



# WELCOME HOME

Homeowner's Manual



# The day has finally come, Congratulations on your new Hallett Home.

Moving into your brand new home is one of the most exciting milestones of your life and we are honoured that you have chosen to be a part of ours. Although every aspect of this house has been carefully planned out by our team of professionals, it is your customization and attention to detail that has turned this house into a home.

To ensure your move goes as smoothly as possible, we have hand crafted this homeowner manual which provides descriptions and guidelines regarding your Tarion warranty, tips for using and maintaining key features of your new home, and important contact information. Although we have tried to answer a majority of your questions in this book, there may be other questions that arise in the months to come and rest assured we are always here happy to help.

We are so happy we have been able to embark on this journey together, and we welcome you to the Hallett family.



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A house is  
made of bricks  
and beams.

A home is  
made of hopes  
and dreams.

– Ralph Waldo Emerson



WARRANTY



# Pre-Delivery Inspection

The first step in taking ownership of your new home in the days leading up to your closing date is the Pre-Delivery Inspection (PDI). The PDI is both an exciting and informative event for every Hallett Homeowner, and it is likely the first time you can walk through the doors of your new home after months of anticipation. A Hallett Homes Homeowner Relations representative will reach out to you to schedule your PDI 2 weeks prior to your closing date.

A member of our Hallett Homes Homeowner Relations team will conduct your PDI, which acts as both an inspection and orientation of your new home and its features. She will walk you through your home, allowing you to make note of the interior finishes and ensure you are satisfied with your Hallett home while explaining your heating, electrical and plumbing mechanical systems. This is the ideal time to ask any questions you may have about the features

and finishes of your home. At the conclusion of your PDI, you will be provided a copy of your Certificate of Completion and Possession for your Tarion warranty enrollment information and a copy of your pre-delivery inspection Form.

Please note that depending on the time of your closing, some exterior items may be outstanding. Seasonal work, such as painting, driveway paving, decks and sod may not be completed until the weather permits and according to our exterior works schedule.

Due to the nature of the construction environment, we ask that only those listed as purchasers of the home attend the PDI. We understand it is an exciting time everyone, however there will be a lot of valuable information presented during this time that will require your undivided attention. For that reason we do ask children, family, friends, and pets not attend.





# Warranty Protection

Every homeowner in Ontario that has purchased a new build is entitled to a warranty through The Tarion Warranty Corporation. The Tarion warranty corporation offers a 30-day, One Year, Two Year, and Seven Year warranty with varied coverage.

As you settle into your new home it is common to come across new items requiring warranty attention. The easiest way ensure your forms are on time is using the Tarion MyHome, [myhome.tarion.com](https://myhome.tarion.com), which allows you to manage your warranty online. If you would prefer to use a paper form, please contact Tarion at 1-877-982-7466 to obtain a copy.

## 30 DAY

Your 30-Day Form allows you to note any items that you would like resolved since taking possession of your home, similar to what you would have noted during your PDI. We recommend that you fill out and submit the form in advance of your first 30-days, as it must be received prior to the period ending, and can only be submitted once.

## ONE YEAR

Your Year-End Form becomes available during the last 30 days of your first year of possession. It should list any items that are still unresolved and any new items that have arisen that fall under defects in work and materials. Like the 30-Day Form, the Year-End Form can only be sent in once, so make sure you have listed everything prior to submitting.

## TWO YEAR

In your second year of possession, you may submit one or more Second-Year Forms at any time for items covered under the Two-Year or Major Structural Defect Warranty, protecting against water penetration through the building envelope, defects in electrical, plumbing or heating systems, or defects in exterior cladding.

## SEVEN YEAR

Your home's seven-year warranty covers major structural defects. A major structural defect (MSD) is defined in The Ontario New Home Warranties Plan Act as:

- A defect that results in failure of a structural load-bearing element of the building
- A defect that 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
- A defect that materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling and having regard to any specific use provisions set out in the purchase agreement for the home

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



## Warranty Repairs

After you submit a 30-Day or Year-End Form, Hallett Homes always aims to repair or resolve your claim as quickly and efficiently as possible. In certain circumstances we may be prevented from completing repairs within the allotted 120-day time frame due to unforeseen circumstances or weather-related issues. Please be rest assured that our Homeowner Relations team will make sure to communicate all progress with our homeowners.

## WHAT ISN'T COVERED UNDER WARRANTY?

There are several items that are not covered under the statutory warranty as they come with homeownership. These include:

- Normal wear and tear.
- Damage caused by improper maintenance or an act of God.
- Damage caused by a third party (weather, municipal services, utilities, insects, or rodents, etc.).
- Deficiencies caused by homeowner actions (alterations, deletions, or additions to the home that were made by the owner).

## NAIL-POPS AND DRYWALL CRACKS

Tarion does not cover nail-pops and drywall cracks under their statutory warranty. However, at the request of the homeowner prior to year end, our drywall contractor will repair and plaster nail pops and drywall cracks caused by settlement in your home. Homeowners will be responsible for marking the areas they would

like repaired prior to our visit. Please keep in mind that sanding and painting the areas are to be completed by the homeowner at their own expense. Any secondary damages caused by normal wear and tear are not covered under warranty and will not be repaired.

