

 TAMARACK

NEW HOME REFERENCE GUIDE



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## **A Home Building Legacy**

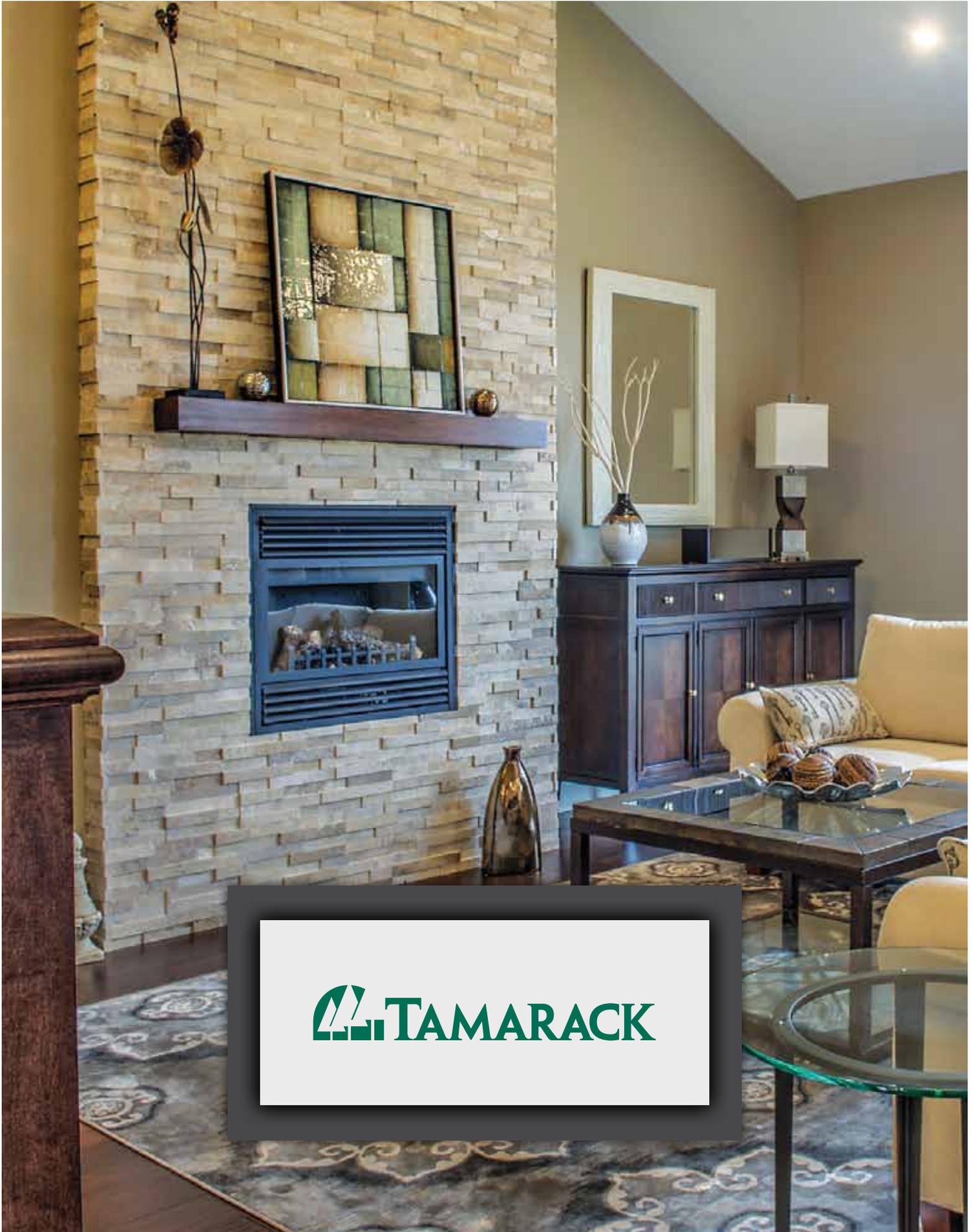
### **TAMARACK HAS INHERITED A DEMANDING LEGACY**

Over 60 years ago, Harold Taggart decided to build exceptional homes. Traveling through those communities six decades later, you can still see the enduring pride of ownership inspired by a man who set high standards in quality construction and customer satisfaction.

Today, Tamarack has taken customer service to a new level in Ottawa and Kingston with over 400 new housing starts per year. We are building communities, one home at a time.

We build for the lifestyle of the future. An open concept first floor so you can interact with your family from anywhere in the room. Family areas instead of formal living rooms. Increased opportunity to customize your home. This is Tamarack.

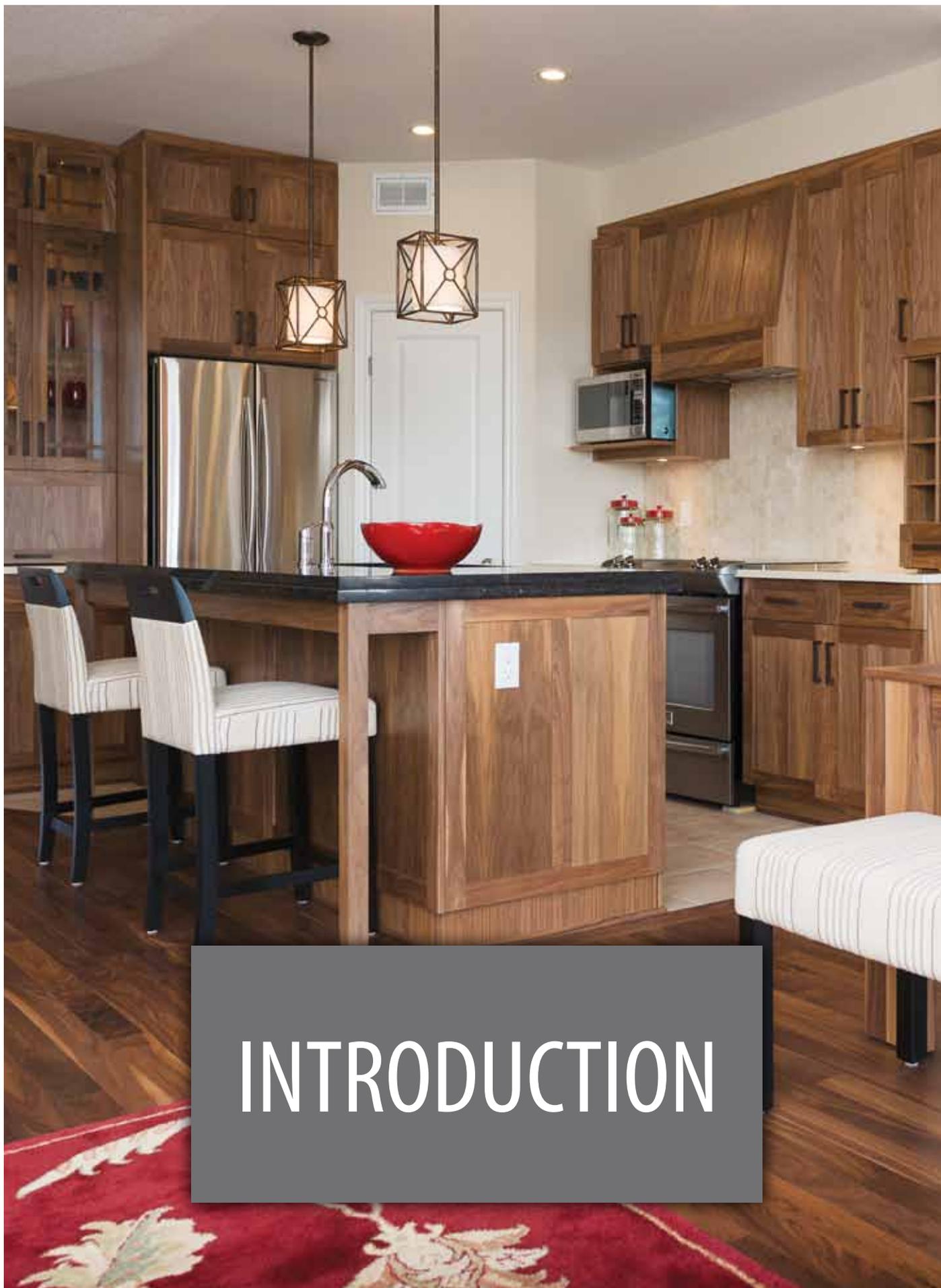
Six decades from now, you will see that Taggart-inspired pride of ownership in the homes Tamarack is building today. Innovative designs. Quality craftsmanship. Attention to detail. These are the hallmarks of a Tamarack home.



 TAMARACK

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# INTRODUCTION



# CONGRATULATIONS ON PURCHASING YOUR NEW TAMARACK HOME!

Purchasing a new home is an exciting experience. At Tamarack Homes, we strive to make the process run as smoothly as possible. The Tamarack team will guide you through the process and monitor the completion of every stage so that you have an exceptional new home experience.

Like you, every homebuyer is important to us. Our commitment to your satisfaction continues to be the foundation on which we build. That's why we have developed this special guide. It is designed to provide you with important information about the steps that are involved in building your new home, as well as to educate you about the critical role that you play in assisting us to meet our deadlines and commitments.

We begin with an introduction to the design and construction process. On several occasions we will request your input as it relates to finishes and an overall review of the construction progress. Your participation is important to ensure that your new home is built to your specifications.

## Thank you for choosing TAMARACK HOMES

Our goal is to ensure that you're entirely comfortable during the home buying process. We know that you'll fill your new home with many cherished memories, and that's why we're committed to delivering you an experience of a lifetime.



## **Tamarack Referral Program**

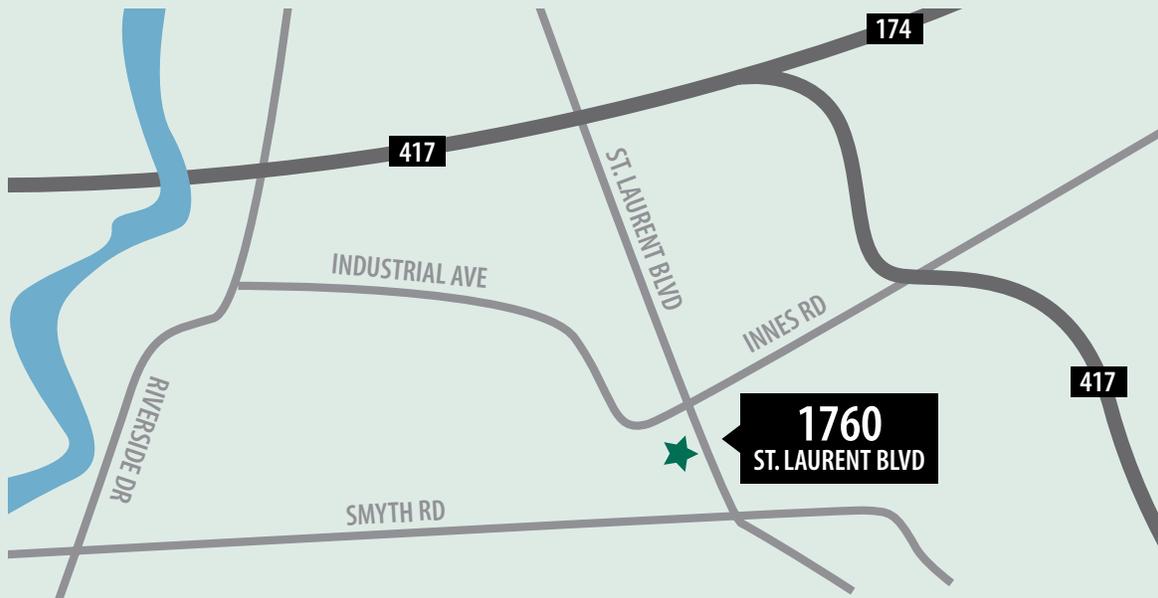
### **Love your new home and community?**

If you should have a friend or relative who is looking to buy a new home, we would appreciate your referral. Please register their name at any of our sales offices. If they decide to buy a Tamarack home, and you were the first person to introduce them to us, we will be happy to send both parties a cheque for \$1,000 after the closing of their new home!



TAMARACK  
**DESIGN CENTRE**

# TAMARACK DESIGN CENTRE OTTAWA



## Location

1760 St. Laurent Boulevard  
Ottawa, ON K1G 1A2  
(Beside Muskoka Kitchens)

## Telephone

613.736.0047

## Fax

613.736.0058

## Hours

Monday and Friday 9:00 am - 5:00 pm  
Tuesday, Wednesday and Thursday 9:00 am - 7:30 pm  
Saturday 9:00 am - 5:00 pm  
Sunday (and Statutory Holidays) Closed

APPOINTMENTS ARE REQUIRED to meet with a Design Consultant.  
YOU ARE WELCOME TO BROWSE during regular business hours.

# TAMARACK DESIGN CENTRE KINGSTON



## Location

1030 Woodhaven Drive  
Kingston, ON K7P 0H7

## Telephone

613.767.6052

## Fax

613.767.8105

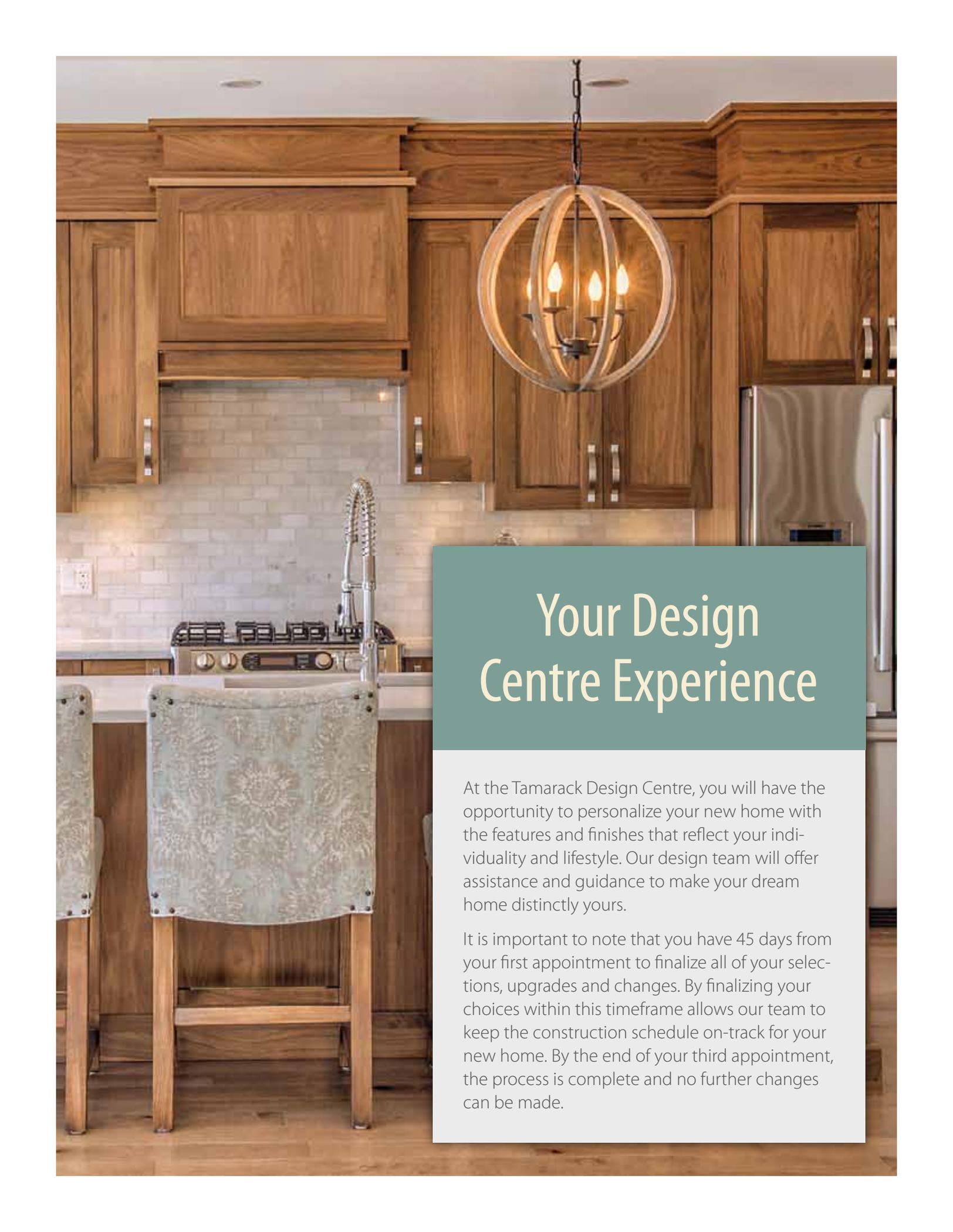
## Hours

Monday to Thursday 12:00 pm - 7:00 pm

Friday Closed

Saturday and Sunday 11:00 am - 4:00 pm

APPOINTMENTS ARE REQUIRED to meet with a Design Consultant.  
YOU ARE WELCOME TO BROWSE during regular business hours.



## Your Design Centre Experience

At the Tamarack Design Centre, you will have the opportunity to personalize your new home with the features and finishes that reflect your individuality and lifestyle. Our design team will offer assistance and guidance to make your dream home distinctly yours.

