

DISCOVER THE DECO DIFFERENCE



# A GUIDE TO YOUR HOME

*Homeowner's Manual*

# DECO



The information contained in this Guide is provided for informational purposes only, and should not be construed as legal advice or a contractual obligation. The Agreement of Purchase and Sale is the contract. The contents of this Guide contains general information and may not reflect the status of any individual project or purchaser. Any reliance or action taken based on the information provided herein is the responsibility of the reader. Readers are advised to consult appropriate professionals to determine what is suitable for them. DECO Homes assumes no responsibility for any consequences arising from the use of the information provided in this Guide.

# Contents



- CLOSING DAY KEY PICK-UP INFORMATION.....PAGE 02**
- MOVING DAY CHECKLIST .....PAGE 07**
- GARBAGE DISPOSAL..... PAGE 08**
- MAIL DELIVERY ..... PAGE 08**
- YOUR NEW HOME WARRANTY ..... PAGE 11**
  - An outline of your warranty..... PAGE 13
  - Making a claim .....PAGE 14
  - Warranty exclusions..... PAGE 16
  - Seasonal warranty ..... PAGE 18
- MAINTENANCE AND HOME USAGE .....PAGE 21**
  - Cabinets..... PAGE 22
  - Appliances ..... PAGE 22
  - Flooring ..... PAGE 23
  - Ceramic & porcelain tile..... PAGE 24
  - Drywall ..... PAGE 24
  - Engineered stone (Quartz) ..... PAGE 25
  - Natural stone countertops..... PAGE 25
  - Windows and doors ..... PAGE 26
  - Plumbing ..... PAGE 27
  - Electrical..... PAGE 28
  - Toilet ..... PAGE 28
  - Thermostat ..... PAGE 29
  - GFCI & AFCI circuits ..... PAGE 29
  - Ventilation.....PAGE 30
  - Attic.....PAGE 30
  - Basement .....PAGE 30
  - Humidifier .....PAGE 30
  - Smoke/carbon monoxide detector.....PAGE 30
  - HRV ..... PAGE 31
  - Furnace/water tank..... PAGE 31
  - Roof..... PAGE 32
  - Eavestroughs/downspouts..... PAGE 32
  - Window well & rear yard catch basins ..... PAGE 32
  - Windows & Sliding glass doors ..... PAGE 33
  - Garage doors..... PAGE 33
- FAQ ..... PAGE 37**

# Closing Day & Key Pickup Information



There are a few things to remember as you eagerly await the delivery of your new home on Closing Day. After your Pre Delivery Inspection is completed, please contact your financial institution (if you haven't done so already) and finalize your mortgage arrangements as well as arrange for homeowner insurance, and obtain the certificate you will need for closing. About one week before your closing date, your lawyer will receive the closing package, which includes your statement of adjustments, and he/she will guide you through the process.

Once DECO Homes has received confirmation that your house has closed, your lawyer will contact you and ask that you proceed to the site to pick up your keys. Your keys will be at the on-site Construction Office where you will be required to sign some additional closing day forms.

In the event that you are unable to pick up your keys, or prefer to pick up your keys the following day, please contact our corporate office to advise them between the hours of 8:30am - 5:00pm Monday to Friday at (905) 907-0300.

Should you require someone else to pick up your keys, please send an email to [info@decohomes.ca](mailto:info@decohomes.ca) with their name, your lot number, and community name, and a copy of their drivers license (individual who will be picking up). Upon arrival they will be required to show a piece of identification prior to receiving the keys.



# Closing Day Snapshot

- 01 Your Lawyer will contact you on the day of your closing to confirm that the transaction is officially complete and that keys are ready for pickup.
- 02 Once notified, keys will be available for pickup at your neighbourhood site office. Please make sure the person picking up the keys is someone on title.
- 03 If you cannot make it, please let us know and we will do our best to accommodate a family member with proof of identification.

## HELPFUL TIP

Due to the varying key pickup times, please schedule your moving truck and any other deliveries for the day following your closing date.



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Making the move into a brand new home is one of the most exciting milestones in your lifetime. Here's everything you'll need to remember to make sure things go smoothly.

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## MOVING DAY CHECKLIST



CONGRATULATIONS ON MAKING THE MOVE

INTO YOUR DECO HOME!

OUR TEAM WISHES YOU MANY HAPPY YEARS HERE.



# Moving Day Checklist

There are many things you'll need to do before you're ready to move in to your new DECO Home. Here is a list of some of the major things you'll need to have completed by moving day. We recommend getting started on your Moving Day Checklist at least 30 days before your scheduled moving day. If you have any questions or concerns, your customer liaison will be happy to help!

