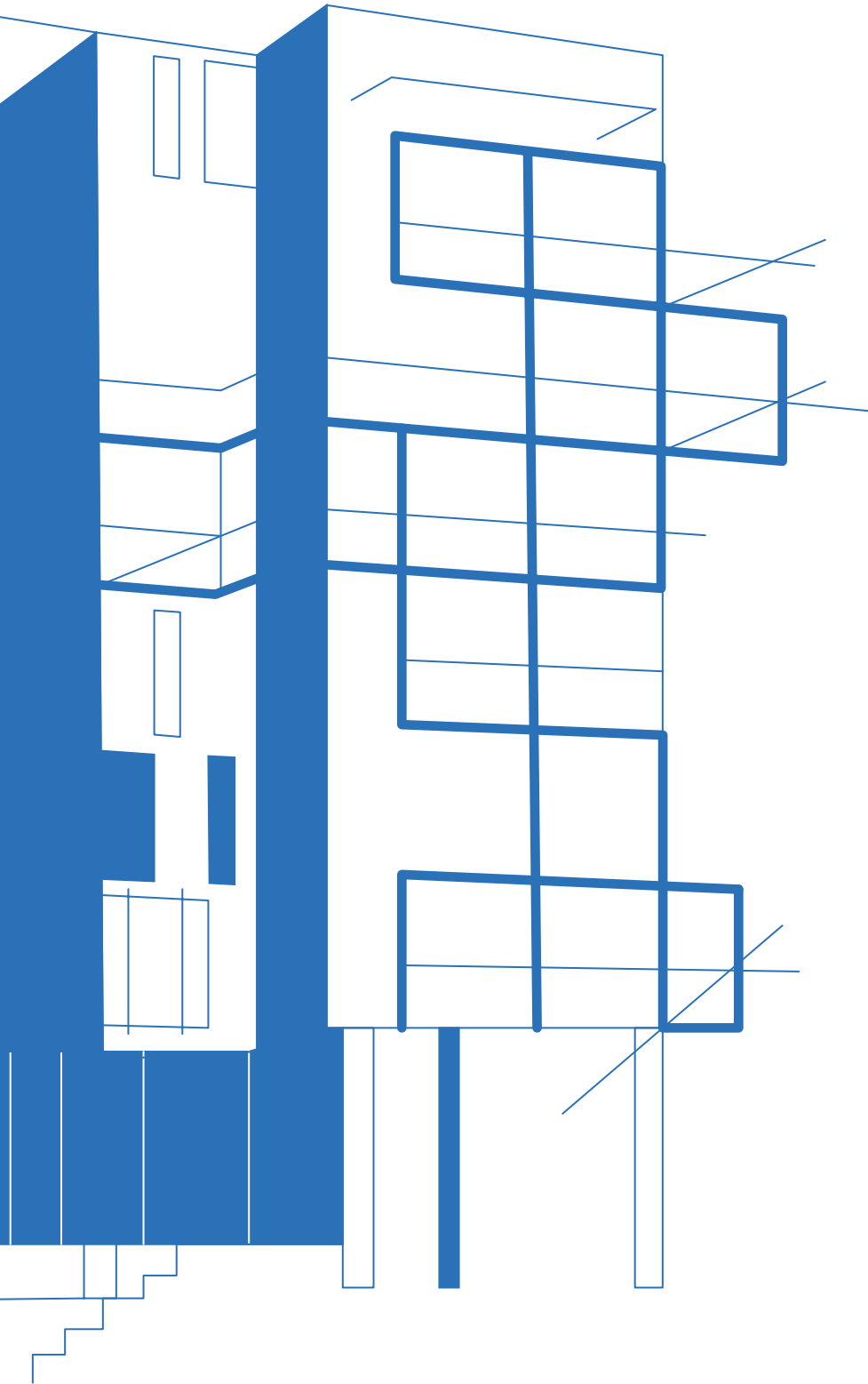


# YOUR **HIGH-RISE** HOMEOWNER MANUAL.

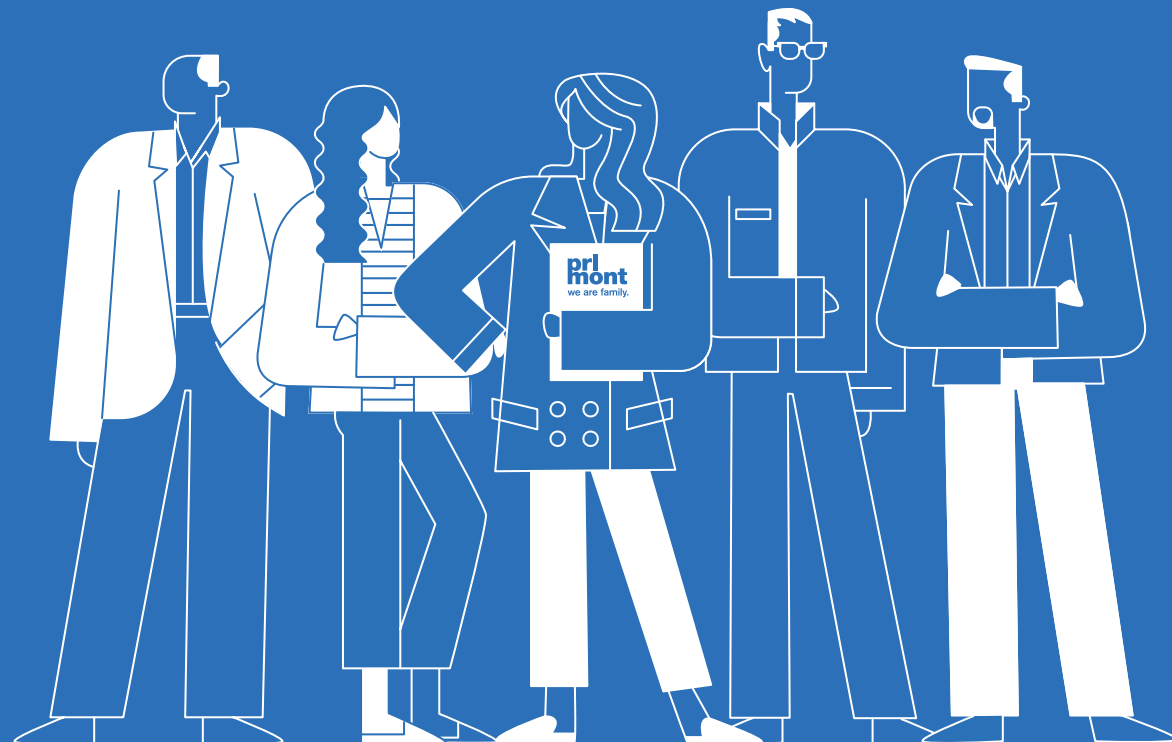


**pri  
mont**  
we are family.

# We are Family.

For 50 years, our company has followed the simple philosophy of building every home as if it's our own, and treating every customer like they're a member of the family.

We're proud to provide you with all the benefits those years of experience can bring for you and your new home. Primont Homes is committed to providing the highest quality and value to all our homebuyers. Prime locations, elegant design, superb craftsmanship and unrivaled customer service have made Primont a leading and trusted name in the industry. It's been our privilege to build several dynamic, outstanding new communities of more than 5,000 homes in the GTA.



## A Promise From Our Family to Yours.

We promise to create homes that fulfill your dreams and aspirations. As a family company, building fine homes is not just our business, it's our passion. We understand what your dream home means to you. Our professionally trained designers, craftspeople and customer service experts are committed to bringing your vision to life.

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# Utilities and Services

**EMERGENCY  
SERVICE  
REQUESTS**

