

YOUR **LOW-RISE** HOMEOWNER MANUAL.

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:**



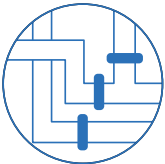
Total loss of heat between November and May



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



Roof Leak

**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”



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

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:

- Water penetration through the basement or foundation walls
- 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.





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
- 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 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
- 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

- 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



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

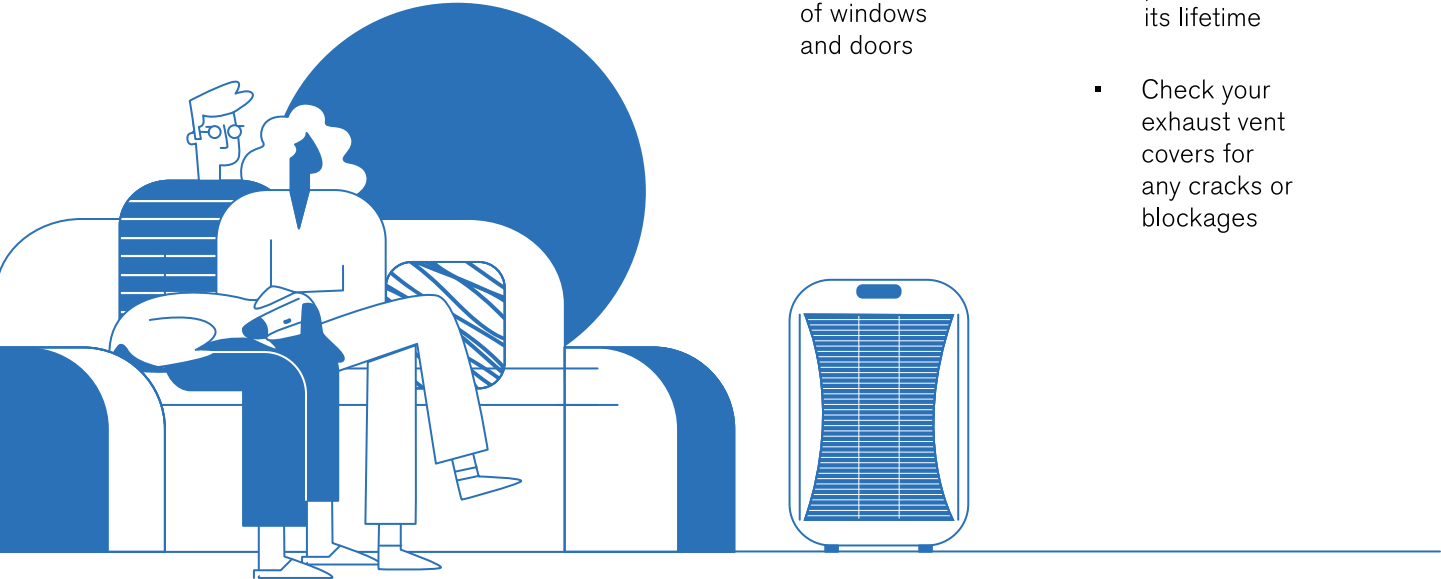
- Maintain caulking around doors and windows as worn out caulking will result in water entry and damage to structure
- Due to normal wear and tear, weather stripping around doors and windows will require periodic readjustment and replacement
- Water and maintain any new sod on your lawn as dead grass is not covered by warranty
- Sod, shrubs and trees need to be properly maintained in the winter to avoid “weather kill”





General Maintenance

- Purchase a dehumidifier for your basement to help prevent condensation in summer months
- Remove the range hood filter in your kitchen periodically and scrub it with mild, soapy water to prevent grease buildup
- Locate the shutoff valve for your garden hose connection (inside the house) to turn off and drain the water for the winter in order to prevent freezing and bursting
- Inspect exhaust ventilation fans periodically to make sure everything is working properly
- 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
- Check your exhaust vent covers for any cracks or blockages



Moisture Damage

TIPS TO CONTROL MOISTURE

EXTERIOR

- Flowerbeds and landscaping should be six inches away from the top of your home's foundation, as soil near or above the foundation puts moisture in direct contact with the building structure
- Make sure that the land adjacent to your foundation slopes away from your home, allowing rain and melting snow to run away from the building
- Clear your eavestroughs regularly and extend all downspouts to keep water directed away from the building, as flowing water can erode the ground near the foundation and create depressions where water collects and makes its way into the basement
- Fix the caulking around windows and doors and on the roof if it becomes cracked or separated
- Regular roof inspections ensure that shingles, flashing, and chimney caps are in place and sealed properly

INTERIOR

- 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
- In the summer, dehumidify your basement (keeping relative humidity below 60%) to avoid condensation on foundation walls
- 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, and a dehumidifier for your basement during the summer months is always a good idea