It is important to note that you have 45 days from your first appointment to finalize all of your selections, upgrades and changes. By finalizing your choices within this timeframe allows our team to keep the construction schedule on-track for your new home. By the end of your third appointment, the process is complete and no further changes can be made.

# YOUR DESIGN CENTRE EXPERIENCE

1

Getting Started -  
Begin Researching

1<sup>ST</sup> APPOINTMENT:  
Orientation

2

3

Develop a List of  
Needs and Wants

2<sup>ND</sup> APPOINTMENT:  
Submit your Wish List

4

5

Decision Making

3<sup>RD</sup> APPOINTMENT:  
Finalize and Approve

6

# Stage 1

## Getting Started - Begin Researching

Our Design Centre Coordinator will contact you to schedule the appointments that are required to complete the design centre process. We recommend that you spend some time preparing for these appointments by thinking about how you want your home to look and feel, and considering what features are important to accommodate your lifestyle.

Consider the needs of your household such as:

- Family Size
- Pets
- Home Office Needs
- Technology
- Hobbies
- Entertaining and Holidays

Start developing a wish list for your new home. Browse through the latest home decorating magazines, websites and catalogues for inspiration. Visit model homes around the city for decor ideas.

Make a list of your 'must haves' and what items would be 'nice-to-have' before your appointments commence.

# Stage 2

## 1<sup>ST</sup> APPOINTMENT: Orientation

This appointment is an introductory visit to familiarize you with our Design Centre and with our Consultants. Our Design Centre Coordinator will introduce you to our large selection of quality products, and explain the standard specifications included in your new home.

In addition, you will be introduced to our custom cabinet supplier, Muskoka Kitchens. If you would like to customize your kitchen or bathroom, an appointment will be confirmed for you to meet with Muskoka's designer.

**NOTE:** This appointment will take approximately one hour.



# Stage 3

## Develop a List of Needs and Wants

After your Orientation appointment, begin developing a list of 'needs and wants' as it relates to the features of your new home. The pricing catalogue is a great resource guide that provides information about all of the upgrade options that are available, along with costs to help with the decision making process.

We encourage you to visit the Design Centre as often as you wish before your appointments so that you can view the available samples.

Don't forget to jot down any questions you may have for your Design Consultant, so that you are prepared for your next appointment!

## Design Centre Browsing Hours

### OTTAWA

**Monday and Friday** 9:00 am - 5:00 pm

**Tuesday, Wednesday and Thursday** 9:00 am - 7:30 pm

**Saturday** 9:00 am - 5:00 pm

**Sunday (and Statutory Holidays)** Closed

### KINGSTON

**Monday to Thursday** 12:00 pm - 7:00 pm

**Friday** Closed

**Saturday and Sunday** 11:00 am - 4:00 pm

**NOTE:** Our Design Consultants may have scheduled appointments during these times and may not be available to assist you. Our receptionist will be happy to answer any questions you may have.

# Stage 4

## 2<sup>ND</sup> APPOINTMENT: Submit your Wish List

During your second visit, your Design Consultant will work with you to develop a complete list of all of the selections and upgrades that you are considering for your new home. Come prepared with your wish list, pricing catalogue, and any questions that you may have.

# Stage 5

## Decision Making

Prior to your third, and final, appointment, your Design Consultant will send you a list of your requested upgrades along with the associated costs. This will allow you some time to review the pricing so that you are prepared for your third and final appointment where you will be finalizing your selections.

Take the time to review each item in detail and note any concerns, revisions or additional items that you may wish to consider.

# Stage 6

## 3<sup>RD</sup> APPOINTMENT: Finalize and Approve

The purpose of the final appointment is to provide your final approval on the selections and upgrades for your new home. Your Design Consultant will review each item in detail, and make any adjustments that you request. You may add additional upgrades at this time, providing that the upgrades are noted in the pricing catalogue and do not require a custom quote.

**NOTE:** Changes to your selections or upgrades are not permitted after your final sign-off, so we encourage you to be an active participant in finalizing, and verifying, your final choices.

Any amendments required to your Agreement of Purchase and Sale must be signed at this appointment. Copies will be provided for your personal record.

It is important to note that you have 45 days from your first appointment with the Design Centre to finalize all your selections, upgrades and changes. This is due to the fact that many items have long delivery time frames (such as the custom-made kitchen cabinetry), and we need your selections finalized in order to ensure these items are installed on schedule.

All selections are subject to the final approval of Tamarack Homes to ensure that they are compatible with the other components of your home.

Once your file is complete, our construction team will review it for accuracy and schedule delivery and installation. Depending on the upgrades and the choices, extra time may be required to complete your home. You will be advised in writing shortly after the final review process should a change to your closing date be required.

## Inventory Homes

### Condensed Time Frame for Selections

If your home is already under construction, your Design Centre process may be condensed to fewer than 45 days, and certain upgrades may not be possible. The Design Centre will be aware of your upcoming closing date and schedule your appointments accordingly.

# Tamarack Suppliers

Tamarack offers a wide selection of standard, and upgrade, options through the Tamarack Design Centre. However, should you wish to further upgrade, you may contact our suppliers directly to investigate what other options may be available to you. Your Design Consultant will review this process during your Design Centre appointments.

## OTTAWA SUPPLIERS

### **Muskoka Kitchens | 613.526.2261**

Please select your door style prior to your appointment and provide details for any appliances that are different from the standard specifications on your colour selection sheets.

### **Boone Plumbing (Mondeau) | 613.746.7070**

**Showroom:** 1282 Algoma Road, Ottawa, ON

**Sales Representative:** Barbara David (x1421)

### **The Ensuite Plus | 613.244.0001**

**Showroom:** 1732 Woodward Drive, Unit C (off Maitland exit), Ottawa, ON

**Sales Representative:** Pamela Willems ([pwillems@emcoltd.com](mailto:pwillems@emcoltd.com))

It is your (the purchaser) responsibility to phone and make an appointment with the Sales Representative, should you wish to upgrade any plumbing for your home. When you call, please tell them that you are a Tamarack purchaser. The Sales Representative will require your home design, lot number and community.

### **Concept Home Theatre Networks | 613.749.8955**

**Showroom:** 1275 Leeds Avenue, Suite 800, Ottawa, ON

**Sales Representative:** Steve Nicol ([nicols@conceptht.ca](mailto:nicols@conceptht.ca)) and  
Steve Dooley ([steve@concepthometheatre.com](mailto:steve@concepthometheatre.com))

For alarm systems and pre-wiring: Cardinal Creek, Chaperal, Poole Creek and The Meadows

- Your new home includes five (5) phone jack locations and three (3) cable locations of your choice. If you chose an optional finished basement, you are entitled to one (1) additional phone jack and one (1) additional cable outlet, totaling six (6) phone jack and four (4) cable outlets.

**NOTE:** Additional bell or cable outlets are available at an additional cost.

- Concept also sells special conduits, satellite wiring, sound systems, central vacuum systems, as well as completion sets for central vacuum components. If you are interested in any of these items, please call to schedule an appointment with one of our representatives
- Concept is also responsible for any alarm system upgrades for Cardinal Creek, Chaperal, Poole Creek and The Meadows.

**NOTE:** For all other communities, please contact Alliance Security Systems at 613.860.0396.

## KINGSTON SUPPLIERS

### **Grant's Tile and Flooring | 613.384.7447**

**Showroom:** 649 Justus Drive, Kingston, ON

**Sales Representative:** Tracie or Cheryl

For all hardwood, carpet and ceramic tile upgrades.

### **Muskoka Cabinet Company | 866.875.6521**

**Showroom:** 1790 St. Laurent Blvd., Ottawa, ON

**Sales Representative:** Ewa Stys (x26 - [ewa@muskokacabco.com](mailto:ewa@muskokacabco.com))

For all cabinetry upgrades, including built-ins and counter tops.

[www.muskokacabco.com](http://www.muskokacabco.com)

### **Emerald Tile | 613.384.3555**

**Showroom:** 700 Progress Avenue, Kingston, ON

**Sales Representative:** Kate Moody

Granite countertop upgrades by appointment only.

### **Bradley Security and Home Theater | 613.548.1113**

**Sales Representative:** Nathan Bradley ([security@kos.net](mailto:security@kos.net))

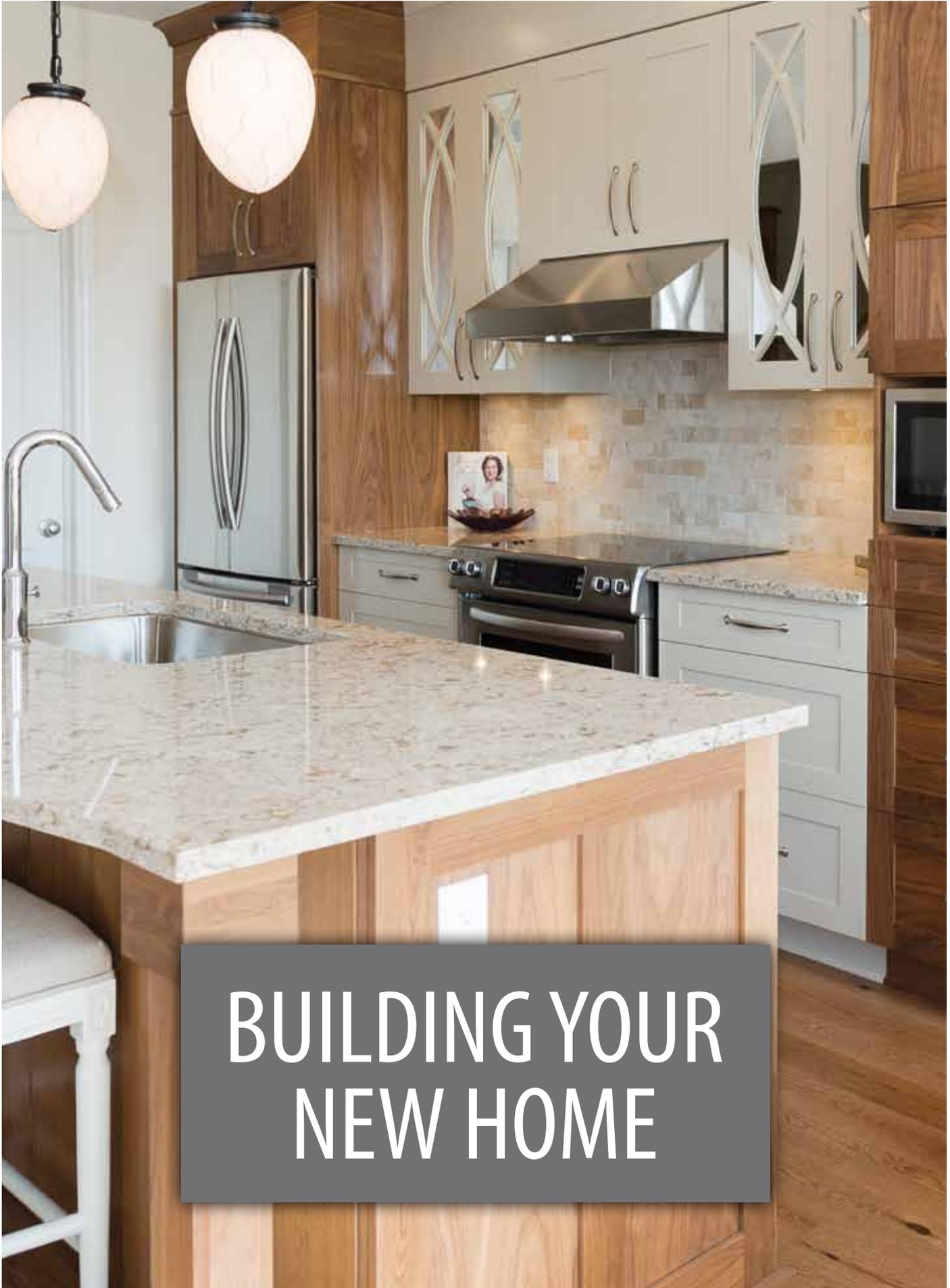
Alarm/Speaker wiring and systems.

### **TFP Stairs and Railings | 613.384.7362**

**Showroom:** 550 Cataraqui Woods Drive, Kingston, ON

Staircase upgrades by appointment only.

[www.stairsandrailings.com](http://www.stairsandrailings.com)



**BUILDING YOUR  
NEW HOME**

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NEW HOME**

# Building Your New Home

During the construction of your new home, and after you move in, your primary point of contact will be your Customer Care Representative. This person will be in touch with you throughout the homebuilding process to schedule appointments, and to keep you up-to-date about the progress of your home.

Once your Design Centre selections are complete, the team of experienced construction personnel will ensure that your new home is built to Tamarack's high standards of quality construction.

## Quality Construction

At Tamarack Homes, we are continually looking for new and improved construction techniques. We offer Ontario's best-built homes as a result of quality building materials, innovative technologies and proven construction methods. Building a new home is a complex process that involves the coordination of thousands of tasks and details.



## Your Safety

Tamarack Homes' first priority is the safety our customers, our staff and our trade partners. Please only visit your home when invited for an inspection and accompanied by a Tamarack representative. You will be required to wear the appropriate safety gear. If you do not have your own, safety gear is available on loan from each Sales Centre. We cannot allow unscheduled visits on the construction sites while your home is under construction. Tamarack and our construction site personnel are liable for any injury that occurs on the construction site - 24 hours a day, seven days a week. This is a regulation under the Construction Safety Act and we strictly enforce this policy.

We thank you in advance for your cooperation in keeping our construction sites safe.

# STAGES OF CONSTRUCTION

**1 Permit Application** In order to deliver your home; we must apply for a building permit immediately upon receipt of your firm offer. In the permit application, we include all plans and specifications that involve structural changes that you choose, as well as exterior colour selections. More information is available in the "Cut-Off Date" section of your agreement. To ensure that our construction crews have the proper time allotted to build your new home, we must apply for (and receive) the permit on time. Once permits are cleared, construction can begin.

**2 Pouring the Foundation** The first step to building a quality home is laying the foundation. Tamarack Homes analyzes the size of the home, along with the soil conditions, the ground integrity and government requirements ensure that a quality structural system is built for your home. The footings are installed and your basement walls are poured.

**3 Framing Your New Home** The frame is the skeleton of your new home. The framing stage usually takes three to four weeks, and consists of the following:

- 1 On the first day of framing, the walls start going up for the first floor.
- 2 Work starts on the second-floor system (if applicable), using engineered floor joists.
- 3 Roof trusses are installed.
- 4 The entire roof is completed and the windows are installed.

**4 Mechanical Systems** After framing is completed on your home, the plumber, the electrician, and the heating and cooling trade partners install mechanical systems in your home. Throughout the building process, inspections take place to ensure that all building practices have been completed properly and conform to applicable building codes. Next, the insulation is installed along with the air barrier and vapour barrier. Approval from a city Inspector is required at this stage prior to drywall.

**5 Drywall** The drywall is stocked in the home while the insulation, as well as the gas metre and permanent power connections are installed. It generally takes a few days to hang drywall. The drywall stage is complete once three coats of mud cover the taped seams and the attic insulation is blown in.

**6 Trim and Finish Details** At this stage, your home begins to look like the home you have envisioned. The walls are primed and prepared for the final finish, while the interior trim, cabinets, counters and sinks are installed. Completion of the electrical systems occurs as shelving, bath accessories and mirrors are installed. The ceramic tile, the carpeting and the wood flooring are then installed. Prior to the Pre-Delivery Inspection and closing, the entire home is cleaned.

**7 Exterior Landscaping** Exterior finishes consist of paving, interlock, walkways, sod and external painting. **NOTE:** Due to the seasonal fluctuations, some items may not be completed by your closing date and will be completed when weather permits.

# Meetings During Construction

Tamarack's experienced construction team will co-ordinate all the necessary expertise to build your home. However, as the homeowner, you play an important role in ensuring that this process runs smoothly.

**We require your involvement in the building process for the following scheduled events:**

**1 Frame Check Walk-Through** Once the framing and electrical wiring is complete and prior to installing drywall, your Sales Representative will contact you to schedule a frame check walk-through with the Construction Site Supervisor. This allows you to see the framing and mechanical systems before the walls are installed. You have an opportunity to observe any structural changes you may have made, as well as learn about the construction of your home. Our Site Supervisor will highlight the many extra features found in a Tamarack ENERGY STAR® Home. Feel free to ask questions. We value your input and observations during this time.

