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# DIRECTORY OF IMPORTANT NUMBERS

Customer Care	Jen Calbeck	1-877-942-3311 (519) 942-3311
WEEKEND ONLY EMERGENCY PAGER		(519) 942-3311 x 220 * then follow the prompts*
Enbridge Home Services (Natural gas- all sites)	General Inquiries & Emergency	1-877-640-8665
Enercare (all sites)	Hot Water Tank Rental	1-855-575-1315
Hydro One (Markdale & Huntsville)	General Inquiries & Emergency	1-888-664-9376
District Municipality of Muskoka (Water- Huntsville)	Billing Inquiries	1-705-645-7954
EPCOR Electricity Distribution (hydro & water Collingwood)	General Inquiries	1-705-445-1800
Municipality of Grey Highlands	Water- Markdale	519-986-2811

## Nearest Hospital

<b>Markdale-</b>	<b><u>Grey Bruce Health Services</u></b> 55 Isla St, Box 406, Markdale ON, N0C 1H0 Tel: 519-986-3040
<b>Huntsville-</b>	<b><u>Huntsville District Memorial Hospital</u></b> 100 Frank Miller Drive, Huntsville, Ontario P1H 1H7 Tel: 705-789-2311
<b>Collingwood-</b>	<b><u>Collingwood General &amp; Marine Hospital</u></b> 459 Hume St, Collingwood ON L9Y 1W9 Tel: 705-445-2550



**For Ambulance/Fire/Police Call 911**

# AFTER HOURS EMERGENCY NUMBERS

Heating/Air Conditioning	Coulson Heating	(705) 424-5000
Electrical Electrical (Huntsville)	Gatt Electric Muskoka Custom Lighting	(519) 942-9325 (705) 784-0676

## CLOSING & MOVING INTO YOUR NEW HOME

The following summarizes what you should expect to have happen on the day of closing and outlines some of your responsibilities.

Closings usually take place in the later part of the afternoon once the bank transfers are complete and the title is transferred at the provincial registry offices. Your lawyer should contact you immediately after the transfer of title is official.

You are then able to obtain your keys at your new home through a lock box or garage code. A Devonleigh Homes representative will contact you with the code once the deal is official.

### *Utilities*

You will need to advise the utility companies to transfer the billing to your account, and to take a meter reading if necessary. Once you move in, you will receive your first gas, hydro and water bills. Mistakes can happen, so we advise you to make sure that you are receiving the correct bill. If there is a discrepancy, call your supplier and ask them to correct the problem.

## YOUR NEW HOME

First, the team at Devonleigh Homes thanks you for choosing us as your builder. Since the incorporation of Devonleigh Homes in 1996, we constantly strive to bring you the best product, innovative designs, friendly sales, and excellent customer service. Devonleigh built homes are well known in the community. Clients, real estate professionals, building officials and others in the industry know us as a quality builder who delivers the goods on time and presented spic and span.

New homes, however, are built with components that may move, shrink and/or settle. Please take time to read your homeowner's manual carefully. A little preventative maintenance can often prevent serious, non-warrantable defects. We stress that our service telephone number is available for you to contact us for even the smallest to potentially serious problems. Let us help you decide if a concern is serious or not.

## TARION WARRANTY PROGRAM

### *Introduction*

Devonleigh Homes underwrites the quality of your home. Good quality building materials and care went into the construction of your home. When you move into your home, you have additional peace of mind knowing your home has an extensive warranty. Devonleigh Homes is committed to honoring the terms of this warranty. If a problem develops with any aspect of your new home, please refer to this warranty guide for information about coverage. If you have questions about the warranty coverage, you can contact your Customer Service Administrator at Devonleigh Homes' Head Office. For your protection and peace of mind, your new home is registered with the Tarion Warranty Program. Your new home is warranted from the date of closing in the following manner:

**One year:** against defects in workmanship and materials.

- Two years:** electrical, plumbing, heating delivery and distribution system, water, and air infiltration for two years from the date of closing.
- Seven years:** major structural defects.

A Tarion Certification of Completion and Possession is completed with our customer service representative and has been sent directly to Tarion. A warranty certificate for your home, along with a homeowner's manual is presented at the time of your pre-delivery inspection (P.D.I.).

## *General Exclusions*

As it true of all warranties, there are defects that are not covered; these are called exclusions. During the booking of your Pre-Delivery Inspection you will receive (via email) a link for the Warranty Program, called the Tarion Warranty Brochure, which details all the coverage described above, as well as the exclusions. Generally, the exclusions include, but are not limited to, hairline cracks, damages due to normal wear and tear, lack of proper maintenance, alterations to the home made by parties other than Devonleigh Homes, condensation, and any damage to finishes discovered after occupancy. While Devonleigh Homes makes every effort to protect the finishes in your home during construction, minor damages can occur. It is important that you identify these damages before you take occupancy of your home. For this reason, you should pay particular attention to all the finished surfaces throughout the home during your PDI orientation walk-through. We recommend that you take time to closely examine cabinetry, hardwood, ceramic tiles, windows, mirrors, and plumbing fixtures for any damaged areas. Look for scratches, chips, and cracks.

## *Damages Caused by Authorized Personnel of Devonleigh*

Devonleigh Homes will repair damages caused by an employee or an agent of Devonleigh Homes. In other words, if a subcontractor or an employee is on your property at the direction of Devonleigh Homes, and if the damage occurs as a direct result of that person's activities, Devonleigh Homes accepts responsibility for the damages. Notify the Customer Care Department immediately about any damages.

If you hire a company or an individual to do work or repairs on your property, and your home is damaged as a result, Devonleigh Homes accepts no responsibility for damages and cannot get involved in any dispute. You should contact the party responsible and ask them to remedy the situation. You may wish to contact your insurance agent regarding coverage under your homeowner's policy.

## *Specific Exclusions to the Devonleigh Homes Warranty*

You should be sure to carefully inspect your new home for damages at the PDI orientation. At this visit to your home, scheduled just prior to your closing date, it is your responsibility to establish any visible defects BEFORE you take occupancy. The Customer Care Administrator who conducts the PDI orientation will document any defects or deficiencies at this time, and Devonleigh Homes will correct them as soon as possible.