## HALLETT WARRANTY PROCESS

Once we receive a warranty submission from Tarion, a Hallett Homes Homeowner Relations representative will contact you to arrange an inspection of your submitted items to determine their warrantability. This also enables us to investigate and determine what trades are required to attend and provide you with an estimated time frame for the work to be completed.

The Hallett Homes Homeowner Relations team will accommodate and minimize the number of appointments to repair the warrantable

deficiencies within a reasonable amount of time. Additional appointments may be required to complete certain warranty requirements.

Please note that all of our service appointments are scheduled Monday to Friday between the hours of 7:30am – 4:00pm.

For a further breakdown of the Tarion warranty, download the Tarion Homeowner Information Package available at:

[www.tarion.com/homeowners/learning-hub](http://www.tarion.com/homeowners/learning-hub)

“

Home is where  
love resides,  
memories are  
created, friends  
and family belong  
and laughter  
never ends.

– Unknown



## INTERIOR FEATURES



# Electrical

Hallett Homes offers all homeowners a 200-amp electrical system, ideal for residential use. We strongly recommend that you refer to a licensed electrician for changes or additions to your electrical system, and check if a permit is required. Please note that making any changes during your first two years of possession may void your electrical warranty.

## ELECTRICAL PANEL

The electrical panel in your home is outfitted with circuit breakers, which separate the power to specific areas within your home. Circuit breakers prevent over-loading and electrical fires. If the demand for electrical current exceeds the safety level, a circuit breaker will trip, resulting in a loss of power. You can fix this easily yourself by resetting the breaker. Open the panel door and locate the tripped breaker, which will be in the off position, visible once the panel door is opened. The circuit breaker must be turned to the “off” position and then back to the “on” (towards the center of the panel) to restore power. When the master breaker is tripped, the electricity of the entire house is shut off.

In the event of a loss of power in one specific area, we recommend first checking the circuit breakers to ensure nothing has tripped. In the event of complete power failure, check to see if your neighbour is also experiencing a loss of power. If they are, call the utility company and inform them of the problem. If the power failure is only at your home, check to see whether the master switch and circuit breakers are tripped. Sometimes, a tripped breaker will not go all the way into the off position and sit somewhere in the middle. Try turning the breakers off then on again. If you cannot find the problem, please contact our Homeowners Relations department.



## GFCI CIRCUITS

Any areas in your home that have access to water (bathrooms, kitchen, outside, etc.) are equipped with Ground Fault Circuit Interrupter (GFCI) outlets. GFCI outlets can greatly reduce risk of injury in damp areas that are prone to dangerous electric shock. These safety devices are breakers that are located within specialty outlet receptacles and automatically shut off power directly at the outlet when it detects an electrical fault. You can recognize GFCI by the two buttons on the outlet. One says “TEST” and the other says, “RESET”. If the “TEST” button is popped out, power has been disconnected from the GFCI; you will have to press the “RESET” button to gain power in the outlet.



## SMOKE & CARBON MONOXIDE DETECTORS

Every bedroom and hallway in your Hallett Home is equipped with a combined smoke detector and carbon monoxide detector. These units are wired electrically through the home but have a battery in the event of a power loss. The smoke detector units have a one-year warranty, but the battery has lifetime coverage from the manufacturer (the battery will need to be replaced, see smoke detector manual for details). In the event of smoke detection or carbon monoxide, they will beep loudly, and include strobe lighting for the hearing impaired. Upon taking possession of your home, you will need to remove the red tape on the exterior of your unit.

Cleaning of the exterior of your smoke detectors is vital to their efficiency and longevity. We recommend doing so every month using the soft brush attachment of a vacuum cleaner or a damp cloth to remove any dirt or dust, which can trigger a false alarm. Do not remove their casings or attempt to clean inside.



## HOT WATER TANK

Your basement has a hot water tank installed that is rented by your supplier. Any plumbing related issues above the mixing valve are the responsibility of our plumbing contractor, but any issues with the tank are warranted by the rental supplier during its lifetime.

Despite this lifetime coverage, regular maintenance is still very important. We recommend installing a water softener to help reduce scale build-up. We also recommend flushing your hot water tank once a year. The details of this are outlined in the manual provided by your rental supplier. You will also want to check routinely for leaks, but don't be worried about condensation on the heater; this is very normal and does not indicate a leak.



Towns



Singles

## TELEPHONE AND CABLE

Telephone and cable wires are taken to the demarcation box at the side of the house only. Please provide this information to your chosen service provider.





# Plumbing

## WATER SHUT OFFS

Your home features a main water shut off valve, as well as a shut off valve located at all toilets, sinks, washing machines and dishwashers. Everyone in your home should know where the main water shutoff valve is located so it can be closed in an emergency. If you are leaving your home for an extended period of time, it is important to turn off your main water shut off valve to the home.

## TOILETS

In order to promote water conservation, Low-Flush toilets are required by the Ontario Building Code (OBC). You may have to hold the lever for a few seconds for optimal operation and a second flush may be required. It is important to note that all the water does not leave the tank upon flushing, but this does not mean there is a problem with the toilet, it is simply conserving water.