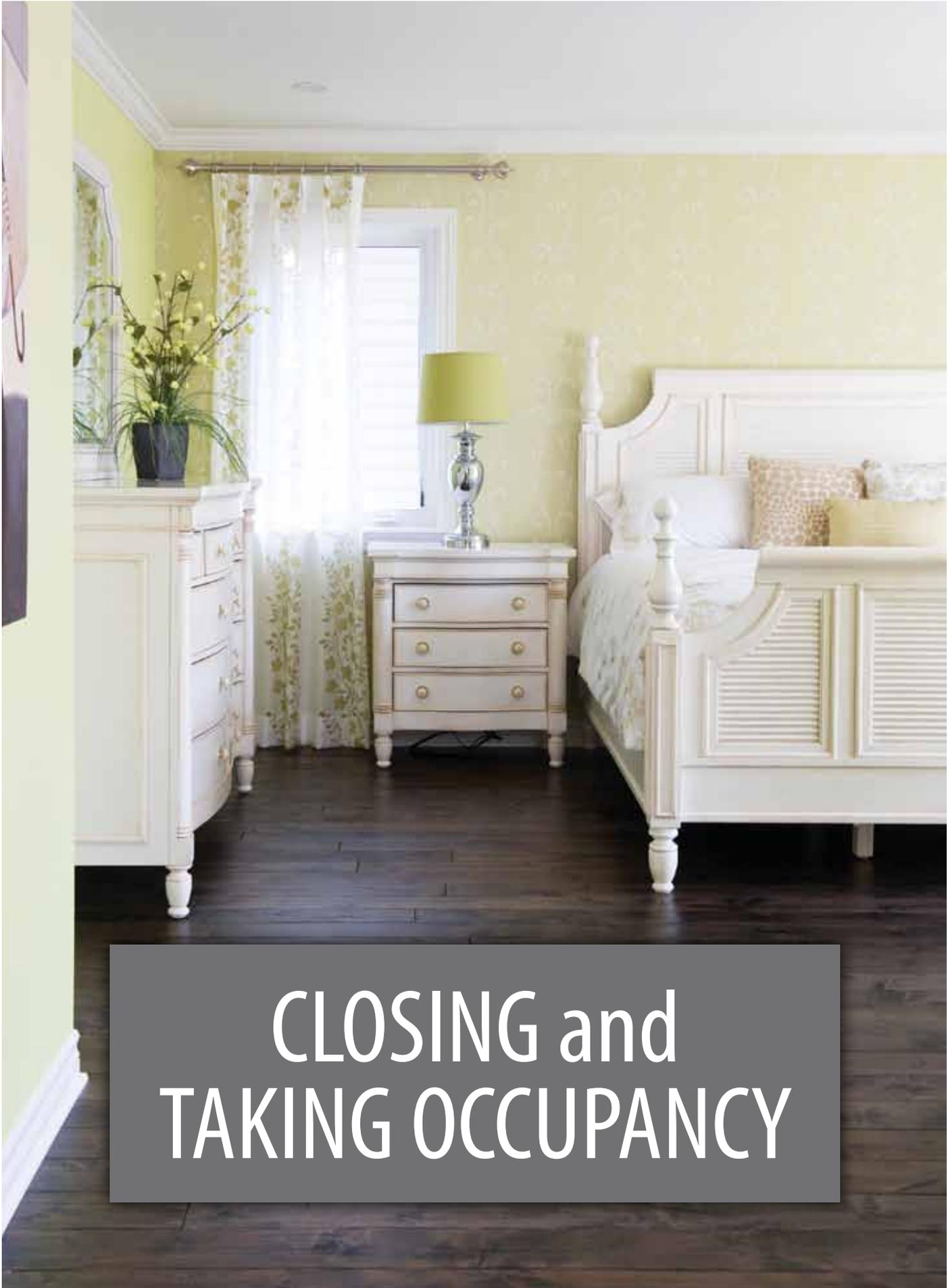
**NOTE:** The Occupational Health and Safety Act of Ontario must be adhered to at all times. Therefore, safety hats and steel-toed footwear must be worn, and other safety regulations must be followed. Safety wear is available on loan from each Sales Centre.

**2 Pre-Delivery Inspection** As your closing date approaches, your Customer Care Representative will contact you to schedule your Pre-Delivery Inspection. The Pre-Delivery Inspection is conducted with a Tamarack Inspector approximately five days prior to your closing date. The purpose of the Pre-Delivery Inspection is for you to view the completed home, and to learn about the associated systems and operations. At this time, some minor work may still be underway, and the home will be scheduled for a final cleaning after all work is completed.

**NOTE:** We do not recommend children attend the inspection, or that you use the occasion to show your new home to friends or family. The focus of the Pre-Delivery Inspection is to examine the house and produce accurate written documentation as to its condition prior to your closing date.

At the end of the inspection, you will receive a package of information about your new home. Among other things, the package contains important documents including your Certificate of Completion and Possession (CCP), a utility reading report for you to complete on the day of closing, your Tarion Pre-Delivery Inspection (this should correspond with the Pre-Delivery List).

Once the Pre-Delivery Inspection is complete, your Pre-Delivery Inspection List is forwarded to Tamarack's site office for follow-up action. If all of the items are not completed prior to your closing date, the site office will work with you to complete them after you move in. Depending upon the season, or the availability of materials and labour, it may not be possible to complete certain items until weather conditions are suitable.



# CLOSING and TAKING OCCUPANCY

CLOSING and  
TAKING OCCUPANCY

# Closing and Taking Occupancy

Tamarack Homes understands how much your investment means to you, so we do the best we can to provide you the best possible service - from the start of the home buying process until the end.

## The Closing Date

The closing date is the day that the home and property legally become yours. Typically, the week before closing, your lawyer will contact you to arrange a time to sign the appropriate legal documents, and to secure your mortgage and home insurance details. Your lawyer will also arrange for the transfer of funds to Tamarack's lawyer. Once the transfer of funds is complete and the necessary registration has taken place, your lawyer will be provided with information required to obtain your keys.

**NOTE:** Timing is in the hands of the lawyers. Please do not make arrangements for moving vans, or the delivery of appliances, early in the day. We have found that final closing and the transfer of keys typically happens late afternoon. You could save time and money by keeping this in mind on moving day. Once you receive the keys, the house is all yours!

## Customer Service – Your First Year and Beyond

On the day of closing, your new home warranty begins. The Tamarack Customer Service Team will be there every step of the way to help take care of any problems that may arise and answer any questions about your new home.

**NOTE:** For any new home, several appointments are required throughout the first year of occupancy to complete service work. Service personnel will require access to the home and appointments will take place during regular business hours.

The Tarion Warranty Corporation backs the warranty on your new Tamarack Home. There are guidelines as to when to submit your repair items to Tamarack, however our Customer Service Department is available at any time to handle urgent requests, or deal with concerns.

More information about the warranty process will be provided to you at your Pre-Delivery Inspection. In the meantime, if you would like to learn more, please visit: [www.tamarackhomes.com](http://www.tamarackhomes.com) (click on Customer Service) or [www.tarion.com](http://www.tarion.com)



# Our Green Commitment

Tamarack is a leading ENERGY STAR® homebuilder. Every Tamarack home is 20-30% more energy efficient than a standard home built to the Ontario Building Code, and is certified by a third-party inspection agency. You will receive an ENERGY STAR Homeowner's Information Package when your home is registered with the ENERGY STAR program, along with improved comfort level and lower utility bills.

Even before you move into your home, the home building process can have a significant impact on the environment. The building materials that are installed, the building practices that are used, along with the waste management that is practiced by Tamarack, can impact your family's health - inside the home, and in the community in which you will live.

Tamarack Homes strives to minimize the impact of residential construction on our natural resources through the use of sustainable products, waste reduction and water conservation.

**Tamarack Homes has emerged as a leader in energy efficient homebuilding.**

**We are continuously looking at ways to maximize energy savings and to conserve water for our homeowners, while minimizing our impact on the environment during the construction process.**

**In our communities, Tamarack Homes has refined the land planning and development process to better incorporate the preservation of natural landscapes, and focus on storm water management procedures.**

**In our operations, we also strives to ensure that our offices and jobsites operate according to our sustainability principles.**

You will benefit from lower energy costs as it relates to heating and cooling your home, along with improved air quality, reduced drafts, and water conservation. Thank you for choosing an ENERGY STAR Tamarack Home.

## Customer Satisfaction Surveys

We understand that the home building process is very exciting, and sometimes overwhelming. You have a story to tell about your experience, we're listening. Throughout the home buying experience, you will have the opportunity to complete three different customer satisfaction surveys so that you can tell us how well we met your expectations in terms of customer service, your new home and your new community.

We have hired a third-party independent research company, CustomerInsight™, to conduct the surveys - once before you move in, and twice during your first year of occupancy.

We look forward to receiving your feedback.



CONTACTS

# Contacts

## THE TAMARACK TEAM

Please find below a list of the customer service personnel who can answer any questions you may have.

**NOTE:** After the point of sale, your Customer Care Representative will remain your main point of contact.

### HEAD OFFICE

Tamarack Developments  
3187 Albion Road S. Ottawa, ON

CONTACT	PHONE NUMBER	EMAIL ADDRESS
Chris Taggart President	613.526.8687	<a href="mailto:ctaggart@tamarackhomes.com">ctaggart@tamarackhomes.com</a>
Scott Parkes Vice President	613.526.8686	<a href="mailto:sparkes@tamarackhomes.com">sparkes@tamarackhomes.com</a>
Denis Rochon Construction Manager   Ottawa	613.526.8672	<a href="mailto:drochon@tamarackhomes.com">drochon@tamarackhomes.com</a>
Steven Parkes Construction Manager   Kingston	613.739.2929 x329	<a href="mailto:sjparkes@tamarackhomes.com">sjparkes@tamarackhomes.com</a>
Jan Rot Service Manager	613.260.1483	<a href="mailto:jrot@tamarackhomes.com">jrot@tamarackhomes.com</a>
Debi Champagne Director of Sales and Marketing	613.526.8682	<a href="mailto:dchampagne@tamarackhomes.com">dchampagne@tamarackhomes.com</a>

### Customer Care Representatives

#### COMMUNITY

Findlay Creek | Half Moon Bay | Poole Creek Village | The Meadows

CONTACT	PHONE NUMBER	EMAIL ADDRESS
Carla Mason	613.526.7979 x436	<a href="mailto:cmason@tamarackhomes.com">cmason@tamarackhomes.com</a>

#### COMMUNITY

Cardinal Creek | Chaperal | Greenwood Park | Woodhaven | Savannah Court

CONTACT	PHONE NUMBER	EMAIL ADDRESS
Terry Williams	613.526.7979 x423	<a href="mailto:twilliams@tamarackhomes.com">twilliams@tamarackhomes.com</a>

## Sales Centre Representatives

### COMMUNITY

Cardinal Creek Village

#### CONTACT

Joy Kerr  
Noella Francoeur

#### PHONE NUMBER

613.830.8467  
613.830.8467

#### EMAIL ADDRESS

*jkerr@tamarackhomes.com*  
*nfrancoeur@tamarackhomes.com*

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### COMMUNITY

Chaperal

#### CONTACT

Margaret Baker

#### PHONE NUMBER

613.837.1511

#### EMAIL ADDRESS

*mbaker@tamarackhomes.com*

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### COMMUNITY

Poole Creek

#### CONTACT

Deborah Denison

#### PHONE NUMBER

613.831.1357

#### EMAIL ADDRESS

*ddenison@tamarackhomes.com*

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### COMMUNITY

Findlay Creek

#### CONTACT

Louise Weegar  
Valerie Taller

#### PHONE NUMBER

613.822.7058  
613.247.0081

#### EMAIL ADDRESS

*lweegar@tamarackhomes.com*  
*vtaller@tamarackhomes.com*

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### COMMUNITY

The Meadows

#### CONTACT

Deb Durie

#### PHONE NUMBER

613.692.0500

#### EMAIL ADDRESS

*ddurie@tamarackhomes.com*

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### COMMUNITY

Greenwood Park / Greenwood Park West / Savannah Court / Woodhaven

#### CONTACT

Jacqueline Collier

#### PHONE NUMBER

613.766.8140

#### EMAIL ADDRESS

*jcollier@tamarackhomes.com*

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## Design Centre Representatives | Ottawa

CONTACT	PHONE NUMBER	EMAIL ADDRESS
Christine Marsala	613.736.0047	<i>cmarsala@tamarackhomes.com</i>
Kim Knuth	613.736.0047	<i>kknuth@tamarackhomes.com</i>
Mandy Mason	613.736.0047	<i>mmason@tamarackhomes.com</i>
Sarah Taggart	613.736.0047	<i>staggart@tamarackhomes.com</i>

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## Design Centre Representatives | Kingston

CONTACT	PHONE NUMBER	EMAIL ADDRESS
Carolyn Hawkes	613.767.6052	<i>chawkes@tamarackhomes.com</i>

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## Site Superintendents

COMMUNITY	CONTACT	PHONE NUMBER
Cardinal Creek Village	Vic Desjardins	613.830.0666

COMMUNITY	CONTACT	PHONE NUMBER
Chaperal	TBA	TBA

COMMUNITY	CONTACT	PHONE NUMBER
Greenwood Park / Greenwood Park West	Mike Altherr	613.544.3433

COMMUNITY	CONTACT	PHONE NUMBER
Findlay Creek	Richard Patenaude	613.822.0334

COMMUNITY	CONTACT	PHONE NUMBER
Poole Creek Village	Daryle Meek	TBA

COMMUNITY	CONTACT	PHONE NUMBER
The Meadows	Steve Wings	613.692.3700

COMMUNITY	CONTACT	PHONE NUMBER
Savannah Court Woodhaven	Mike Altherr	613.767.8353

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After Hours Emergency 613.526.7979 x555  
[www.tamarackhomes.com](http://www.tamarackhomes.com) (click on Customer Service)

## OTHER CONTACTS

For your convenience, here is a list of other important contacts you will be in touch with prior to moving into your new home.

### Ottawa

SERVICE	CONTACT	PHONE NUMBER
Gas	Enbridge	613.741.5800
Electricity	Hydro Ottawa	613.738.6400
	Hydro One	1.888.664.9376
Water	Regional Water	613.560.2050
Hot Water Heater	<i>See sticker on appliance</i>	
Phone	Bell Canada	613.310.2355
Newspapers	Ottawa Citizen	613.829.9100
	Ottawa Sun	613.739.7000
Mail Delivery	Canada Post	1.800.267.1177

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### Kingston

SERVICE	CONTACT	PHONE NUMBER
Gas	Union Gas	1.888.774.3111
Electricity	Hydro One	1.888.664.9376
Water	Utilities Kingston	613.546.0000
Hot Water Heater	<i>See sticker on appliance</i>	
Phone	Cogeco Kingston	613 544.6311
Newspapers	Whig Standard	613.544.5000
Mail Delivery	Canada Post	1.800.267.1177

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 TAMARACK

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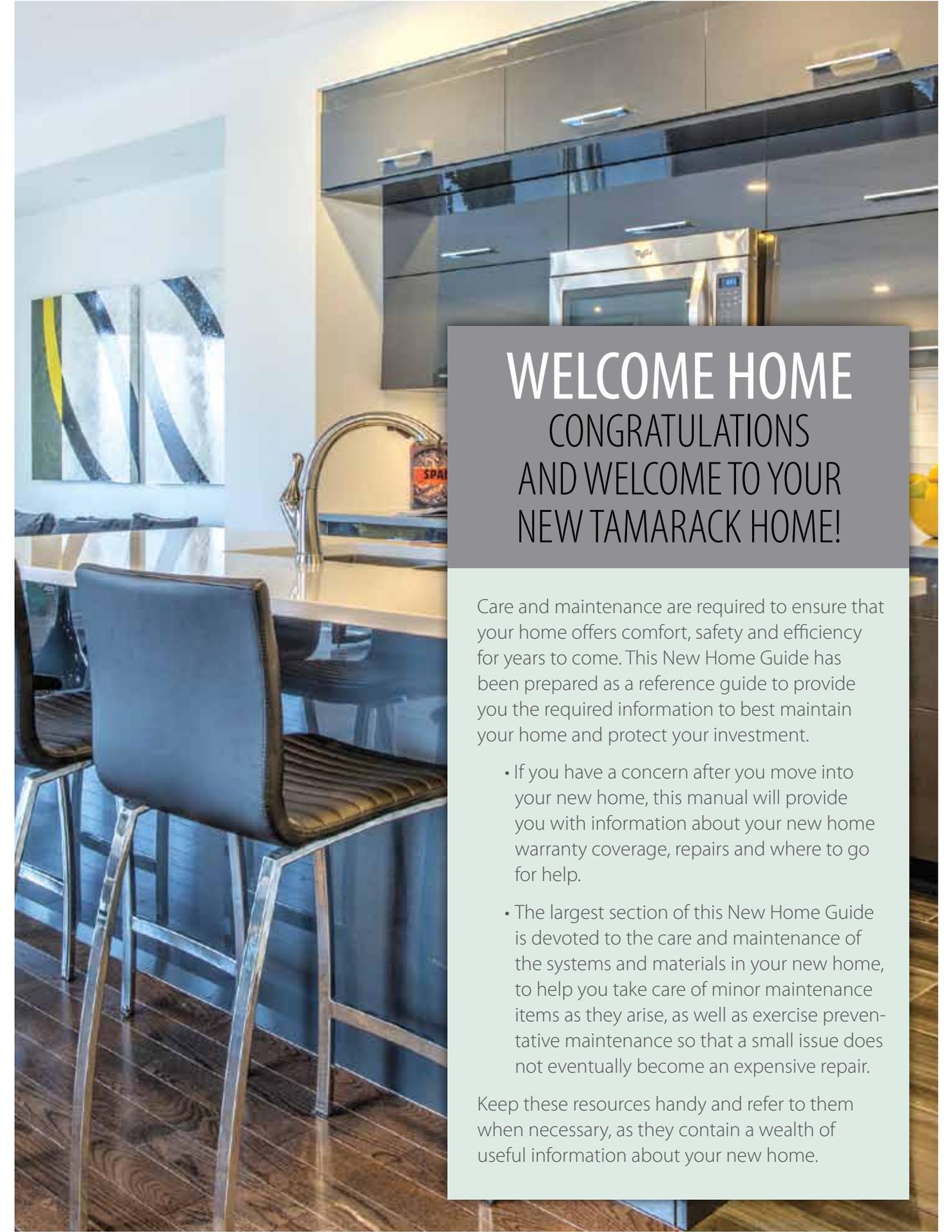
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WELCOME HOME



# WELCOME HOME CONGRATULATIONS AND WELCOME TO YOUR NEW TAMARACK HOME!

Care and maintenance are required to ensure that your home offers comfort, safety and efficiency for years to come. This New Home Guide has been prepared as a reference guide to provide you the required information to best maintain your home and protect your investment.