Devonleigh Homes Warranty exclusions are:

- Any defects caused by homeowner neglect or improper maintenance
- Any defects not reported in writing within the warranty period
- Normal shrinkage on materials that dry out after construction
- Secondary damage that results from defects covered under warranty. That is, the warranty covers the defects themselves, but will not cover any resulting damage to personal property.
- Defects in materials, design, and workmanship in anything supplied or installed by the homeowners, or by a company/individual hired by the homeowner
- Damage that is due to the following: dampness or condensation caused by the homeowner not maintaining adequate ventilation in the home; originating from an unknown cause; from insects and/or rodents

- Settling soil in land around the perimeter of the house or along utility lines. (Note: subsidence in these areas is considered normal and the homeowner must maintain the soil level.) However, soil settlement under the building foundation itself is covered.
- Damage caused by municipal services and other utility companies; cable companies, delivery, and service organizations; any vehicles or personnel on the property without the direction of Devonleigh Homes
- Normal wear and tear, including damage caused by homeowners, tenants, and guests; and vandalism, acts of God (for example floods, high winds), civil commotion, riots, insurrection, or war.

## *Requesting Service under Warranty*

During the first year of occupancy certain deficiencies can surface. Devonleigh Homes provides service at two separate times during the first year of the warranty period: 30-Day Service and Year-End Service. As mentioned previously, it is mandatory that you submit your request in writing. Only in emergencies will telephone requests be accepted. It is unwise to rely on verbal conversation made with trade contractors. **Do not** assume the workmen in your home will communicate any of your requests to Devonleigh Homes.

For your convenience, your Homeowner's Package contains blank Warranty Service Request Forms. If you require service, complete with Warranty Service Request form and send it to our head office.

Devonleigh Homes  
 PO Box 70  
 Orangeville, ON  
 L9W 2Z5  
 Fax: (519) 942-9892  
 Email: [service@devonleighthomes.com](mailto:service@devonleighthomes.com)

## *30-Day Warranty Service*

During the first 30-day period of occupancy, there may be a number of items requiring service. If these items are routine in nature, list them on the 30-day warranty service request. You should provide full details about the nature and location of the problems.

After the 30-day warranty service has taken place, you may find that you have overlooked certain items. These will be attended to by Devonleigh Homes at the Year-End Warranty Service. Be sure to list all these items on your Year-End Warranty Service Request. At any time, if you have an emergency service request, you should follow the emergency procedures. You should note that work on items such as floor squeaks and drywall repairs would be completed at the Year-End Service, to allow sufficient time for normal settlement and shrinkage to take place throughout the home.

## *One-Year Warranty Service*

The second service visit is scheduled to take place at the one-year anniversary of your date of closing. Again, you should note down all items requiring service and describe them in full on the Year-End Warranty Service Request.

Submit the form to us during your 12<sup>th</sup> month of occupancy. It is important that we receive your list before the warranty expires, so that nothing is overlooked.

## *Requesting Warranty Service in the 2<sup>nd</sup> Year of Occupancy*

If you require warranty service during your second year of occupancy, you can submit a written Warranty Service Request to Devonleigh Homes at the head office location, documenting the problem. To ensure that all warranty service requests are taken care of quickly and accurately it is essential that any requests be

submitted in writing. A full explanation of the nature and the location of the request will ensure that it is correctly resolved.

## WARRANTABLE ITEMS

### *Common Interior Warrantable Concerns*

- Substandard quality of workmanship and/or materials.
- Items that are broken or damaged prior to occupancy.
- Items missing at the time of occupancy.

### *Items Not Considered as Warrantable (Unless Extreme)*

- Nail pops, settlement cracks, shrinkage, and other related occurrences of the normal drying out process of new construction (includes ceramic & grout).
- Chips, scratches, and damages that occur after occupancy.
- Normal wear and tear.
- Interior paint.
- Exterior paint.

While the Service Program is designed to give priority to items of an emergency nature, every effort will be taken to rectify all concerns within a reasonable period of time. Emergency items are defined as situations that require immediate attention because of interference with one's health and well-being. We recommend that the breaker panel and all switches be checked prior to placing an emergency call regarding electrical. Any emergency call placed that is found to be caused by homeowner negligence will be charged to the homeowner.

### *Service Phone Number and After-Hours Emergency*

<b>Customer Care Phone Number:</b>	<b>(519) 942-3311 ext. 226</b>
<b>Toll Free</b>	<b>1-877-942-3311 ext 226</b>
<b>Customer Care Fax Number:</b>	<b>(519) 942-9892</b>
<b>Weekend/Holiday Emergency Pager:</b>	<b>(519)942-3311 x 220</b>
<b>Customer Service Hours:</b>	<b>8:30 a.m. – 5:00 p.m. Monday-Friday</b>

**After hours Emergency:** Please give your name, civic number, time of your call, contact number and a brief description of your emergency should you reach the message center. The Weekend/Holiday Emergency Pager is active from 5pm on Friday until the office re opens at 8:30am on Monday. Should a holiday fall on either Friday/Monday the pager will be active during that time.

### *Processing your Warranty Service Request*

After receiving your list, the Customer Care department will schedule a service appointment. When we arrive on your appointment day we will be prepared to work, and although occasional follow up appointments are required, it is our goal to have your complete list addressed at the initial appointment. We will then set up a schedule for the remaining work to be carried out and determine appropriate arrangements for access to your home.

It is our goal to have work completed as quickly as possible, subject to the availability of materials, labour, or seasonal conditions. In the unlikely event that Devonleigh Homes must cancel a schedule appointment because of an emergency, we will reschedule the service work as quickly as possible. All inquiries should be directed to the Customer Care Department during this process.

## *Performing the Repairs*

Normal service calls will occur between 8:30 a.m. and 4:30 p.m., Monday through Friday.

Each contractor or Devonleigh Homes' service technician will have a Work Order for all items that they are responsible for repairing in your home. When repairs are complete, you will be asked to sign either the Work Order or the Warranty Service Request to confirm completion of the items.

Occasionally, it may require more than one contractor to complete an item. In that case, each of the contractors will have a separate Work Order describing the nature of their responsibility, and you will be asked to sign off on each Work Order separately. This sign-off procedure helps us track each warranty service issue to its proper resolution and helps us maintain a complete service record for your home.

If you have allowed the contractors to have access to your home and you are not present during the completion of the work, the Customer Care Department will follow up with an email or phone call to confirm completion and satisfaction.

## *Access by Devonleigh Homes Personnel for Service Repairs*

In order to complete the service work, representatives of Devonleigh Homes will need to gain access to your home. If you have a security system in your home, it will be necessary to make special arrangements for access in order to provide service. We also request that you include your new telephone number on all correspondence. Please be assured that every time your home is entered for service work, a card or verbal message will be left advising you that we have been in your home that day. We wish to remind you in keeping with the Tarion Warranty guidelines, service calls must be made during regular business hours.

## *Requesting Service in an Emergency*

For emergencies covered under warranty, during regular business hours contact the Customer Care Department.