- ☐ Hire a real estate lawyer
- ☐ Provide DECO your real estate lawyer's contact information
- ☐ Send your real estate lawyer your agreement of purchase
- ☐ Have your bank send your lawyer your mortgage documents
- ☐ Attend your pre-delivery inspection
- ☐ Get home insurance and send a copy of your policy to your lawyer
- ☐ Register for tarion myhome at [www.Myhome.Tarion.com](http://www.Myhome.Tarion.com)
- ☐ Coordinate your utilities (hydro, water, gas, phone, cable, internet)
- ☐ If you received an appliance voucher as a part of your purchase, please contact the appliance contact on the voucher to arrange delivery. (Please schedule minimum one day after closing)
- ☐ Notify Canada Post of your move, & arrange to collect your mailbox keys
- ☐ Book your movers (please schedule minimum one day after closing)
- ☐ Book an appointment to see your lawyer before closing day
- ☐ Obtain a bank draft or certified cheque for the closing costs (your lawyer will provide the amount owing)
- ☐ Pick up your keys from your customer care
- ☐ Notify your contacts of your address change\*

\* **This may include:** Canada Post · Major Credit Card Companies · Retail Store Credit Cards · Financial Institutions: Banks, Mortgage Brokers, Financial Adviser Investment Firms. · Insurance Companies: Home, Life and Auto · Canada Customs and Revenue Agency: Child Tax Benefit, GST Rebate, Income Tax · Canada Pension Plan · Private Pension Plans · Employer · Daycare · Schools and Alumni Associations · Health Providers and Health Insurance · Doctor · Dentist · Optometrist · Chiropractor · Vet · Pharmacy · Lawyer · Accountant · Motor Vehicles Branch: Driver's License, Vehicle and Plate Registrations · Newspaper and Magazine Subscriptions · Memberships · Reward/Loyalty Programs · Home Security Alarm and Monitoring Service · Cable or Satellite Company · Bell or Rogers Phone · Cell Phone Provider · Home Phone Provider · Internet Provider · Utility Companies: Electric/Hydro, Natural Gas, Water · Friends & Family

# Garbage Pickup

We have arranged for curbside household garbage pickup prior to the assumption of city garbage pickup. Collection of household garbage and recycling will take place once per week on Thursdays at 9am. Please ensure all items are put out at your curb no later than 9am. Please keep items to a maximum of three garbage bags. We will not pick up any oversized items including furniture, oversized boxes, etc. Once the city garbage pickup begins, we will send a notification in writing informing you of the permanent pickup commencement date.

# Mail Delivery

To set-up your mail delivery please contact Canada Post at the telephone number listed below. This can only be done once you take possession of your new home. You will need to contact Canada Post and request your key for the community mailbox, and they will advise you of the location of your community mailbox within the neighbourhood, as well as your individual box number. Please note, to pick up your mailbox key from a local Canada Post office, you will be required to provide identification showing your name and verification of your new mailing address. We recommend you bring a copy of your Tarion Certificate or Agreement of Purchase and Sale.

**CANADA POST: 1-866-607-6301**



TAKE CARE OF THOSE LAST LITTLE DETAILS,  
SO YOU CAN RELAX AND  
START ENJOYING YOUR NEW HOME!

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Your new home is protected by industry-leading warranties. Please review them carefully to get a better understanding of your coverage.

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YOUR NEW  
HOME WARRANTY



Once you’ve moved into your new home you will be introduced to a Home Care Team who will manage your questions and concerns. Your Home Care Team will act as a liaison helping you wherever they can. If at anytime you’re not sure who to contact, our Concierge service is here for you at [concierge@decohomes.ca](mailto:concierge@decohomes.ca)



# An Outline Of Your Warranty Coverage

In addition to deposit protection and delayed closing compensation, homeowners may be entitled to the following:

## 30 Day Form

- We recommend that you fill out and submit a 30-Day Form on or about the 25th day after your homes’ date of possession. On this form, you may include items that were listed on your Pre-Delivery Inspection Form that have not yet been addressed, as well as new items that you have discovered since taking possession of our home.

## One Year Warranty

- A Year-End Form may be submitted during the last 30 days of the first year of possession. It should list any items that are still unresolved and any new items that have come up. Note: Tarion will only accept the first Year-End Form that is submitted.
- Requires a home is constructed in a workman-like manner and free from defects in material;
- Protects against unauthorized substitutions;
- Requires the home to be fit for habitation;
- Protects against Ontario Building Code violations; and
- Applies for one year, beginning on the home’s date of possession even if the home is sold.

## Two Year Warranty

- In your second year of possession you may submit a Second-Year Form any time for items covered under the Two-Year or Major Structural Defect Warranty. More than one Second-Year Form may be submitted.
- Protects against water penetration through the basement or foundation walls;
- Protects against defects in materials that affect windows, doors and caulking and defects in work that results in water penetration into the building envelope;
- Covers defects in work or materials in the electrical, plumbing and heating delivery and distribution systems;
- Covers defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);

- Protects against violations of the Ontario Building Code that affect health and safety; and
- Applies for two years, beginning on the home’s date of possession.

## Seven Year Warranty

Your home’s seven year warranty covers major structural defects (MSD) and begins on the date you take possession of the home and ends on the day before the seventh anniversary of that date. For example, if your home’s date of possession is October 23, 2005, the seven year MSD warranty begins on October 23, 2005 and remains in effect until and including October 22, 2012. A major structural defect is defined in the The Ontario New Home Warranties Plan Act as:

- (i) results in failure of a structural load-bearing element of the building
- (ii) 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
- (iii) 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.

\*Soil movement means subsidence, expansion or lateral movement of the soil not caused by flood, earthquake, “acts of God” or any other cause beyond the reasonable control of the builder.