- If you have a concern after you move into your new home, this manual will provide you with information about your new home warranty coverage, repairs and where to go for help.
- The largest section of this New Home Guide is devoted to the care and maintenance of the systems and materials in your new home, to help you take care of minor maintenance items as they arise, as well as exercise preventative maintenance so that a small issue does not eventually become an expensive repair.

Keep these resources handy and refer to them when necessary, as they contain a wealth of useful information about your new home.



**NEW HOME  
WARRANTY COVERAGE**

**NEW HOME  
WARRANTY COVERAGE**

# New Home Warranty Coverage

Every new homebuilder in Ontario is required to follow to the guidelines and standards set forth by the Tarion Warranty Corporation. The following summarizes the Tarion new home warranty coverage:

## ONE-YEAR WARRANTY

Tamarack Developments warrants for one year that your new ENERGY STAR® home is:

- Constructed in a workmanlike manner and free from defects in material;
- Fit for habitation;
- Constructed in accordance with the Ontario Building Code; and
- Free of major structural defects.

## TWO-YEAR WARRANTY

Tamarack Developments warrants your home for two years against the following:

- Water penetration through the basement or foundation walls;
- Defects in materials, including windows, doors and caulking, or defects in work that result in water penetration into the building envelope;
- Defects in work or materials in the electrical, plumbing and heating delivery and distribution systems;
- Defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- Violations of the Ontario Building Code affecting health and safety (including, but not limited to, violations relating to fire safety and the structural adequacy of the home); and
- Major structural defects.

## WHAT'S NOT COVERED

The following conditions and/or items are not covered by the Builder's Warranty:

- Damage resulting from improper maintenance, such as dampness or condensation caused by the homeowner's failure to maintain proper ventilation levels or improper operation of a humidifier, hot tub or any other moisture-producing device.
- Alterations, deletions or additions made by the homeowner (such as changes to the direction of the grading or the slope of the ground away from the house).
- Defects in materials, design and work supplied or installed by the homeowner/purchaser.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. However, your homeowner insurance may cover secondary damage.
- Normal wear and tear, such as scuffs and scratches to floor and wall surfaces caused by homeowners moving, decorating, and/or day-to-day use of the home.
- Normal shrinkage of materials that dry out after construction (such as nail "pops" or minor concrete cracking).
- Settling soil around the house or along utility lines.
- Damage from floods, "acts of God", wars, riots, or vandalism.

- Damage from insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code.
- Damage caused by municipal services or other utilities.
- Surface defects in work and materials noted and accepted in writing by the homeowner at the time of possession.
- Damage caused by the homeowner or visitors.

## **OTHER WARRANTIES**

Appliance and product manufacturers may provide extended warranties beyond the Builder's Warranty. Any such warranties and operating instructions are included in your Pre-Delivery Package or in the rear section of this Homeowner Manual. Direct any claims to the appropriate manufacturer as outlined in their warranty. Please contact us, if you need any assistance.

A Homeowner Information Package from Tarion is provided as part of your Pre-Delivery Package. Tamarack is committed to meeting, or exceeding, both the industry standards and the Tarion standards found in their Construction Performance Guidelines. This document is available on their website at [www.tarion.com](http://www.tarion.com). Tarion backs your One-Year, Two-Year and Seven-Year Builder's Warranties.

# Customer Care

At Tamarack, we are extremely proud of the homes we build. Our experienced team of Customer Care professionals is here to assist you.

Daytime Phone: **613.526.7979**

After Hours Emergency Phone: **613.526.7979 (Ext. 555)**

Fax: **613.526.7969**

***www.tamarackhomes.com*** (click on link to “Customer Service”)

Mail: **Tamarack Developments**  
**3187 Albion Road South**  
**Ottawa ON K1V 8Y3**

We are committed to meeting, or exceeding, the standards of the ENERGY STAR® Program and the Construction Performance Guidelines of the Tarion Warranty Program. We use appropriate materials and skilled workers to complete the repairs, in order to meet or exceed industry standards.

## Warranty Process

Tamarack’s Customer Care Department has a process in place that allows you to report warranty issues at designated times. Our experience has shown that this process allows us to resolve warranty items efficiently, with minimum disruption to your family and work schedules.

### 30 DAYS AFTER CLOSING

A representative will contact you after your house closes to schedule a 30-Day Inspection. This appointment will give you the opportunity to meet with an experienced and qualified Tamarack Home Inspector to discuss maintenance and warranty issues related to your home. The Inspector will review your concerns and determine whether they are covered under the home warranty. Warranted items are documented on the Tamarack 30-Day Form, which is mailed to you after the inspection. This form is used to initiate the repairs, and is the same form our staff and trades will work from.

At the inspection you will also be given a service date, based on the number of items that require fixing. Repair dates are scheduled within four weeks of the inspection.

**NOTE:** Depending on the nature of the repairs, more than one day may be required to resolve all items.

After the 30-Day Inspection, Tamarack will not inspect or process any additional items until your Year-End Inspection, unless they are of an urgent nature. **Please do not submit service requests to the site office, as they cannot be processed from that location.**

## 1 YEAR AFTER CLOSING

Approximately one month prior to your first year occupancy anniversary date, a Customer Care Representative will be in touch to remind you to submit your Year-End Form. If you notice repair items after the 30-Day Inspection, it's advisable to prepare a list of the items that should be brought to our attention prior to the end of your warranty period. Our Builder's One-Year Warranty is outlined in the section called 'New Home Warranty Coverage', and identifies the items covered under this service.

**NOTE:** Depending on the nature of the repairs, more than one day may be required to resolve all items.

## SECOND YEAR AFTER CLOSING

Tamarack Developments does not pre-schedule inspections after your Year-End service work. If an item comes up that is covered under the second year warranty, please submit your concern to Tamarack's head office by email or mail, or through our website prior to the second-year anniversary. Our Builder's Two-Year Warranty is outlined in the section called 'New Home Warranty Coverage', and identifies the items that are covered.

**NOTE:** Depending on the nature of the repairs, more than one day may be required to resolve all items.

## URGENT ITEMS AND EMERGENCIES

Please call your Customer Care Representative for items that are urgent in nature, or visit our website and submit a service request online.

### EMERGENCIES (Evenings, Weekends and Holidays)

This service is available to deal with problems associated with water penetration, plumbing, heating or electrical concerns that run the risk of causing major damage or prevent you from using your home.

In the event of an after-hours emergency, call our Service Department at 613.526.7979 (ext 555) Leave a message, and our pager will be alerted.

## SEASONAL ITEMS

It is likely that the exterior of your home will be incomplete at time of occupancy. Depending upon the season, we may have to wait for suitable weather conditions to complete certain finishes. Paint, curb, driveway and landscape crews generally begin work in late May. We anticipate that all exterior work will be finished by the end of July of the same year. We attempt to schedule these jobs on a 'first-in' basis, but depending upon the work that has to be done, an entire street could be scheduled from end to end. If seasonal repairs require access to the house, Tamarack will contact you to schedule a date. If access to the house is not required, you will not be contacted with the repair date.



# Your First Year: What to Expect

## YOUR TAMARACK TEAM

Our dedicated customer service team is here to assist you through the new home warranty process, and also to handle any of your questions or concerns. Below is a list of our team members that you will be dealing with during your warranty period:

**1 Customer Care** is your primary point of contact. Customer Care Representatives will contact you to schedule inspections, repairs, as well as status updates. Customer Care is available to answer all of your questions and handle any concerns.

By directing of your inquiries through Customer Care, all information related to your new home will be managed in one file, and properly documented for future reference. This will help to protect your new home warranty, and also ensure that everyone at Tamarack has access to the current status of your file.

**2 Inspectors** are responsible for conducting all inspections in the home, from the Pre-Delivery Inspection onward. Tamarack Inspectors are experienced construction professionals, who provide guidance and expertise in addressing warrantable items in your home in accordance with the Ontario Building Code, and Tarion Construction Performance Guidelines.

Your Inspector will provide you with a demonstration of your home during the Pre-Delivery Inspection, which will include training on how to use the electrical, plumbing and heating/cooling systems. After you move in, your Inspector will visit you again to review your 30-Day list, and also your Year-End list, to confirm that the items covered under your new home warranty.

**3 Service Technicians** will work alongside our Trade Partner service staff to complete the warranty repairs in your new home. A Tamarack Service Technician will be present in your home during scheduled workdays, and will liaise with our Construction Department and Customer Care to ensure that the process runs smoothly.

## SCHEDULING APPOINTMENTS

Tamarack's hours for all inspection dates and repair dates are Monday to Friday between 8:00 am and 4:00 pm. We understand that you may have other obligations during these hours, so we strive to schedule all service personnel and trade partners to work on the same repair at the same time to minimize disruption to your family and personal schedule.

Keep in mind that certain items, especially those involving drywall and paint, require several visits to complete. Your cooperation and patience are appreciated as we work together to resolve these items.

Although our goal is to repair all items on the repair dates, there may be instances when materials are back ordered, or seasonal items are deferred until the summer months. If seasonal items require access to the house, Tamarack will contact you for a repair date. If not, Tamarack will not contact you for a repair date.

## FURNITURE AND PERSONAL ITEMS

We will not undertake a repair if there is a risk of damaging your furniture or personal items. Please ensure that vulnerable items in the area of any repairs are moved and covered up prior to your service visits.

## TRADE PARTNERS

Tamarack may involve trade partners to perform certain repairs in your home. On occasion, a Tamarack trade partner may call you directly to schedule a repair date. This can happen if materials are on back-order, or if a follow up appointment is required. Trade partners may also repair exterior items on your home without scheduling an appointment, if they are working in your neighbourhood.

## SETTLEMENT AND SHRINKAGE

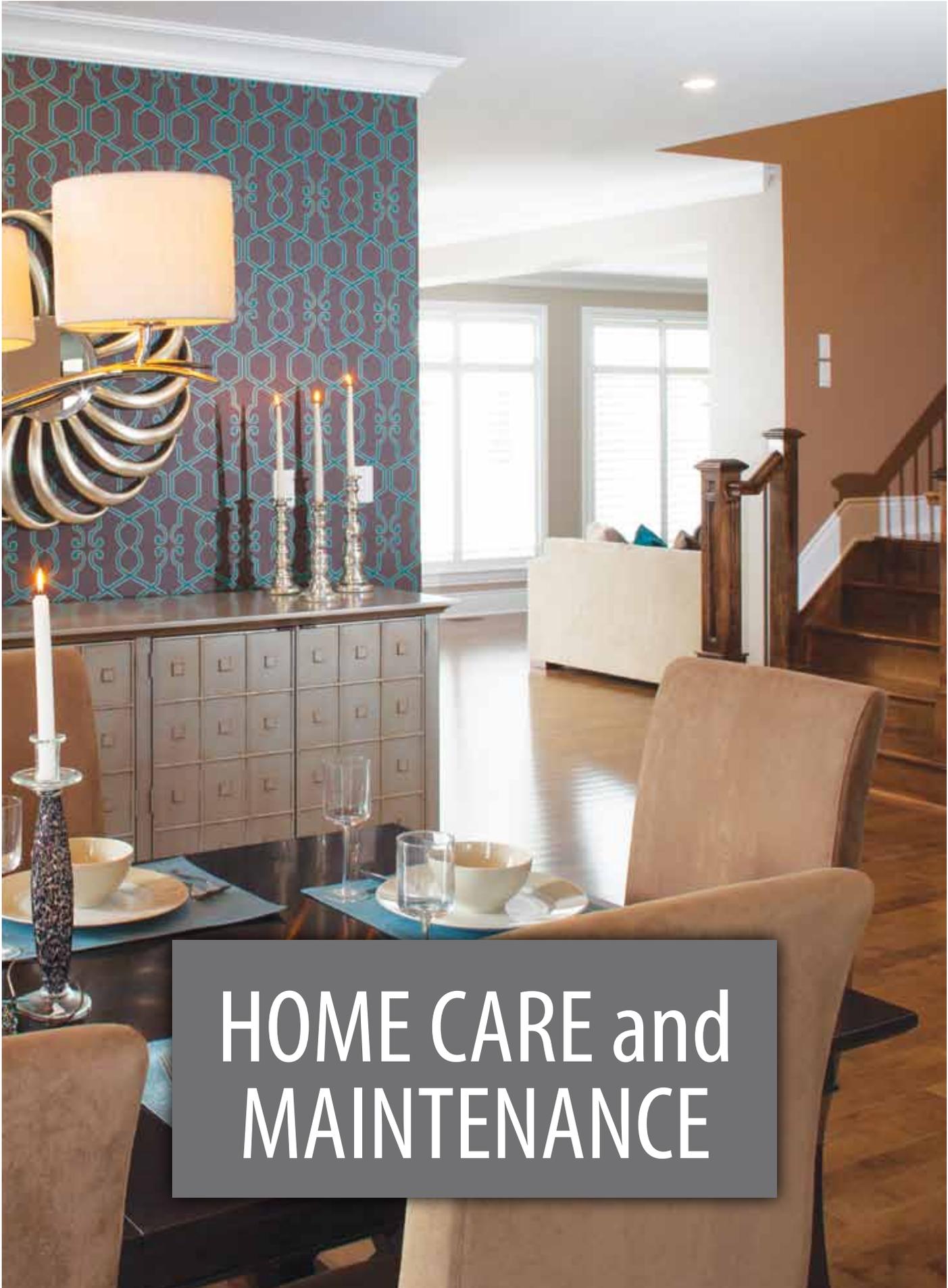
Throughout the first year, after construction, your home will go through a period of minor settlement, and shrinkage of products, such as lumber and concrete will dry out. You may notice the appearance of nail pops, or cracked drywall, concrete, caulking, and grout. These items are not covered under the home warranty, however Tamarack has a courtesy service to assist you with the repair of these items. If you choose to take us up on this service, please report the items to us at the Year-End inspection date. The repairs of all settlement cracks, gaps or nail pops are a one-time courtesy service provided by Tamarack at the same time of the year-end repairs. **This service includes patching or caulking of the affected area. It does not include sanding or paint repairs of the affected area.**

## TIME FRAMES FOR COMPLETION

With the exception of seasonal items, we strive to complete all items from a Tamarack 30-Day Form or Year-End Form within four months of the inspection. We use quality materials and skilled labour to complete the repairs.

To assist us in keeping your file up to date, service personnel will request your signature on completed work orders. This allows us to keep your file current, and to follow up on incomplete items. On the day of the repairs, our service personnel will be prepared to deal with the items on the relevant form (30-Day Form or Year-End).

Our experience has shown that you are best served when warranty items are dealt with on these anniversary dates, rather than through multiple service visits whenever something comes up. For this reason 'new' items that come up after a 30-Day inspection should be reported to us at the time of your Year-End inspection and not before. After the 30-Day repair date, Tamarack will not inspect or assess additional items until your Year-End inspection, unless they are of an urgent nature. If an urgent problem arises, that was not documented on your PDI list or 30-Day Form, please call your service representative, or visit our website and submit the item online.



# HOME CARE and MAINTENANCE

# Home Care and Maintenance

## Climate Control

### FURNACE AND AIR CONDITIONER

Your ENERGY STAR® home has one of the highest efficiency heating systems available. The main supply and return ductwork is sealed to reduce leakage.

The furnace has three features designed to keep your heating costs as low as possible, while providing a comfortable indoor environment. They include:

**1 High-efficiency, condensing, sealed combustion system** - Your furnace is one of the most efficient models on the market with an Annual Fuel Utilization Efficiency (AFUE) rating greater than 95%.

**2 Two-stage burner** - In a conventional furnace, the burner is sized to provide adequate heat on the coldest day of the year. On days when less heat is required, the burner is significantly oversized, causing the furnace to operate less efficiently. With the two-stage burner, the heat output attempts to match the heating requirements of the house at any given time, thus saving energy.

**3 Very energy efficient Electronically Commutated Motor (ECM) fan motor** - An electronically controlled fan motor can use up to 80% less electrical energy when compared with the fan motor in a conventional high efficiency furnace. The electricity required to run a conventional fan motor can cost more than the gas used to heat the home.