Examples of emergencies requiring immediate attention include, but are not limited to, the following;

- You experience a complete loss of heat during the winter. You have checked the electrical switch and breaker, thermostat, gas valve, exhaust vent for blockage, and tried the furnace reset button
- You have a major plumbing leak. Water service to the home must be shut off to prevent serious damage to the building and or furnishings.
- You experience a total blockage of the plumbing sewer system. Plunging has had no effect.
- You experience a gas leak and as a result all gas service to the home is shut off.

## *Emergencies Outside of Business Hours*

If you experience an emergency after regular business hours, such as a complete loss of heat, gas leak, major plumbing leak or a major electrical failure, please call our after-hours emergency number at (705)530-9785. Please provide your name, telephone number and a brief description of the emergency. One of our on-call Customer Care representatives will return your call as soon as possible.

We strongly advise that you allow our original installer/trade repair the defect. A temporary solution may be sufficient until the original installer can make the permanent repairs.

If another contractor performs the emergency, sourced by yourself without allowing Devonleigh Homes the ability to address it, you are responsible for settling the bill with them.

## MAINTENANCE GUIDE

Devonleigh Homes service continues beyond the occupancy of your new home. There are, however, several areas of responsibility that come with owning a new home. Not all of your concerns can be dealt with by our service representatives. The information enclosed herein has been designed to help you understand your responsibility and our obligation and commitment to you – our homeowner. We hope the following pages provide some valuable information.

There will be various brochures left in your home and we recommend that you take the time to read each of them to ensure familiarity with the information and instructions contained therein. Brochures for furnaces are affixed to the home at the time of installation and should be removed and kept with your other important papers.

Please be advised that alterations or additions to any of the services and materials in your home could void the warranty. If you have any contractor perform work in your home that in any way affects the present services i.e. drywall, plumbing, electrical, heating, completion of intercom, security or central vacuum systems – we will not be responsible for any malfunction or deficiency relating to this area. It is best to have the original heating contractor install an air conditioner or have the outside contractor assume the remaining warranty obligations to avoid any controversy in the future. Please contact our service department should you require installations or service information that could prevent warranty exclusions.



# MAINTENANCE SCHEDULE

Some items in your new home require minor maintenance at regular intervals to keep working properly and stay in top condition. The suggested intervals may vary with your personal use and the characteristics of your home.

## *Seasonal/Maintenance Checklist*

### *Spring – Exterior Inspection*

- Remove accumulated debris from eaves troughs. Clean leaf strainers at the mouth of downspouts. Check for clogged elbows and downspouts. Check for loose joints and leaks.
- Inspect roof. Apply roof tar cement to loose shingles. Replace missing or damaged shingled. Check roofline for separation and loose flashing
- Lubricate hinges and hardware on the garage roll up door and inspect condition of balloon seal
- Check driveways and walks for cracks, etc.
- Plan landscaping and check lawn preparation
- Check exterior finishes
- Check exterior caulking and grouting. Remove crumbling caulking, clean, and apply new caulking where doors and windows meet siding or brick.
- Check exterior ventilation grills and vents for blockage and proper ventilation, as well as missing or stuck flaps
- Check windows and screens
- Turn on exterior water taps and check for leaks
- Check clothes dryer vent for blockages
- Remove of any old bird nests (before re nesting occurs)

### *Spring – Interior Inspection*

- Arrange for annual inspection of air conditioner system (if applicable)
- Drain and clean humidifier (if applicable)
- Clean/replace range hood filter (if applicable)
- Check pressure relief valve on water heater.
- Check attic for adequate ventilation and evidence of roof leaks
- Clean windows and lubricate cranks and slider tracks
- Clean smoke detectors and change batteries

### *Summer – Exterior Inspection*

- Check for carpenter ants and wasp's nests. Check mortar between bricks: re-point if necessary
- Check that the downspout is set in the proper position, away from the foundation
- Inspect the driveway. Chip out and fill cracks, or seal if blacktop. Add gravel if needed and align curbing.
- Inspect windows. Remove loose putty and apply new putty and paint. Lubricate casements if required.
- Inspect doors. Tighten loose hinges. Check condition of weather-stripping
- Inspect locks. Apply graphite lubrication to the lock if required.
- Oil moving parts of the garage roll up door. Tighten screws on garage door.

### *Summer – Interior Inspection*

- Clean range hood filter (if applicable)
- Clean water heater
- Check pressure relief valves on water heater.
- Check smoke detectors & replace batteries if/when needed

### *Fall – Exterior Inspection*

- Remove accumulated debris from eaves trough. Check for clogged elbows and down spouts. Check for loose joints and leaks.
- Check exterior caulking and grouting. Remove crumbling caulking. Clean and apply new caulking where doors and windows meet siding or brick.
- Check windows
- Check exterior ventilation grills and vents for blockage and proper ventilation
- Check weather-stripping around doors
- Shut off the water to outside taps and drain, and remove hoses from all hose bibs
- Oil moving parts of garage doors, lubricate exterior door locks and latches
- Winterize the landscaping
- Install downspout extensions if necessary

### *Fall – Interior Inspection*

- Clean range hood filter
- Check pressure relief valve on water heater- do not open relief valve
- Arrange for annual inspection and cleaning of heating system
- Check for any leaking valves in the heating system. Bleed off air in the hot water system.
- Check bathtub and shower caulking and replace if necessary
- Check attic ventilation and inspect insulation for blow back
- Inspect floor drains

### *Winter – Exterior Maintenance*

- Remove any ice build-up in the eaves trough to prevent ice backing up on the roof and rainwater overflowing the troughs.
- Check snow on the roof
- Oil moving parts of garage door, lubricate balloon seal as needed (can freeze to concrete floor)
- Ensure roof vents are not blocked by snow or ice
- Ensure Hot Water Tank and Furnace vent pipes are not covered or clogged with snow.

### *Winter – Interior Inspection*

- Balance heating system, if necessary. Adjust the airflow in unused rooms as required. However, do not entirely close off the registers
- Oil furnace motor
- Inspect venting of furnace
- Vacuum inside registers to prevent any blockage of air and air return grills
- Vacuum smoke detector and CO2 grills to remove dust
- Check pressure relief valve on water heater
- Clean humidifier (if applicable)
- Clean exhaust fans

### *Monthly Maintenance*

- Check smoke detectors for proper operation
- Test ground fault circuit interrupter
- Prevent grease clogs in kitchen sink by running hot water 5-10 minutes
- Replenish water in floor drain trap
- Clean or replace furnace filter and ensure drainage hose is unblocked (approx. every 3 months)
- Check/clean HRV filters
- Check salt levels and top up in water softener (if applicable)

### *Vacation Checklist*

It is advisable to take the following precautions when leaving your home for an extended time:

- Turn off the water at the main shut-off
- Lower the thermostat to moderate temperature (but not below 15 degrees)
- Put lights on timers

- ❑ Ensure all appliances are turned off
- ❑ Turn down the temperature on the water heater or turn it off
- ❑ Leave a set of keys with a neighbor in case of an emergency

## THE EXTERIOR OF YOUR HOME

### *Roof*

Your roof is warranted to be free of defects in workmanship and materials for one year. It is also warranted for two years against water penetration. The shingles will be warranted for many more years past the builder's warranty; however, you must contact the manufacturer if a problem arises once our warranty expires.