## SILICONE

Silicone sealant is used to seal around the fixtures in your bathroom to prevent water damage. Because of the level of humidity and water in bathrooms, yellowing and mouldy sealant is a common issue. To avoid this problem, clean the sealant regularly with anti-mould cleaner or white vinegar. Wipe the seals after every shower or bath to ensure they remain as dry as possible. However, if there is visible mould in the sealant, it needs to be replaced. Mould present on sealant is considered homeowner maintenance and is not covered under the statutory warranty.

## FAUCETS

When it comes time to clean your faucets, avoid using abrasive cleaners that may damage their finish. Instead, try using a spray cleaner or a mild detergent. When removing dry water spots, wipe with a soft damp cloth using warmwater.

In order to prevent dirt and scale build up, we recommend occasionally cleaning the aerators for your bathroom and kitchen faucets. To do so, close the faucet and put the drain plug in the sink, then unscrew the aerator from the faucet, along with the washer and screen. Replace any worn out pieces, and then soak the screen in a recommended cleaner for a few minutes. You can then scrub the parts with a light brush and rinse everything. Lastly, reassemble the aerator, but be sure not to over tighten. Showerheads can be cleaned in the same way.

Leaks, a common problem for faucets, are caused by forcing faucets to close tightly, which can damage the washer (Leaks that occur from under the handle may likely be). Replacement parts can be obtained in hardware stores. When replacing parts, be sure to follow the manufacturer's instructions. Before starting a repair, remember to turn off the water supply for the faucet being worked on.





# HVAC

## THERMOSTAT

Your home's thermostat is centrally located for optional air flow. Please refer to the thermostat manual that was provided for desired programming.

## HEAT RECOVERY VENTILATOR (HRV)

An important feature of your new home is the Heat Recovery Ventilator Unit (HRV) that supplies fresh air into the house while removing the stale air inside. This helps reduce the heating and cooling demands in your home and control humidity levels. We recommend turning it on high for about two hours a day to cycle the air in your home.

This system is hanging from the ceiling in your basement near the furnace, and the switch is located near the thermostat.

Your HRV needs to be regularly cleaned and maintained to ensure maximum efficiency. When servicing your HRV, make sure it is unplugged before opening the unit. The system contains two small fabric filters located on either side of the middle core filter, which are re-usable and simply need to be vacuumed or washed every three months. The core filter should also be removed and cleaned seasonally.



## CHANGING THE FURNACE FILTER

Changing your furnace filter is extremely important element in the maintenance of your home, as it not only ensures you are breathing in clean air, but it also extends the life of your furnace. We recommend changing your filter every month for the first 6 months or as required, as there will be more dust and debris in the air. Afterwards, it is important to change your furnace filter every 3 months to ensure clean air is circulated within your home, and to ensure the furnace is not overworked.

## FURNACE SHUT OFF SWITCH

Each furnace is equipped with a shut off switch that will turn off the furnace for maintenance. It is located near your furnace and looks like a light switch. We recommend obtaining the services of a licenced Heating and Air Technician inspect the operation of your furnace and air conditioning system every 3-4 years to ensure your system is running properly and efficiently.

## DUCT CLEANING

Before you move into your new home, Hallett Homes arranges for your ducts to be thoroughly cleaned. A notification sticker will be present on your furnace verifying this service has been completed. We recommend having your ducts cleaned every 2-3 years.

## DRYER EXHAUST VENTS

It is important to inspect and clean dryer exhaust vents once a year. Clogged dryer vents are a dangerous fire hazard and can also cause your dryer to malfunction. To clean your dryer exhaust vents, you will need to unplug your dryer and move it away from the wall. Use the hose attachment of a vacuum cleaner to clean in and around the hole at the back of the dryer. For the exterior vent on the outside of your home, vacuum or use an air compressor to blow out any excess lint. Before cleaning your vent, inspect the outside vent opening and remove any obstructions, such as animal nests.





## FIREPLACES

If you have a gas fireplace, it is important to have it regularly maintained for your safety. The fireplace manufacturer has provided you a manual in your home, please read it and familiarize yourself with this luxurious feature. We recommend extinguishing the pilot light during the summer and contracting an annual service and inspection for optimal performance and safety.

To clean the exterior of your fireplace, simply use a soft cloth with clear water. Avoid using glass cleaners and any ammonia-based products. Alternatively, specialty fireplace glass cleaners can be purchased in hardware stores. Do not clean the interior, as that can be done when serviced by a professional.

## GAS SHUT OFFS

In an emergency, your gas can be turned off at the main gas service shutoff valve located above your furnace. Gas fireplaces have their own shut off valves underneath the unit and in the basement. Do not shut off your gas unless you smell gas, hear gas escaping, see a broken

gas line or suspect a gas leak. Natural gas has an additive called Mercaptan to make it smell like rotten eggs so you can easily identify the smell.

If you do suspect a gas leak, exit your home immediately and call 911.



# FLOORING

## HARDWOOD

Hallett Homes offers all homeowners hardwood flooring, but proper maintenance and cleaning of your flooring is vital in keeping its original condition. As it is a natural wood product, your hardwood flooring will expand and contract in variations of temperature and humidity levels. Sometimes, this will mean squeaking or snapping noises, which are normal, and you should not worry. Low humidity levels in the winter can cause wood to shrink and separate, which may cause hairline cracks between the boards. This is a normal response to a moisture level that is too low. High humidity in the summer months may cause your boards to swell.

