



PHOENIX HOMES

www.phoenixhomes.ca

Dear Home Owner:

On behalf of the owners and staff I would like to thank you for choosing a Phoenix Home. We wish you and your family all the very best in your new community.

Your Phoenix Home is registered with TARION (the Ontario New Home Warranty Program), a warranty insurance program designed primarily to protect your investment in the event of any major structural defects during the remaining five years of the seven-year warranty of your new home. A general information pamphlet is enclosed for your information and your Warranty Certificate will be forwarded directly to you from the Program's Head Office.

New Home Warranty documentation is included in your portfolio along with any appliance or equipment warranties. Please read and complete your warranty cards. Please also read the warranty terms and conditions so that you will understand the conditions that apply to your warranties.

At the time of your occupancy, your home is complete with the possible exception of seasonal work or minor items listed on the pre-occupancy inspection sheet. Our Construction Department will service your Phoenix Home until the pre-occupancy list has been completed and signed off.

Any future correspondence regarding service for your home should be directed to Phoenix Home's Client Services Department. The address for our Client Services Department is noted at the bottom of the attached "Year-end List". It should be noted that our Client Services Department does not deal with variances in specifications, contract or pricing differences. These items can only be dealt with by your Phoenix Homes Sales Representative or Sales Manager and are considered finalized at this time.

Approximately 3 or 4 weeks before the first anniversary date of moving into your new home, we ask that the enclosed year-end deficiency list be completed and returned to our Head Office. Once we receive your deficiency list, we will contact you to schedule an appointment to review the deficiencies with you.

We at Phoenix Homes wish you all the best and hope you enjoy your new home for many years to come.

Ted Lusk
General Manager

PHOENIX HOMES

PHOENIX HOMES (1120919 Ontario Inc.) is a registered builder under TARION (the Ontario New Home Warranty Program).

During your Pre-Delivery Inspection, (PDI), you will receive from TARION a numbered Warranty Certificate, a sticker showing your warranty number and a booklet providing instructions regarding the warranty. This booklet also gives advice on taking care of your home and what is considered to be maintenance as opposed to warranty.

Outstanding items listed on your “Certificate of Completion and Possession” will be completed by our site construction staff shortly after occupancy. Arrangements will be made as to the date, time and access (if necessary) to complete these outstanding items. Please carefully verify that every item is completed before signing off the list.

In the package that you receive on the date of your PDI, you will find enclosed a “Year-End Deficiency List”. Approximately 3 or 4 weeks before the first anniversary date of moving into your new home, we ask that the enclosed year-end deficiency list be completed and returned to our Head Office. Once we receive your deficiency list, we will contact you to schedule an appointment to review you the deficiencies with you.

Please note it is essential that our Client Services Department receive your list in writing, before we can schedule any repairs (other than those covered by the Certificate of Completion).

If the exterior of your home, including the landscaping, has not yet been completed, please be assured that we will have this work completed as soon as possible. Seasonal work that is brought to our attention during the winter months will be corrected as soon as possible the following spring or summer.

There are approximately 3,000 components in your home and a general working knowledge of these is necessary. This document is designed to help you understand the results of heat, humidity, expansion and contraction, as well as settlement and shrinkage of materials, all of which affect a new home.

New homes represent the largest investment many people will ever make. All large investments require protection. This booklet is designed to help you protect your investment and guide you in the maintenance of your new Phoenix Home.

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INTERIOR ITEMS:

INSULATION

Your home is insulated with blown fiberglass insulation in the attic and fiberglass in the walls and basement to conform to Part 9 of the Ontario Building Code. In some sloped ceiling areas fiberglass batts may be used replacing the blown fiberglass. A poly vapor barrier is installed on the warm side of the building envelope.

HEATING SYSTEM

Your heating system is under warranty for a period of two years.

Our contractor will balance the heating system one time, to meet your preferences. We advise that you take note as to how the duct keys operate so that you may, on your own, open or close the duct keys to regulate the amount of heat in a particular room.

It is the homeowner's responsibility to ensure that nothing interferes with the heating outlets, such as furniture. Do not cover or seal the fresh air intake, which feeds your gas furnace with combustion air. Combustion air is a requirement of the Ontario Building Code and is necessary for the efficient operation of your heating system. The furnace is equipped with an air filter, which should be replaced periodically to ensure proper operation of the system. It is recommended that you change your furnace filter every eight weeks

If an emergency should occur with your heating system, you should telephone Enbridge Gas or the sub-contractor who installed your furnace. You will find the company name and phone number(s) on a tag attached to the gas pipe by the furnace. An emergency number is provided for 'after hours' service of the heating system. The Phoenix Homes Heating Contractor must perform all warranty work.