Please note that damaged or missing shingles due to high winds (exceeding 50 km/h), and leakage due to ice build-up on the roof are **not** considered warranty repair issues. It is the homeowner's responsibility to remove ice and snow build-up. Also, any leaks caused by damage done to the roof by the attachment or installation of any structure through the shingles, such as a roof antenna or satellite, when installed by someone other than authorized personnel of Devonleigh Homes are not considered warrantable.

During winter months, it is advisable to ensure roof vents are free and clear of snow build up to ensure proper ventilation. This will aid in proper airflow and allowing the attic to remain the same temperatures as the exterior, thus reducing the chance of attic frost buildup.

### *Driveways*

When you move into your new home, you may find that your driveway is not yet completed. The driveway will have a bed of gravel on it, which will settle at first and leave ruts. We will repair the driveway as required, during the first year or until driveway paving is completed. The driveway may need regrading or more gravel added to maintain a reasonably smooth surface. Some minor settlement and puddles may be apparent during rain and is considered to be normal. Spring thaws may result in driveways becoming impassible for a short period of time. Please take precaution during that period so that your vehicle does not sustain damage.

When the driveway is paved please ensure to stay off of it for a minimum of 3-4 days and note that hotter weather will prolong the curing time of the asphalt. As you begin to use it, DO NOT park your vehicle any closer to the edge than 1ft (12 inches) and ensure that you do not leave any structures in one spot on the newly asphalted driveway for any length of time.

### *Outside Faucets*

It is recommended to shut off all exterior hose bib connections and drained in the fall, prior to the onset of freezing temperatures. However, as frost free taps are installed, at the least ensure all hoses are removed. A special tap with a drainage nut is provided on the water line inside the house whenever a water pipe penetrates an exterior wall for a hose connection. In the fall ensure that all hoses and fittings are disconnected from all exterior taps.

### *Grading, Fencing, and Planting*

The grading on each lot is designed to provide surface drainage away from the building and into the storm sewer system. Homeowners cannot change the grading as this may cause a drainage problem for adjacent houses.

Please note that dirt from post holes should be removed from the property and NOT left at the base of the fence post and/or in the swale lines.

### *Very Important*

The overall grading design is to ensure water is directed away from your foundation. After heavy or prolonged rains, the soil may become saturated. This might cause large puddles or “ponding” on your lawn, in particular the swale areas between your home and the home next door. If this happens do not alter the grading of your lot as this will typically disappear in a short period of time.

Each lot will be inspected to confirm compliance with the grade plan once the sodding has been completed. Prior to construction of any fencing, decking, trees, plantings, tool sheds etc., ensure that your lot has been certified. This information can be obtained by calling the Customer Care Department. You **may not** proceed with any of this work until the inspection has been completed as it may be necessary to enter the property to adjust or repair grading to ensure proper surface drainage. Damage or removal to fencing, decking planting etc. installed by the homeowner will not be the responsibility of the Builder if alterations to grading are required.

Devonleigh Homes will repair drainage problems on any lots due to faulty or incomplete grading. However, if altered grading is found to be the problem, the homeowner will be responsible. Our consulting engineer checks the grade both before and after the sod is placed. Devonleigh Homes will not be responsible for lot grading after the final inspection and approval by the engineer.

If it is your intention to install a swimming pool or deck, please contact the municipality for requirements relating to the installation. Permits for decks, pools and garden sheds **cannot** be applied for until a grading certificate has been issued! Before installing a fence, it is important to check with the municipality regarding fencing regulations. As well, the utility companies should always be contacted to stake out any underground services prior to digging.

If there is a rear yard catch-basin installed in your property, it is the homeowner’s responsibility to maintain the approved grading to the catch basin. In the spring and fall, leaves and debris should be removed to allow the proper flow of water. You must also ensure that the grass is maintained in all surface drainage swales to allow free flow of water.

### *Property Survey Bars*

It is the homeowners’ full responsibility to contact the local municipality for information related to zoning and obtain any necessary approvals and permits. The grading certificate confirms that all grades are consistent with the subdivision grading scheme.

It is advisable to contract a surveyor to reinstate the corner bars before installing fences or pools. Even though a survey is supplied at the time of closing, the property pins may not be accurate or in the proper place, due to construction and development works. Often, they are not present at all. Van Harten’s Surveying, who supplied the original survey on the property, has agreed to offer Devonleigh Homeowners a reasonable rate to reinstall the corner bars. You may want to consult with your neighbours in order to obtain discount pricing on several lots at the same time. You may contact Van Harten’s Surveying at (519) 821-2763.

### *Sod*

A new lawn requires immediate maintenance. It is the homeowner’s responsibility to water and maintain all sod and plants after the closing date. The following steps should be taken:

1. Water the lawn frequently. Do not water in hot sun; wait until evening or early morning. It is the homeowner’s responsibility to water sod as required.
2. Do not walk on freshly laid sod. The topsoil underneath is soft from watering and uneven surfaces and ruts will result.
3. Spray with solution to control weeds (only after grass is 6 months old).

4. As new sod has already been fertilized at the sod farm, it is best to wait until the following year to add fertilizer.

In the early spring, when the snow begins to melt, care should be taken to not let any snow or ice remain in one area, as this will cause a “winter-killing of sod”. If you notice this condition forming, you should spread the snow or ice to allow it to melt.

It should be noted, that having a skating rink on your lawn may suffocate the grass, and Devonleigh Homes cannot accept any responsibility for laws damaged by skating rinks, ice build-up, footprints, etc.

**NOTE: IT MAY TAKE UP TO TWO YEARS FOR SOD TO KNIT INTO THE SUBBASE.** During this time, puddles may form in the lawn after a rainstorm or watering. This will correct itself in the first or second growing season.