Furnaces and natural gas water heaters require an air supply for combustion (burning fuel to produce heat). Combustion air is delivered directly through a plastic pipe. A gas furnace and a gas water heater require these air supplies to work properly. High efficiency furnaces and water heaters do not require a chimney. Instead, they exhaust the combustible gases through plastic pipes in the side or rear foundation wall of your house, or, in some instances, through the roof.

If we provided your cooling system, the air conditioner is ENERGY STAR-qualified with a Seasonal Energy Efficiency Ratio (SEER) factor of at least 14.

An ENERGY STAR-qualified thermostat controls your heating and cooling system. The thermostat is located in a central location of the house away from direct sunlight. It controls the heating and cooling for the whole house.

### Troubleshooting

After settling in to your new home, you may find the heating/cooling system is not balanced to your preferences. Certain rooms may be warmer or cooler than you desire. You can change the balance by adjusting the dampers installed on the individual ducts leading to each room.

If you wish to adjust dampers, they can be accessed either from the unfinished area of the basement, or by removing the heat register and reaching into the duct. To identify which duct supplies which

room, it's advisable to have one person in the room and one person in the basement. Remove the floor register in the room and tap inside the duct with a spoon. The sound will carry to the basement. The person in the basement will be able to determine which duct is leading to that particular room.

**NOTE:** Balancing changes can seriously affect the overall performance of the heating and cooling system. In particular, if too many dampers are closed, the total airflow from the furnace may be reduced, resulting in poor overall heating and cooling performance. Cold rooms are often a result of improperly altered balancing, dirty furnace filters, improper thermostat settings and/or furniture or drapes that may be blocking the vents.

The thermostat for the heating and cooling system senses the air temperature at that location. During periods of extremely hot or cold weather, it is not uncommon to have a temperature difference of as much as 5°C between different areas within the house. If the furnace does not seem to warm part of the house, ensure that some other heat source, like a lamp or the sun, is not influencing the thermostat.

Furnaces are equipped with a shut-off switch for maintenance and repair purposes. The switch is located in the basement. If your furnace fails to start, ensure that the switch has not been shut off.

## Maintenance

The manufacturers' warranties, operating and maintenance information for your furnace and air conditioner (if installed) are contained in the rear section of this Homeowner's Manual or attached to the side of the furnace plenum.

In order to maintain safe and efficient operations of the furnace and water heater, ensure that snow and vegetation do not cover, or impede, the flow of air through either the air intakes or the exhaust vents. Change the furnace filter every month for maximum efficiency. Digital thermostats are battery powered. The batteries will require replacement from time to time.

## VENTILATION AND CONDENSATION

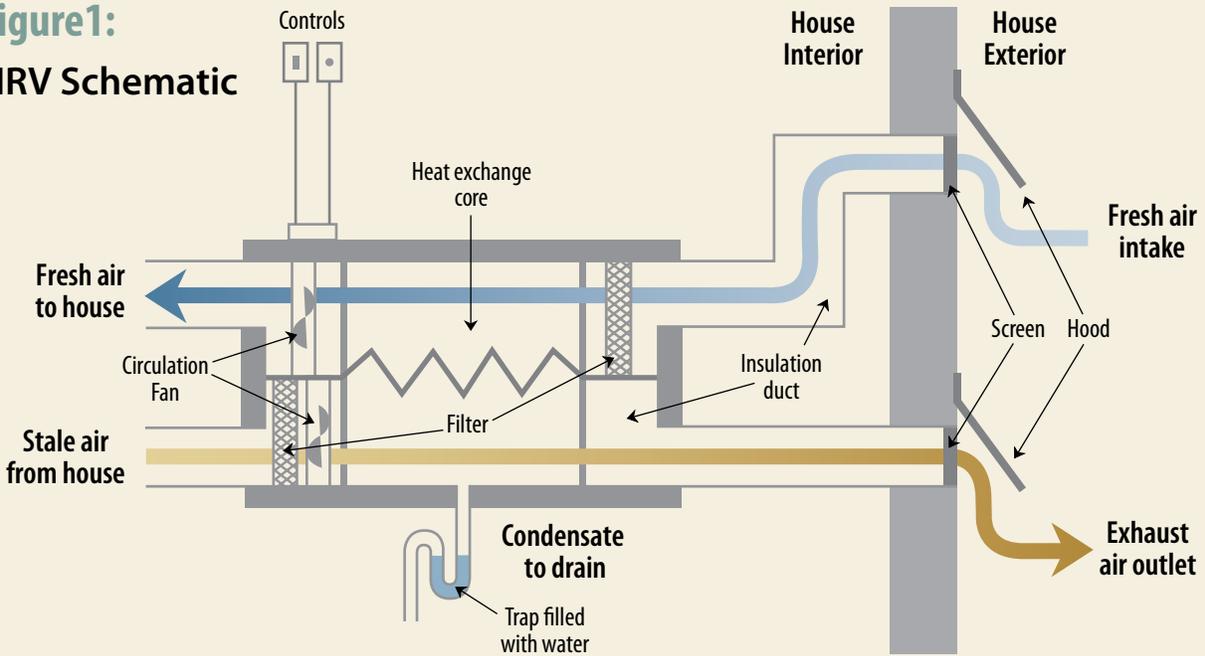
Ventilation is important in your new home. Your ENERGY STAR® home is much more airtight than previously built homes, and accidental air leakage is significantly reduced. We have installed an HRV (heat recovery ventilator) to provide a controlled amount of ventilation on a continuous basis. The HRV is unaffected by outdoor weather conditions. It continuously brings in a small amount of fresh air and removes stale, humid air year-round. For occasions when you experience increased levels of humidity and contaminants, the HRV and other exhaust fans can be turned up to increase the removal rate

Your HRV is a fully ducted heat recovery ventilator system, and provides good air quality, far superior than that of exhaust fans. The fully ducted HRV installed by Tamarack Developments continuously extracts contaminated air from sources in the kitchen, bathrooms and laundry area, and exhausts the contaminants directly outdoors before they can circulate to other parts of the house. The result is significantly improved air quality throughout your home. Fresh air, preheated in the HRV, is supplied to the furnace ducting system.

**To ensure the best distribution of fresh air throughout your home, your furnace fan is intended to operate on a continuous basis.**

Ventilation is important in a new home. For the first 18 months, your home will release moisture from the materials (lumber and concrete) used to build it until they cure and dry out. This occurs with all new construction and adds a considerable amount of moisture to the indoor air quality. Condensation or ice on the windows is a sign that the humidity is too high for the current weather conditions. If the humidity is not controlled, water damage to the window frames, paint and drywall may occur. **Damage of this type is not covered under warranty.**

**Figure 1:**  
**HRV Schematic**



Below are a few tips on dealing with excess humidity.

- Run your HRV continuously, except on days of very high humidity in the summer or on extremely cold days in the winter.
- Do not cover heat registers or block air return vents.
- While bathing, washing or showering, always run the HRV on high. Run the range hood on high while cooking, and keep these ventilation devices running for at least 15 minutes afterwards to ensure that the excess moisture is removed.
- Avoid moisture-producing activities, such as hanging wet clothes to dry indoors, running a humidifier, or growing an excessive amount of houseplants during the first year.
- If you have a central air conditioner, run it continuously during the spring, summer and fall.
- Consider installing a dehumidifier in your basement and run it continuously for the first year. After the first year, run it during the summer months or when humidity is high.

Even after the first year, humidity control is very important. The number of people living in the house and their related lifestyle influences the level of humidity. **Chart A** lists some of the sources of moisture in a typical house.

## Chart A: Typical Moisture Sources in a New Home for a Family of Four

- Occupants (respiration and skin evaporation) (30-40 litres/week for a family of four)
- Summer moisture absorbed by the house and released in fall (20-40 litres/week for about four weeks)
- Drying of construction materials in a new house (25-35 litres/week for first 18 months)
- Household activities: showering, cooking, bathing, washing (15-20 litres/week)
- Drying clothes indoors (10-15 litres/week)
- Humidifiers
- Houseplants and aquariums
- Drying firewood indoors

*Adapted from: Natural Resources Canada*

As the outside temperature drops during the fall and winter, you should also reduce inside humidity levels. **Chart B** shows the maximum relative humidity levels for various outside air temperatures to keep double-glazed windows free of condensation. Although your windows are better quality than the ones tested for this chart, Canada Mortgage and Housing Corporation, as well as Health Canada, both recommend keeping humidity levels around 30% to avoid condensation during very cold weather.

## Chart B: Avoid Condensation on Double-Glazed Windows

Outside Air Temperature		Desirable Maximum Indoor Relative Humidity (%) at an Indoor Temperature of 21°C (70°F)
Celsius (°C)	Fahrenheit (°F)	
<b>-29°C</b>	<b>-20°F</b>	<b>20%</b>
<b>-24°C</b>	<b>-10°F</b>	<b>25%</b>
<b>-18°C</b>	<b>0°F</b>	<b>30%</b>
<b>-12°C</b>	<b>10°F</b>	<b>35%</b>
<b>-7°C</b>	<b>20°F</b>	<b>40%</b>

A humidity meter (hygrometer) allows you to monitor humidity changes. Keep in mind that lowering the relative humidity below 30% may affect other items in the house, such as shrinkage cracks in the drywall and hardwood flooring. At very cold temperatures, it may be impossible to keep windows completely free of condensation without causing wood to shrink or twist.

## Maintenance

Maintain proper humidity levels by maintaining the ventilation devices installed in your home. Clean the HRV filters, HRV exchanger core, HRV inlet grilles and the range hood filter. It is also important to wipe condensation from windows to avoid damage to the finished surfaces.

## Make the Best Use of Your HRV

Your HRV is a powerful tool for improving the indoor air quality in your home. For maximum efficiency and to effectively ventilate your whole home, it's advisable to run it on low speed and clean the filters every few months. On some occasions, you may want to adjust your HRV to better optimize the indoor air quality in your home.

- a** Consider turning off your HRV during very hot, humid summer days to avoid drawing hot, humid air into your house. This will reduce air conditioning costs and keep the house cooler.
- b** Consider turning off your HRV during the very cold, dry winter days to avoid drawing extremely cold, dry air into your house. This will reduce heating costs and avoid drying the house out too much.
- c** If you notice condensation on your windows on very cold days during the winter, consider turning the fan speed to high in order to exhaust the moist air and exchange it with fresh, dry air. (A simple way to temporarily increase the HRV fan speed is to turn on the bathroom timer for 30 minutes).
- d** Consider temporarily turning your HRV off, if you detect unpleasant outdoor odours, such as a skunk smell. Once the odour is gone from the outdoor air, turn on your HRV and run it on high for 30 minutes to refresh the indoor air.

For specific instructions on cleaning your HRV, refer to the manual provided by the manufacturer. Your HRV has exterior intake and exhaust grilles. Regularly inspect, and clean the grilles, (especially the intake grille) to ensure that they are clean. Make certain that snow and vegetation do not cover, or impede, the flow of air through the air intakes or the exhaust vents.

### A WORD ABOUT MOULD

Ventilation and moisture control are two important tools for controlling the growth of mould in your home. Mould spores are allergens to some people, and if left unchecked, moulds can damage your house. If they have sufficient moisture, moulds grow at normal room temperatures, on wood, carpet, drywall, soap scum or any other organic material.

Avoid mould problems by eliminating potential sources of moisture, such as humid air, leaks, spills, overflows, standing water or condensation. Run your HRV on high while you and your family bathe, shower or wash, and keep it running for at least 15 minutes afterwards. Use the range hood fan while cooking, and keep it running for at least 15 minutes afterwards. Regular vacuuming and cleaning of the furnace filter, in addition to cleaning bathroom tiles also prevent mould growth. On the outside of the home, ensure that drainage flows away from the foundation walls, avoid spraying the house with a sprinkler, keep the eaves troughs clean, and repair cracked or damaged caulking.

## INSULATION IN ATTICS AND WALLS

Your ENERGY STAR® home is one of the best-insulated and sealed houses available today. A well-insulated and sealed house reduces your energy costs and is very comfortable.

Your attic is insulated with either batt insulation or blown-in insulation, depending upon the slope of the ceiling. The attic insulation levels are at least 25% greater than the Building Code requirements.

The exterior walls contain batt insulation, along with an insulated sheathing that reduces thermal bridging. The insulated sheathing is a continuous layer of insulation that covers the entire exterior of the home. This cuts down on cold spots caused by framing, particularly in corners and at the floors. The insulation levels in your walls are increased to 30% above Building Code requirements.

Steel beams and openings in the garage ceiling are sealed with spray foam insulation to avoid critical heat loss.

Your home has a fully sealed and continuous interior air/vapour barrier system installed on the interior of the home. Remember, when hanging pictures or other items on exterior walls, attach fasteners into the wood studs, or use shallow nails or screws to avoid damaging the vapour barrier.

Daylight seen from the attic in the eave area is normal. The soffits and baffles located in this area help to ventilate the attic. The roof vents also ventilate the attic and you may see daylight through these, as well. Snow build up on top of the roof vents may restrict attic ventilation and cause a build-up of warm, humid air in the attic. It is important to keep vents clear of excessive snow.

Although your ENERGY STAR home is very well sealed, it is not air tight, and some drafts may be detected on very windy days. This is normal. Drafts felt in front of windows on very cold days are often due to convective air movement over colder glass surfaces. Range hoods are equipped with dampers; however, they also do not provide a perfect seal.

### Maintenance

Maintaining proper attic ventilation from the roof vents is important. After heavy winter storms, this may require clearing the snow off of the roof vents.

## Electrical

Your ENERGY STAR® home has a number of lighting enhancements to improve energy efficiency. Many of the lights in your ENERGY STAR home contain compact fluorescent lamps (CFLs) or LED light bulbs. These light bulbs use significantly less energy than traditional incandescent light bulbs and last at least ten times longer. ENERGY STAR CFL or LED bulbs provide excellent lighting and are available to fit most light fixtures. They can be purchased at home renovation and hardware stores.

The electric panel installed in your basement contains circuit breakers. Each breaker controls several plug outlets or light fixtures. If you overload one of the circuits, the breaker will trip. Irons, vacuum cleaners, power tools, blow dryers, electric blankets and space heaters are some of the appliances that could trip a breaker. To reset the breaker, first push the tripped switch all the way to the 'off' position until it clicks. Then click it back to the 'on' position. If the fault reoccurs, there may be too many electrical appliances on that circuit.

Receptacles in the bathrooms, certain kitchen receptacles and receptacles on the exterior of your home are the GFCI (Ground Fault Circuit Interrupter) type. They are designed to prevent electrical shocks in wet areas. Pushing the small reset button located on the receptacle will reset this type of receptacle. A reset button located in one of the bathrooms (normally the powder room) controls all the other bathroom receptacles in your home. Check both the circuit breaker in the main electrical panel and the reset button on the receptacle, if the receptacle is not working.

Smoke alarms/carbon monoxide detectors are connected directly to the house wiring. Low quality candles that give off visible black smoke may cause a smoke alarm to malfunction. Excessive dust or soot from candles may accumulate in the alarm and cause it to ring.

## Maintenance

Maintenance includes cleaning the smoke/CO detectors, changing burnt light bulbs and resetting tripped breakers. To clean the smoke alarms and CO detectors, inspect them to ensure that they are free of bugs and dirt, and gently vacuum the outside surface. Test your smoke alarms after cleaning.



## Fireplace

ENERGY STAR® gas fireplaces are direct vent, sealed combustion units. They draw the combustion air from outside and exhaust the combustion gases out through a vent in the outside wall near the fireplace. Refer to the instruction and warranty booklets (in the rear section of the New Home Guide or with your Pre-Delivery Inspection materials) for complete information on the fireplace. There is also a set of operating instructions located behind the grille at the bottom of the fireplace.

**NOTE:** The glass and the surrounding mantle assembly can become very hot to the touch after extended use of the fireplace. This is normal and is not a fire hazard; however, it can burn flesh. Take care to ensure that animals and people do not touch the glass or fireplace surround while the fire is lit.

## Maintenance

Gas fireplaces are easy to use and require very little maintenance. The glass window can be removed for cleaning purposes by removing the two screws under the top grille.

There may be minor oil residue left on your gas fireplace from the manufacturing process. The best way to remove the residue is to burn it off. The first time you use the fireplace, keep it burning continuously for about six hours. During this time, the unit may emit a burning smell, as well as a small amount of smoke, which may set off the smoke alarms. After doing this, the fireplace should not have a burning smell.

# Flooring

Variations in the thickness of different types of flooring may result in slight changes in height where they meet. Beveled transitions are installed, where required, to ease the height variance. Some types of floor coverings come with instructions and warranties from the manufacturer. Where relevant, a copy of these instructions and warranties are included in the rear section of this Homeowner's Manual or with the Pre-Delivery Inspection materials.

## HARDWOOD FLOORING

Hardwood flooring is a natural wood product and it is affected by changes in humidity and temperature. Spaces between the boards can appear during the winter and then disappear again in the summer. This is unavoidable due to higher-than-average humidity in your home during the summer compared to the winter. Humidity is naturally much lower during the winter and it is undesirable to keep them at summer levels because of the potential for condensation on windows throughout the winter months. To minimize wood movement, maintain the RH (relative humidity) levels in the house between 30-50% year-round and the temperature between 18°C and 26°C (65°F to 78°F).