Emergencies are situations that, if not attended to immediately, would pose danger to the health and safety of the occupants of the home, or would pose imminent and substantial damage to the home itself and/or adjacent homes.

**EMERGENCY SITUATIONS INCLUDE,  
BUT ARE NOT LIMITED TO:**



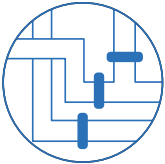
Total loss of heat between November and May



A/C failure between May and November



Gas Leak (contact supplier immediately)



Sewer back-up



Total loss of electricity or water supply



Plumbing leakage that requires complete water shut-off



Major collapse of any part of the home's exterior or interior structure

**DURING  
WORKING HOURS**

Call your Primont Customer Care Representative at 905.770.7002 from Monday to Friday 8am - 4pm

**AFTER  
WORKING HOURS  
(OR ON WEEKENDS/  
HOLIDAYS)**

Be sure to report this to Primont Customer Care on the next business day – Refer to PDI booklet for your emergency contact for your site or visit our website at “[www.primont.com](http://www.primont.com)”



# Tarion Warranty

TARION  
WARRANTY  
CORPORATION

Tarion is responsible for administering the Ontario New Home Warranties Plan Act (the Act), and may be approached to make final decisions regarding what items are covered under statutory warranties. The most convenient way to submit your warranty forms is through their homeowner portal.

