. Your furnace is a two-stage, direct vent gas furnace complete with variable speed DC fan motor. A two-stage burner ensures the heat output closely matches the heating requirements of the house and saves you energy costs, while the fan motor in your furnace uses significantly less electrical energy to run.

The main supply air ductwork in your home is sealed to reduce leakage. The metal ductwork in your home will expand and contract as it heats and cools and this could result in the odd sharp banging or ticking sound. This is normal and does not impact the performance of your system. Your furnace draws in air for combustion and exhausts combustion gases through plastic piping in the side or rear foundation of your home (model dependent). As is the case with all other exhaust piping, keep them clear of plantings, debris, etc. Change/clean your furnace filter every two to three months for maximum performance/efficiency.

The air-conditioning unit servicing your home has been sized appropriately. We recommend you securely cover your air-conditioning unit throughout the winter months and clean it of any debris in the spring. As previously mentioned, only cover the top portion of the air conditioning unit in the winter, do not wrap the entire unit.



## TROUBLESHOOTING

If your heating or cooling system is not operating properly:

- Review the specific maintenance manuals for both your furnace and air-conditioning for additional support. These will be located in the homeowner manual file container near the electrical panel in your basement. This manual storage location will have been identified to you during your Pre-Delivery Inspection
- Check your thermostat to ensure it is working and programmed accurately
- Check the intake and exhaust pipes at the exterior of your home to ensure they are unimpeded
- Check the heating/cooling system emergency ON/OFF switch located in basement to ensure it is ON. Location is labeled and will be identified to homeowners during PDI
- Check the circuit breaker dedicated to the heating/cooling system to ensure that it is ON

## AIR DISTRIBUTION

Once you have lived in your home, you may find the heating/cooling system is not balanced to suit your requirements. Some rooms might seem too warm while others are too cold. During periods of extreme weather (hot or cold) it is not uncommon to have a temperature difference of as much as 5°C between different areas within the home.

The thermostat for your home senses the temperature at the location where it is installed on your main floor. Many homeowners find that the ground floor will quickly reach its optimal temperature and the furnace or air conditioner will shut off before the upstairs of the home reaches an adequate temperature as well.

In a situation such as this you can regulate the grills/registers for the main floor. This will promote more of the heated or cooled output air to travel to the second floor. Homeowners should not adjust the dampers within the ductwork as they have been set to ensure

the proper amount of air circulation/pressure exists so that your entire system feeds the home appropriately. This is why we simply recommend homeowners control airflow by opening and closing certain registers.

When each of our homes is completed and ready for occupancy, the airflow has been tested and certified as adequate. We encourage homeowners to ensure no furniture or window coverings are obstructing important airflow out of registers.

## **VENTILATION AND HUMIDITY**

Homes built today are extremely airtight to ensure energy efficiency, but our homes need consistent changes of air as a result. Baths and showers, doing the dishes, and even our families breathing produce significant amounts of moisture inside our homes. Opening doors and windows is the obvious way to bring in fresh air, but we cannot do that in the winter months. As a result, an HRV (heat recovery ventilator) is installed to continuously bring a small controlled amount of fresh air into your home (intermittent setting) and remove stale humid air. The optimal way to use your HRV in concurrence with your other heating/cooling and climate control systems within your home is detailed in the following section and will be reviewed during your homeowner orientation session.

Book your orientation session and review the specific maintenance manuals for both your HRV and humidifier for additional support.