## Making a Claim

*In your first year of possession you have two opportunities to file a statutory warranty claim:*

The easiest way to ensure your form is on time is to use MyHome which lets you manage your warranty online. MyHome users receive email alerts about deadlines and convenient online correspondence about their claims.

Warranty forms can also be submitted by courier or mail. If you would like to use a paper form, please call Tarion at 1-877-982-7466 to obtain a copy. Once we receive your form, Tarion will send a notice confirming that it has been received on time. Submission by regular or registered mail is effective on the postmark date. Forms sent by regular mail must be received by Tarion on or before 10 days after the submission expiry date for that particular form. If a form is sent by registered mail and the postmark is missing or illegible, the date on the receipt provided by the post office will be used.

Where a time period ends on a weekend or holiday, it is extended to the end of the next business day. Submission periods are subject to a December 24 to January 1 (inclusive) Holiday Period.

## What Happens After I Submit a Form

When you send in a 30-Day or Year-End Form, this triggers an initial 120 day period during which your builder should repair or otherwise resolve warrantable items. During this initial repair period, homeowners should work with their builder to resolve any issues submitted under the statutory warranty. In certain circumstances a builder may be prevented from making repairs within 120 days however, most items will be successfully resolved. If items remain outstanding, please see What If My Builder Does Not Resolve Warranty Items?

***The easiest way to ensure your form is on time is to use TARION MyHome which lets you manage your warranty online. MyHome users receive email alerts about deadlines and convenient online correspondence about their claims.***



THE TARION HOMEOWNER INFORMATION PACKAGE  
CAN BE FOUND AT THE LINK:  
[WWW.TARION.COM/RESOURCES/HOMEOWNER-INFORMATION-PACKAGE](http://WWW.TARION.COM/RESOURCES/HOMEOWNER-INFORMATION-PACKAGE)



# Exclusions

*The following conditions and/or items are not covered by the statutory warranty:*

## Normal Wear and Tear

- Normal shrinkage of materials that dry out after construction such as nail pops or minor concrete cracking
- Settling of soil around the house or along utility lines (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 (however, your homeowner insurance may cover such secondary or consequential damage).

## Supplementary Warranties

- Warranties or agreements provided by your builder over and above the statutory warranties. Such matters are between the builder and the homeowner and are not enforced by Tarion.



## 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

## 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

# Your Coverage Cont'd

## Seasonal Warranty Items

Seasonal warranty items involve service requests regarding the exterior of the home which cannot be repaired effectively within the timelines set out in the Homeowner Information Package due to regular seasonal conditions and/or severe sustained weather.

<b>These items include:</b>	
<ul style="list-style-type: none"><li>• Exterior painting</li><li>• In-ground support for decks</li><li>• Exterior mortar work (including brick installation/repair)</li><li>• Exterior stucco work/repairs (including repairs to exterior insulation finishing systems [EIFS])</li></ul>	<ul style="list-style-type: none"><li>• Exterior caulking</li><li>• Exterior cement/concrete work (including parging application/repair)</li><li>• Any other exterior work deemed appropriate by Tarion (but not including air conditioning, grading, sod, driveways and walkways which are covered separately below)</li></ul>

Seasonal warranty items should be reported on a 30-Day, Year-End or Second-Year Form, as appropriate. They will be dealt with according to the timelines set out in the Homeowner Information Package subject to suitable weather conditions as described above. If the builder cannot correct a seasonal warranty item within the required timelines due to unsuitable weather conditions, they must complete the repairs as soon as possible after suitable weather conditions return and in any event between the following May 1 and September 1.

If for any reason the builder does not complete the repairs to the homeowner’s satisfaction, the homeowner has 30 days (until October 1) to contact Tarion and request our assistance. If the homeowner does not do so, the seasonal warranty items listed on the Warranty Service Form will be considered resolved and the matter will be closed. (Note that the homeowners may resubmit the item at a later date if the warranty covering the item is still in effect).

## Air Conditioning

Defects in work and materials that result in problems with builder-supplied air conditioners are covered by the one year warranty. A complete loss of cooling due to the failure of a builder-supplied air conditioner between May 15 and September 15 (during the first year of possession) is considered undue hardship and can be dealt with outside the timelines set out in the Homeowner Information Package.

## Special Seasonal Warranty Items

The completion of the new home’s final grading, landscaping (laying sod, etc.) and the installation of driveways, patios and walkways are considered special seasonal warranty items.

The builder has 270 days of “seasonable weather” from the date of possession to complete any warrantable special seasonal items reported on a 30-Day or Year-End Form (unless a longer period within the time limits permitted under applicable municipal agreements was negotiated between the builder and the homeowner).

”Seasonable weather” is the period between May 1 and November 15 (inclusive) of any given calendar year. There are 199 days of seasonable weather in one calendar year. For details and examples on how to calculate “seasonal weather” days, please refer to Builder Bulletin 42.

If the item is not installed or the repair is not completed by (i) the 270th day of seasonable weather from the date of possession; (ii) another date agreed between the homeowner and the builder, granting the builder a longer period; or (iii) the date permitted for such installation by any applicable municipal agreement if earlier than the date agreed between the homeowner and the builder, then the homeowner may contact Tarion and request and assessment within 30 days. If the item is determined to be warrantable, Tarion will work with the homeowner directly to settle the matter.