To access this, please visit  
[myhome.tarion.com](https://myhome.tarion.com)

### 30-DAY FORM

The 30-Day Form allows you to notify Primont of any outstanding warranty items 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 your home. The 30-Day Form must be submitted within 30 days of your home's date of possession. Tarion will only accept and act on a 30-Day Form that is properly submitted on time.

### STATUTORY WARRANTY COVERAGE

Warranty coverage takes effect on the date that a homeowner takes possession of a new home from the builder, and remains in effect if the home is sold or transferred before the end of the warranty period. There are three types of statutory warranty protection or coverages: One Year, Two Year and Seven Year.

### ONE YEAR WARRANTY

Primont warrants that, for one year from the date of possession, the home:

- is free from defects in work and materials
- is fit to live in
- meets **Ontario Building Code** requirements

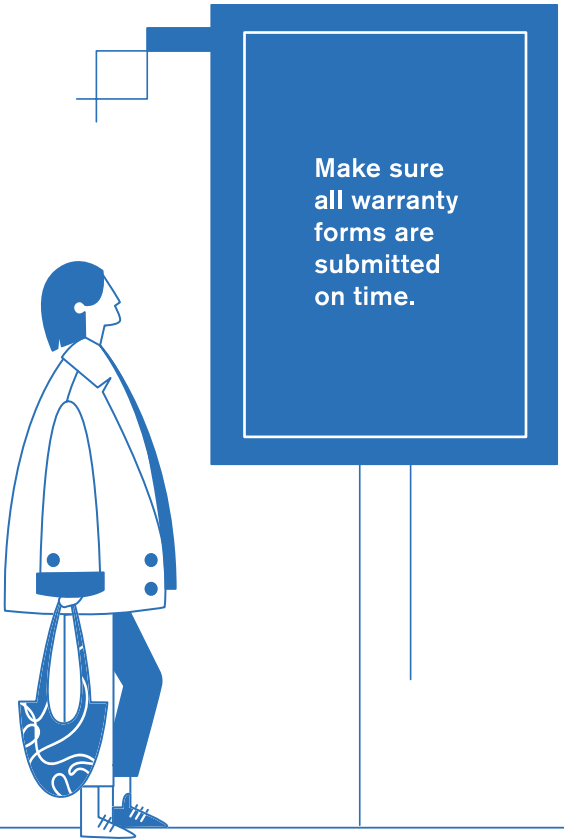
### TWO YEAR WARRANTY

Primont warrants that, for two years from the date of possession, your home is free from:

- Defects in materials or work (including windows, doors and caulking) that result in water penetration into the building envelope
- Defects in materials and work in electrical, plumbing and heating delivery and distribution systems
- Defects in materials and work which result in detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding)
- Violations of Ontario Building Code regulations under which the Building Permit was issued, affecting health and safety (including but not limited to, fire safety, insulation, air and vapour barriers, ventilation, heating and structural adequacy)
- Major structural defects (For a definition of "major structural defects," reference the source material listed below.)

### SEVEN YEAR WARRANTY

In addition to Primont's two-year warranty against major structural defects, Tarion provides coverage for major structural defects in years three through seven.



# 2

## Tarion Warranty Exclusions

### EXCLUSIONS

As a quick reference, Tarion has indicated that the following matters are not covered by the statutory warranties:

#### NORMAL WEAR AND TEAR

- Normal shrinkage of materials that dry out after construction such as nail pops or minor concrete cracking
- 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 UNDER WARRANTY

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

#### DEFICIENCIES CAUSED BY HOMEOWNER ACTIONS

- Alterations, deletions or additions to the home made by the homeowner
- Defects in materials, design or work that was supplied or installed by the homeowner

#### HVAC APPLIANCES

- Any modifications or changes made to HVAC systems are excluded from warranty.

#### ACT OF GOD EXCLUSION

An “act of God” is an unexpected and unavoidable natural event that causes damage beyond the control of the builder (ie. tornadoes, earthquakes, extreme winds).

This exclusion does not include weather events that are typical to our climate, such as ice damming, snow, high winds and heavy rains. Homes that are designed and built to Ontario's standards (e.g., the Ontario Building Code) should withstand Ontario's normal environmental conditions.

Tarion will review situations on a case-by-case basis to determine if the “act of God” exclusion applies.