The appearance of hardwood flooring is easy to maintain with the right tools. Use a vacuum,

dry mop, or a hardwood cleaner and clean up any spills immediately and use a steam mop if the floor is excessively dirty. Clean up any spills immediately to avoid it absorbing into the wood, causing swells or stains. Do not use any wax or cleaner that must be mixed with water such as oil soap. Ammonia will damage or dull many surface finishes and should not be used to clean your floor.

Window coverings will help protect your hardwood flooring from direct exposure to sunlight, which may cause it to discolour. Also, be sure to put felt pads on the bottom of all furniture that will be placed directly on top of your hardwood to prevent scratches and or indentations.

## CARPET

Carpets can be easily maintained with regular vacuuming. Any spills should be cleaned up immediately by blotting or dabbing. Avoid rubbing a spill, which could damage the fiber. Stain removers can be used, but we recommend doing a spot check on a small area of the carpet prior to use to ensure the cleaner will not permanently damage your carpet. Furniture can also crush carpet pile fibers, but regular

vacuuming under heavy pieces of furniture can help prevent this. Visible seams are normal and are relieved with time, use and regular vacuuming, but high humidity can cause rippling to occur. If the carpet remains rippled after the humidity has left, contact a professional to have the carpet re-stretched. Carpet damaged by excess humidity is not covered under the statutory warranty.

## TILE

Hallett Homes offers three different tiles to our homeowners: ceramic, porcelain, and marble. Ceramic and porcelain tiles are a durable, man-made product, but marble is a soft, natural material that scratches easily.

When cleaning tiles, vacuum the floor first to make sure dirt has been removed, then use a damp mop with warm water and a mild detergent; do not use waxes or sealers. If too much cleaning product is added, it may leave streaks or film, and should be washed and/or rinsed again with clean water to remove the film from the surface. Marble is sensitive to acidic substances such as citrus, vinegars, or oil, which causes surface damage, and is porous, making it vulnerable to stains and requiring a more frequent reapplication of a sealer to protect the material. Use a specialty cleaner to clean marble tile, as abrasive cleaners will gradually remove the glossy coating on the tile surface and dull the finish.

The grout between tiles may crack over time and can be filled using a premixed grout purchased from a tile or hardware store. Grout can be cleaned using a brush, water, and a mild cleanser. A sealer can also be applied to the grout to prevent staining. We recommend annual grout sealing with a clear liquid silicone sealer. If your grout has moulded, spray bleach products onto the affected area and scrub until no mould is visible. You will then want to rinse the area right away as overexposure to fumes may cause nausea or unconsciousness. It is also recommended to ventilate the area and open the windows when using bleach or acid wash.





## CABINETRY

It is best to treat your cabinetry as you would any natural wood product, keeping humidity, temperature, and contact with water in mind. Your cabinets are vulnerable to heat and water damage. Keep this in mind when placing small appliances like toasters and kettles, as you don't want the steam to be in direct contact with your cabinetry that may cause delamination.

When cleaning your cabinets and doors, use a clean damp cloth with a mild dish

detergent and warm water to wipe away any dirt or stains, and avoid abrasive or harsh cleaners. Be sure to then immediately dry them with a soft cloth or microfiber towel. Try not to use a used dish cloth that may contain leftover grease or detergent or steel wool pads that could scratch your cabinetry.

Please refer to the maintenance pack provided by the kitchen supplier for further enquiries.

## COUNTERTOPS

Hallett Homes offers all homeowners premium stone countertops, which are extremely durable and resistant to abrasions, heat and water, making them easy to clean and use. Although hot pots and pans can be placed directly on the surface without damaging it, it is not advised as the surface will remain hot for some time.

## ENGINEERED STONE

Quartz and Dekton countertops only require a simple cleaning routine to maintain their attractive look. Regular cleaning using a damp cloth and dish soap is all you need. You can simply blot spills, and your engineered stone countertop can look good as new.

Avoid using very strong chemicals (such as acid, alkaline material and acetone etc.) and other solutions with unidentified ingredients to clean your engineered stone countertop. Read the label of your cleaning agent before using it to identify its components. Stay away from floor strippers and oven cleaners because they have very strong chemicals that can damage your countertop surface.

## NATURAL STONE

We offer granite and marble as options for natural stone countertops. It's important to keep in mind that your natural stone countertops are an organic material. They may display natural variations and pattern variances as well as fissures and pits. These are part of the natural structure of the stone and do not compromise their durability and does not mean your countertops are defective.

Natural stones are porous and therefore may stain. We recommend that when cleaning natural stones, do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Spills left for an extended amount of time may become much more difficult to clean and may stain. The periodic reapplication will also help with preventing stains.

Abrasive soap and any acid/ammonia based will likely scratch and dull your countertops, so a mild dish soap with warm water and a soft cloth is the best way to clean your countertops. Avoid using oils on your natural stone countertops, as they can easily penetrate natural stone and become difficult to remove.





## BASEMENTS

Your home comes with an unfinished basement that features your mechanical devices and cold storage. We strongly recommend that you do not finish your basement for at least two years after moving into your home, as this will allow the foundation to dry and settle. We also recommend installing a dehumidifier in the basement to help control the humidity in your home, which may be excessive due to moisture contained within building materials and new concrete.