## Extraordinary Situations

An extraordinary situation exists when it is not possible for the builder to complete a repair within the timeframes set out in the Homeowner Information Package for reasons not related to seasonality.

There are two types of extraordinary situations that could cause a builder to seek an extension:

An industry or regional event that affects a segment of the construction industry or region of the province (such as labour, trade or materials shortages, strikes or other labour disputes, and severe weather or other acts of nature); or

Special circumstances affecting a particular builder or home, such as the special order of a part that will take more time to arrive than the Warranty Service Rules allow.

If the builder applies to Tarion for this type of extension on any of your outstanding items, the homeowner will be notified in writing. If the extension is granted, we will set a new timeline and confirm it with both the builder and the homeowner.

Homeowners should call the builder or contact us if they require a more detailed account of the process for resolving items affected by extraordinary situations.

## Construction Performance Guidelines

**The purpose of the Construction Performance Guidelines is to provide advance guidance as to how Tarion will decide disputes between homeowners and builders regarding defects in work or materials.** The Construction Performance Guidelines are intended to complement the Ontario Building Code. They are supplemented by any applicable guidelines or standards produced by industry associations. They do not replace manufacturer warranties.

For more information visit [www.tarion.com/resources/construction-performance-guidelines](http://www.tarion.com/resources/construction-performance-guidelines)



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There are many different materials throughout your new DECO Home, many of which require special care and attention. Read on to learn everything you need to keep them looking like new.

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## MAINTENANCE & HOME USAGE



# Interiors

## Cabinets



Wood, PVC & vinyl surfaced cabinets are very susceptible to heat damage. If your kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature as well as leaving the dishwasher door slightly open once a cycle is finished.

### MAINTAINING & CLEANING YOUR CABINETS

When cleaning your cabinets and doors, use a clean damp cloth. Cabinets should be immediately dried off with a soft cloth. Never allow abrasive cleansers, harsh detergents or steel wool pads to come into contact with the exterior or interiors of your cabinets.

Please avoid hanging anything to the cabinet doors as the weight may cause detachment, misalignment or other damage to your cabinet door or housing.

## Appliances



Be careful when moving appliances. You should use a dolly or lay down plywood/masonite and move the appliances over it. This is so the casters on the appliances won't leave indentations in the finish. When moving heavy furniture or appliances, slip a blanket or scrap of carpet, face down, under each leg and slide the furniture carefully. This will help avoid scratching and gouging. Please be advised surface defects are excluded from warranty coverage per the manufacturer.



**WARNING**



**Standing water will cause damage to cabinet doors and countertops.**

This applies to both veneers and solid woods. Keep steam away from all cabinetry, as the high humidity tends to warp or twist the cabinetry. When using your kitchen or bathroom sinks please ensure you wipe up any excess water immediately after use, to avoid delamination or damage to your countertops and cabinets.



## Flooring

**LAMINATE FLOORING:** Heavy wet-mopping of a laminate floor should be avoided as excess water can enter the gaps between boards at joints and can cause the floor to expand and can cause damage. Make sure to wipe up any spills immediately. Hard to clean areas can be spot cleaned with a moist towel or rag but be careful not to use too much water or cleaning liquid. Variations in humidity levels in the living space may cause some creaking and cracking, and slight separation of the seams. Excessive humidity or inadequate humidity should be avoided. To prevent this from occurring in your home we recommend that you monitor your humidity levels and adjust your HRV & Humidifier accordingly. A humidity level between 35-55% humidity is recommended to be maintained in your home for ideal living conditions.

**HARDWOOD:** Low humidity levels will cause your hardwood flooring to separate slightly at the seams of the flooring. High humidity levels will cause the wood to expand. If excessive, this expansion may lead to cupping or swelling in the center of the board. These movements vary seasonally and can be somewhat controlled by monitoring the indoor moisture levels within your home. The movement of the flooring may also create noises as it expands and contracts. The appearance of hardwood flooring is easy to maintain and a dry mop or a hardwood cleaner, is all that is required for cleaning. The need for wax on hardwood floors is rare and many types of flooring are now factory finished and have specific maintenance requirements. Refer to your flooring supplier for specific instructions.

**CLEANING YOUR FLOORS:** Use a hardwood floor solvent product, available from your local hardware store. Do not use oil soap or any cleaning product that mixes with water. Ammonia will damage or dull many surface finishes and should not be used to clean your floor. Never wet mop or clean your hardwood floors with water. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may result in a loss of warranty. Water can dull the finish, and permanently damage the floor. Wipe up spills as soon as possible, before they get sticky or dry. Remove dried spills with a cloth or a pad dampened with a manufacturer recommended cleaning product.

### QUICK TIPS →

- 01 Avoid excessive wet or damp mopping of the floor
- 02 Exposure to direct sunlight may discolour your flooring. We recommend installing window coverings to prevent this from occurring
- 03 The use of felt pads or a similar product should be placed under furniture
- 04 Planted pots should be isolated from the floor surface
- 05 Spills should be wiped up immediately

**CARPET:** Carpets can be easily maintained with regular vacuuming. Spills should be cleaned up immediately. Blot or dab spills and avoid rubbing, which could damage the fiber. Carpet stain removers can be used, however a spot check on a discrete area of the carpet should be done prior to use. Please follow the manufacturers recommended instructions. Furniture can also crush carpet pile fibers, and regular vacuuming under heavy pieces of furniture can help prevent this. Visible seams are normal and are alleviated with time, use and vacuuming. Carpets with low, tight naps usually show more visible seams in comparison to other carpet styles. High humidity can cause rippling to occur. If the carpet remains rippled after the humidity has left, contact a professional to have the carpet restretched.