Source: [tarion.com/homeowners/your-warranty-coverage/itemsdeficiencies-not-covered](https://tarion.com/homeowners/your-warranty-coverage/itemsdeficiencies-not-covered)



# Home Maintenance Tips

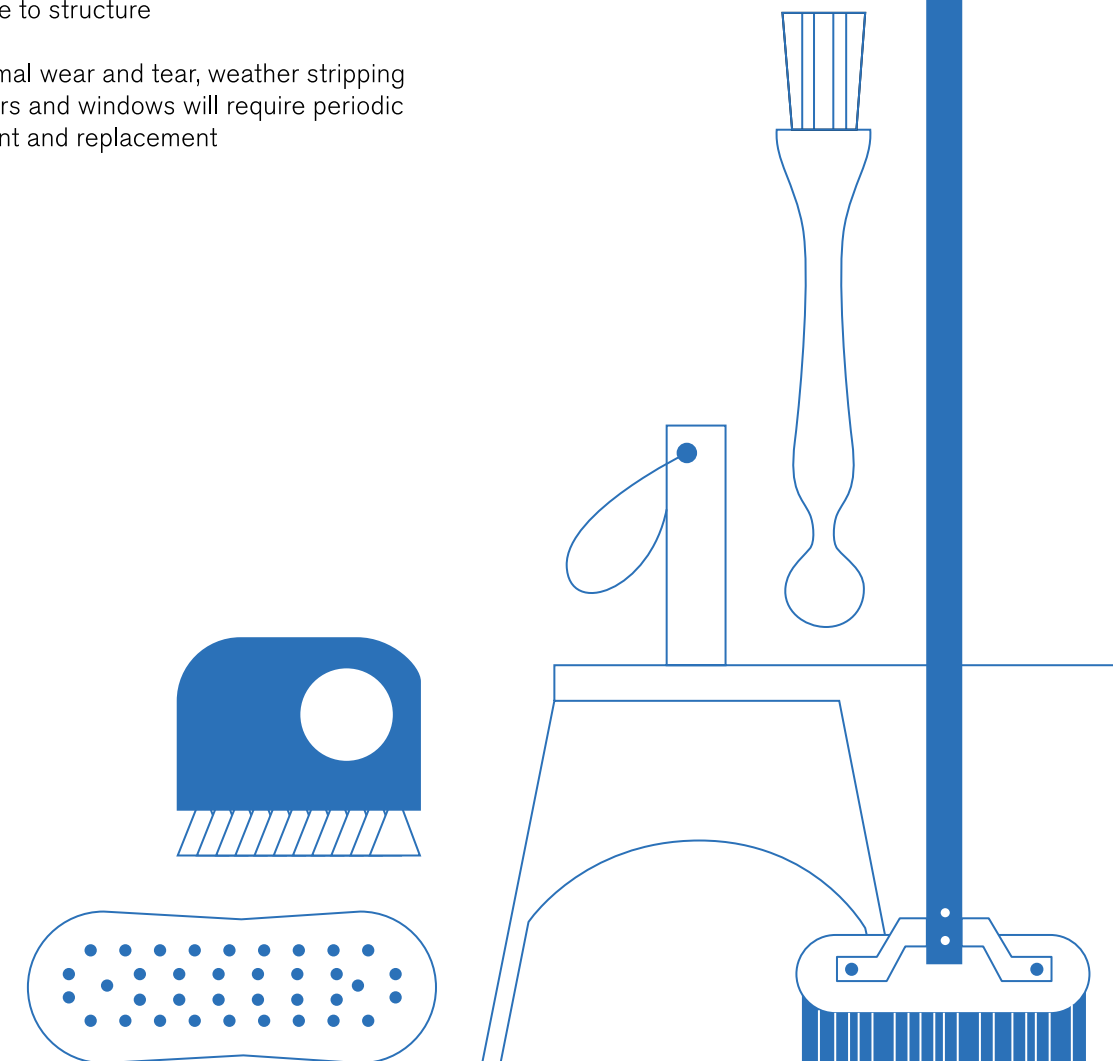
**Your new home is a big investment, and proper maintenance is key to keeping it in good condition and ensuring your statutory warranty rights are protected. Here are a few quick tips to live by in order to keep everything running smoothly.**