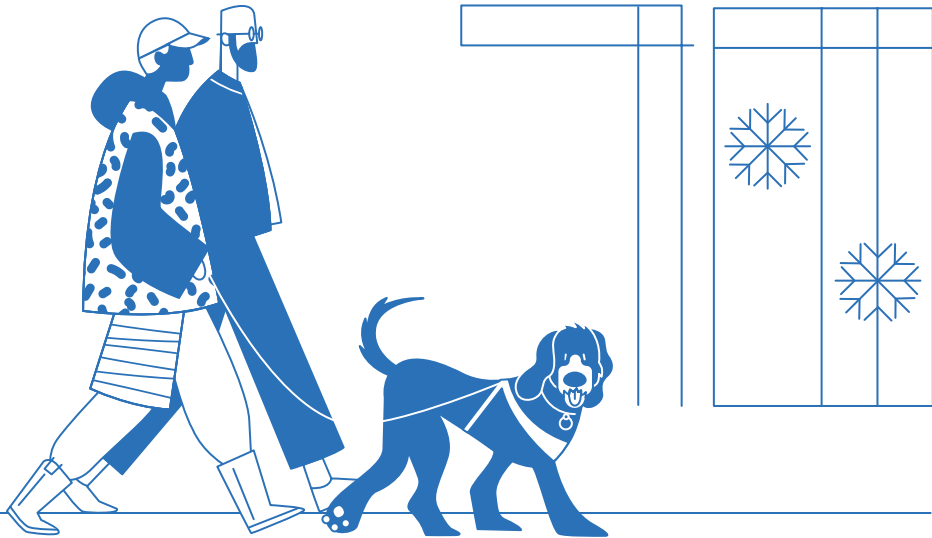
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Seasonal Checklist

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 handyperson or licensed contractor to make sure the job gets done right.



SPRING



- ☐ Check eavestroughs and downspouts to ensure they are clear
- ☐ Check roof for loose or cracked shingles
- ☐ Check driveways and concrete walkways for frost damage
- ☐ Make sure the ground slopes away from your home to maintain proper drainage
- ☐ Re-seed lawn and weed where necessary
- ☐ Check exterior caulking for gaps and leaks to repair where necessary
- ☐ Check for cracked weather stripping
- ☐ Lubricate weather stripping and door hinges as necessary
- ☐ Clean exterior finishes and repaint as necessary
- ☐ Check windows and screens
- ☐ Arrange for annual A/C inspection
- ☐ Clean humidifier and replace furnace filter
- ☐ Check hot water tank is functional
- ☐ Check attic for signs of water leakage
- ☐ Inspect and clean all interior drains (laundry, kitchen etc.)

SUMMER



- ☐ Check roof for cracked shingles
- ☐ Check chimney for birds' nests and loose mortar
- ☐ Inspect doors, hinges and weather stripping
- ☐ Inspect and lubricate locks
- ☐ Fertilize lawn as desired and weed where necessary
- ☐ Inspect and clean A/C
- ☐ Balance ventilation system for even distribution of cold air
- ☐ Air out damp basement on warm sunny days
- ☐ Check that hot water tank is working properly
- ☐ Check attic for proper ventilation and signs of insect invasion
- ☐ Check attic for signs of water leakage
- ☐ Inspect and clean all interior drains (laundry, kitchen etc.)

FALL



- ☐ Clean all debris from eavestroughs and downspouts
- ☐ Check roof for loose or cracked shingles
- ☐ Check to make sure exterior vents aren't blocked
- ☐ Make sure windows and screens are functioning properly
- ☐ Check exterior caulking
- ☐ Check weather stripping around doors
- ☐ Drain exterior water lines
- ☐ Re-seed lawn if necessary
- ☐ Winterize your landscaping and remove leaves

WINTER



- ☐ Remove snow and ice from overhangs and flat roofs
- ☐ Check that snow does not accumulate around exterior vents
- ☐ Remove snow from around downspouts and ensure they are not blocked with ice
- ☐ Balance the ventilation system for even distribution of warm air
- ☐ Clean the furnace and ensure that it's working properly
- ☐ Inspect humidifier and adjust the humidity to desired level
- ☐ Check the hot water tank and ensure it's functional



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.

HOW LONG AFTER CLOSING WILL MY GRADING/DRIVEWAY BE COMPLETE?

This varies with each project, and we always push to be finished as quickly as possible, but it could take up to 3 years or more.

WHEN CAN I INSTALL A FENCE AROUND MY YARD?

Fencing is generally part of the site plan submitted by the builder and approved by the municipality, so be sure you check with us before installing any fencing on your own. This is done after assumption by the municipality.

WHEN CAN I RENOVATE THE BASEMENT IN MY NEW HOME?

We recommend that you wait at least two years to ensure no cracks have formed in the foundation walls. However, seven years is advised as, in accordance with the **Tarion Warranty Program**, structural repairs are covered for this time. In the unlikely event that you were to experience an issue, Tarion would not be responsible for the damaged space, only the poured wall.

WHEN CAN I BEGIN REPAINTING MY NEW HOME?

Your new home can be painted any time after closing, but we recommend that you wait one year to make sure everything is in working order.

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.

WHEN CAN I ADD HUMIDIFIERS TO MY NEW HOME? WILL THIS AFFECT THE WARRANTY?

It is best to have a humidifier professionally installed by the same contractor who installed your heating system to ensure your warranty is unaffected.

CAN I WIDEN MY DRIVEWAY?

No, your municipality has specific guidelines established for driveway width, and we are obliged to build within municipal specifications. If you have questions on these requirements, we encourage you to contact your municipality's Building Department or Primont customer service.

CAN I REPLACE MY DRIVEWAY WITH INTERLOCK, CONCRETE OR ADD A DECORATIVE BORDER?

You certainly can, but we strongly recommend that you wait until your home's warranty coverage has expired. Any alterations made during the warranty period can place your Tarion warranty at risk, possibly reducing or even eliminating your coverage under **Tarion Warranty Guidelines**.