If an air conditioning unit is added by a contractor, other than that of the builder, prior to the expiration of the warranty, the warranty of the entire heating system is void. An air conditioning unit is a retrofit and the heating system must be adjusted to accept it. However, if a Phoenix Homes contractor installs the air conditioner, the contractor will honour their warranty.

HUMIDITY

It is your responsibility to control the humidity in your home. Improper humidity levels in your home can adversely affect many of the products in the homes such as hardwood flooring.

During the summer months, water pipes may sweat. To overcome this situation, you can wrap your pipes in insulation tape.

Should condensation appear inside your windows you must decrease the humidity level in your home. Checking for moisture on your windows is the best indication of how high your home's humidity levels are. It is important to control condensation in your home as serious damage can occur if this is left unchecked.

Condensation is a source of annoyance. It occurs more now than ever in the building industry as new buildings are more airtight and better insulated than ever before.

Ventilation is the most effective means of removing moisture. Dehumidifiers are not a practical solution except for limited areas. Kitchen and Bathroom exhaust fans are useful for drawing off moisture from cooking and bathing before vapours can circulate throughout the house.

Windows are used commonly for ventilation and, when possible, the windows nearest the source of moisture should be opened.

Basements frequently experience condensation in the summer. Basement windows in areas where the problem persists should be kept open during periods of dry weather and closed on hot, humid days.

WINDOWS AND GLASS

Other than manufacturing defects, any glass, which breaks after you have taken possession of your home, becomes the responsibility of the owner.

Very often condensation will appear on the inside of thermal glass units. This generally occurs in very cold weather. This condensation is directly related to the humidity level in the house and is a normal occurrence. It is the homeowner's responsibility to control the humidity levels in the home.

Defects in the seal around the window are covered under the warranty. Should you note a defect in the window seals, you must bring it to Phoenix Home's attention, in writing, within the warranty period.

Caulking exterior windows is maintenance and should be checked every spring. It is also recommended that you should lubricate the weather stripping on your windows and doors twice per year with petroleum jelly or silicone (lubricate spray).

DRYWALL

Shrinkage of building materials is unavoidable in newly constructed homes.

Phoenix Homes will make repairs to drywall at the warranty year-end service call. It should also be noted that, redecorating, repainting, sanding or paint touch ups are not done with any drywall repairs. A form is enclosed in your packet requesting drywall repairs. This request should be included with your year-end list if drywall nail pops or cracks need servicing.

CABINETS & WOODWORK

There are many small items, which may occur because of shrinkage of materials and natural movement of your home.

- 1) Minor cracks and chips can appear in wood surfaces.
- 2) Gaps can occur between counter tops and walls.
- 3) Shoe mouldings and baseboards that settle.
- 4) Minor gaps between stairs and walls.

These can be repaired prior to decorating using caulking which is available at your local hardware store.

KITCHEN HOOD FAN

The filter in the hood of your kitchen fan should be removed and cleaned periodically.

CARPETS

It is normal for new carpets to “buckle”; this occasionally occurs in high traffic areas and may also occur when there are high humidity levels in the house. If buckling is occurring in your carpets, please add it to your “year end list” and bring it to the attention of our inspector.

If there is a major defect in your carpet, Phoenix Homes will be responsible for it. Minor defects such as fold lines will disappear if regularly vacuumed.

CUSHION FLOORING

All cushion flooring should be checked thoroughly before you take possession of your home. Deficiencies such as burn marks, nail pops, bubbles or depressions etc. **MUST** appear on the Certificate of Completion and Possession form. If the resilient flooring deficiency does not appear on the Certificate of Completion and Possession form, Phoenix Homes will not be held responsible for the repairs. Phoenix Homes is not responsible for discontinued lines or colour variations.

Care should be taken when you move in that your mover does not damage the cushion flooring.

Resilient flooring should be washed with lukewarm water and mild detergent. Harsh detergents can cause fading and discoloration and in some cases make such material hard and brittle. Stubborn scuffmarks can usually be removed with a damp cloth and a scouring powder. Avoid using steel wool and cleaning fluid. The application of water emulsion type liquid in thin even coats is recommended as a protection coating for resilient floors. Waxes containing solvents, varnish, shellac, or any plastic finishing material should not be used as the solvents may cause material breakdown or buckling. Use water sparingly when washing floors as it may seep between tiles, flooring joints and where flooring meets the baseboards and other trim. Note that some of the newer flooring materials may not require waxing.