## INDOORS

- Keep toilets, sinks and bathtubs draining properly, as blockages are not covered by warranty
- Ensure water is not left on countertop laminations near mitre joints to avoid delamination
- Kitchen and bathroom cupboard doors can become unadjusted from daily use and will require periodic re-adjustment
- Do not place hot pans and cookware on countertops or unprotected appliances without insulated panels as this will result in burning counter surfaces and damaging the laminate glue
- Ensure all storage containers placed on shelves do not leak as shelving material is not water resistant and, as such, water and liquid food spills will damage shelving units
- Maintain caulking on all sinks, showers, tubs, and windows etc.
- Be cautious of weight on kitchen and closet shelves
- Regular lint trap cleaning, including vent on dryer with each use and wall vent monthly

## OUTDOORS

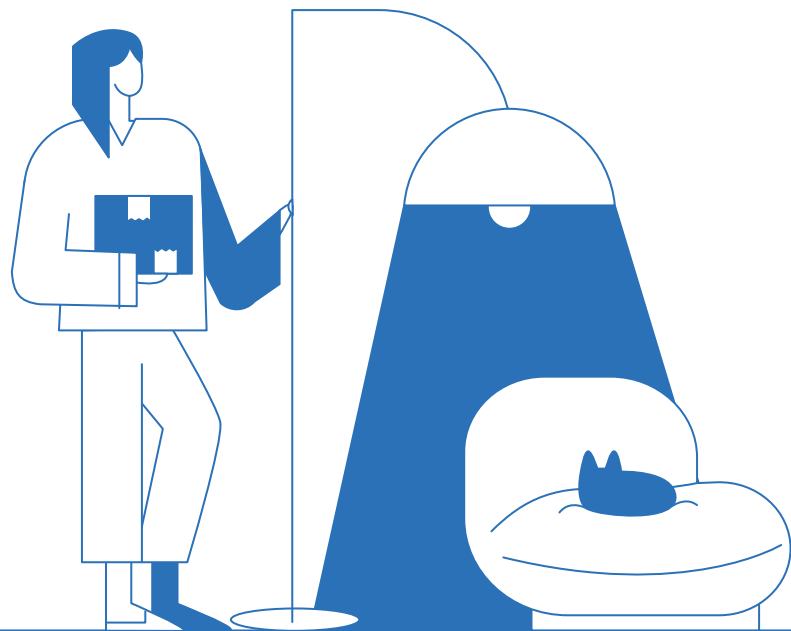
- Maintain caulking around doors and windows as worn out caulking will result in water entry and damage to structure
- Due to normal wear and tear, weather stripping around doors and windows will require periodic readjustment and replacement





## General Maintenance

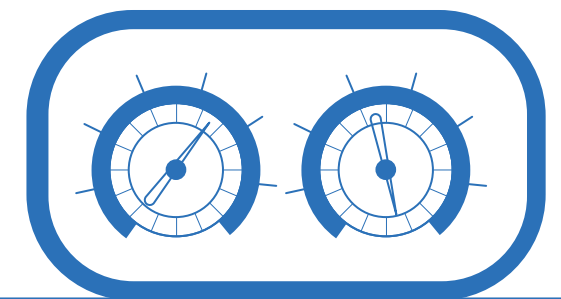
- Remove the range hood filter in your kitchen periodically and scrub it with mild, soapy water to prevent grease buildup
- Check for any gaps in the weather stripping or breaks in the caulking of windows and doors
- Lubricate weather stripping to keep it pliable and extend its lifetime
- Inspect and oil exhaust ventilation fans periodically to make sure everything is working properly



## Moisture Damage

### TIPS TO CONTROL MOISTURE

- During winter, keep the relative humidity in your home at 40-45%, as lower levels can cause materials (like wood) to shrink, and higher levels can cause condensation on windows and damage
- Repair leaky pipes and fixtures immediately! You will want to clean and completely dry any dampened or wet areas within 48 hours
- Keep your storage areas tidy to ensure good air circulation and store organic materials (newspapers, clothes, etc.) away from cool, damp areas
- Investigate and identify any musty smells or odours as they can often indicate a hidden moisture problem
- A hygrometer can help you monitor the relative humidity in your home