## STEP-BY-STEP GUIDELINE TO INTERIOR CLIMATE CONTROL

### Heating season

- 1 Set the furnace thermostat temperature to 73°F on the HOLD position (ground floor hall)
- 2 Furnace fan should be set to the ON position, not AUTO (ground floor hall)
- 3 Set humidifier damper to the WINTER position (basement)
- 4 Ensure that the humidifier water line is on (basement)
- 5 Set humidifier controller to 40% (basement). Humidifier will only turn on when furnace is in a heat cycle and humidifier controller senses humidity levels lower than the set humidity of 40%
- 6 The HRV is to remain plugged in at all times
- 7 Run the HRV at the “intermittent setting”, this will typically lower the relative humidity and introduce fresh air into your home (ground floor hall). The HRV will lower the relative humidity level below the desired 40% in the heating season, but with your humidifier set in the proper position, the two systems will work together to balance the need for periodic fresh air into the home and optimal humidity levels. You will adjust and work with the two systems to eventually reach a desired/optimal “comfort zone”
- 8 When the HRV is set at the OFF position, relative humidity % will increase (ground floor hall)
- 9 Your HRV should be set at “intermittent” all the time unless you experience relative humidity levels below 40%, at that point you can shut off the system until humidity levels restore themselves to the appropriate range, then you can reactivate your HRV and set it as indicated
- 10 All of these suggested settings and climate management must happen in conjunction with managing condensation levels on your windows. This is a dynamic process that will vary slightly between each home based on the activities (cooking, showering, etc.) and number of people within a residence



### **Cooling season**

- 1 Set the furnace thermostat temperature to 73°F on the HOLD position (ground floor hall)
- 2 Furnace fan should be set to the ON position, not AUTO (ground floor hall)
- 3 Set humidifier damper to the SUMMER position (basement)
- 4 Ensure that the humidifier water line is off (basement)
- 5 Set humidifier controller to the OFF position (basement)
- 6 The HRV is to remain plugged in at all times
- 7 Run the HRV at the “intermittent setting”, this will typically increase the relative humidity and introduce fresh air into your home (ground floor hall). If the humidity level exceeds the recommended range, turn off the HRV until an optimal level is restored
- 8 When the HRV is set at the off position, relative humidity % will decrease (ground floor hall)

## ELECTRICAL

The electrical panel in the basement of your home contains circuit breakers. Each of the breakers controls multiple plugs or lights within a particular area of your home. These areas will be identified on the panel. Should you overload a particular breaker, it will trip. It is important to note that sometimes things like vacuums, hair dryers, power tools, etc. can overload a breaker when used. To reset a breaker, you have to flip the tripped switch (you will notice it is no longer in the 'on' position like the other breakers) all the way to the 'off' position until you hear a click. Then proceed to push it back to the 'on' position. When resetting, ensure the tripped breaker has no load; turn off the appliances that tripped the breaker and/or any lights associated with it. If you continuously experience a breaker tripping, it is likely an indication you have too many electrical appliances on that circuit and you should redistribute the load.

Your home features Arc Fault Circuit Interrupters (AFCI). They are a type of receptacle or circuit breaker that breaks the circuit when it detects a dangerous electrical arc. An AFCI distinguishes between a harmless arc and an undesirable arc that can occur if for instance your lamp cord has a broken conductor within it.

It is important to note that the receptacles in your bathrooms, some of the kitchen receptacles and the exterior receptacles in your home are Ground Fault Interrupter protected (GFI). These types of receptacles are designed to prevent shocks in areas where moisture can exist. The GFI is typically centrally located either in your powderroom or kitchen. It has a RESET and TEST button. If you do not have power at one of these 'GFI' receptacles try the RESET button and then the TEST or check the breaker at the panel.

Your homes smoke/carbon monoxide detectors are interconnected which means they are directly wired. They do have battery back up, should a power outage occur. We recommend you regularly check each detector to ensure they are working and batteries have been updated. A good practice is to replace batteries twice annually; the spring and fall are optimal. The covers should be cleaned periodically to eliminate any potential dust/debris/insects, etc. Always test your alarms after you have cleaned them.

## NATURAL GAS FIREPLACE

The fireplace within your home is a directly vented sealed combustion unit. It draws air from the outside of your home and exhausts through a vent located on one of your homes exterior walls. While operating, this exterior vent can get very hot — take care and be aware of this. For model specific information, it is important to consult the instruction manual for the fireplace within your home. It will be located in the homeowner manual file container near the electrical panel in your basement. This manual storage location will have been identified to you during your Pre-Delivery Inspection.

