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DIRECTORY OF IMPORTANT NUMBERS

MARKDALE

Customer Care

Jen Calbeck

Toll Free 1-877-942-3311

Local (519) 942-3311

Utilities

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

Enbridge Home Services (Natural Gas)	General Inquiries & Emergency	1-877-640-8665
Enercare (Hot Water Tank Rental)	Customer Service	1-855-575-1315
Hydro One (Hydro)	General Inquiries & Emergency	1-888-664-9376
Municipality of Grey Highlands (water/Sewer)	General Inquiries/Billing	519-986-2811

Closest Hospital

Grey Bruce Health Services
220 Toronto St S, Markdale, ON N0C 1H0
Tel: 519-986-3040

For Ambulance/Fire/Police Call 911



AFTER HOURS EMERGENCY NUMBERS

If you experience any of the following conditions in your new home during **weekends or holidays**, please contact us via our emergency pager number.

- Plumbing related water leaks
- Sewage backup
- Major electrical faults (not including neighborhood power outages)
- Complete loss of **heat** during **winter months**

Emergency Pager (**only active on weekends and holidays**)

Dial- 519-942-3311 ext. 220 and then follow the prompts accordingly.

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

DIRECTORY OF IMPORTANT NUMBERS

COLLINGWOOD

Customer Care

Jen Calbeck

Toll Free 1-877-942-3311

Local (519) 942-3311

Utilities

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

Enbridge Home Services
(Natural Gas)

General Inquiries & Emergency

1-877-640-8665

Enercare
(Hot Water Tank Rental)

Customer Service

1-855-575-1315

EPCOR Utilities
(Hydro/Water/Sewer)

General Inquiries

1-705-445-1800

Closest Hospital

Collingwood General & Marine Hospital
459 Hume St, Collingwood ON L9Y 1W9
Tel: 705-445-2550

For Ambulance/Fire/Police Call 911



AFTER HOURS EMERGENCY NUMBERS

If you experience any of the following conditions in your new home during **weekends or holidays**, please contact us via our emergency pager number.

- Plumbing related water leaks
- Sewage backup
- Major electrical faults (not including neighborhood power outages)
- Complete loss of **heat** during **winter months**

Emergency Pager (only active on weekends and holidays)

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DIRECTORY OF IMPORTANT NUMBERS

HUNTSVILLE

Customer Care

Jen Calbeck

Toll Free 1-877-942-3311

Local (519) 942-3311

Utilities

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

Enbridge Home Services
(Natural Gas)

General Inquiries & Emergency

1-877-640-8665

Enercare
(Hot Water Tank Rental)

Customer Service

1-855-575-1315

Hydro One
(Hydro)

General Inquiries & Emergency

1-888-664-9376

District of Muskoka
(Water/Sewer)

Billing Inquiries

1-705-645-7954

Closest Hospital

Huntsville District Memorial Hospital
100 Frank Miller Drive, Huntsville, Ontario P1H 1H7
Tel: 705-789-2311

For Ambulance/Fire/Police Call 911



AFTER HOURS EMERGENCY NUMBERS

If you experience any of the following conditions in your new home during **weekends or holidays**, please contact us via our emergency pager number.

- Plumbing related water leaks
- Sewage backup
- Major electrical faults (not including neighborhood power outages)
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CLOSING & MOVING INTO YOUR NEW HOME

The following summarizes what you can expect on the day of closing and outlines some of your responsibilities.

Closings usually take place in the later part of the afternoon once the bank transfers are complete, and the property is transferred into your name at the provincial registry offices. A Devonleigh Homes representative will contact you after the transfer of title is complete at which time you can obtain the keys to your new home through a lock box hung at the front of your home. The code to your lockbox will be provided to you when the Devonleigh representative contacts you.

New homes are built with components that may move, shrink and/or settle. Please take time to read your homeowner's manual carefully as a little preventative maintenance can often prevent future concerns from arising. Our service team is available to help answer questions, discuss concerns and provide support in navigating any potential problems.

WARRANTY AT A GLANCE

On the next page you will find more detailed information regarding the warranties that are included in your new home but here is some information to get you started.

A Tarion Certification of Completion and Possession form has been completed with our customer care department and has been sent directly to Tarion to register your home in their system. You will need to register yourself as the homeowner of your new home by visiting the Tarion website at “myhome.tarion.com” and clicking the register button on the log in page. You can reference the information provided on your Certificate of Completion and Possession to register.