If your new home has not been sodded due to the fall and winter conditions, please be patient. Your builder understands your new home requires sod. To expedite the installation of sod, a trim bulldozer will be dispatched to level settlement areas and ensure drainage to alleviate ponding as soon as the weather and ground conditions permit. Sod is not generally cut in mass quantities until mid May. Some developments require the installation of curbs and sidewalks prior to sod installation to guarantee an accurate drainage run-off. Generally, sod installation can be completed within a week or two of commencement, depending on weather conditions.

## *Exterior Walls*

Joints and openings in exterior wall surfaces, such as the areas around window frames are caulked to prevent water entry. **Once a year check the exterior caulking around the house and apply new caulking, as necessary.** Generally, exterior caulking products are preferred as they are superior and last longer.

Siding is extremely durable and virtually maintenance-free. Dirt and fingerprints around doors and windows are easily removed with water and mild detergent. You can also use a garden hose to spray clean the siding.

Your home is built in part with an exterior of brick veneer made from high quality clay bricks. Occasionally, slight surface chipping of the bricks may occur during installation or bricks may exhibit some small hairline cracks. None of this has any effect on the overall integrity of the home’s brickwork. You may notice openings where the brick meets the top of the foundation walls. Usually the vertical mortar joints are left open every few brick spacings. Sometimes you will notice these openings above windows and doors. These are weep holes and should not be covered over or filled in, since they allow any moisture penetrating the bricks to escape to the exterior through the wall face over the base flashing. To clean brickwork and remove stains, we recommend a mild solution of muriatic acid and water, available from your hardware store. Follow the manufacturer’s instructions to avoid personal injury or damage to surrounding materials.

# THE INTERIOR OF YOUR HOME

## *Overview*

During the first year, indications of minor dampness may occur in the basement of your home. This results from humidity created by the drying out of concrete basement walls, concrete floors and wood used in construction. Condensation is evident in the coolest part of your house – the basement. Therefore, we recommend that you defer finishing your basement until after this initial drying out period. Although Devonleigh Homes will honour its warranty obligation with respect to basement leakage, we will not be held responsible for any secondary damage to contents resulting from water leakage. If the basement is used as a storage area, it is advisable to keep possessions away from the walls and elevated off the floor.

If the basement area of your home has been finished by Devonleigh Homes, all standard warranties apply as per any finished areas of your home.

Homes constructed during the winter may produce excess moisture, usually around the perimeter basement walls due to ice, snow and frost trapped and insulated by the backfill material. A release of condensation occurs as the owner moves in and introduces fresh, warm air to the home. Please leave basement windows open for a few weeks and install a dehumidifier or a box fan to remove this damp air. It is also recommended to leave the furnace fan running on the continuous setting. Operating the hood fan above your stove and the exhaust fans in the bathrooms will also help eliminate excess moisture.

Due to the nature of the concrete, it is impossible to prevent basement floors and foundation walls from cracking due to shrinkage and minor settlement. This is normal and should not be cause for alarm unless water penetration occurs.

Devonleigh Homes has installed a “Zip strip” in both the garage and basement concrete floor surfaces. This is to create an expansion joint in the floor surface. This will help eliminate additional cracking due to normal curing conditions

## *Basement and Foundation Walls*

Basement and foundation walls are subject to many stresses. The base of the wall in the ground maintains a fairly constant temperature, whereas the top portion extending out of the ground is subject to extreme temperature changes from summer heat to winter cold. These temperature extremes cause concrete and masonry to expand and contract. The curing process of the concrete may last for several months. As well, the soil on which the foundation is placed may settle slightly creating additional stresses. These stresses may cause tiny cracks to appear, which do not affect the strength of the wall in any way. It is not necessary to repair such cracks unless they leak. If the cracks should leak during the warranty period, Devonleigh Homes will repair them. Basement leaks are covered under the Tarion Warranty Program for a period of two years from the closing date. Your foundation has also been protected from water and frost by a drainage membrane installed below grade. This ensures our customers a warm and dry basement. Please keep in mind that concrete will break down under a bombardment of salt or de-icing chemicals. **Never use these chemicals near your foundation walls.**

## *Basement Floor Drains*

A small white plastic hose, known as a trap seal prime line, has been installed under your laundry tub. Every time you use your laundry taps, a small amount of water will pass through this hose and into the floor drain water trap. If you do not use your laundry taps regularly, make sure you at least run the taps once a month or manually add water to the basement floor drain. This will prevent any sewer smell from entering through the floor drain. When there is a 2<sup>nd</sup> floor laundry, the basement floor drain is fed by a

condensate line which may dry up sooner (depending on usage) and require water to be added sooner- 1-2 weeks.

## *Bathtubs, Sinks and Showers*

The manufacturer recommends that abrasive cleaners should **not** be used to clean tubs, sinks or showers as they may cause scratching, discoloration, or dullness to the surface of the fixture. Mild multi-purpose spray or liquid cleaners are recommended. Chips, scratches, cracks, and surface damage are not accepted as warrantable deficiencies unless noted at the PDI (walk-thru)

To clean glass shower enclosures, an ordinary dishwashing detergent (not soap) will do a good job unless hard water minerals have built up. If such a buildup has occurred, use a commercial glass cleaner, and follow the manufacturer's instructions.

Sink and bathtub "pop up" plugs, if installed, should be removed, and cleaned at regular intervals to ensure proper drainage.

## *Condensation*

All homes will experience some level of condensation, especially newly constructed homes.

This condition will usually occur when the outside temperature is cooler than the inside temperature and there is not sufficient exhausting of the humid air in the home causing water to form on windows. The regular use of exhaust fans, opening window blinds or the introduction of fresh air through an open window will aid in the control of condensation. Lifestyles, cooking habits, pets and plant life are also contributing factors to the humidity level and condensation in the home. Fans must be activated when cooking or showering to extract excess moisture. Excessive humidity levels in the home may cause water to run down windows and cause mold to appear. Regular wiping down of windows and window frames will help this situation. Storage boxes or items in the home must be kept one or two inches away from walls so that the air can circulate. If moisture occurs between boxes or items, mold and/or mildew occurs. If mold and mildew do appear, using a mixture of one-part bleach and four parts water, let stand for ten to fifteen minutes, rinsing and drying will also be helpful. Remember – if moisture is evident on the lower portion of your windows, it simply indicates that the humidity level in your home must be lowered! In extreme cold weather, ice may even form on the windows. This is not unusual.

## *Heat Recovery Ventilator (HRV)*

With the change in the energy efficiency and building practices your new home includes a Heat Recovery Ventilator (HRV). Homes today are becoming more seamless and airtight, the purpose of the HRV unit is to provide the indoors with conditioned outside fresh air. In this process humidity levels are affected depending on the season.