## CONCRETE FLOOR CRACKS

It is common to find cracks in basement floors due to shrinkage and minor settlement. This does not suggest defective materials or poor workmanship. We will repair cracks exceeding four millimetres in width within the first year as required within the statutory warranty.

## ATTICS

Attics are for maintenance and inspection. Attics should not be used for storage, as it may overload the trusses and lead to damages such as ceiling cracks and disturbance of the ceiling insulation.

When in the attic, use extreme caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to

the ceiling below.

Anytime you perform a task in the attic, it is important that you inspect the insulation to make sure it is still in place, as it can become ineffective if it is uneven. Regularly check the attic vents for blockage. If this occurs, simply put the insulation back in place with a rake and remove any blockage from the vents. During

## HUMIDIFIER

Although not mandatory, installing a humidifier is a recommendation for your new home.

Controlling humidity levels in your home is important for the operation of many aspects of your home, from windows to flooring, to drywall and more. Follow the manufacturer's directions for efficient operation and maintenance of your humidifier.

When setting the humidity levels, be sure to keep in mind the season and other variables like the outside temperatures. It is important to check drain lines for mineral deposits every 3 months and replace the humidifier's evaporator pad annually as per the manufacturer's instructions.

Before the summer, it is important to close the baffle to prevent moisture from entering the ducts, which could lead to an increased load on the air conditioner and cause corrosion to parts of the furnace.

heavy snowstorms, snow may blow into the attic through the vents. To prevent damage from snow, please check your attic after heavy snowstorms and simply remove any snow before melting occurs.

It is also important to regularly check the roof vents and all exterior vents such as HRV and

## SUMP PUMP

Some homeowners may find that a sump pump has been installed in the basement. The sump pump, which moves water out of your home as pre-determined by municipal requirements. There is a pit in the basement of your home, known as the basin, which holds the sump pump. The pump is equipped with valves that sense escalating water levels or pressure.

It is important to regularly clean the basin and the pump at least once a year. Before you begin to clean out your sump pump, make sure it is unplugged. Once you have made sure the power is off, disconnect the pump from the discharge pipe and wrap your pump in plastic to prevent drips and carry it outside. Using a hose, rinse off any dirt from the surface of the pump. A plastic scraper or putty knife may be necessary to clean out the sump pump and remove caked on debris. Then, drain any standing water from your sump pit using a shop vac. Once thoroughly dry, reattach your pump to the discharge pipe and reconnect the power.

furnace exhausts during winter to make sure they have not been blocked by snow or ice. This will ensure that the attic remains properly ventilated, your mechanical devices are operating to the best of their abilities and prevent moisture damage and the growth of moulds and mildew in your home.



“

Coming home  
to my family  
afterward makes  
the work richer,  
easier and  
more fun.

– Edie Falco



## EXTERIOR FEATURES



## PORCHES

When it comes to cleaning your porches, we recommend sweeping, which is the safest and most recommended way of keeping the concrete clean. If washing is necessary, ensure that the external temperatures are mild, but avoid washing the slabs when temperatures are high; the sudden change in temperature can damage the concrete. In the winter, avoid the use of salt or other de-icing products on your porches, which can damage the concrete and is not covered under warranty.

## GARAGE DOORS

For maintenance of the garage door itself, apply a lubricant to all moving parts including track, rollers, hinges, pulleys, and springs every 6 months. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

## WINDOWS CONDENSATION

When it comes to window maintenance, taking care of condensation is very important, but it is important to know that condensation on a window does not mean



it is defective. If you have moisture on your windows and are able to wipe it away, this is normal condensation and should be dealt with accordingly. Condensation does not mean there is a seal failure and there is no need to request a service on your windows or claim it under warranty. If the moisture is in between the glass panels and you are therefore unable to wipe it away, please contact our Homeowner Relations department.

Window coverings can also cause condensation – keeping window coverings open and blinds 2” from the bottom will allow for air flow and avoid condensation from the convection of air between the window coverings and the glass.

## CLEANING

We recommend cleaning window glass with water and/or window cleaner. Do not clean windows with solvents, abrasive pads, putty knives, or any products that can damage the seals.

It is suggested that window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other damage. Damage to window screens after your pre-delivery inspection is not covered under the statutory warranty.

You will want to inspect the caulking around your windows every year. It is important to repair or replace missing caulking right away to protect your windows.

Sliding doors, window tracks and weep holes must be kept clean and free of debris to prevent damage to the tracks and ensure proper drainage that helps to prevent leaks and other problems resulting from standing water.

During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are essential for proper ventilation so make sure to always keep them clear.



## SOD

Your freshly laid sod will be healthy and in good condition, but will require immediate care and maintenance to stay that way and create roots.

Water your new sod immediately after it has been installed. For the first two weeks, water your sod enough to thoroughly soak the first few inches of soil. To do this, you will need to water your sod for 20 minutes, twice a day. After two weeks, check if the roots have taken by trying to lift the sod. Once the sod resists being lifted, water the new sod once a day while still soaking the top

quarter inch of the soil. After three weeks, water your sod every other day, and after a month you can begin watering as you would an established lawn. Aim to water your new sod in the morning or evening for the best results. You do not need to water your lawn after a rainfall of 3 or more centimeters.