Provided to you at your PDI will be a welcome letter from our customer care department which will provide you with two dates to be mindful of:

- 1- Your 30-day submission date
- 2- Your 30-day service appointment

(1) The 30-day submission date is the date you need to ensure your 30-day list is complete and submitted, should you choose to participate in that step of the warranty program. When you create your list, you will need to submit the list to Tarion via the “**my home**” portal found at “**myhome.tarion.com**”. If you haven’t already registered your home with Tarion, you can do so using the register button on the log in page and use the information provided on your Certificate of Completion and Possession to register.

Once you have submitted your list to Tarion **you will also need to submit the same list to our customer care team so that we can work on addressing your concerns.** You can type it in an email or take a screen shot, provided we receive the same list that you submitted to Tarion.

No 30-day list? No problem! Just let us know so we can cancel the upcoming service appointment.

(2) To maintain efficiency, your 30-day service appointment has been pre booked for you however, if the date of your service appointment conflicts with your availability, please reach out to discuss rescheduling.

You can reach our customer care team by email or phone at:

- EMAIL: service@devonleighbhomes.com
- PHONE: [519-942-3311](tel:519-942-3311) x226

Introduction

Devonleigh Homes underwrites the quality of your home. Good quality building materials and care went into the construction of your home. When you move into your home, you have additional peace of mind knowing it has an extensive warranty. If a problem develops with any aspect of your new home, please refer to this warranty guide for information about coverage. If you have questions about the warranty coverage, you can contact our Service Team.

For your protection and peace of mind, your new home is registered with Tarion Warranty. The warranty on your home is divided into three distinct parts: the first year, the second year and the final five years. Altogether, the coverage spans a total of seven years from your closing date. Your new home is warranted from the date of closing in the following manner:

- ❑ **One year:** Workmanship and material defects
- ❑ **Two years:** Electrical, plumbing, heating delivery & distribution system, water, and air infiltration
- ❑ **Seven years:** Major structural defects.

General Exclusions

As is true of all warranties, there may be concerns that are not covered; these are called exclusions. During the booking of your Pre-Delivery Inspection, you will receive (via email) a copy of the Tarion Warranty Program Brochure, which details all the coverage described above, as well as the exclusions. Generally, the exclusions include, but are not limited to, hairline cracks, damages due to normal wear and tear, lack of proper maintenance, alterations to the home made by parties other than Devonleigh Homes, condensation, and any damage to finishes discovered after occupancy.

Damages Caused by Authorized Personnel of Devonleigh

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

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

Work Completed by Non Devonleigh Homes Representatives

Be advised that alterations or additions to any of the services and materials in your home could void the warranty. Please ensure you do your due diligence in determining what areas of work may or may not affect your warranty. If a contractor performs work in your home that negatively affects the functional areas such as plumbing, electrical, heating, systems, those problems, and any consequential problems will not be covered under warranty. It is best to have the original heating contractor install an air conditioner or have the outside contractor assume the remaining warranty obligations to avoid any controversy in the future. If you are unsure if the proposed work may void any of your warranties, please contact our service department.

Specific Exclusions to the Devonleigh Homes Warranty

Devonleigh Homes Warranty exclusions are:

- Any defects caused by homeowner neglect or improper maintenance
- Any defects not reported in writing within the warranty period
- Normal shrinkage on materials that dry out after construction
- Secondary damage that results from defects covered under warranty. That is, the warranty covers the defects themselves, but will not cover any resulting damage to personal property.
- Defects in materials, design, and workmanship in anything supplied or installed by the homeowners, or by a company/individual hired by the homeowner.
- Damage that is due to the following: dampness or condensation caused by the homeowner not maintaining adequate ventilation in the home; originating from an unknown cause; from insects and/or rodents
- Settling soil in land around the perimeter of the house or along utility lines. (Note: subsidence in these areas is considered normal and the homeowner must maintain the soil level.) However, soil settlement under the building foundation itself is covered.
- Damage caused by municipal services and other utility companies; cable companies, delivery, and service organizations; any vehicles or personnel on the property without the direction of Devonleigh Homes
- Normal wear and tear, including damage caused by homeowners, tenants, and guests; and vandalism, acts of God (for example floods, high winds), civil commotion, riots, insurrection, or war.