Because our Canadian climate and individual lifestyle is so varied, your HRV settings will be set at 40%. The use of a Hygrometer will allow you to better monitor your humidity levels which should range between 35-55%.

If you find that the humidity levels in your home are high, an indication of this would be condensation accumulating on the windows, you will likely need to adjust the settings on your HRV. Factors contributing to high humidity levels are the number of people in the home, cooking, showering and plants to name a few.

Low humidity levels can cause drywall cracking, warping of doors, separation in hardwood flooring etc. If you notice that your humidity levels are low, and you are experiencing any of these concerns, do not hesitate to turn the HRV off until humidity levels return to the recommended ranges, or unplug it completely.

It is the responsibility of the homeowner to monitor and maintain the humidity levels in the home. Further information on use of the HRV can be found in the user's manual which is generally placed on top of the HRV. If you are unable to locate yours, please contact your CSA for an additional copy.

## *Doors*

*Exterior doors* are fiber glass and steel insulated doors. During periods of extreme cold, weather-stripping around doors may lose flexibility causing the door to be slightly more difficult to lock and unlock. Oiling the hinges regularly with a lubricant such as 3 in 1 or silicone spray will facilitate smooth operation of the door. If the doors are extremely difficult to operate, an adjustment can be made to the striker of the door for correction. We highly recommend NOT putting any decorative hooks over the doors as it causes a break in the seal of the door and infiltration of cold air which can cause warping of the door slab.

*Sliding Patio Doors* – Grit and dirt on the door tracks will make it difficult to operate sliding doors, so keep the tracks clean. Occasionally apply silicon spray or lubricating oil such as WD40 to the wheels on the bottom of the door. The doors will slide more easily, and you will get many years of service from them.

*Aluminum Storm Doors* – Do not install storm doors over steel insulated doors. Intense heat build-up will melt weather-stripping and void warranties.

## *Drywall*

The natural shrinkage of lumber, and the settlement of the house can cause nail pops, hairline drywall cracks and other superficial defects. Although the Tarion Warranty Program does not cover these items, they will be repaired at the end of the first year with a coat of drywall taping compound only; **no sanding or painting will be done at this time.** The homeowners will be responsible for finishing beyond this stage. No repairs to wallpapered areas will be performed. Please do not submit deficiencies of this nature until year-end, as Devonleigh Homes will only return once for repairs due to settlement and shrinkage.

## *Flooring*

It does not take long for new floors to show signs of wear and tear, especially if you have a large family or pets. However, there are a few things you can do to help preserve the finish of your floors. Placing floor protectors on the legs of furniture will help prevent scratches and indentations. Asking people to remove their shoes at the door and cleaning the floors frequently will keep dirt and grit to a minimum and result in less scratching of the floor. Finally, never use abrasive cleaners on your floors.

### *Hardwood Floors*

A hardwood floor often has streaks, spots, and small knots. From strip to strip, there will be variations in wood shading and graining. Because each strip of wood accepts stain differently, the surface of the floor will naturally show colour variations. Homeowners choose to have wood flooring because they prefer its unique character, as opposed to the uniformity of a manufactured material.

During the dry months, wood flooring will release moisture and contract or shrink. During the humid summer, the floor will absorb moisture and expand or swell. This seasonal movement is a normal characteristic of wood flooring, and it never stops, regardless of the age of the wood. This may result in uneven surfaces on your floors, also called “cupping and crowning.” To minimize the effects, keep the humidity constant in your home. Use a dehumidifier in summer and a humidifier during the winter months. Most manufacturers recommend a stable level of humidity between 35%-50%.

You may notice that your hardwood floors develop thin cracks between floorboards, especially in winter. These are not a cause for concern. When summer comes, the wood will regain moisture and the cracks will likely close up IF shrinkage gaps were minimal.



Water is the enemy of wood. Therefore, use water sparingly when cleaning your hardwood floors. For daily care, simply dust mop or vacuum. Never allow water or other liquids to stand on your floor, as it will seep between the floorboards. This could stain the floor and lead to warping.

### *Ceramic Tile Floors*

A ceramic tile floor is very durable and needs little maintenance. You may notice colour or shade variations in the tiles, and these are inherent in all fired clay products. Small cracks in the grouting between ceramic tiles are also nothing to worry about. They occur due to normal shrinkage. To keep your ceramic tile floors looking clean and new, wipe them with a damp cloth and a solution of vinegar and water, or do an occasional cleaning with a wet mop. If it is necessary to do a more thorough cleaning, use a detergent or ceramic tile cleaner to remove grime. Use a fibre brush to clean the grout. Never use abrasive cleaners to clean tile surfaces as you could scratch the tiles. Staining agents should be mopped up promptly because they could stain the grout, even though they rarely affect ceramic tile.

To protect the grout from staining, you can apply a coat of sealer to the entire floor. Sealer is available from most flooring dealers.

Ceramic floors are durable, but not indestructible – they can crack or chip under the assault of heavy objects. Before moving a refrigerator or stove across the floor, ensure that movers use a dolly and put down plywood to protect the floor.

### *Carpet*

All carpet comes from the manufacturer is standard 12' foot widths and is professionally installed. When installing your carpet, every effort was made to minimize the number of seams and to locate them as unobtrusively as possible. However, some seams will be visible, and this is unavoidable. Some grades or styles of carpet may show seams more readily than others, but this does not detract from the quality of the carpet.

After the initial installation of new carpet, you will notice that excess fibers or fluff will appear on the carpet surface. This is normal, and the fibers will disappear with repeated vacuuming.

Occasionally, homeowners experience minor problems, such as squeaky floors, raised staple heads on carpet, or seam separating. Movement of the floor joists due to normal shrinkage causes these. The problem might correct itself when the season changes. Devonleigh Homes attempts to minimize this problem by screwing and gluing the sub floor to the joists during the original construction.

During periods of high humidity, new carpet can sometimes take up moisture and develop rolls. Again, the problem may correct itself when humidity levels return to normal.

The carpet in your home should be vacuumed at least once a week, and more often in high-traffic areas such as hallways and doorways. Pay particular attention to the area where the carpet meets the baseboard.

Treat stains as soon as possible, because the longer a stain is left untreated the more difficult it is to remove. Pour a small amount of dry-cleaning fluid on a damp cloth then dab it on the carpet to remove the stain. If this method is not effective, call a professional carpet cleaner for advice. Some stains require specific chemicals and procedures best handled by experts.

Please note: If you have pets in your home Berber carpet is not recommended. Devonleigh Homes will not be responsible for thread pulls caused by animal claws. If you own a Dyson vacuum the beater bar should not be used on Berber carpet as it can catch and cause pulls.