## ROOF

It is important to regularly inspect and maintain your roof and shingles to ensure their longevity. In the event of a leak, try to isolate where the leak is originating and requires repair. Following major storms, check for loose, broken or missing shingles and immediately repair any damage to prevent leaking into the inside of your home.

Over time, the wood underneath may expand in certain conditions causing the shingles to rise slightly, known as “puckering”. This will not affect the performance or longevity of your roof.

## EAVESTROUGHS

The eavestroughs should be cleaned out regularly and kept free of debris and ice that prevents the flow of water into downspouts. Throughout the winter months it is important to clear a proper drainage path at the bottom of each downspout in order to prevent ice and water build up.







“

The light is  
what guides  
you home,  
the warmth is  
what keeps  
you there.

– Unknown



## MAINTENANCE

## CONDENSATION AND HUMIDITY CONTROL – 35 -45% HUMIDITY

Condensation occurs when warm air collides with cold surfaces, or when there's too much humidity in your home. This is especially common in winter, when your heated home is significantly warmer than the freezing temperatures outside.

Everyday activities like cooking, showering, and drying clothes can also release moisture into the air inside your home. When this warm air meets a cold surface, it cools down quickly and releases the water, which turns into liquid droplets on the cold surface.

While a bit of water might sound harmless, it may lead to the growth of black mould on your walls, ceilings, and around your windows, and can deteriorate the seals in your windows.

So, how do you deal with condensation in your home? Use a sponge or squeegee to clean water from windows, mirrors, and glass shower



dividers whenever it starts to build up and use a soft towel to wipe away any condensation you find on walls and other surfaces.

You can also try to prevent condensation before it occurs, whether with the use of a dehumidifier, or keeping prevention tips in mind when doing day-to-day activities. When cooking, keep lids on your saucepans and make good use of the fan in your range hood. You can also keep a window open when cooking, using the tumble dryer, or taking a shower. Also, whenever you use the bathroom, it's important to keep the door closed. Although it might seem counterintuitive for ventilation, keeping the door closed is better for your home as it stops the humid air travelling to other rooms.





# Yearly Maintenance Checklist

Regular inspections and routine maintenance of your Hallett Home is the best way to protect your investment. We recommend establishing a regular schedule of seasonal maintenance, getting ahead of problems before they may become a costly repair.

Tarion has a detailed monthly breakdown of what is required to properly maintain your home. We have created this helpful checklist to aid Hallett Homeowners with their seasonal maintenance routine.

## SPRING CHECKLIST

- ☑ Check air ducts, remove covers and vacuum dust from vents;
- ☑ Inspect attic, basement and crawl spaces for leaks or moisture
- ☑ Check sump pump (if installed) for discharge
- ☑ Check eavestroughs and downspouts for debris
- ☑ Check roof for loose or cracked shingles
- ☑ Check driveways and walks for frost damage
- ☑ Turn on exterior water supply
- ☑ Plan landscaping to avoid soil settlement and water ponding
- ☑ Inspect fences
- ☑ Check caulking around windows and doors for air or water leaks
- ☑ Lubricate weatherstripping
- ☑ Check exterior finishes for signs of deterioration (peeling paint, loose siding, cracks)
- ☑ Check windows and screens are operating properly
- ☑ Check and clean air conditioner, replace filter

## SUMMER CHECKLIST

- ☑ Check condition of roof shingles, flashing and chimney caps are sealed properly
- ☑ Check garage and garage door tracks for deterioration and lubricate bearings
- ☑ Fertilize lawn
- ☑ Air out damp basements on dry, sunny days
- ☑ Inspect driveways and walks for chipping or cracks
- ☑ Inspect doors and locks for proper closure and locking

## EVERY SEASON

- ☑ Clean or replace furnace filter
- ☑ Check and clean the heat recovery ventilator (HRV); wash or replace the filter
- ☑ Clean humidifier and check for condensation and proper humidity levels
- ☑ Test smoke alarms and carbon monoxide detectors
- ☑ Check and reset ground fault circuit interrupter (GFCI)
- ☑ Inspect water heater for leaks
- ☑ Check or clean exhaust fans



### AUTUMN CHECKLIST

- ☑ Check caulking around windows and doors for air and water leaks
- ☑ Seed the lawn
- ☑ Inspect fireplace and chimney dampers, clean if necessary
- ☑ Check basement or crawl spaces for leaks or moisture
- ☑ Have humidifier, furnace and (heat recovery ventilator) HRV serviced
- ☑ Clean clothes dryer vent
- ☑ Check windows and screens for cracks or separations
- ☑ Drain exterior water lines
- ☑ Check roof including shingles and flashing and ensure vents are sealed properly
- ☑ Winterize landscaping and remove leaves
- ☑ Clean water heater
- ☑ Shut off exterior water supply
- ☑ Check eavestroughs and downspouts for debris
- ☑ Clean humidifier and check for condensation and proper humidity levels
- ☑ Inspect floor drains to ensure trap is filled with water

### WINTER CHECKLIST

- ☑ Check furnace fan belt for wear or looseness
- ☑ Check water heater for leaks
- ☑ Check and reset ground fault circuit interrupter (GFCI)
- ☑ Test smoke alarms and carbon monoxide detectors
- ☑ Check and ensure air intakes and exhausts are clear of snow
- ☑ Check air ducts for debris and clean if necessary
- ☑ Check for excessive snow on roof and arrange for removal if necessary
- ☑ Remember that safety is important and if you are uncomfortable undertaking any of the suggested maintenance hire a contractor to assist you.