When you first occupy your home there may be some residues remaining on/in the fireplace from the manufacturing process. Uniform runs your fireplace for an extended period of time in advance of closing to burn off most of these residues. That said, the first time you use your fireplace some might still remain in the unit. Ensure the room is well ventilated (open windows, etc.) as this burning off process will produce an odour and may produce minor smoke that could set off your smoke alarms. It should not take long for this to subside and your fireplace will operate normally and not require the room to be ventilated.

When a gas fireplace is ignited, often times some condensation may build up on the interior glass face. This is normal and results from the difference in temperature on either side of the glass; this build-up will clear.

## INTERIOR DOORS AND TRIM

Factors such as your homes interior temperature, humidity level changes and the normal drying out process of these materials can lead to some tightness or slack with your doors/frames. The trim in your home could also experience some warping or gapping between it and the drywall. Often these side effects will re-adjust themselves as your home experiences a year of seasonal changes and as you properly manage the climate within your home.

Should warping or gapping or baseboards coming away from the wall still exist at your one-year statutory warranty period, please report it so that it may be reviewed and repaired if necessary.

## **DRYWALL (WALL AND CEILING FINISHES)**

The drywall joints in your home are completed in a multi-step process. Multiple coats of plaster are applied followed by a sanding. They are primed and painted and then reviewed in a drywall check conducted by Uniform staff.

Uniform has implemented a drywall installation process and review procedure that aims to deliver a high quality wall finish. Minor imperfections including small bumps or waves are sometimes visible. These types of imperfections are considered normal and are very unlikely to be noticed under normal viewing conditions (as defined by Tarion). It is important to note that certain extreme lighting conditions or direct sunlight from large expansive windows could amplify a minor imperfection. Window coverings assist in diffusing direct natural light and can minimize visible yet normal drywall imperfections.

As your home settles and its framing materials dry out, nail pops and minor cracks can occur. Cracks and pops are more likely to appear above windows or where walls meet ceilings. Again, these types of minor imperfections will occur in every home and are very typical. Maintaining proper humidity levels within your home will minimize these conditions.

At the time of your year-end service review, Uniform will repair cracks and nail pops. Painting of the repaired surface is the responsibility of the homeowner. We urge homeowners to consider this normal drywall behavior in a home for the first year when contemplating painting and/or wallpapering. It can be beneficial to wait approximately one year before investing time and money in these types of further customizations in a new home.

## **RAILINGS, MANTLES AND CAPS**

These elements of your home are either completed in a wood species (dependent on homeowner selections) or a painted MDF finish. The material type used in trim, cabinets, stairs and mantles will accept paint and stain according to their grain and unique characteristics.

As a result, please be aware that it is normal for these surfaces to have varying degrees of stain colour variation/or smoothness. These components to your home require basic upkeep, periodic dusting and cleaning with a mild surface appropriate cleaner.

At the time of your year-end service review, any small cracks in these components resulting from house settlement and drying out will be reviewed and addressed.

## CABINETRY<sup>1</sup>

The cabinets within your home could be stained wood, painted MDF or a laminated product (homeowner selection dependent). Wood and MDF cabinetry doors are designed for interior residential use in a climate-controlled environment. Please note that the colour and grain characteristics in all genuine hardwood products will vary.

Regular cleaning of wood doors should be done with a clean, damp cloth and dried immediately with a soft cloth. A mildly damp microfiber cloth works best for cleaning your cabinetry.

**Soaps & Detergents:** Do not use detergents, strong soaps, abrasives, or self-polishing waxes on your cabinets. Avoid using cloths, which may contain remnants of these cleaners as they may leave streaks and shiny spots in the finish.