## *Garage Floors, Concrete Porches & Steps*

Spilled oil or gas should be washed down as soon as noticed. Kitty litter is an effective absorbent of oil and grease.

Ice and salt can damage concrete, fade interlocking brick, and kill shrubs. It is recommended that you seal your garage floor one year after closing.

Salt from roads can cause minor pitting of the garage floor. Garage floors should be maintained to prevent the buildup of salt, and subsequent damage to garage floors. Please note that it is a normal occurrence for hairline cracks to appear in the concrete floor and these cracks are not covered under warranty.

We install expansion joints (zip strips) in concrete floors in the garage and basement areas.

## *Fireplace*

Your home may be equipped with a direct vent natural gas fireplace. This is a sealed unit, meaning that air is drawn from the exterior for combustion and exhausted directly to the outside. It is normal for the glass to fog up during the first few times you use the fireplace. It is also usual for there to be a slight metallic odour when the unit is operated for the first time.

Do not remove the glass from the fireplace except to clean it. Follow the manufacturer's directions for cleaning, and only use dedicated fireplace glass cleaner. NEVER use vinegar or ammonia-based cleaners.

## *Cabinets and Vanities*

Cabinets are either constructed from some type of polymer or wood laminate, or solid wood, depending upon your specific selection. On wood cabinets, you may notice some variations in shading and patterns in the wood grain. These characteristics are normal and natural in wood.

Hardware on cabinets and vanities will loosen with repeated use. You should periodically tighten all hardware as needed.

Clean wood cabinets with a damp cloth and use water sparingly. For laminated cabinets, use a mild detergent and water. Never use harsh abrasive cleaners on cabinets and vanities as this could scratch the surface and make it dull.

## *Countertops*

The standard countertops provided are factory finished plastic laminate and they are easy to maintain. They should be cleaned with mild detergent and water. Never use harsh abrasive cleaners on counter tops as this could scratch the surface and make it dull. If you have any stains, you can use diluted bleach to clean them, but rinse with water right away and do not allow bleach to stand on countertops.

Always be sure to wipe away any standing water from countertops, especially at the joints and around the sink. Standing water can seep into the joint in the countertop, and cause delamination of the particleboard beneath the surface.

Countertops are generally heat resistant; however, you should never place hot pans or baking dishes taken directly from the stove onto your countertop. Use trivets or hot pads to protect the countertops.

Scratches and chips found in or on countertops other than noted on the PDI inspection will not be covered under the warranty. Devonleigh Homes will not be responsible for undocumented damages!

## *Hardware*

It is not necessary to use polishing compounds on interior hardware. Wipe occasionally with a damp cloth and polish with a dry soft cloth.

Although polishing is not necessary, surface wear and oxidation due to contact with perspiration and body salts will cause discoloration on all hardware, interior or exterior. Tarion does not consider this discoloration warrantable.

It is advisable to lubricate both exterior and interior locks every six months. For keyed exterior locks, a small amount of silicone spray in the latch bolt will ensure smooth operation. For interior passage sets, a drop or two 3-in-1 sewing machine oil or silicone spray placed on the latch bolt will suffice.

## *Central Vacuum Outlets*

If your home is roughed in with central vac outlets, the end is brought to 2 or 3 areas in the unfinished area of a basement so it can be extended to required location of the homeowner or sub-trade. It is the responsibility of the homeowner to connect the central vac drops to one desired area.

## *Heating System*

Please refer to the information supplied by the manufacturer regarding maintenance.

Although all heating systems are balanced prior to occupancy, it is the homeowner's responsibility to adjust the heating system to suit individual preferences. To balance heat, you should adjust the dampers in the registers. This will regulate heat flow to individual rooms. If you require advice on balancing your system, contact our Service Department.

If the heating system is on during construction the ductwork will be professionally cleaned however, if a household member may have allergy symptoms, a reputable duct cleaning company should be contracted to further remove any minute particles. The homeowners will pay costs incurred.

The following is a list of things to check for if your furnace stops working

- 1) Make sure that the furnace switch is turned on.
- 2) Ensure the furnace filter is clean and free from obstruction
- 3) Turn the furnace switch off for 15 seconds and then turn it on again (to reset the computer board in the furnace)
- 4) Ensure that the breaker in the electrical panel is in the on position
- 5) Check the thermostat to ensure that it is set at a normal temperature
- 6) Check the exterior exhaust pipe and intake are clear from any snow, ice, or any other blockage.

If all the above are ok, please call the CSA at 519-942-3311x 226 (during business hours) or Coulson Heating 705-424-5000 (after hours, weekends or holidays).

## *Hot Water Tank*

Your hot water tank is rented from Enercare. For hot water tank lighting and for any future service requirements relating to the operation of the tank, please call Enercare at 1-866-266-3939

## *Water Meters*

It is required by the municipality that a water meter be installed in your new home. The wires that are joined to the water meter in the basement and the read out on the outside of the house at the hydro meter are light gauge (small) and can therefore be damaged when refinishing your basement. If the wires are damaged and service is required, there will be a charge to the homeowner.

## *Normal Settlement Indicators*

The following characteristics are the result of natural movement and shrinkage of lumber framing and are common to wood frame houses:

1. Minor cracks that appear in wood surfaces and grout.
2. Minor joints that open in door and window trim and at interior caulking.
3. Fireplace mantels that shrink slightly from the wall or at joints.
4. Hardwood flooring that opens between boards or settles away from moldings at walls or under doorjambs.
5. Minor squeaks under all floor coverings.
6. Minor gaps between stair or stair moldings and walls.
7. Minor gap between wall and countertop backsplash.
8. Hairline cracks in basement walls, garage, and basement concrete floors.
9. Minor shrinkage of drywall corners, butt joints and screw holes.

These characteristics are to be expected and are not covered under warranty. However, if any of the above seem extreme to you, they will be checked by Devonleigh Homes and repaired, at our discretion. Regular checking and the application of a latex filler caulking are considered homeowner maintenance. Repairs of this nature will only be performed once, so we recommend that you wait until your first-year anniversary date.

Please keep in mind that seams on kitchen and/or bathroom counters should be kept dry. Water will penetrate through the seam, get under surface, and cause the surface to bubble or lift. This is not considered a warrantable deficiency or defect and will not be considered for warranty.

## *Power Failure*

If a certain circuit should not work, it usually means that the circuit breaker has been “tripped” as a result of an overloading of the circuit. If this occurs, check the circuit panel.

If the breaker is in the “ON” position, contact the Service Department to further investigate the nature of the problem. If the breaker has been tripped and is in the “OFF” position, check to ensure that the circuit is not being overloaded by the use of too many appliances, lamps, etc. Then, switch the breaker back to the “ON” position. If the problem persists, contact the Service Department.