HARDWOOD FLOORING

Natural wood products are highly susceptible to changes in indoor relative humidity, which may cause dimensional changes in flooring material, such as cupping, shrinkage and buckling, which are not covered by warranty. Therefore, first and foremost, you must maintain a relative humidity between 37% and 45% and an ambient temperature of 20 degrees Celsius in your home in order to stabilize the internal humidity of the wood.

Recommendations for cleaning include frequent vacuuming to remove abrasive substances and damp mopping at least once a month. Never use wax, household detergents, vinegar or oil-based soap on the floor as these products could damage the finish. Water or other liquids and detergents should be wiped up before they have a chance to be absorbed by the wood fibers.

Felt pads on the legs of furniture will help to prevent scratches. Furniture should be lifted, not dragged when being moved.

Prolonged exposure to sunlight and any source of bright artificial light should be avoided. It will change the colour of the wood even if it has been coated with one of the most yellowing-resistant finishes available.

FLOOR SQUEAKS

Another characteristic, which might appear during the first year, is floor squeaks. These squeaks are caused by the shrinkage of materials.

Floor squeaks will be corrected at year-end if requested on the written year-end list. We will do these repairs only once.

SINKS AND BATHTUBS

Check your sinks and bathtubs at the pre-occupancy inspection for scratches, or chips. These deficiencies **MUST** appear on your Certificate of Completion and Possession form. If the sink and/or bathtub deficiencies do not appear on your Certificate of Completion and Possession form, Phoenix Homes will not be responsible for the repairs.

If a leak in your sink or bathtub appears you should report it immediately to the Client Services Department.

If you notice a sewer gas smell in a sink or tub, run clear, warm water down the overflow. If the smell persists, treat the overflow with a bleach and water solution. Overflows often get coated with residue from shaving cream, soap or toothpaste. This residue builds up and provides a home for bacteria to grow. You should also periodically remove the pop up drains and clean them.

FOUNDATION WALLS, BASEMENT FLOOR

Concrete basement floors and walls are subject to changing temperatures and thus expand and contract accordingly. Concrete shrinks and cracks as it cures.

Surface cracks, which do not affect the strength of the wall, need not be repaired. However, if the crack should leak, Phoenix Homes will repair it, if reported in writing, during the warranty period. Crack width in a basement floor in excess of the ratio of 6mm in 10m is not acceptable and should be reported to the Service Department. Cracks resulting from normal shrinkage of materials caused by drying after construction are excluded from warranty coverage.

INTERIOR DOORS

Phoenix Homes will adjust doors, which do not operate properly during the first year of Warranty. Doors do expand and contract at different times of the year.

ELECTRICAL BREAKER PANEL BOX

If you experience electrical problems within the first year of occupancy, please ensure that the breaker is in the “ON” position. If breaker is in the “ON” position and the problem persists, please contact the Client Services Department, or include the item on your “30 day list” or your “year-end list”.

Note that if an electrician is called and the electrician finds that the breaker in the “OFF” position you will be held financially responsible for the service call.

It is recommended that when checking the breakers, first turn the switch to the “OFF” position and then back to the “ON” position.

EXTERIOR ITEMS:

ROOF CARE

The roof on your home will give you many years of service. You should check your roof after a heavy windstorm for broken or missing shingles. Repairs to your roof should be made immediately so that leakage does not cause damage to the interior of your home. Phoenix Homes is not responsible for shingles blown off during heavy winds or storms.

Asphalt shingles are soft on warm days and brittle in bitter cold weather and can be damaged by someone walking over them. Roofs are often damaged by the installation of T.V. antennas and satellite dishes. Care must be taken to avoid damaging your shingles and to assure that any screws or nails used for holding down devices are properly sealed to prevent leaks.

It is impossible for a manufacturer to avoid slight differences in colour shading, even in the same factory run of the same colour shingles. Different shades of asphalt shingles are normal and unavoidable. However, the difference in shading will be reduced with the weathering of your roof.

ICE DAMS ON ROOF

During the winter months we are burdened with heavy snows, mild thaws and rains, these conditions are unpredictable. With the demands of our climate more insulation has been added to your attic to prevent heat loss. This means that snow does not quickly melt off of your roof.

The formation of ice dams on your roof often causes water to back up under the shingles. Snow melting on the roof on a mild day and then refreezing causes these ice dams. Remove snow and built up ice from the roof, particularly at the eaves and valley ends.

With excessive snow build-up you must be sure to clear the roof vents so that the ventilation of the attic space is not inhibited.

Phoenix homes will NOT accept any responsibility for damage caused by snow and ice build-up. The homeowner must take immediate steps to prevent damage to their property and report any losses to their home insurance provider.

SIDING

A mild cleaning agent should be used once per year to maintain the siding.