## Ceramic and Porcelain Tile

Ceramic and porcelain tiles are a durable man-made product and have a glazed surface to varying degrees, from a matte finish, to semi-gloss, to high gloss. These types of tiles will clean easily with warm water. 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. For routine cleaning use a mild detergent; do not use waxes or sealers. We recommend annual grout sealing with a clear liquid silicone sealer, as the grout in between tiles is porous and will absorb water and stains. In the instance of molded grout, use bleach type products sprayed onto the moulded area (when dry) to a point of saturation. It can then be scrubbed to further remove or aggravate the mold bacteria and then rinsed within 10-15 minutes. When using these types of cleaners, use caution and ventilate the area because overexposure to fumes may cause nausea or unconsciousness. Some separation in the grout lines may occur. Cracks can be filled using a premixed grout purchased from a tile or hardware shop.

## Drywall

During the first year of living in a newly constructed home items such as nail pops and settlement drywall cracks may occur in various areas throughout the home such as, over doors, windows and archways, or in the corners of the ceiling. This type of settlement is quite normal as your home climatizes and settles from the construction process.

As a courtesy, DECO Homes will send a work order to our drywall trade partner to repair these items (once only). These repairs will not be sanded or re-painted, therefore we recommend that you request this work after 1 year from your closing date, and at a period when you are ready to repaint within your home. Please note, we provide one home touch up kit (per home) after closing for any of your re-painting needs. Should you wish to schedule this service, please indicate “Year End Drywall Checkout” on your Year End Warranty Form.

Applying a grout sealer will help to prevent water from penetrating through the grout and into the sub surface wall area. It is suggested that the tile surface be wiped down or squeegeed after each shower. This is your decision and responsibility.

### WE RECOMMEND

- Using a broom to sweep the tile or a damp mop to wash the surface.
- Remove any wet spillage immediately with a damp mop.
- Do Not wax the floor tile. The surface may become very slippery.
- Padding should be used to help avoid chipping tile when moving any heavy objects across the surface.

## Engineered Stone

### Quartz

Engineered stone countertops only require a simple cleaning routine to maintain their attractive look. Regular cleaning using a damp cloth and a mild soap detergent is already enough. You can simply blot spills, and your engineered stone countertop can look good as new again.

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 Countertops

### Granite, Marble, Travertine, Limestone, Onyx & Slate

All natural stones are porous and act like a sponge in the presence of moisture and fluids and for this reason 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.

We do not recommend any use of chemicals such as abrasive soap, and/or any acid/ammonia based cleaner to clean your natural stone finishes. These chemicals will scratch and dull or may even stain the surface.

### RECOMMENDED CARE AND PRODUCTS

A stone countertop spray cleaner is recommended for daily cleaning, without leaving streaks. It is specifically developed for fast and safe daily cleaning and effectively removes grease while enhancing the characteristics of the stone. The application for this cleaner is for granite, marble, limestone and other natural stone.



# Windows and Doors

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odor removal.

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame, and can be controlled with a mild solution of bleach and water.

**Note:** California Shutters can seriously affect your home’s condensation levels on windows. If you choose to install these shutters, we recommend keeping them open on a regular basis to allow for proper ventilation.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

Exterior and interior doors may warp and “stick” due to the temperature and/or humidity difference between the interior and exterior of your home.

Seasonal variations can occur up to 1/4” in any direction. It is prudent to refrain from trimming or altering a binding exterior door, as the problem may rectify itself with a change in climatic conditions. Some exterior doors have restrictions imposed by the manufacturer, please consult with your Home Care representative for further information.



## Ways To Reduce Condensation In Your Home

- Use exhaust fans while cooking.
- Use bathroom exhaust fans while having a bath or shower.
- Ventilate the home at least once a day by opening a window or door.
- Open the blinds and drapes throughout the day to allow for air circulation on windows.
- Move furniture roughly 12-16 inches from windows & vents for proper circulation of air.



# Plumbing Overview



The plumbing in your new home consists of plastic and copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal. A main water supply shut off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may have also been provided to the sink supply lines and toilets to allow for routine maintenance.

The waste lines have been provided with clean outs throughout your home. These may be located within cabinets, inside closets or clearly visible on a wall surface. These clean outs must remain accessible as they are the means of access to the piping should a blockage occur. P-traps are present at the outflow of all waste piping. These traps are designed to provide a barrier of water, which prevents the entry of sewer gases into the home. Sinks or drains, which are used infrequently, may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odor. Any waste materials, including grease, fat and petroleum products, should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

## Exterior Hose Bibs (If Applicable)

If applicable to your home, maintenance is required for each hose bib location. In most cases there is a hose bib located in your garage and at the rear exterior of your home. There are a few steps that must be taken each Fall to prevent the exterior hose bib from freezing:

- Disconnect your garden hoses from any exterior hose bib.
- Shut the water off from the water shutoff valve inside your home. The water shutoff will be located on the opposite side of the exterior wall as the hose bib.
- After the water valve inside is off, open the exterior hose bib and drain any water that is in the pipe. Leave the hose bib open during the winter, and shut it just before you turn the water back on in the Spring.