**Moisture:** Excess moisture is the worst enemy of any finish. Dry off any water immediately with a dry, soft, cloth. Avoid exposure of doors and drawers to high heat. Avoid water splashing against and settling against the bottom of toe kicks, panels and gables, as it will cause the particle core material to swell. This is not covered by warranty.

**Humidity:** Indoor relative humidity should be between 35% and 55%. As with any wood product, when humidity is too low or fluctuates, cracking and splitting may occur.

Regular cleaning of cabinet interiors should be done with a clean, damp cloth and dried immediately with a dry, soft cloth. Regular cleaning of laminate or thermofoil doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth.

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<sup>1</sup> Deslaurier Custom Cabinets; "Useful Resources: Caring for your Cabinets" [http://deslaurier.ca/wp-content/uploads/2014/02/Deslaurier\\_Caring\\_for\\_Cabinets\\_web.pdf](http://deslaurier.ca/wp-content/uploads/2014/02/Deslaurier_Caring_for_Cabinets_web.pdf) accessed June 2015



**Heat:** Exposure of thermofoil doors to heat will result in de-lamination or peeling of the foil. Damage caused by exposure to heat in excess of 80°C (185°F) is not covered under warranty and replacement of the doors or drawer fronts will be at the expense of the homeowner.

**Small Appliances:** Kettles, toasters and toaster ovens cannot be placed under cabinetry. Prolonged exposure will cause de-lamination of the thermofoil doors.

**Dishwashers:** Allow dishwasher to dry the dishes using the dry cycle. The common practice of opening the dishwasher to allow steam to escape forces the steam onto neighboring doors and drawer fronts. Damage caused in this fashion is not covered under warranty and replacement of the doors and drawer fronts will be at the expense of the homeowner.

From time to time your cabinet doors might require adjustment due to loosening hinges resulting from prolonged use. A screwdriver can be used to easily adjust and tighten your cabinets.

## COUNTERTOPS<sup>2</sup>

The countertops in your home are meant to be durable and long-lasting. No matter what the material (homeowner selection dependent), general care and maintenance will contribute to their long lasting function and overall appearance. Below are helpful hints for caring for your specific countertops.

### Laminate Countertops

For daily cleaning of laminate countertops simply wipe with a slightly damp soapy cloth and immediately wipe off any remaining residue. For stubborn stains cautiously use a non-abrasive liquid cleaner.

**Seams & Joints:** Avoid any moisture on countertop seams and joints. At installation, the exposed particle core at the mitres and joints will be siliconed to protect it. However water in seams and joints will cause the particle core substrate to swell and this damage is not warrantied.

**Direct Heat:** Do not place heated cooking ware directly on laminate

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<sup>2</sup> Deslaurier Custom Cabinets; "Useful Resources: Caring for your Countertops" [http://deslaurier.ca/wp-content/uploads/2014/02/Deslaurier\\_Caring\\_for\\_Countertops\\_web.pdf](http://deslaurier.ca/wp-content/uploads/2014/02/Deslaurier_Caring_for_Countertops_web.pdf) accessed June 2015

surfaces. Protective pads are always recommended.

**Cutting:** Always use a cutting board for food preparation. Never cut directly on surface of countertop.

### **Granite Countertops**

Although a highly durable product, granite may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop.

It is important to note granite is a natural product and sometimes will contain fissures and small cracks that do not affect the integrity of the stone. Defects in workmanship are covered under warranty, but variations in the look/veins/colour and composition of your granite are characteristic of this type of material and are not warrantied.

To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care.

**Scratches & Stains:** Minor scratches and stains are easily removed with a mild abrasive. If you experience any deep scratches or chips, please contact our Service Department to be put in touch with our supplier for professional assistance.

**Direct Heat:** Granite will withstand heat well but certain stones may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that granite is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware, creating a potential for burns. Protective pads are recommended.