Prefinished wood floors require no maintenance except a regular cleaning with a soft bristle broom or a dust mop to remove dirt and grit that can scratch the surface. Anti-scratch pads are advisable on chair and table legs to avoid dents and gouges.

Using water to clean wood floors will dull the finish and may damage the wood. Occasionally use a cleaning product specifically created for wood floors to restore the lustre and beauty of the wood. Do not use self-polishing acrylic wax intended for sheet vinyl as it can make wood floors slippery and dull the finish. Water left on the floor, or high humidity levels inside the house can cause the boards to crack, split, cup, buckle or crown.

## Maintenance

Remove dirt and grit by cleaning wood floors on a regular basis. Protect hardwood from the bottoms of chair legs and table legs, and maintain proper humidity levels (between 30-50% relative humidity year round).



## CARPETING

Carpets require weekly vacuuming throughout to maintain their original appearance and extend the life of the carpet. Dirt that penetrates to the base of the carpet fibre is a major contributor to carpet deterioration. More frequent vacuuming may be required in moderate and heavy traffic areas, such as halls and doorways. Remove spills immediately to help prevent spots and stains. Club Soda is a useful emergency spot remover. Always blot up a stain with a clean towel. Do not rub the spill into the carpet. Annual cleaning by professionals will extend the life of the carpet and improve the appearance.

### Maintenance

Vacuum regularly, remove spills as they occur and have your carpets cleaned professionally every year.

## CERAMIC / MARBLE

Ceramic is long lasting and relatively easy to maintain. Soap and water are effective cleaners. Do not use harsh abrasive cleaners, especially on marble. Improper cleaning can cause stained grout and surface scratches. The joints between the tiles are water resistant as long as the grout used in these joints has not deteriorated. If the grout joints deteriorate, have them cleaned out and re-grouted. The caulking around the bathtub and shower may crack or separate during the first year due to shrinkage. When this occurs, remove the caulking, clean and dry the area, and then re-caulk with an appropriate silicone caulking. Tamarack will repair any cracks or separations at the twelve-month service date as part of our courtesy service. We will also replace tiles that crack due to settlement at the twelve-month service date as part of our courtesy service. However, a perfect colour match cannot be guaranteed due to changes in dye lots.

### Maintenance

Clean regularly, replace cracked grout and cracked silicone caulking.

## FLOOR NOISES AND SQUEAKS

As your house dries out after construction, the framing materials will shrink and twist slightly, which may result in a squeak, cracking or popping noise. The sub floor is firmly screwed to the floor joists; however, connections between joists and beams, as well as connections between walls and floors make it impossible to have a totally noise-free floor assembly. Over time, some noises disappear. Tamarack will repair excessive noises at the year-end service date. Floor noises under vinyl, ceramic or hardwood cannot be repaired unless accessible from the basement.

### Maintenance

Maintaining proper humidity levels in the house is crucial in order to prevent excessive dryness during the winter. Keep your house between 30-50% relative humidity year-round.

## Concrete Walls and Floors

The foundation walls of your ENERGY STAR® home have additional insulation to decrease heat loss from the basement. The portion of the wall below grade is insulated on the exterior to keep the concrete basement wall warm and dry, plus it provides a drainage path to the weeping tile system. This also provides extra protection against basement leakage.

Surface pitting, cracking and rough textures are normal occurrences in concrete. The purpose of the concrete basement floor is to provide a flat, hard surface for storage, and a base for other floor covering materials. It is not a structural component of the foundation, and it is not intended to have a perfectly smooth surface. The basement floor, in the area of the floor drain, is normally sloped to allow drainage from the areas of the furnace and hot water heater. However, the entire basement floor is not sloped towards the floor drain from every location. Basement floors and walls may develop cracks due to settlement and shrinkage of the concrete. This is normal and does not indicate a structural problem.

Basement walls and floors may have areas covered with a white dust. This is efflorescence. As the concrete cures and releases moisture to the basement, the water draws salts out of the concrete and deposits them on the surface. Efflorescence is normal, and can be removed with a stiff brush and water.

During the first year after construction, concrete releases a significant amount of moisture to the air. Consider running a dehumidifier continuously in the basement to remove excess moisture in the air and keep the maximum humidity in your home below 50% relative humidity.

If you plan to paint your floor, choose a product with a concrete conditioning agent that will allow for continued curing. A reliable paint dealer will be able to advise you. Generally, concrete should not be painted within the first year.

When storing items in the basement, do not store them directly on the floor. Raise boxes, as well as paper, fabric and wood items off the floor to permit air to flow around the items and to prevent mould growth.

## Interior Doors and Trim

Temperature changes, humidity changes, and normal material shrinkage affect wood doors, jambs and trim during the drying-out process. This may lead to tightness or slackness of the doors in their frames, as well as slight warping between the trim and drywall. Do not adjust or plane doors due to these variations. Usually, they will re-adjust themselves. If not, ask us to make adjustments at the year-end service date.

Baseboards and trim will sometimes appear to be coming away from the wall, especially along stairways. This, too, is a result of the house drying out. Ask us to repair these cracks at the year-end service date.

### Maintenance

Periodically clean and lubricate hinges and other door hardware. By controlling inside humidity levels it will help to minimize cracking and permanent warping.

## Cabinets and Countertops

Your new kitchen cabinets and countertops are designed and manufactured to provide many years of excellent service. Warped or cracked doors will be replaced or repaired at our discretion at the year-end service date.

### Maintenance

Regularly clean fingerprints and food spills from cabinet surfaces using warm water and a non-abrasive cloth, followed by a thorough drying. Avoid abrasive cleaners or products containing ammonia, as they may damage the cabinet finish and cause discoloration.

Regularly clean laminate countertops with a soft moist cloth and detergent, or with a cleaner that is designed for the surface material. Abrasive cleaners and bleach may mark the surface. Avoid leaving liquids on the surface for extended periods. Do not use the countertop as a chopping block or cutting board. Hot pans may leave marks or delaminate the countertop surface. Keep countertop seams dry to prevent the surface from bubbling and lifting.

As the house settles and dries, adjustments to the cabinet doors and drawers will be necessary. Make adjustments to the hinges and sliders with a screwdriver.

## Plumbing

### FIXTURES

Faucets, toilets, sinks, tubs and shower stalls are not indestructible. They can chip, crack or dent from an impact. Stainless steel fixtures and sinks do not usually stain if properly maintained.

### Maintenance

Regularly clean all fixtures using a non-abrasive cleaner designed for the appropriate surface. Steel wool pads are not recommended. Use a non-abrasive cleaner or a commercial stainless steel cleaner. Scraping or banging metal utensils in a sink can cause scratching or dulling of the surface. Creaking noises and flexing from fibreglass/acrylic shower floors or bathtubs is normal.

Use cleaners and waxes specifically formulated for fibreglass or acrylic tubs and shower stalls. Do not use powdered or abrasive cleaners to clean fibreglass or acrylic. The caulking around the bathtub may crack or separate due to shrinkage. Should this occur, remove the caulking, clean and dry the area and then re-caulk with a silicone specifically formulated for showers and tubs. Tamarack will repair cracks or separations at the year-end service date as part of our courtesy service.

### A WORD ABOUT SCENTED OILS AND PLUMBING

Do not pour oils that are scented down the drain – even a small amount can seriously damage the plumbing. The waste pipes in your home are made of ABS plastic. ABS pipes are the standard in the industry and have been used for decades. ABS is proven to handle liquids typically poured down residential drains. They are expected to provide many years of service in the home; however, ABS is a plastic and some products can damage it. Fragrant or scented oils are not compatible with ABS, and the warning labels on these products say to avoid contact with plastics. It is important to read the warning label on any product before pouring it down the drain.

*Source: B.E. Group*

### EXTERIOR FAUCETS

All exterior faucets are equipped with a second shut-off valve inside the basement at the ceiling level. Your exterior faucets must be drained in the fall to prevent residual water from freezing and possibly fracturing the pipe. The exterior faucets are also equipped with hose bibs. These anti-siphon devices are installed to prevent water left in a hose from being drawn back into the water system in your home.

## Winterizing Your Exterior Faucet

- a** Turn the basement shut-off valve to the closed position and leave it closed all winter.
- b** Disconnect your garden hose, turn the outside valve to the open position, and leave it open all winter.
- c** Pull the small pin on the hose bib (this backflow preventer is attached to the outside faucet) and let the water drain out.
- d** Go back in the basement and open the small bleeder nut, located on the side of the shut-off valve. This allows any water that may still be left in the line to drain. Leave the bleeder nut open all winter.

Reverse these procedures to enable the use of the exterior faucets in the spring (after the concern of freezing is passed).

Leaks or water damage resulting from a cracked exterior faucet or hose bib assembly are not covered under warranty.

## TOILETS

The Ontario Building Code requires your ENERGY STAR® home to have low flush toilets. These toilets use significantly less water compared to traditional models. On occasion, it may be necessary to flush more than once to remove all the waste in the toilet bowl. Low flush toilets also tend to block more easily. Have a toilet plunger available. If the toilet backs up during the first week you occupy your house, Tamarack will verify that there are no construction materials causing the blockage. Should a problem arise after the first week, it is your responsibility to contact a plumber of your choice.

## WASTE PIPES AND WATER PIPES

A water supply line automatically feeds the basement floor drain with a small amount of water. This prevents the trap in the drain from drying out and doesn't allow sewer gas to enter the basement. The supply line may be connected to the laundry tub faucet if the laundry tub is located nearby.

Cleanout caps are located near the bottom of the main drainpipes, as well as where the building sewer pipe leaves the house. Keep these cleanouts accessible for service

## HOT WATER SUPPLY

Your new home has an "on-demand" hot water heater. It is very efficient, produces a constant supply of hot water (up to 20 litres per minute) and takes only a small amount of space. With the supply-on-demand system, the water is heated once you turn on the hot water tap. Depending on how far the faucet is from the water heater, there may be a minute or two before the water becomes hot.

The on-demand hot water heater is a small, sealed-combustion boiler, fuelled by natural gas. It does not have a storage tank, so your hot water system does not have the continuous loss of heat that is associated with a conventional tank-type water heater. This helps to make the unit much more energy efficient.

As with your high efficiency furnace, both the combustion air supply and the exhaust are connected directly to the outdoors. Your gas furnace and gas water heater require these air supplies to work properly. High efficiency furnaces and water heaters do not require a chimney. They exhaust their combustion gases through plastic

pipes in the wall or roof of your house. Ensure that these pipes are kept clear of snow, vegetation and any debris.

The hot water heater is a rental unit, and therefore, all maintenance is the responsibility of the rental company.

## Wall and Ceiling Finishes

Drywall joints are finished in a four-step process. This includes three coats of plaster, a sanding and then another check after painting. All drywall joints and paintwork are done by hand. While Tamarack strives to provide a perfectly flat and smooth wall surface, minor imperfections, such as bumps, creases, waves and divots are not visible. These types of imperfections are considered normal, provided they are not visible when standing more than five feet away from a wall. Certain lighting conditions and viewing positions may exaggerate minor imperfections.

Due to the shrinkage of the framing materials during the drying out and settlement period of a new home (up to two years), nail pops, cracks and minor defects may appear in the drywall. Nail pops are small bumps on a drywall surface that appear as a result of a drywall nail working itself out. These are more likely to occur at the peak of cathedral ceilings, above windows, as well as around archways and the borders of the ceilings. Roof truss lift can result in cracks between the walls and ceilings. This happens in varying degrees to every new home and cannot be controlled by the builder. However, maintaining proper humidity levels in the winter will help to minimize these conditions.

### COURTESY SERVICE

Tamarack offers a courtesy drywall repair service at the time of the year-end service date. We will repair and patch nail pops and settlement cracks at that time. Sanding, painting and other wall refinishing of the repaired areas are not included in this service. Please keep this in mind, should you choose to wallpaper or paint during the first year of occupancy.

## Windows and Exterior Doors

Your ENERGY STAR® home is equipped with high-quality, energy-efficient windows. The thermal pane, triple-glazed units have low-e (low emissivity) coatings, and are filled with argon gas and assembled with insulated spacers. The low-e coatings and the argon gas decrease heat loss through the glass. The insulated spacers decrease heat loss at the edge of the glass, which is the location where the highest heat loss occurs in a window. The frames of your windows are PVC.

Although the windows are weather-stripped, they may not be absolutely draft free in very cold and windy conditions. During cold temperatures, they can feel drafty due to the convection on the inside surface of windows. This is a result of the upward movement of warm air and the downward movement of cold air over the inside surface of the window. If the humidity of the inside air is high enough, condensation and ice can form on the inside surfaces of the window. This does not mean the window is defective or lacks insulation. Refer to the section on climate control condensation, for more information.

Thermal pane units are sealed to prevent air movement between the double panes. Should the seal of the thermal pane fail within the warranty period; the window supplier will supply you with a new pane.

Refer to the window warranty in the rear section of this New Home Guide. Labour costs to replace the pane are not covered under the warranty.

Steel and wood doors require painting to protect the door. If the door surface begins to crack or is damaged, consider painting or refinishing the door. Hinges on exterior doors are normally painted. Exterior doors have an adjustable weather-stripping on the bottom of the door. If daylight is visible around the door, ask us to adjust the weather-stripping at the year-end service date or you can adjust it yourself.

## Maintenance

Your new windows require little maintenance other than to keep them clean (including the areas around the sash and closer mechanisms). Occasionally clean and lubricate the top and bottom track of basement sliding windows. It is important to clean the small drain holes in the bottom track of slider windows, since they are easily blocked.

Replacing or adjusting the weather-stripping on doors may be required at times, depending upon the traffic. Doors and trim will require painting. Condensation, if allowed to accumulate, will build up into a block of ice at the bottom of the windows. Ensure that the windows are kept dry to prevent damage to the finishes below them. Refer to the previous section on Climate Control for more information on condensation.



## Exterior Cladding

Cladding refers to the finishing material used to protect the outside walls of your new home. Common cladding materials include masonry (brick and stone), as well as siding (wood, metal, vinyl, wood composites and/or concrete composites).

### MASONRY

Brick and stone finishes are designed to last the lifetime of the house. Mortar usually lasts 25 years. At that time the brickwork will likely need repointing.

Masonry, brickwork and mortar joints are not waterproof. They are porous and absorb moisture. This is taken into consideration when masonry walls are constructed. You may notice the lowest course of brick has occasional gaps in the mortar. These 'weep holes' are provided to allow drainage of moisture from behind the brick. Do not block these holes.

Hairline cracks in the mortar are normal. Mortar cracks of 2 mm or more will be repaired at the year-end service date. Occasionally inspect the brickwork for signs of movement and cracking. Although hairline cracks are not usually a concern, cracks that increase, or change, should be investigated.

## SIDING AND TRIM

Metal, vinyl and composite trim and sheet siding are low maintenance and durable. The colour may fade slightly, depending on the exposure to the sun. Constant spraying with a garden sprinkler may also cause discolouration. Although metal siding is strong under normal conditions, it can dent. Vinyl siding becomes very brittle in extremely cold weather and may shatter on impact.

Painted wood surfaces should last at least five years, depending upon the exposure to the sun and other weather-related elements. Factory finished wood siding should last ten years. Paint that is peeling, as well as wood knots that are bleeding through the paint will be repaired at the year-end service date.

### Maintenance

Use extreme care with high-pressure washers when washing any type of cladding. Water may be forced through the cladding into the wall system, resulting in internal wall damage.

Avoid positioning a water sprinkler next to any cladding system. Allowing a sprinkler to spray water against the cladding for long periods of time may eventually force water through the cladding and into the wall system. Although the cladding is designed to shed water, as well as remove a limited amount of moisture from the cavity behind, it cannot handle large amounts of water. For the same reason, avoid draining water from the roof directly onto the cladding system.

Clean metal, vinyl or composite sheet siding, as well as the associated trim on an annual basis with a mild, non-abrasive detergent.

Wood siding and trim should be cleaned each year with a brush and mild, non-abrasive detergent. Rinse after with clean water, but avoid saturating the wood with water.

Never cover the exterior cladding with soil, as the cladding system is not designed to be in constant contact with moisture. Avoid building new structures, such as a deck, directly against the cladding material where there is potential for moisture penetration or snow to build up. Keep beds of plants at least six to eight inches below the base of the cladding.

**NOTE:** Heat from barbecues may cause serious damage to siding. Vinyl siding will distort, wood siding or trim may burn, and discolouration may occur on all types of siding.

## CAULKING AND SEALING

Caulking is an important part of the exterior defenses of your ENERGY STAR® home. Caulking is used to seal around areas where penetration is possible into walls and roof (pipes, plumbing and vents), and at locations where two types of cladding meet (such as brick and vinyl siding), as well as around some windows and doors. Also referred to as sealant, caulking deteriorates over time by drying out and cracking. Caulking and sealant are designed for specific applications. Some may last more than ten years, while others may deteriorate more quickly when exposed to heat or constant sun.

As your house settles and building materials dry out, some of the caulking will be stressed and may crack or peel. Caulking will be repaired at the year-end service date.

At some locations, spray-in-place foam insulation may be used to seal larger openings or difficult-to-seal spaces. This foam insulates and acts as an air barrier. For the most part, it should not be visible and it does not require maintenance.