## Fixtures

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer’s recommended maintenance procedures for specific information relating to your products.

Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners. Plumbing fixtures are intended for normal household use only. Chemical products should not be disposed of in your household fixtures.

## Water Shut-off Locations:

Check for the location of your water shut-off valves, as these will help in the event of a leak. In case of a plumbing emergency, every member of your household should know the location of these valves.

Your home is equipped with water shut off valves in the following areas:

### 01 KITCHEN

Located below the sink.

### 02 LAUNDRY

Located beside the washer and dryer.

### 03 BASEMENT

Main water shut off valve is located near the furnace.

### 04 BATHROOM

located below the sink and at each toilet location in each bathroom.

Please be advised, location may vary for each home layout.

# Toilets

Low-Flush toilets are required by the Ontario Building Code and are designed to promote water conservation by using less water per flush. You may notice that all the water does not leave the tank upon flushing and therefore, you may have to hold the lever for a few seconds for optimal operation. You will also notice the water surface in the bowl is lower, since less water is needed to operate the toilet efficiently.

## Clogged Drains

Clogged drains are usually built up progressively over time. Preventative maintenance measures can go a long way in preventing serious drain blockage. Some of the basics are to avoid pouring grease or coffee grounds down the drain, and to use a plunger at the first sign of a low drain. We also recommend pouring boiling water down the drain once a week to prevent clogging. If you have a plunger drain stopper in your bathroom sink, clean this regularly by loosening the nut under the sink and pulling out the rod attached to the plunger. Use strainers for floor drains in showers and tubs, and clean them regularly by clearing out any debris by hand. Common causes of blocked drains in toilets include feminine hygiene products, toys and other objects placed in the toilet by small children, paper towels, baby wipes, disinfectant wipes and Q-tips. Avoid flushing feminine hygiene products and paper towels down the toilet, as they are highly absorbent materials that expand and do not disintegrate like bathroom toilet paper.

### TICKING SOUNDS COMING FROM WALLS

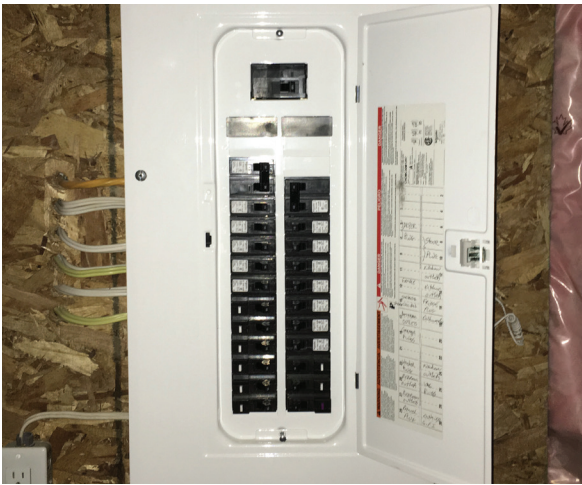
*This is created from copper water pipes or drain pipes which expand and contract when heating up or cooling down. This is a common occurrence.*

# Electrical

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

The electrical panel in your home is equipped with circuit breakers, which separate the power to specific areas within your home. Circuit breakers are safety devices located on your electrical panel to prevent over-loading and fires. They stop the electrical current if it exceeds the safe level for some portion of the home electrical system. If the demand for electrical current exceeds the safety level, a circuit breaker will “trip” causing power loss. This requires manual resetting of the breaker. The “tripped” breaker will be in the off position, visible once the panel door is opened. The circuit must be turned to the “off” position and then back to the “on” to regain power. When the master breaker is tripped, the electricity of the house is cut off.

If you experience sudden power loss to a specific area within your home, we recommend that you check your electrical panel to determine if an electrical breaker, has “tripped”.



# GFCI & AFCI Circuits

A Ground Fault Circuit Interrupter (GFCI) and/or Arc Fault Circuit Interrupter (AFCI) are additional electrical safety devices installed in the electrical system. These devices are breakers that can be located in the main electrical panel or within specialty outlet receptacles and are designed to provide protection from ground and arc faults. The GFCI/AFCI is extremely sensitive and will trip if grounding or arcing of the electrical current is detected. Ground/arc faults usually occur in older appliances and electrical equipment or inexpensive extension cords.

A poorly insulated extension cord lying on wet ground will often cause a ground/arc fault, because water and electricity are a poor combination. This form of protection is installed in the outlets within the bathroom and outdoor outlets of your home. If these breakers should trip, unplug the source of the fault and reset the breaker either at the panel or at the outlet itself. GFCI/AFCI outlets should be tested regularly to ensure their proper operation.



You can recognize the 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.

# Thermostat

Control your home’s temperature, the smarter way. Your home’s temperature control system just got upgraded with a modern touch. We provide a wall mounted thermostat that seamlessly connects to your phone and allows you to control your home’s temperature easily according to your needs. Please refer to the user manual for more info.