**Cutting:** We recommend you do not cut on your granite surface as it can scratch. It is always advisable to use a cutting board.

**IMPORTANT:** Please note that applying extra weight to your granite top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cutout for sinks, cooktops, etc., may result in cracking.

### **Quartz Countertops (brands such as Silestone, Cambria, Caesarstone)**

Although a highly durable manufactured product, quartz may be damaged if misused. To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care.

**Scratches & Stains:** Minor scratches and stains are easily removed with a mild abrasive. If you experience any deep scratches or chips, please contact our Service Department to be put in touch with our supplier for professional assistance.

**Direct Heat:** Quartz will withstand heat well but may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that quartz is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware creating a potential for burns. Protective pads are recommended.

**Cutting:** We recommend you do not cut on your quartz surface as it can scratch. It is always advisable to use a cutting board.

**IMPORTANT:** Please note that applying extra weight to your quartz top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cutout for sinks, cooktops, etc., may result in cracking.

**Butcher Block:** To ensure functional use and longevity of your solid wood butcher block, the following care should be taken:

- Wash with lukewarm water and immediately wipe dry
- Apply a fresh coat of mineral oil, or Beeswax meant for butcher-block tops monthly, or as needed
- Do not place hot items on surface
- Do not allow water spills to rest on surface for a period of time
- Cutting on the top will mark the surface

## APPLIANCE HOOK UPS

Homeowners are responsible for the installation of their own appliances. Your home/kitchen has been configured to accommodate the appliances specified during your homeowner selection process.

If you included a waterline to your fridge during your customization process, it is important to note that the shut off to the line will either be located in a cabinet beside the fridge or in the floor joists below the fridge location in the basement.

The proper installation of each appliance is the homeowner's responsibility. Your dryer will require either rigid or flexible dryer ducting to connect it to the exterior exhaust vent. It is also important to ensure you do not allow lint build up to occur within your machine, which in turn builds up within the ducting and the vent on the exterior of your home.

### **Signs that it's Time to Clean Your Clothes Dryer Vent:**

#### **Drying time for clothes takes longer than normal**

When a dryer vent is clogged, the drying cycle can double or triple in time. You'll notice that clothes are not completely dry at the end of a regular cycle. A dryer pushes out hot moist air for clothing to dry. If your vent is blocked by lint, the air will stay in your dryer keeping your clothes hot and moist.

#### **Your clothing and the outside of the dryer are very hot**

This could mean the vent is not exhausting properly.

#### **The vent hood flap doesn't open properly**

Another visual indicator that you're due for a cleaning: You can see lint or debris around the dryer hose or outside vent opening, or the exterior duct hood flap does not open as it is designed to do. This means airflow has been restricted due to lint buildup.

#### **It's been longer than a year since your last inspection**

Dryer vent ducts should be inspected at least once a year.

You have the option to hire a professional, or you can clean it yourself should you consider the vent locations easily accessible (location and ease of accessibility dependant on model and laundry location). There are brush kits on the market and many how-to videos.

## FLOORING

Variations in thickness of the types of flooring in your home might require a bevelled transition. Throughout your home there could be various types of flooring which are all susceptible to damage or deterioration if not properly cared for. Below are details on specific flooring materials within your home, as well as, helpful hints for caring for each:

**Hardwood Floors:** Like many other finishes in your home, hardwood floors are a wood product impacted by your home's temperature and humidity levels.

Through the changing seasons humidity within a home can fluctuate. Humidity is lower in the winter months and it is not possible to keep it at summer levels due to the potential for condensation on windows during the winter cold. As a result of the lower humidity in your home during the winter you may observe some gapping between the hardwood planks. These spaces are normal and will disappear again in the summer.