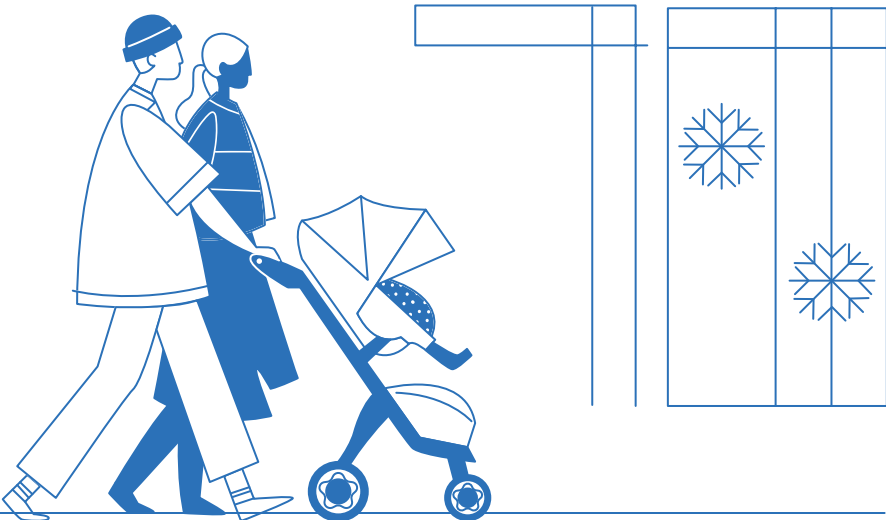
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Seasonal Checklist

SEASONAL  
MAINTENANCE  
CHECKLISTS

Staying on top of your home’s needs with a regular seasonal maintenance schedule can help you avoid the most common and costly problems before they occur. On this page, we’ve included a list of common household tasks to get you started. Of course, this isn’t an exhaustive, comprehensive list, but it should help you decrease the seasonal wear and tear on your new home.

**Note:** If you feel uncomfortable, or lack the necessary equipment to perform the task listed, consider hiring a qualified handyman or licensed contractor to make sure the job gets done right.



SPRING



- ☐ Check exterior caulking for gaps and leaks to repair where necessary
- ☐ Check for cracked weather stripping
- ☐ Lubricate weather stripping and door hinges as necessary
- ☐ Check windows and screens
- ☐ Inspect and clean all interior drains (laundry, kitchen etc.)

SUMMER



- ☐ Inspect doors, hinges and weather stripping
- ☐ Inspect and lubricate locks
- ☐ Inspect and clean A/C

FALL



- ☐ Make sure windows and screens are functioning properly
- ☐ Check exterior caulking
- ☐ Check weather stripping around doors

WINTER



- ☐ Clean dishwasher strainer, spray arms and pump
- ☐ Check dishwasher drains and water connection for leaks
- ☐ Clean and/or replace your range hood filter
- ☐ Vacuum any dust from the compressor at the rear of your fridge and freezer
- ☐ Inspect your washer hose and dryer hook-up for any leaks

# 5

## Frequently Asked Questions

### WHAT IS TARION?

Tarion is a not-for-profit consumer protection organization established by the Ontario government to administer the province's new home warranty program.

### WHAT IS A CONDOMINIUM?

A form of home ownership that enables you to own a unit in a similar manner to owning a single family house. Condominiums are buildings in which the owners own the space inside the interior walls, floors and ceiling of their unit, but jointly own an interest in the common elements, together with the other owners in the condominium.

### WHAT ARE COMMON ELEMENTS?

Common elements are comprised of various components that are jointly shared and owned by all the suite owners who purchased in the condominium project. Typical common elements include: mechanical, electrical and plumbing distribution systems; elevators, corridors and stairwells; roof assembly; building envelope (exterior brick, precast, window panels); parking garage structure and amenities such as a party room, fitness studio, landscaping and entrance.

### WHAT ARE EXCLUSIVE USE COMMON ELEMENTS?

Exclusive use common elements refer to common elements such as balconies, patios and/or private terraces that are solely used by the suite owners and are therefore reserved for their exclusive use. The Condominium Corporation and its agents have the right to access common elements and exclusive use common elements via your suite, for the purpose of conducting the Corporation's business.

### HOW DO I BOOK BUILDING AMENITIES?

All amenity bookings will be done through property management. You will be provided a contact upon occupancy.

### HOW DO I SET UP MY UTILITIES?

Reach out to your municipality to find providers in your area. Please be advised that at time of closing utilities must be transferred into the homeowner's name.

### MAKING CHANGES TO YOUR UNIT

A Condominium Corporation's declaration, by-laws and rules may contain guidelines about making modifications to your unit or common elements (such as requiring notice to the board, restrictions on design, décor, materials to be used, restriction on days or times when renovations are permitted, etc.). We suggest you review building specific policies with your Property Management or Condo Board.