Arc Fault Circuit Interrupters are installed for the bedrooms. Should one of these trips, ensure the breaker is in the “OFF” position all the way, unplug all items in the bedrooms then turn the breaker back “ON”. You can try to plug the items back in to determine what is tripping the breaker.

## *Power Failure in Washrooms or At Exterior Receptacle*

All bathrooms are protected with an interconnected Ground Fault Interrupter (GFI) for safety. Check and push the reset button located on the electrical outlets in one of the bathrooms or on the exterior receptacle.

NOTE: In all instances, when checking the circuit breaker, the breaker switch should be turned off and on to ensure the proper connection is being made. Circuit breaker switches do not always fully move to the OFF position when the circuit is tripped. Circuit breakers should be tested in this manner at least once a year.

### *Sewer Back-up*

If a sewer backs up in the basement during the warranty period, call Customer Service at (519) 942-3311 226 to have the sewer line cleaned out. If domestic material is found blocking the line, the homeowner will be charged for the service call.

### *Toilet Back-up*

If the toilet backs up during the first two weeks of occupancy, the Service Department should be notified. A plumber will check the system and, if the blockage is caused by misuse, the homeowner will be charged with the service call. If the toilet backs up after two weeks of occupancy, call a plumber of your choice directly, to clear the blockage.

We realize that this is a delicate subject, please forgive us, but we must advise that with water saving toilets, further precautions are necessary. If it should appear that one flush is not adequate – wait until the flushing cycle is complete before flushing for a second time. If a second flush is implemented before the first flush has completed – THE TOILET MAY OVERFLOW!!!

Ensure that the water has returned to normal level before flushing. If a toilet appears to be clogged – do not perform a second flush if the water level is above its normal level in the bowl – use a plunger to dislodge obstruction – when obstruction has cleared, and the water level has returned to its normal level in the bowl or less, then a second flush may be performed.

NEVER flush paper towels, baby wipes or feminine hygiene products down toilet. It is recommended not to use in-tank cleansers as they contain harsh chemicals that distort the rubber flapper and cause the toilet flush valve to run continuously. In bowl cleansers are fine but be aware that they may discolor or stain the porcelain finish.

### *Windows*

Caulking has been applied to your home around windows, as well as doors, vents, hydro supply, air conditioning line, gas piping, and where the siding meets the brick. All caulking must be inspected annually because it could shrink, crack, or come loose. It is inevitable that caulking will deteriorate over time. At that point, you will have to scrape out the old caulking and use a caulking gun to apply a new bead of caulking. Lubricate all moving parts on the window with a silicone lubricant two to four times per year or as required. Weather-stripping and the tracks on windows and doors should be lubricated twice yearly, using a lubricant such as silicone spray, or a bar of soap. Although windows and doors are weather-stripped, they cannot be 100% leak proof in extreme conditions, such as rain driven by high winds.

## GARBAGE/RECYCLING AND MAIL INFORMATION

**We ask that you please not to use the construction dumpsters at the site for your domestic garbage**

### Collingwood- *Summit View*

- Garbage and recycling collection is Wednesday (7am curbside). Garbage is bi weekly, as well is recycling (opposite garbage week). Organics are weekly. Please contact or go online to get information regarding where you can pick up recycling and compost bins
  - 705-735-6901  
[info@simcoe.ca](mailto:info@simcoe.ca)
- Mailbox key and location is determined by Canada Post. You can pick up your key at;
  - 33 Hurontario St  
Collingwood, ON  
705-445-3271 (Mon-Fri 8:30-5:30pm)

### Markdale- - *Fairway 1*

- Garbage and recycling collection is Thursday ( waste is every week, recycling is every other week)
  - 519- 986-2811
- Mailbox key and location is determined by Canada Post. You can pick up the key & get information at;
  - 21 Main St West  
Markdale, ON  
519-986-2522

## BUILDER'S TERMS

<b>Brush Coating</b>	<b>A cement coating that is applied to the exterior surface of the foundation wall for aesthetic purposes</b>
<b>Caulking</b>	<b>Sealant applied to the edges of windows, doorframes, and in areas to create a waterproof seal</b>
<b>Damper</b>	<b>Slats on a floor register or flap inside ductwork that can be moved to allow airflow to be adjusted</b>
<b>Eavestrough</b>	<b>Gutter on bottom edge of roof to collect and convey rainwater to the ground</b>
<b>Flashing</b>	<b>Plastic or metal liner behind brickwork conducting water to the outside of the wall</b>
<b>Fill Valve</b>	<b>Metal or plastic rod in toilet to which float is attached; it is adjustable and used to regulate water levels in the tank</b>
<b>Flapper</b>	<b>Flush lever lifts this device on the toilet to allow water to flow from the tank into the bowl</b>
<b>Flush Valve</b>	<b>This is an opening in which water flows from the toilet tank to the bowl</b>
<b>Hose Bib</b>	<b>Exterior faucet</b>
<b>Ice Dam</b>	<b>This is a build up of ice under your roof shingles at the eave causing shingles to lift</b>
<b>Joists</b>	<b>Main supporting wood structure beneath the sub-floor</b>
<b>Loadbearing</b>	<b>This is a wall in the house that directly supports the rest of the structure</b>
<b>Muriatic Acid</b>	<b>Cleaning agent that can be purchased at most hardware stores</b>
<b>Overflow Pipe</b>	<b>Tube in the toilet tank that sits upright to prevent the tank from overflowing if the float is not adjusted properly</b>
<b>Plastic Laminate</b>	<b>Plastic sheeting that is laminated to particleboard</b>
<b>Re-pointing</b>	<b>Reapplying mortar between bricks</b>
<b>Register</b>	<b>Plastic or metal grate connected to heating system, where warm air is sent into a room</b>
<b>Survey Pin</b>	<b>Metal spike driven into the ground to mark exactly where the corners of a property are located</b>

<b>Subfloor</b>	<b>Plywood or oriented strand board (OSB) placed over floor joists where finished floor is applied to the top of</b>
<b>Tie-rod Hole</b>	<b>A hole that remains in the foundation once the form tie rods are removed</b>
<b>Weather-stripping</b>	<b>Rubber or foam strips used around all exterior doors producing a weatherproof seal</b>

**THANK YOU FOR CHOSING DEVONLEIGH!**

Thank you again for choosing Devonleigh Homes as your builder. Please remember than even though we constantly strive for excellence, occasionally a product may fail. Please present all your concerns in a professional and pleasant manner and we will guarantee a prompt and friendly response.