As a homeowner you can minimize changes in your wood floor by maintaining the relative humidity levels in your home between 35% and 55% (season dependent) in order to preserve the internal humidity of the wood and its dimensional stability.\*<sup>3</sup>

Uniform recommends the use of a portable humidistat. They can be sourced at any home improvement store. It is best to keep this in a central location on the main floor of your home. Use this to keep an eye on the humidity levels within your home. Should it stray from the recommended percentages, you can work with the mechanical systems in your home and re-establish the acceptable range. Information on these systems and how to establish an optimal home climate is contained within the Climate Control: Heating/Cooling/Ventilation section of this manual. \*Please note: If you are having trouble maintaining these levels and have already had our HVAC Contractor Homeowner Orientation session, do not hesitate to contact our Service Department for additional advice.

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<sup>3</sup> Mercier Wood Flooring: "Maintenance" <http://www.mercier-wood-flooring.com/en/advices-and-warranty/maintenance> accessed 2015



Prefinished and site finished hardwood (homeowner selection dependent), require very minimal maintenance. Regular cleaning with a soft bristle broom or dust mop are important. This will remove dirt/grit that can scratch the floors. Do not use water to clean the wood floors as it can dull the surface over time and may damage the wood if not used very cautiously. Uniform recommends to occasionally use a cleaning product specific to hardwood floors to restore lustre – use according to the manufacturer’s recommendations. Never use wax, household detergent, or oil-based soap on the floor. These products may discolor and damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. The greasy film may also make it impossible to apply a restorer coat. Mixtures of water and vinegar are not recommended for cleaning prefinished flooring, since vinegar has an oxidizing effect on the finish.

Avoid rolling chairs with casters on the finished surface. Put them on rugs or Plexiglas chair mats. Place floor protectors under narrow casters, or replace them with wide rubber or flexible polyurethane casters. Regularly trim your pets’ claws to prevent scratches and indentations.

Do not drag furniture or heavy objects across the finished surface. Lift any furniture to be moved or place it on a piece of plywood (to distribute the load) laid on a blanket in order to slide it along the floor.

Wipe up spilled water, liquids, or detergents before they are absorbed by the wood fibers. Place floor mats at each doorway and in front of the sink, dishwasher, and work areas in the kitchen. Place leak-proof saucers under your plants to avoid accidental spills. Choose pots with a waterproof glaze rather than porous clay pots that may let water through.

Common sense, basic cleaning/maintenance and a proper household climate will keep your hardwood floors in the best overall condition.

**Carpeting:** The carpets within your home should be vacuumed weekly to maintain their appearance. The aim is to not allow dirt to settle in the base of the carpet as this leads to its deterioration. You may have higher traffic areas within your home that require more frequent vacuuming.

Remove spills immediately; do not rub the stain but rather blot it with a white towel or white paper towels. Professional carpet cleanings every year to two years based on traffic will assist in prolonging the life of your carpet. You may notice your carpet shedding some loose fibers/fuzz, this is normal for new carpet and will subside within a year and with frequent vacuuming.

If you selected a Berber carpet for your home you should consider the following: if your vacuum has a “beater bar”, you should turn it off when vacuuming Berber. If you cannot turn it off or choose to use it, avoid seams while vacuuming; or, if your bar is adjustable, set it to its highest position. Ultimately, you do not want this bar to catch and pull out the loops in your Berber.

**Wall and Floor Tile:** The ceramic tiles installed within your home are extremely durable. These surfaces, although strong, are not indestructible. Use mild cleaners, or cleaners that are specific to these surfaces. Anything abrasive can dull and deteriorate the surface of the tile. Grout runs between your tile and small hairline cracks within the grout are normal. Should more significant cracking occur, Uniform’s Service Department will review and repair where necessary.

## PLUMBING

In the event of a plumbing leak, close the main water shut-off valve immediately. This will be located in the basement at the front of the home and will have been shown to you during your Pre-Delivery Inspection. There are also shut off valves specific to each faucet in your home. These too can be used in the event you discover a leak and need to quickly stop the water feed. This will also allow you to perform work in a particular area of your home without shutting down the water completely, if needed.