### THERMOSTAT MODES:

- **Auto:** Your system is in auto mode. The thermostat will adjust to cool or heat as needed.
- **Heat:** Your system is in heat mode.
- **Cool:** Your system is in cool mode.
- **Fan:** Your fan is currently running.

# Ventilation

Ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. Exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapor can circulate through the house. These fans need to run often enough to remove moisture.

# Attic

The attic space is neither designed nor intended for storage. As it is unfinished, it is susceptible to extremes of heat, cold and dampness. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Occasionally, insulation on the attic floor may come out of place, often referred to as “blow-back”. 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 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.

# Basement

## MOISTURE AROUND PERIMETER WALLS

More often than not, moisture around perimeter walls is caused from condensation. It is important to check relative humidity levels when moisture on perimeter basement walls is evident. Running your dehumidifier will alleviate this situation.

## CRACKS ON BASEMENT FLOOR

It is common to find cracks in basement floors due to shrinkage and minor settlement. This does not indicate faulty materials or faulty workmanship. We will repair cracks exceeding four millimetres in width, as per the Taron Warranty Guidelines.

We do not recommend finishing your basement within your warranty period, as access is required to service your home during the warranty period.

# Smoke/Carbon Monoxide Detectors

One or more smoke and carbon monoxide detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of building codes. Do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations. If your smoke detector requires batteries, the batteries should be replaced at least once a year and when the low battery alarm is audible. Monthly testing of the smoke detector should be conducted and other care or maintenance as recommended by the manufacturer.

# Humidifier

Follow the manufacturer’s directions for efficient operation and maintenance of your humidifier. The manufacturer will typically recommend a humidity setting according to the season and other variables like the outside temperatures. Check drain lines for mineral deposits every 1-3 months depending on water quality in your area, and replace the humidifier’s evaporator pad annually as per the manufacturer’s instructions. If you live in an area with humid summers, we suggest shutting down your humidifier during that season.



# Heat Recovery Ventilator (HRV)



COVER ON



COVER OFF

The Heat Recovery Ventilator Unit (HRV) is located in your basement (hanging from the ceiling) near the furnace (control switch is located in Dining/ Living Room near the thermostat). An HRV is ideal for homes located in colder climates, where there is excess moisture during winter months. This system supplies continuous fresh air from outside and brings it into the house. The heat recovery core of the unit transfers a portion of heat in the stale air being exhausted to the fresh incoming air from outside before being distributed throughout the house. During the winter months, this device should be turned on to ensure that higher humidity levels indoors are balanced with the dryer levels outside.

## MAINTENANCE:

Your HRV contains 2 filters (two small fabric filters) located on either side of the middle core filter. When servicing your HRV, unplug the powercord before opening the unit. Remove the two smaller filters and vacuum or wash them every 3-4 months. These filters are re-usable. The core filter can also be removed and cleaned seasonally for regular maintenance and upkeep of your HRV unit. Do not soak your core filter in water. For further information please refer to the Homeowner’s Manual for more detailed maintenance instructions.

# Furnace

## FURNACE FILTERS:

It is important to change your furnace filter every 2 – 3 months to ensure clean air is circulated within your home, and to ensure the blower motor does not become overworked. When replacing furnace filters, please ensure the arrow is always facing the furnace unit.



## FURNACE SHUT OFF SWITCH:

Each furnace will always have an override shut off switch usually located a few feet from the furnace and hanging off of a 2'x4' piece of wood. This override switch will shut down the furnace system for maintenance. Please check the override switch if you experience loss of power from your thermostat. It is recommended having a licenced Heating and Air technician inspect the operation of your furnace and air conditioning system every few years to ensure your system is running properly.

# Hot Water Tank

Please note that your hot water tank in your home is provided on a rental contract. All maintenance and warranty will be provided by the hot water tank rental provider. To find the contact information for this provider please reference the sticker on the hot water tank itself, which will display the service contact information.



# Exteriors

## Roof

With good maintenance, the roof on your home should provide many years of service. Inspect for loose, broken or missing shingles annually and after heavy windstorms. Wind or storm related damage is not warrantable; therefore, maintenance repairs should be made immediately to prevent water damage to your home. Your homeowner insurance may cover storm-related damage. Please check with your insurance provider on determining your insurance coverage. Minor variations in the roof surface or 'puckering' (slight rising of the wood underneath the shingles) may occur due to the expansion of the wood under the shingles during certain conditions. This will not affect the performance or longevity of your roof.



## Eavestroughs and Downspouts

Eavestroughs should be kept clean of debris and ice that prevents the flow of water into downspouts. Surface particles from asphalt shingles, washed down by rains, should be removed to increase drainage. Minor standing water in eavestroughs is acceptable. 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.

### ICE DAMS ON ROOFS AND AT EAVESTROUGHS

It's hard to believe a warm sunny day in the winter may be causing damage to your home - but it's true. That's because the run-off water from the melting snow on your roof will run down to the edge of the roof where it refreezes, forming a ridge of ice or an ice dam. As more snow melts,

the ice dam grows and eventually the run-off water is trapped behind the ice dam and works its way underneath the shingles and into your home - causing damage to your home. To minimize or prevent ice dams, use a roof rake or a wide push-broom to remove snow from the roof after major snowfalls. If ice dams have already occurred, use warm water to cut some 'channels' through the ice dam which will provide openings for the melting snow to run off the roof. Damage due to ice dams is not covered under the Tarion Warranty program.