## Maintenance

After the first year, check the caulking periodically for cracking or surface deterioration, especially on the roof and areas that are exposed to frequent changes in temperature. Remove and replace old caulking when it becomes weathered, before it has failed. Ensure that you use the correct caulking for the specific application.

# Roof

The roof on your ENERGY STAR® home is designed to provide superior protection for many years. Thirty-year shingles are used on your roof and felt paper along the eaves and valleys. Aluminum flashing is also used in the valleys.

## SHINGLES

Slight variations in colour from one batch of shingles to another are common and not considered a defect. Take extreme care when walking on shingles, especially on very hot days. Shingles become soft in hot temperatures and are easily damaged. In the winter, shingles become very brittle when frozen, which may cause the shingles to break when walked on. It is not uncommon for shingles to lift or push up during the first year. Tamarack will repair loose and lifted shingles as part of the year-end service.

## ROOF VENTS

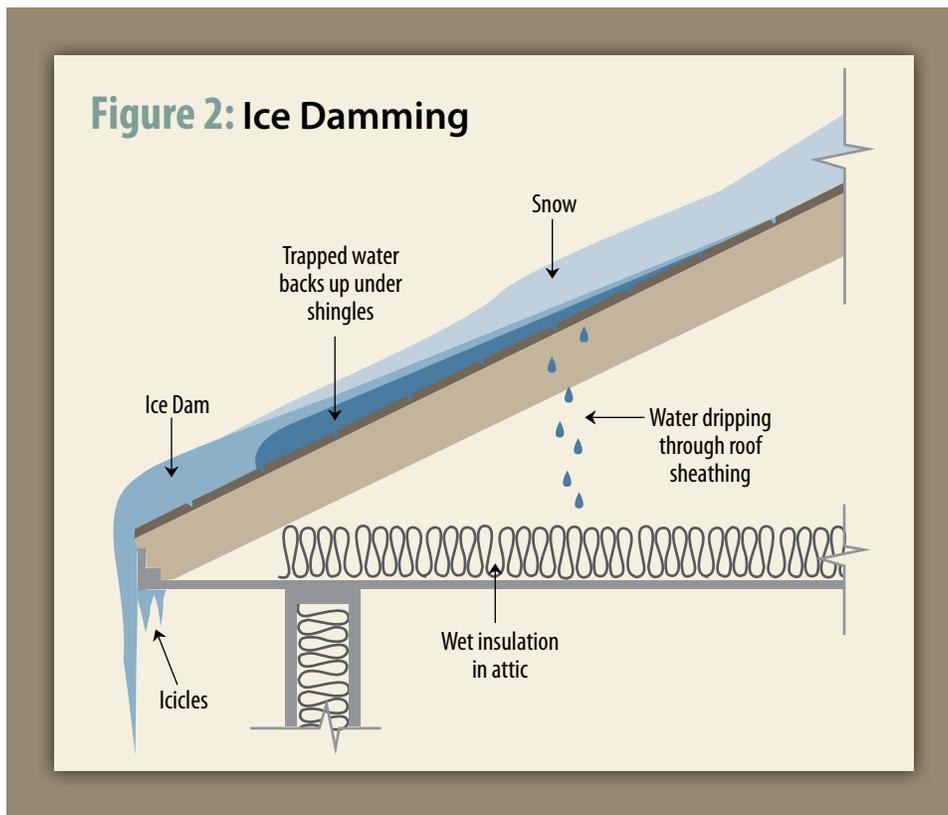
It is essential that roof vents are kept clear of snow to allow proper ventilation from the attic. Snow build-up on top of the roof vents prevents the ventilation of warm humid air from the attic, and may cause the formation of an ice dam. Keep vents clear of excessive snow.

## ICE DAMMING

Eastern Ontario experiences heavy snow, rain and freezing rain during most winters, along with drastic changes in temperatures. These conditions may contribute to the formation of ice dams on roofs.

Ice damming occurs when snow or ice on the upper portion of a roof melts, flows down the roof and then freezes on the lower edge of the roof. In ideal situations, the water runs off the edge of the roof. Any restriction that may trap ice or snow near the eave of a roof may impede the flow of water and promote ice damming. A large ice dam may cause water to back up under the shingles and beyond the areas that are protected by the felt paper membrane, resulting in water penetration of the roof. **Figure 2** illustrates how an ice dam may prevent proper drainage from the roof and cause leakage inside the house.

The Ontario Building Code requires a felt paper membrane to be installed under the shingling located at the eaves over heated areas of the house. This helps to prevent leakage caused by ice damming, but does not always eliminate it.



Two key factors help to reduce the formation of ice dams. Limit the transfer of heat to the attic space from the heated space below and ventilate the attic space. An increased amount of attic insulation in your ENERGY STAR home, along with the continuity of the ceiling air barrier system, both help to reduce the flow of heat from the heated areas of your home into the attic space. Further ventilation of the attic space helps to keep the attic temperature as close as possible to the outdoor temperature.

Eavestroughs can contribute to the formation of ice dams. Ice damming may occur at the lower end of roof valleys where the water flow from adjacent roof areas is concentrated and snow accumulation is greater. Avoid installing eavestroughs in these areas. If you do install eavestroughs and ice damming becomes a problem, you may want to consider installing heat trace cables. Heat trace cables are intended to melt enough of the ice dam to allow the backed up water to drain.

Ice damming is a common occurrence in our climate and cannot be completely prevented. Limited damming is not a cause for concern.

Water penetration due to ice damming is not covered under warranty.

## Maintenance

Prevent ice dams from forming by ensuring that excessive snow does not build up around attic vents, valleys and eaves. Periodically check for loose or lifted shingles after severe windstorms. Also check for snow that may have blown into the attic following a winter snowstorm.

## Overhead Garage Door

Your overhead garage door is professionally installed and has a manufacturer's warranty. A copy of the warranty is included in the rear section of this New Home Guide or with the Pre-Delivery Inspection materials. Do not attempt to adjust the spring tension; this must be done professionally.

If Tamarack installs an electric garage door operator, we do not install a handle on the door. A copy of the operating instructions will be provided to you at your Pre-Delivery Inspection.

On hot days, the rubber weather stripping on the top, and the sides, of the door may adhere to the paint, making the door difficult to open. A dull kitchen knife, slid between the door and the rubber, will release the weather-stripping and allow you to open the door.

## Maintenance

Lubricate all moving parts, and clean the tracks and rollers once a year.

## Foundation

The below-grade portion of the exterior foundation wall includes full-height insulation to help reduce heat loss from the basement. The exterior insulation keeps the concrete basement wall warm and dry, and provides a drainage path to the weeping tile system. This also provides extra protection against basement leakage. Refer to "Foundation" under "Interior Care and Maintenance" for more information on maintaining the interior surfaces of the foundation.

Foundation walls are subject to major temperature changes. The portion of the wall located below the ground maintains a fairly consistent temperature, while the portion extending above the ground is subject to varying weather conditions. Temperature changes cause concrete and masonry to expand and contract. Combined with the normal settlement of the house, this may cause cracks to appear on the basement walls. These cracks do not affect the strength of the wall. If a crack should leak within the two-year warranty period, we will repair it.

Minor cracks in the foundation finish coat (parging) are normal and do not require patching. Tamarack will repair any loose parging at the time of the year-end service repairs. We do not recommend patching cracks in the parging, since the colour difference is usually more visible than the crack itself.

## Grading and Drainage

The grading around the house is designed to drain water away from the foundation walls. The drainage pattern of each individual lot is part of a site-grading plan established for the entire development. Minor changes may be made during construction to facilitate particular lot conditions.

Settlement of the soil around the perimeter of the house will be repaired, if it is causing water to drain back towards the foundation. This is done at the time of the year-end repairs.

To assist water drainage on your lot, swales and catch basins are frequently installed. Swales cannot be changed. They must be kept free of landscaping, interlock, leaves, debris, gardens, shrubs and sheds. During the spring thaw, remove snow and ice in order to assist the flow of water.

Swales and catch basins are designed to drain water away from the foundation during normal rainfall conditions. Prolonged rainfalls or spring thaw conditions may cause ponding conditions for short periods of time. This is normal. Do not change the grading on your lot as this could affect your lot drainage, as well as the drainage on your neighbours' lots. Re-grading by the homeowner, or improper landscaping that contributes to a leak, will not be covered under warranty.

**NOTE:** Do not make any alterations to your yard until the municipality has determined that the final drainage patterns are acceptable, and Tamarack has been released from further responsibility. Until final acceptance has been received from the municipality, do not add fences, decks, pools, or any other landscaping that could interfere with required remedial work.

## Downspouts

Avoid landscaping and gardening that holds water against, or directs water to the foundation. Ensure eavestrough downspouts direct water away from the foundation walls, and away from the edges of the driveway. Use downspout extensions or sloped splash blocks to keep rainwater away from walls. Water ponding in the area of a downspout after a heavy rain is normal.

## Window Wells

Your home may, or may not, have window wells. If your house does, keep the wells free of weeds, dirt, ice, or other debris that may inhibit proper drainage. Window wells are installed with a four-inch drainage pipe extending down to the weeping tile. This pipe is normally filled with crushed stone to allow water to pass through. Do not store garden hoses, toys and other items in window wells. Leaks that are caused as a result of a poorly maintained window well are not covered under warranty.

### Maintenance

Use downspout extensions or sloped splash blocks to direct rainwater away from your house. Keep window wells free of weeds, dirt, ice, or other debris that may prevent proper drainage.

If you have a catch basin within your lot lines, it is your responsibility to keep it free of leaves, debris and ice so that water will flow and drain freely.

## Decks

Decks are built using pressure treated wood or cedar wood. Both products are graded as exterior materials. The deck is either secured to the house foundation or is sitting on cement piers. The bottom of the stairs sits directly on the grade.

### Maintenance

A wood sealant or stain will prolong the life of the deck, and prevent the wood from fading and splitting. Split wood, due to lack of proper maintenance, is not covered under our warranty.

# Concrete Slabs and Interlock

Concrete floors and porches often develop cracks due to the nature of the material, as well as natural settlement and the exposure to extreme temperature changes. This is not a cause for concern.

Salt and other ice-melting products can easily damage concrete porches and garage floors. Even if not applied directly, salt from slush and melting ice left by foot traffic and cars will cause damage.

The area in front of, and underneath, the overhead garage door is especially prone to salt damage during the winter. This is due to thawing and freezing as the temperature rises during the day and falls at night. These types of fluctuations increase the damage caused by salt. Chipping and scraping ice from the floor, even for safety reasons, can also damage the concrete surface. A very small chip in the concrete allows water to penetrate. When combined with the freeze/thaw cycle, pitting and spalling may occur. This type of erosion is not covered under warranty. Interlock walkways are prone to settlement during the first year, since they are laid over backfilled areas.

Settlement of interlock is not covered under warranty. However Tamarack does offer a one-time courtesy service at the time of year-end repairs. Tamarack will also adjust the interlock in cases where water is ponding against the foundation wall. Tamarack must be notified of the concern at the time of the year-end inspection date.

## Maintenance

Apply a good quality concrete sealer to help protect concrete and interlock from salt damage on an annual basis. Tamarack Developments recommends using urea-based de-icing agents on concrete and interlock surfaces. Refer to "Foundation" in the previous section for more information on the maintenance of the basement concrete floor slab.

# Driveway

Your asphalt driveway is covered by warranty for one year from the date of possession, or from the date of installation, whichever is later. Minor settlement, tire markings and some stone flaking are normal characteristics of asphalt. Visible aggregate is also normal. A driveway is designed for light duty traffic and precautions should be taken to keep it in good condition. Driveway settlement of more than three inches will be repaired at the time of the year-end service. The affected areas will be patched.

## Maintenance

Potential causes of driveway damage:

- Dripping oil and gas from a vehicle.
- Vehicles that are parked on the driveway for extended periods of time during warm weather.
- Sharp objects, such as ladders, shovels, kickstands or chair legs, which sink into the asphalt during warm weather, may cause holes.
- Scraping the surface with snow removal or landscaping equipment.
- Turning a vehicle's tires while stationary.

# Landscaping

If the landscaping and other outside work is incomplete when you move in, we request your patience. This type of work is very dependent upon the weather and soil conditions. The landscaping will be arranged as soon as conditions permit. Please be aware that not every lot can be completed during the first month of good weather, and your understanding is greatly appreciated.

## SOD

Sod is rolled and watered immediately after it is laid to promote future growth. After the initial watering by Tamarack, the sod becomes the homeowner's responsibility. Frequent, even daily, watering during the first two weeks is essential. Once the grass has 'taken', weekly watering is adequate to promote deep root growth. During the growing season, lawns require up to one inch of water per week, preferably applied in one watering. Short, frequent watering promotes shallow root growth and a lawn dependent on frequent watering. Tamarack does not replace sod after it is laid if it dies from lack of care. Walking on freshly laid sod or sod saturated from the spring thaw will create humps and dips. This is a homeowner's maintenance task. Compacted snow and ice left on the lawn may cause 'winter kill', and is very common along the sides of driveways.

## EXISTING TREES

We attempt to save existing trees, wherever possible, during construction. However, grading and servicing the project may disrupt the water table, which may have a detrimental impact on trees and shrubs. Therefore, we cannot guarantee existing vegetation. Removal of existing trees is the homeowner's responsibility.



## NEWLY PLANTED TREES

New trees require proper fertilization and maintenance to ensure their good health. Due to the compact root system of a newly transplanted tree, it often does not receive enough water from normal rainfall. Frequently water the tree pit (the soil area at the base of the tree) during the spring and summer months to provide sufficient irrigation.

Keep tree pits cultivated and free of weeds. Weeds extract valuable moisture and nutrients from the soil. To avoid this competition, regularly remove weeds, including their roots. Cultivate the top four to six inches of soil around the base of the tree in a three- to four-foot circle. This permits air to get to the roots and allows the tree to breathe.

Cultivate and maintain the saucer shape (outer perimeter forming a four- to six-inch high ridge) at the base of the tree for the first two years, as it serves as a reservoir for capturing and holding water. Never raise the level of the earth above the base of the tree trunk. This may weaken and suffocate the tree. Also, avoid planting flowers or grass directly around the base of the tree for the first two years. Like weeds, they compete with the tree for needed nutrients.

Fertilize trees once per year in either the early spring or the late fall. Consult a garden supply centre for the proper fertilizer and follow the manufacturer's instructions.

Inspect trees for insect damage on a regular basis. Regardless of the health of a tree, insects can attack it. Again, consult a garden supply centre for specific instructions.

## **Maintenance**

Fertilize and water your new lawn, trees and shrubs on a regular basis.

## **Lot Surveys**

Once the foundation is poured, a survey certificate with the accurate location of your house on the lot is prepared, and is included as part of your legal documents. The survey pins at the corners of your lot may no longer be accurate due to grading and soil movement. Do not rely on the existing pins to install fencing. Obtain the services of a surveyor to locate the lot lines to ensure that your fence is built on your property. Always call the local utilities to locate underground services prior to digging.



# SEASONAL MAINTENANCE TIPS and FAQ's

# Seasonal Maintenance Tips

Follow these good maintenance practices, and inspect your new home on a regular basis, to avoid problems.

## SPRING



### INSIDE

- **Air Conditioner:** Before the hot days of summer arrive, turn the air conditioner on for a short period of time to ensure that it is ready for use.
- **Air Filters:** Clean or replace air filters in the HRV, the furnace, and the hood fan on a monthly basis or as needed.
- **Alarms:** Test smoke and carbon monoxide detectors to ensure that they are working. Replace batteries in battery-powered units.
- **Dehumidifier:** A dehumidifier (sized for the particular space) is essential once the summer humidity arrives. Install it in the basement to remove excess moisture. Set it to maintain a relative humidity level below 50% at all times.
- **Fireplace:** If necessary, turn off the pilot light for a gas fireplace and clean the glazing. Follow the instructions in fireplace manual.
- **Hose Bibs:** Open the water valves for the outside hose bibs, once the risk of freezing has passed. Remember to close the bleeder nut on each valve first. Inspect the inside pipes for any signs of plumbing problems when first using the outside water.
- **Sump Pump:** Make sure that the sump pump (if you have one) is ready to operate, when needed. Make sure the discharge pipe is connected and directs water away from foundation.
- **Windows:** Clean all windows, screens and hardware. Ensure that windows operate smoothly. Reinstall screens.

### OUTDOORS

- **Air Conditioner:** Remove the winter cover from the outside air-conditioning unit and clean debris from the coils.
- **Eavestroughs:** Clean winter debris from eavestrough. Check that the joints are secure on the eavestrough and downspout, and ensure that the water flows away from foundation (at least one metre).
- **Electric Plug Outlets:** GFCI plugs may trip. A reset button on one of the outside plugs, will reset all of the outside plugs.
- **Electrical Fixtures:** Inspect exterior fixtures, such as lights and satellite dishes, to ensure that they are securely anchored.
- **Grading:** Clear debris away from swales, drainage ditches and culverts, and make sure that melting snow runs off property.