Varying lighting conditions can exaggerate minor variations in siding profile, texture and colour. Minor waviness due to normal sheathing movements is acceptable.

SURVEYOR'S CERTIFICATE

A Surveyor's Certificate locates your house on your lot and is part of your legal documents. This shows the location of your home in relation to lot lines.

If you plan to install a fence we recommend that you have the lot surveyed at your own expense, to locate your lot lines and to ensure that your fence is built on your property.

GRADING

Your lot has been graded to provide drainage away from your home and into the storm sewer system. Final grades reflect actual site conditions and are approved by the municipality.

Homeowners should not make alterations to their lots that might affect drainage patterns until Phoenix Homes has received final acceptance from the municipality. Phoenix Homes is not responsible for any alterations made by the homeowner to drainage patterns prior to final acceptance being given by the municipality.

Once the municipality has given their final acceptance of the grading, we recommend that the homeowner contact their municipality prior to commencing any work that may alter grades or affect drainage. Note that any alterations you make could affect the drainage for the entire project.

A strong note of caution - before conducting any digging, always contact your utilities to have them locate and mark any underground cables and/or pipes.

CATCH BASINS AND DRAINAGE GRADING

If a catch basin is installed on your property it is your responsibility to provide the appropriate maintenance. Leaves and other debris must be cleared to allow proper water flow. Drainage swales leading to catch basins should not be altered in any way so as to restrict the flow of water to the catch basin.

SEWER BACK UP

If the sewer backs up into your basement call the City immediately. Sewer back ups are usually caused by a blockage in the street sewers.

TREES

Our warranty on newly planted trees extends for a period of one year. However, it is the homeowner's responsibility to maintain these trees. This involves regular watering, fertilizing and maintenance of the tree bed. No other plant material should be planted around the base of the trees.

Phoenix Homes is not responsible for replacement of trees that are not properly maintained.

CHECKING EXTERIOR WATER FAUCETS AND EXTERIOR PLUGS

The water shut-offs for the exterior lawn faucets are located in your basement. During the winter months, it is important that you shut off and drain your exterior faucets. This can be accomplished by first turning off the interior valve, then opening up the exterior tap to allow the water to run drain out. This will prevent the pipes from freezing, expanding and splitting.

Exterior plugs are operated with a ground fault breaker. These plugs are extremely sensitive to moisture. Before plugging in equipment you must ensure that the exterior plug is free of moisture. If your exterior socket is not operating, please check that the breaker is in the "ON" position. You can check the breaker and the re-set button on the plug. Use of a defective or cracked extension cord will trip the breaker.

If our electrician is called and the problem is that the re-set button or the breaker has not been re-set you will be charged for the service call.

ASPHALT DRIVEWAYS

Minor tire marks are normal occurrences. However, oil and gas drippings should be hosed down immediately with water, as this will damage your asphalt.

During the warm season pointed objects can sink into the asphalt. As well, you should refrain from parking heavy vehicles on your driveway during the warm season as they can sink into the asphalt and cause damage.

CONCRETE GARAGE FLOORS

We recommend that you seal your concrete floor with concrete sealer. Concrete sealers can be purchased from paint or hardware stores.

Note that damage caused by salt drippings from your car is not covered under the Phoenix Homes Warranty.

Calcium chloride and salt will damage the concrete so we do not recommend you use it to remove ice from the garage floor.

Cracks resulting from normal shrinkage of materials caused by drying after construction are excluded from warranty coverage. Crack width in excess of a ratio of 6mm in 10m is not acceptable.

PRECAST SLABS AND WALKWAYS

Salt or calcium should not be applied to precast slabs or walkways as it can damage the concrete.

It is recommended that you only purchase salt for concrete that is recommended by the manufacturer.

Year-end drywall repairs

Dear Purchaser:

Drywall nail pops and cracking caused by shrinkage are not covered under TARION, (the Ontario New Home Warranty Program).

Phoenix Homes will refill any nail pops or surface cracks in the drywall after the first year of occupancy if you so desire. Any sanding, painting or decorating required after this work has been completed will be the homeowner's responsibility. Should you wish to take advantage of this service, please read the following carefully and then return a signed copy to our office. A representative from Phoenix Homes will call you to set up an appointment to do the work.

Yes, I do wish to have drywall nail pops and cracks filled after my first year in my home. I understand and agree that because drywall nail pops and cracks are caused by shrinkage and therefore not covered by the Ontario New Home Warranty, any sanding, painting or decorating required after this work is completed will be my responsibility.

Signature of Home Owner: _____

Civic Address: _____

Home or Office telephone number: _____

Date: _____