It is important to report plumbing leaks to Uniform during the applicable warranty period should they be a result of construction/installation. Should the issue be associated to improper use, you will be responsible for repairs.

Do not dispose of grease/fat down your kitchen drain, as these materials will accumulate in your plumbing system and reduce its efficiency.

## **FIXTURES**

The smooth/glossy/metal finish surfaces of your plumbing fixtures/faucets are strong but still susceptible to damage. Harsh abrasive cleaners can wear the surface. Use appropriate cleaners specific to these areas and use them with water. Avoid the use of steel pads. A soft microfiber cloth is very effective for cleaning plumbing fixtures.

Your tub, toilets and shower bases can chip/crack or dent from an impact. They too require specific cleaners for fiberglass or acrylic fixtures, and you should avoid using anything abrasive (powders) to scrub these surfaces. Your stainless steel sink is very durable but it too can scratch and dull from scraping or banging kitchen utensils against it.

## **TOILETS**

The toilets installed within your home are 'low flush' in an effort to reduce the volume of water consumed in each use. In some instances, the amount/nature of waste to be flushed might require a second flush.

Should you experience a toilet back up in the first 8 weeks of occupancy and it cannot be cleared via the use of a plunger, please notify our Service Department for follow up. Any blockage resulting from construction debris and/or improper installation is our responsibility; blockage cause by homeowner misuse or lack of maintenance is the homeowner's responsibility. Following these 8 weeks, should a problem arise, please contact a plumber of your choice.

Please refrain from using chemical additives or pucks in your toilet tanks. They can cause damage to components within your plumbing system.

## HOT WATER HEATER

Your new home has either a tankless 'on demand' hot water heater or a tank unit (model and homeowner selection dependent).

**Tankless:** The system uses a gas-fired heat exchanger to heat water on demand. Unlike traditional hot water tanks that heat and reheat the same water 24 hours a day, an on-demand water-heater is significantly more efficient by only heating water when demanded. When a hot water source in the home is opened, the heater senses the demand and starts delivering continuous water. An electronic ignition system eliminates the need for a pilot light in the unit. This system exhausts its combustion gases through plastic pipes that exit your home through an exterior wall or through the roof – it is important to ensure these pipes are kept clear of snow, vegetation and debris.

**Tank Unit:** If you have a tank unit, it is a power vent water heater. It draws combustion air from the space around the heater and uses a small fan to expel exhaust gases. It vents directly through the roof or an exterior wall.

The hot water heater in your home is a rental from Enercare. You do have the option to purchase the unit from Enercare after you have closed on your home. As a rental unit, all maintenance is the responsibility of Enercare.

Should there be an issue, Enercare can be contacted for Repair and Maintenance at the following number **1.855.255.5458**.



# NOTES

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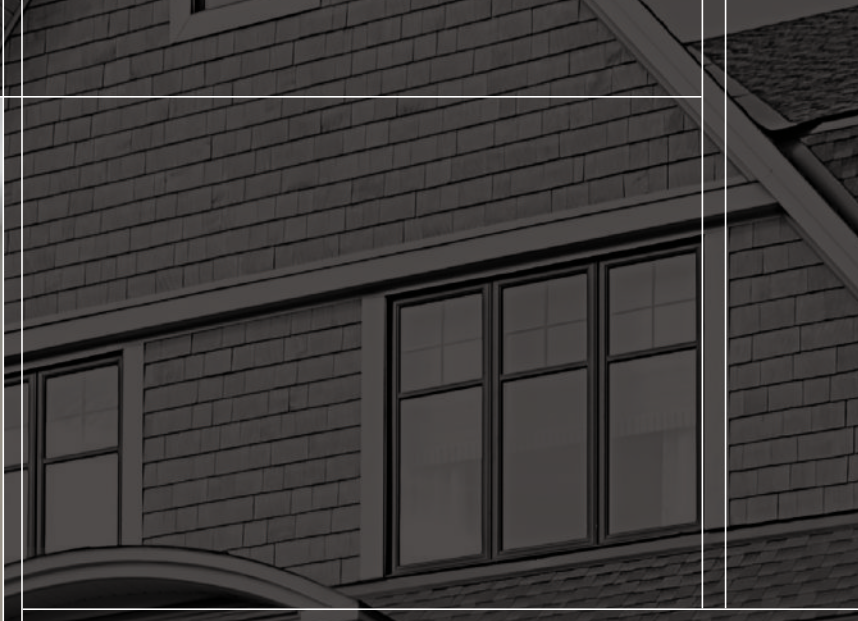
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## YOUR WARRANTY COVERAGE