## Window Wells and Rear Yard Catch Basins

It is imperative that window wells and rear yard catch basins are kept free of leaves, snow and other debris which will impede the proper flow and drainage of water. Do not build or store items over and around catch basins or window wells.

## Caulking

Caulking is the method in which sealant compounds are generally applied to seal gaps between adjacent surfaces. Over time, and particularly during warm and dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your windows, doors, sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centres. Be sure to use the correct type of caulk for the application you need.

## Windows and Sliding Glass Doors

Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches. Do not apply window tinting materials made of film to double-glazed windows and doors. Window tinting may limit or void coverage under your window manufacturers' Limited Warranty and/or cause damage with respect to the windows in your home. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. Aluminum foil also causes a heat buildup between window panes and should not be used. 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 deterioration and inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows. Window tracks and weep holes must be kept clean and free of debris to facilitate proper drainage and to help prevent leaks and other problems resulting from standing water. Keep the window and sliding door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. Refer to the manufacturer's instructions for appropriate products if windows and doors do not slide freely. During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.



## Garage Doors

Every 6 months, apply a lubricant such as silicone spray to all moving parts including: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top or bottom of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed. The builder is not responsible for the door operation if the homeowner has installed a garage door opener.

### LOCKS & HINGES

If any lock or hinges becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock more difficult to operate.

# Regular Maintenance Is The Key

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Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. A regular schedule of seasonal maintenance can put a stop to the most common, and costly problems before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to remind you of a situation later.

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

If you do not feel comfortable performing some of the home maintenance tasks listed, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified handyperson or licensed contractor to help you.

***For more information, and to see a picture guide to caring for your home, please visit [decohomes.ca/care](https://decohomes.ca/care)***



Regular home maintenance is the best way to keep your DECO Home looking beautiful for years to come. Follow our seasonal maintenance guidelines to preserve the appearance and value of your DECO Home!

“

Now that you’ve moved in, you probably have questions. We’re here to help! Check out our frequently asked questions for the information you’ve been looking for today.

”



FAQ



# Frequently Asked Questions

01.

Why does my granite countertop not look exactly the same as the sample I selected from?

Granite is a natural stone, and no two pieces are ever totally alike, as such, every granite countertop will always be unique in its markings and vein patterns.

02.

When will my lot be graded and sodded?

Once the sidewalk and curbs have been installed in front of your lot, grading and sodding can begin. These elements are essential to ensure proper drainage on your lot. Please reference our sodding handout attached at the back of your Homeowner's Manual.

03.

Is it possible to get extra paint to do touch ups in my home?

Yes! We provide a touch up kit at time of closing.

04.

Are the gaps in my hardwood floor normal?

Yes! As hardwood is a natural material, it can be affected by humidity changes in the home. The gaps in your floor are there by design to allow for the natural patterns of expansion and contraction that every hardwood floor goes through.

CONTINUED...



# FAQ's Continued

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## How should I care for my hardwood Floor?

It is important to never wet-mop your hardwood floor, because excessive water can cause wood to expand, potentially leading to damage. Instead use only a damp mop with all excess water removed and your preferred wood floor cleaning product.

## What is an HRV, and what does it do?

HRV stands for Heat Recovery Ventilator. Your home HRV improves climate control and provides fresh air.

## How often should I change my HRV filters?

There are actually two kinds of reusable filters in an HRV unit. Foam pre-filters should be cleaned every two to three months and the rigid core filter should be cleaned once a year.

## What Should I Do About Condensation On My Windows?

Window condensation is caused by high humidity in your home. Simply lowering the humidity by using your home dehumidifier will reduce the condensation on your windows.

## How often do I need to water my new sod?

Water your sod for about 2 hours a day for the first several weeks, especially in extremely hot weather. During this early time, you want to water your sod until it is soaking. Afterwards you can water it as you would any normal lawn.

## Do I need to wait until I submit my 30-day list to report any deficiencies I may find?

We strongly recommend that you compile all deficiencies on one list to ensure that no items are overlooked. If an urgent deficiency is discovered that requires immediate attention, please email [concierge@decohomes.ca](mailto:concierge@decohomes.ca) or refer to your emergency procedures for assistance outside of normal business hours.

## Why do I need to put all my service requests in writing?

This is how we ensure that none of your requests are overlooked, so that we can resolve any issues to your satisfaction.

## When can I make service appointments?

Service appointments are available on weekdays from 7:30 am to 4:30 pm. We are unable to accommodate service appointments on evenings or weekends.

## How do I get my mailbox key and information?

You can contact Canada Post at 1-866-607-6301 or submit a request on their website at [www.canadapost.ca](http://www.canadapost.ca)

## Where do I find more information about my warranty coverage?

Please refer to the warranty section of this Homeowner's Manual or visit Tarion's website at [www.tarion.com](http://www.tarion.com) for a full account of what is covered by your warranties.

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[concierge@decohomes.ca](mailto:concierge@decohomes.ca)



THANK YOU FOR CHOOSING DECO HOMES!

WE HOPE THAT YOUR FAMILY WILL COME TO LOVE

YOUR NEW HOME AS MUCH AS WE LOVED BUILDING IT.



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