*The checklists provided by Hallett Homes are to be used as a guide only. Hallett Homes strongly advises to obtain the services of a professional contractor who is licenced and equipped to perform work around your home in a safe manner.*







# Preparing for Occupancy

When preparing for your new move, there are many things you will need to do in advance of your closing/occupancy. It is recommended you get started on your list 30 days prior to the scheduled moving day. To help you out, we have supplied a list below to some of the major things you will need to have complete prior to the big day:

## CHECKLIST

- ☒ Hire a real estate lawyer; and provide Hallett Homes with your real estate lawyer's contact information
- ☒ Send your agreement of purchase and sale, along with any pretaining documents, ie. mortgage documents, to your lawyer
- ☒ Attend you pre-delivery inspection with a member of the Hallett Homes Homeowner Relations team
- ☒ Obtain home insurance; sending a copy of your policy to your lawyer
- ☒ Register for Tarion's Myhome by visiting at [myhome.tarion.com](http://myhome.tarion.com)
- ☒ Contact and coordinate your utility transfer (hydro, water, gas, phone, cable, internet)
- ☒ Notify Canada Post of your move, and arrange pick-up of your mailbox keys
- ☒ Schedule your movers (please arrange for a minimum of one day after closing/occupancy)
- ☒ Schedule an appointment with your lawyer prior to your occupancy day
- ☒ Obtain a certified cheque or bank draft for your closing costs (your lawyer will provide you the amount owing)
- ☒ Await a call from the Hallett Homes Homeowner Relations team to arrange a time for key pick-up
- ☒ Notify contacts of your change of address; Financial institutions/Credit Card companies, Canada Post, Driver's License, Government Agencies, Billing companies, Health Care Providers, Utility Providers, etc.

## CLOSING DAY INSTRUCTIONS

Today's the day, and we're excited to welcome you home!

Once Hallett Homes officially receives notice from our lawyer that all legal and financial requirements have been fulfilled we are able to release the keys. A member of the Hallett Homes Homeowner Relations team will reach out to you to letting you know your

keys are ready for pick-up and arrange a time to meet at your home for that afternoon.

In the event your unit does not close by 4pm, alternate arrangements will be made.

Often, closings can happen late afternoon or into the evening, so do not arrange for your move or any deliveries until the day after closing at the earliest.

# Frequently Asked Questions

As you settle into your new home, you may have questions, you're not alone, and we're here to help. We've put together a list of some common FAQs that may be just what you're looking for.

Why can I see a colour difference between the finished floors and the stained staircase?

It is important to remember that your hardwood is manufactured in a controlled environment while your stairs are finished inside your home. While we do our best to match both finishes, there will be shade difference between the two.

Why are there gaps in my hardwood?

Hardwood is a natural product and can be affected by variations in temperature and humidity. Pre-designed gaps are present to ensure your hardwood can naturally expand and contract. It is recommended that you always monitor and control the humidity levels within your home to avoid excessive drying out/lifting or separating of the hardwood.

How do I clean my hardwood floors?

Because your hardwood floor is a natural material, it is important to diligently clean it. Use a dry mop or vacuum to immediately clean-up any spills to avoid any swelling or staining of the hardwood. For deeper cleans, use a damp mop and a wood floor cleaning product. Please avoid wet mops, ammonia-based products and wax when cleaning your hardwood.

Do you return to repair my nail pops?

Nails protruding from your drywall is a normal occurrence within the first year of your home closing, as the building materials used during construction start to dry out. Although nail pops are excluded from Tarion's statutory warranty, our Homeowner Relations team will repair and plaster nail pops as a courtesy at your Year-End appointment, sanding and painting the affected areas is not provided.

Where can I find touch-up paint and stain?

You can contact your Hallett Homes Homeowner Relations team member to request touch-up paint and stain.

I can see differences within my granite countertop and the sample that I had originally selected. Why?

Granite and marble are natural materials, and their colour, pattern and veining can vary from stone to stone. These variations are normal and it gives your home a unique appearance that is second to none.

How often should I replace my furnace filter?

As there is some construction activity ongoing around your community, it is critical that you replace your furnace filter on a regular basis. To ensure your heating and cooling system is running at peak efficiency, replacing your furnace filter every month is advised. Once construction has ended in your community, replacing your furnace filter every 3 months is advised.

What is an HRV and how do I use it?

The Heat Recovery Ventilator (HRV) circulates fresh air throughout your home by supplying air from outside your home while expelling stale air from within your home. The HRV is ideal during the winter to control the humidity levels in your home by setting the unit to exchange the moist air inside with fresh air from outside at programmed intervals.

Where do I submit my Tarion 30-Day Form?

You will need to create a Tarion MyHome login to submit your warranty forms through the MyHome portal. You will need your Tarion enrollment number and original date of possession to do so. Please ensure you have placed all deficiencies on your form before submission. Our Homeowner Relations team will receive a copy of your warranty form once you have submitted it to Tarion and contact you directly with the next steps. You can find the registration link here: [www.myhome.tarion.com/hop/registerEnrolment](http://www.myhome.tarion.com/hop/registerEnrolment)

How often should I water my new sod?