# YOUR WARRANTY COVERAGE

The following summarizes the Tarion Warranty Program Builder's Warranties:

## ONE-YEAR WARRANTY

Uniform warrants for one year that your home is:

- constructed in a workman-like manner and free from defects in material
- comprised of no unauthorized or lesser quality substitutions
- is fit for habitation
- is constructed in accordance with the Ontario Building Code

These warranties apply for one year, beginning on the home's date of possession, even if the home is sold.

## TWO-YEAR WARRANTY

Uniform warrants your home for two years against the following:

- water penetration through the basement or foundation walls
- defects in materials that affect windows, doors and caulking and defects in work that results in water penetration into the building envelope
- defects in work or materials in the electrical, plumbing and heating delivery and distribution systems
- defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding)
- violations of the Ontario Building Code that affect health and safety

## SEVEN-YEAR WARRANTY

That Tarion Warranty Corporation provides a seven-year major structural warranty, which is defined as follows:

Any defect in work or materials in respect of a building, including a crack, distortion or displacement of a structural load-bearing element of the building, if it:

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

The seven-year warranty includes significant damage due to soil movement, major cracks in basement walls, collapse or serious distortion of joints or roof structure and chemical failure of materials.

In addition to the general exclusions, the seven-year warranty specifically excludes: dampness not arising from failure of a load-bearing portion of the building; damage to drains or services; and damage to finishes.

## WHAT IS NOT COVERED?

The following matters are **not** covered by the statutory warranties:

### **Normal Wear and Tear**

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

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

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

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

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

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

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

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

- Alterations, deletions or additions to the home that were made by the homeowner

- Changes by the homeowner to the direction of the grading or the slope of the ground
- Defects in materials, design or work that was supplied or installed by the homeowner

### **Elevators**

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

### **Specific Defects Accepted in Writing**

- Ascertained defects in work or material accepted in writing by the homeowner

# APPENDIX 1: CONTACTS

## **Uniform Urban Developments Service Department**

Daytime phone: 613.225.0770 ext. 248

[service@uniformdevelopments.com](mailto:service@uniformdevelopments.com)

## **Uniform Urban Developments Head Office**

117 CentrepoinTE Drive, Suite 300

Ottawa, ON K2G 5X3

Phone: 613.225.0770

Fax: 613.723.1675

[info@uniformdevelopments.com](mailto:info@uniformdevelopments.com)

## **To Book your Homeowner Orientation Session please contact:**

### **Chad Labelle**

Service Coordinator

Ambassador HVAC Inc.

[service@ambassadorHVAC.com](mailto:service@ambassadorHVAC.com)

190-101 Innes Park Way

Ottawa, ON K1B 1E3

Phone: 613.741.9595

Fax: 613.741.2404



## **APPENDIX 2: EXTERIOR COLOUR SCHEME**



## UNIFORM URBAN DEVELOPMENTS

117 Centreponte Drive, Suite 300  
Ottawa, ON K2G 5X3  
[uniformdevelopments.com](http://uniformdevelopments.com)

Phone: 613.225.0770  
Fax: 613.723.1675  
[info@uniformdevelopments.com](mailto:info@uniformdevelopments.com)