- **Grass:** Apply lawn seed to bare patches in late April, and spread spring fertilizer.
- **Overhead Doors:** Lubricate the track, rollers, hinges and weather stripping for overhead garage doors. Inspect and tighten loose bolts to ensure correct operation.
- **Plantings:** Fertilize young trees and begin spring landscape maintenance. Remove protective shrouds from delicate plants and shrubs.
- **Shingles and Roofing:** Check exterior surfaces of the home (including the roof and flashings) for loose or damaged items that may have been caused by animals or seasonal weather.
- **Wall Vents:** Ensure that outdoor air vents (exhausts, intakes, dryer, HRV, forced air furnace) are not blocked by debris, vegetation, snow, etc.
- **Window Wells:** Remove any debris from window wells.

## SUMMER



### INSIDE

- **Air Conditioner:** Avoid excessive temperature changes when programming your thermostat. Unlike your furnace, an air conditioner may require several hours to reach the desired temperature. Air conditioners also work to keep relative humidity levels under control.
- **Air Filters:** Clean or replace air filters in the HRV, furnace and hood fan on a monthly basis or as needed.
- **Air Vents:** Ensure indoor air vents (HRV and forced air furnace supplies and returns) are clean and not blocked by dust, furnishings, drapes, etc. Air supply vents in the basement may be closed if you have an air conditioner.
- **Dehumidifier:** A dehumidifier (sized to the particular space) is essential. Install it in the basement to remove excess moisture. Set it to maintain a relative humidity level below 50% at all times.
- **Doors:** Whenever possible, leave bedroom doors open to allow for better air circulation.
- **Hardwood Flooring:** Summer is a critical time of year to closely monitor your indoor relative humidity with a suitable hygrometer. If the air is too humid, your floor will absorb too much of that moisture. High levels of moisture in the wood may damage your floor, which will lead to cupping, cracking, squeaks and gaps.
- **HRV:** The purpose of the HRV is to draw outside air into the house. On humid summer days, this is not desirable. The HRV control box is adjacent to the thermostat, where it can be switched off.
- **Humidifier:** If you have a humidifier, turn it off to clean and close the humidifier damper.
- **Thermostat:** Switch it to 'cool' mode. Set the fan to 'on' mode to maintain better air circulation throughout the house. If you have an air conditioner, set the temperature to 23°C, or warmer, to save on energy.
- **Window Coverings:** If you keep the blinds and curtains closed during the daytime it will help to keep the house cooler.

- **Windows:** Avoid opening the windows on hot humid days. Excessive moisture may damage your hardwood floor and other wood components.

## OUTDOORS

- **Air Conditioner:** Ensure that debris, vegetation or nests, etc. do not block the air conditioner.
- **Attic Vents:** Ensure that roof louvers, vents and soffits are not blocked. Ventilation is a critical factor in roof durability – air must be able to move through the attic. Check for damaged areas, nests, trees or vines that may be blocking openings.
- **Caulking:** Check for cracked or loose exterior caulking, and repair as needed.
- **Driveways:** Check for cracks and apply sealer as needed. Avoid using pointed objects that may damage to your driveway.
- **Decks and Interlock:** Check exterior steps and interlock paths. Readjust, if settled or unstable.
- **Electrical Plug Outlets:** GFCI plugs may trip. A reset button on one of the outside plugs will reset all outside plugs.
- **Grading:** Check for ground settling at the foundation. You may need to build up the area with topsoil and sod to ensure that rainwater flows away from your foundation wall in all areas.
- **Grass:** Apply lawn fertilizer and water on a regular basis to improve the look of your yard.
- **Metres:** Ensure that gas and hydro metres are not blocked by debris, vegetation, etc.
- **Wall Vents:** Check outdoor air vents (exhausts, intakes, dryer, HRV, furnace, hot water, hood fan) to ensure that they are not blocked by debris, vegetation, nests, etc.
- **Window Wells:** Remove debris, leaves and garden hoses from the window wells to allow for proper drainage.
- **Windows:** Clean windows, screens and hardware. Ensure windows operate smoothly.

## FALL



## INSIDE

- **Air Conditioner:** Turn off the air conditioner at the switch or breaker.
- **Air Filters:** Clean or replace air filters in the HRV, furnace and hood fan on monthly basis, or as needed.
- **Alarms:** Test smoke and carbon monoxide detectors to ensure they are working. Replace batteries in battery-powered units.
- **Attic:** Check the attic for displaced insulation and rake level as needed.
- **Dehumidifier:** If necessary, set your dehumidifier to maintain the RH below 50% in the basement.
- **Hose Bibs:** Properly close the water valves for all outside hose bibs. The valves are located in the basement.

- **Windows:** Clean windows, screens and hardware. Ensure that the window sashes make contact with the weather stripping and that the latches are locked. Remove screens from all windows. Allow the inside air to flow across the face of the windows to reduce the potential for condensation.

## OUTDOORS

- **Air Conditioner:** Clean the outside air conditioning unit and install the winter cover.
- **Attic Vents:** Ensure that the roof louvers, vents and soffits are not blocked. Ventilation is a critical factor in roof durability – air must be able to move through the attic. Check for damaged areas, nests, trees or vines blocking openings, etc.
- **Concrete Floors:** Consider applying a good quality concrete sealer to avoid winter erosion.
- **Eaves Troughs:** Clean summer debris and leaves from eaves troughs. Check that joints are secure on the eaves trough and downspouts to ensure that water flows away from the foundation (at least one metre). Consider installing heat cables in areas that are prone to ice build up.
- **Grass:** Apply lawn seed to bare patches in late August. Apply winter fertilizer. Cut grasses in swales and drainage ditches to facilitate run off.
- **Hose Bibs:** Winterize outside hose connections (hose bibs) prior to the danger of frost. Close the valve in the basement, and then open outside valve. Go back in the basement and open the small bleeder nut on the side of the valve. Leave both the outside valve and the inside bleeder nut in the 'open' position throughout the winter.
- **Metres:** Ensure that gas and hydro metres are not blocked by debris, vegetation, etc.
- **Plantings:** Prepare your plants, shrubs, trees and gardens for winter. Cut and remove dead branches. Shelter delicate items with protective shrouds.
- **Wall Vents:** Ensure that debris, vegetation and nests, etc. are not blocking outdoor air vents (exhausts, intakes, dryer, HRV, furnace, hot water, hood fan).
- **Window Wells:** Remove debris, leaves and garden hoses from window wells to allow for proper drainage.

## WINTER



### INSIDE

- **Air Filters:** Clean or replace air filters in the HRV, furnace and hood fan on a monthly basis, or as needed.
- **Air Vents:** Ensure that indoor air vents (HRV and forced air furnace supplies and returns) are clean and not blocked by dust, furnishings, drapes, etc. Air supply vents in the basement should be open.
- **Humidifier:** If you have a humidifier, clean it, open the damper and turn it on. Adjust settings to provide a RH of 30%, or higher.
- **Doors:** Whenever possible, leave the bedroom doors open to allow for better air circulation.

- **Fireplace:** If required, turn on the pilot light and clean the glazing, if dirty. Follow the instructions in fireplace manual.
- **Furnace:** Refer to the furnace manual for required furnace maintenance. Run the furnace fan throughout the year to provide ventilation.
- **Hardwood Flooring:** Winter is a critical time of year to closely monitor your indoor relative humidity with a suitable hygrometer. If the air is too dry, your floor will release moisture. Low moisture content may cause gapping, cracking and squeaks.
- **HRV:** HRV's draw outside air into the house. On cold, dry days this is not desirable. The HRV control box is adjacent to the thermostat, where it can be switched off.
- **Humidifier:** If the air becomes too dry, turn on your humidifier, if you have one.
- **Thermostat:** Switch it to 'heat' mode, and set the fan to 'on' mode for better air circulation throughout the house. Program it to a comfortable temperature. A temperature of 24°C will provide comfort in all areas of the house.
- **Window Coverings:** Keep blinds and curtains open whenever possible as this exposes the glass to warm inside air, which minimizes condensation.

## OUTDOORS

- **Attic Vents:** Ensure roof louvers, vents and soffits are not blocked with snow. Ventilation is a critical factor in roof durability – air must be able to move through the attic.
- **Eaves Troughs:** Clean debris from eaves troughs. Check eaves troughs and downspout joints are secure. Ensure water flows away from foundation (at least one metre).
- **Roof:** Ensure that roof louvers, vents and soffits are not blocked. Ventilation is a critical factor in roof durability – air must be able to move through the attic. Check for damaged areas, and that nests, trees or vines are not blocking openings.
- **Shingles and Roofing:** Remove excessive accumulations of snow and ice from the roof to avoid ice damming. Snow covered roof vents will not keep the attic properly ventilated.
- **Concrete Floors:** Avoid concrete erosion due to salt and deicing products that drip from vehicles and footwear.

# FREQUENTLY ASKED QUESTIONS

## CONTACT INFO

*Who should I call if I have questions about service or construction of my house?*

Your primary contact is always your Customer Care Representative at 613.526.7979.

## CONSTRUCTION

*Can I visit the house during construction?*

No, you cannot make unscheduled visits to the home on your own. For safety and insurance reasons this is not allowed. You will have an opportunity to visit the home with our Site Superintendent prior to the installation of the drywall, and again with an Inspector prior to closing.

*There does not seem to be any progress on the construction of our house lately. Why?*

Construction progress is affected by factors such as the availability of permits, trade schedules, material delivery, and weather. There may be times when progress appears to be at a standstill, and other times when a lot of progress is made very quickly.

*When will the driveway be paved?*

The backfill around the house needs time to settle. It is best to wait for approximately one year before paving to avoid future settlement problems. Normally, driveway paving begins in the month of June each year and is finished by October.

*When will the outside be painted?*

Exterior painting often begins in late May. It may take some time until the exterior paint is complete on all homes that were built during the winter.

*When will the trees be planted?*

Trees are planted in the spring or late fall for better survival.

*What kind of tree will be planted on my lot?*

Landscape plans are available for viewing at the sales office on your site. Tree types cannot be changed, since the city approves them.

## PRE-DELIVERY INSPECTION

*How long will the inspection take?*

Please allow yourself two hours, depending upon the time of year and the size of your home.

### ***If I want to hire a Private Home Inspector, whom should I get?***

Selecting a home Inspector is an important decision. We suggest that you select someone who is registered with the Ontario Association of Home Inspectors and carries proper insurance. The OAHl sets qualification requirements, regulates its members and grants the 'Registered Home Inspector' designation to qualified Inspectors. Registered members of the OAHl have achieved the highest standard of training and education in the home inspection industry. A list of qualified home Inspectors is available at [www.oahi.com](http://www.oahi.com).

### ***I've hired a private Home Inspector; may I bring them to the PDI Inspection?***

You may, but our experience has shown that this is not the ideal time for a private home inspection. Your Tamarack Inspector will have plenty of information to review with you during, and after, the PDI inspection. We like to make good use of this occasion to provide you with a comprehensive orientation to your new home, talk about the components of the house, and review important maintenance and warranty information with you. Consider scheduling your private home inspection after taking occupancy of your new home.

## **CLOSING DAY**

### ***Where do I get my house keys?***

In order to make your closing as convenient as possible for you, your keys will be available at the sales office from 3:00 pm to 7:00 pm Monday to Thursday on the day of closing. If your closing is on a Friday, your lawyer will be provided with information as to how to obtain your keys.

### ***Where are my garage door keys?***

If your garage keys are not with your house keys, then they will be hanging in your garage on a nail by the door.

### ***Can I schedule things such as movers, phone connections, appliances etc. for closing day?***

We recommend that you do not schedule movers, or any appointments in the home on the day of closing. The closing process and transfer of the keys normally happens in the afternoon of closing day. It may save you time and money to schedule these things at a later date.

### ***Where do I pick up my mail?***

Canada Post will provide you with this information. Visit their website or call 1.866.607.6301.

## **EMERGENCIES**

### ***What do I do if the roof leaks, the plumbing leaks, or the heat does not work?***

Tamarack offers an Emergency Service for these circumstances. Call 613.526.7979 at any time.

## **REPAIRS**

### ***I just moved in and the repairs from my Pre-Delivery List are not complete. When will they be rectified?***

Depending upon the time between your Pre-Delivery date and your closing date, repairs may be in progress. A representative from Tamarack's site office will contact you to set up appointments for the outstanding items. If parts need to be ordered, they may take several weeks to arrive. Follow up repairs will be added to your 30-Day Form.

*I just moved in and noticed that some items need to be fixed right away. They are not on my Pre-Delivery List. Who do I call?*

Call your Customer Care representative at 613.526.7979.

## INTERIOR

*Why are there gaps between the hardwood floorboards?*

Hardwood is a natural wood product and changes in dimension with changes in humidity. Lower humidity levels may cause the boards to visibly shrink. Proper control of the indoor humidity levels will prevent this from happening.

*Why are the hardwood boards puckering and showing ridges?*

Hardwood is a natural wood product and expands in width when the environment is humid. If the boards do not have room to expand, they push upward with a visible pucker or cupping. Proper control of the indoor humidity levels will prevent this from happening.

*Why is there only one heat vent in this room? The floor plan we received shows two. Why are there no air return ducts in all the bedrooms?*

The HVAC contractor calculates the size and location of the supply ducts and air return vents, after the architect drew up the floor plans. The location and number of installed vents does not always correspond to what is shown on the architect's floor plans.

*Why are my windows full of moisture? There is ice forming along the bottom edge of the window.*

If warm moist air inside the house comes in contact with the window glazing on a cold day, moisture may condense on the windowpane at the edges of the glass near the frame. On very cold days, the condensation may freeze, forming ice. You need to ensure that moist air in your home is removed at its source. Run the HRV on high for 15 minutes after a shower and use the range hood when cooking to lower humidity levels. Refer to the 'Ventilation and Condensation' section for more information.

*Where can I get a set of plans or blueprints for my house?*

Tamarack Developments does not provide working drawings or house plans. If you require this type of information, plans are available for your viewing at the sales office.

## EXTERIOR

*Why has my front walkway sunk down a few inches after the snow melted?*

This is due to the normal settlement of the backfill around the house. Tamarack will repair this type of settlement, once, at the time of the year-end repairs. If your year-end repairs happen during a winter month, the repair will be delayed until the following spring.

*The snow has melted and I notice that the sod is very lumpy. The landscapers have not rolled it since it was installed.*

The lumps will even out when the frost is out of the ground. Avoid walking on wet sod or freshly installed sod. The landscapers roll sod once, immediately after it is installed.

### ***Why are there no survey pegs on my lot?***

Survey markings may no longer be visible after the lot is graded and landscaped. Please do not use wooden stakes as evidence of lot lines. A survey certificate, included in your Sales Agreement, may be helpful. Alternatively a surveyor can accurately mark out your lot lines.

## **AIR CONDITIONING**

### ***My air conditioner does not work. The house is not cooling down.***

Ensure that you check the following before calling:

1. Thermostat is set to "cool" and at least 5° below the house temperature.
2. Breaker switch is fully in the "on" position.
3. Exterior wall switch (located near the A/C unit) is on.

If the unit still does not start up, please contact your service representative. Remember that the air conditioner takes time to cool off the house. Sustained high outdoor temperatures will cause the indoor temperature to temporarily rise. You may save on cooling costs by closing the window coverings during the day.

## **FIREPLACE**

### ***Why is the fireplace giving off a burning smell?***

The burning smell is normal for a new fireplace. It is the oil left on the unit from the manufacturing process and it needs to burn off. The best thing to do is to run your fireplace for six hours to burn the oil off. You may need to open some windows to keep the smoke alarms from sounding.

### ***The fireplace pilot light went out and I can't get it to light.***

The proper instructions for relighting the pilot light are located on a plate behind the lower grill of the fireplace.

## **ELECTRICAL**

### ***Why are the outside plugs not working?***

The Ground Fault Circuit Interrupter (GFCI) has probably tripped. The GFCI outlet is located by the front door or in the garage. Reset it by pushing the small reset button on the outlet. If the GFCI has not tripped, check the circuit breaker in the main electrical panel.

### ***Why is the plug not working in the main or ensuite bathroom?***

The GFCI in the powder room has probably tripped. The reset button needs to be pushed to restore power to all three bathroom plugs.

### ***Why is the ESA sticker on the breaker panel not signed?***

Once the final electrical inspection has passed, the ESA will forward the paperwork to Tamarack's electrician. The sticker on the panel is not normally signed as part of this process.

## FOUNDATION

### *Why has the front porch slab (basement floor slab, garage floor slab) cracked?*

As the concrete cures and hardens, it shrinks and may crack. Settlement and changes in temperature also contribute to cracking. Generally cracks do not indicate a defect and do not require repair. Floor slabs are not a structural component of your home.

### *Why is the foundation cracked?*

As is the case with floor slabs, concrete foundation walls crack as a result of shrinkage and/or settlement. Generally cracks do not indicate a defect, and do not leak. If you detect leakage at a foundation crack, contact the Service Department.

### *Why is the garage floor or porch floor starting to flake?*

Salt, combined with freeze/thaw cycles that occur during winter, may cause serious erosion to concrete surfaces. Most often the front edge of the garage floor is affected. It is important to keep these areas clean, and to apply a suitable sealer on a yearly basis to prevent salt damage.



 TAMARACK

















[tamarackhomes.com](http://tamarackhomes.com)