Your newly laid sod will be healthy and in good condition and it is important to maintain it. For the first two weeks of install, water your sod immediately by soaking the first few inches for 20 minutes twice a day. After two weeks, please check to see if your sod's roots have caught by lifting the sod and ensuring there is no resistance. Continue

watering your sod once a day to soak the top quarter inch of the soil. After three weeks, water your sod every other day and then after a month, water your sod as you would an established lawn. For best results, aim to water your new sod in the morning and evening to avoid the sun's peak heat.

How do I contact the Homeowner Relations Team?

The Hallett Homes Homeowner Relations Team is available by phone at (905) 332-5542 or via email at [service@halletthomes.com](mailto:service@halletthomes.com) during business hours. In the unlikely event of an emergency outside of business hours, please refer to your Emergency Troubleshooting Guide for emergency numbers and procedures.

Where do I get my mail from?

Your mail will be delivered to the closest community mailbox to your home. You will need to contact Canada Post directly at 1-866-607-6301 or online at [www.canadapost.ca](http://www.canadapost.ca) to request a key and allocation to one of the mailboxes. In the event that Canada Post has yet to install a community mailbox for your home, your mail will be delivered to your closest Canada Post location for your collection.

How do I switch the utility accounts into my name?

It is recommended that at least 2 weeks prior to the closing of your home, you contact the utility companies to open up or move your existing Oakville Hydro service to your new home. For hydro and water services, please contact Oakville Hydro by phone at 905-825-9400 or visit them online at [www.oakvillehydro.com](http://www.oakvillehydro.com). For your natural gas services, please contact Enbridge Gas by phone at 1-877-362-7434 or visit them online at [www.enbridgegas.com](http://www.enbridgegas.com)





## EMERGENCY CONTACTS

### WHAT IS AN EMERGENCY?

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

Examples of emergency situations include:

1. Complete loss of heat between September 15 and May 15;\*
2. Gas Leak;\*
3. Complete loss of electricity;\*
4. Complete loss of water;\*
5. Complete Stoppage of sewage disposal;\*
6. Plumbing leak that requires the entire water supply to be shut off;
7. Major collapse of any part of the home's exterior or interior structure;
8. Water penetration through the interior walls or ceiling;
9. A pool of standing water inside the home;
10. Presence of unacceptable levels of hazardous substances inside the home, such as radon and mould; and/or
11. Any situation where, in the opinion of Tarion, the home is not fit for occupancy due to health and safety reasons.

\* Emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.

Please contact Hallett Homes Homeowner Relations the business day following the emergency to report the specifics of the incident.





# TROUBLESHOOTING GUIDE

## GAS

If you smell natural gas, act fast and remain calm. Go outside or leave the area immediately. Do not use phones or electronics near the leak, do not turn appliances or lights on or off, do not smoke and do not start any vehicles or motors. For free emergency response service, available 24 hours a day, 7 days a week, call your local gas company from a safe distance.

## ELECTRICAL

In the unlikely event of a power outage, determine if the outage is limited to your home or if the entire neighbourhood is without power. For the latter, you can report an outage by contacting your local hydro company. During a power outage, turn off your main panel switch, unplug appliances to avoid a power surge once the power is resorted and keep at least three (3) metres away from any downed power lines.

Warrantable electrical deficiencies should not be confused with maintenance of the electrical system of your home as your home has been outfitted in accordance with the Ontario Electrical Safety Code. Please ensure that you change light bulbs, re-set your breakers and ensure any electrical issue is not caused by an appliance before reporting any electrical emergency.

## PLUMBING

Complete loss of water to the home is considered a plumbing emergency and should be treated as such. In the unlikely event that a plumbing leak cannot be contained or controlled at the source due to extenuating circumstances out of your control, the next step is to shut the water off to the home. Locate your water main, in the utility room or in the basement and report a plumbing emergency.

## HVAC

Between September 15<sup>th</sup> and May 15<sup>th</sup>, a complete loss of heat would be considered an HVAC emergency. Before reporting a complete loss of heat, please ensure that your furnace switch is on, you have replaced your furnace filter on a monthly basis, the exterior vents are not blocked by any debris and that your thermostat is in good working order.

# Emergency and Troubleshooting

Hallett Homes has included a list of Emergency Contacts along with examples of emergency situations.

An emergency is defined as any warrantable deficiency within the control of the builder that, if not attended to immediately, would likely result in imminent and substantial damage to

the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants.

If you are a town homeowner you will find this either in your utility room or beside your furnace. For single homeowner you will find this list located next to your furnace.

## HALLETT HOMES HOMEOWNER RELATIONS CONTACT INFORMATION

If you have any questions about your home maintenance or warranty information, feel free to contact our Homeowner Relations Team at 905-332-5542 or by email at [service@halletthomes.com](mailto:service@halletthomes.com)



HEAD OFFICE

4900 Palladium Way, Burlington, Ontario, L7M 0W7

HOMEOWNER RELATIONS TEAM

905-332-5542 | [service@halletthomes.com](mailto:service@halletthomes.com)