SERVICE PROGRAM

During the first year of occupancy certain deficiencies can surface. Devonleigh Homes provides service at two separate times during the first year of the warranty period: 30-Day Service and Year-End Service. As mentioned previously, it is important when submitting your 30-Day or Year-End lists to Tarion, you send a copy to our customer care team. When notifying us of a potential concern please consider emailing your request, if it is not urgent, as this can improve the effectiveness of our team as they seek to provide informed responses to you. To maintain efficiency in the reporting process please prioritize communicating concerns directly to our head office customer care department and not to any individual representatives who may be scheduled to complete work in your home. **When emailing any service requests always include your lot number to help us locate information for you as fast as possible.**

Devonleigh Homes Customer Care
PO Box 70, Orangeville, ON L9W 2Z5
Phone: 519-942-3311 x 226
Email: service@devonleighthomes.com

30-Day Warranty Service

During the first 30-day period of occupancy, there may be items requiring service. If these items are routine in nature, please list them on the 30-day warranty service request and do your best to provide full details about the nature and location of the problems. Should you have an **urgent** need for service for **serious** concerns such as leaks, please call our customer care team at: **519-942-3311 x 226.**

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

One-Year Warranty Service

Provided you submit a year end list the second service appointment will be scheduled near the one-year anniversary of your closing. You should note down all items requiring service and describe them in full on the Year-End Warranty Service Request, remembering to send a copy to both us and Tarion.

Please submit the form to us during your 12th month of occupancy. It is important that we receive your list before the warranty expires, so that nothing is overlooked.

Requesting Warranty Service in the 2nd Year of Occupancy

If you require warranty service during your second year of occupancy, you can fill out the "Second Year Form" available on the Tarion website and email a copy to our customer care team with your lot number shown in the subject line. To help us serve you better please try to include as much information as possible, including pictures when applicable.

Common Interior Warrantable Concerns

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

Items Not Considered as Warrantable (Unless Extreme)

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

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

Service Phone Number and After-Hours Emergency

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

After hours Emergency:

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

Processing your Warranty Service Request

After receiving your concerns, the Customer Care department will schedule a service appointment. When we arrive on your appointment day, we will be prepared to begin the work and it is our goal to have your complete list addressed at the initial appointment although occasional follow-up appointments may be required.

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

Performing the Repairs

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

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

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

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

Access by Devonleigh Homes Personnel for Service Repairs

Please know we do not retain a key or any other methods of access to your home. To complete the service work, representatives of Devonleigh Homes will need to be provided access to your home. **We also request you include your telephone number and lot number in all correspondence.** We wish to remind you that in keeping with the Tarion Warranty guidelines, service calls must be made during regular business hours.

Requesting Service in an Emergency

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

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

- **Complete loss of heat in the winter**- Should you experience a complete loss of heat during the winter please first check the breaker has not tripped, thermostat is set to heat, gas valve is in the on position and exhaust vent on the exterior of your home is not obstructed by snow or ice, and lastly turn your furnace switch off for 60 seconds and then back on. Should none of these resolve the problem, please call for service.
- **Major plumbing leak**- Before you call, please turn off the water supply to the home using the shutoff in the basement to prevent serious damage to the building and or furnishings.
- **Total blockage of the plumbing sewer system**- Before you call, please confirm that plunging has had no effect.
- **Natural gas leak**- If you have experienced a gas leak and as a result Enbridge has shut off all gas service to the home, please call our customer care team.

Emergencies Outside of Business Hours

If you experience an emergency after regular business hours, please call our after-hours emergency number at **519-942-3311 x 220**. Please provide your name, telephone number, address, and a brief description of the emergency. One of our on-call Customer Care representatives will return your call as soon as possible.

Please note, Devonleigh Homes does not reimburse costs associated with a third-party individual or company addressing concerns. Should you choose to have an independent contractor attempt to resolve the concern without our involvement you are responsible for any costs incurred as a result.

SEASONAL MAINTENANCE SCHEDULE

Some items in your new home require maintenance at regular intervals to keep working properly and stay in top condition. The information that follows contains maintenance suggestions for your home which are subject to your individual comfort and skill level. If you do not feel comfortable conducting any of the suggested maintenance items, please consider hiring a professional to complete the work. Some items may not be applicable to your home therefore this list is meant to be a reference guide subject to your home's unique aspects.

There will be various brochures and manuals left in your home and we recommend that you take the time to read each of them to ensure familiarity with the information and instructions contained therein. Manuals relating to your HVAC equipment are typically left with the furnace.

General Maintenance Checklist

Monthly Maintenance

- Check smoke/CO detectors for proper operation.
- Test ground fault circuit interrupter (GFCI) receptacles by pressing the test button followed by pressing reset button.
- Prevent grease clogs in kitchen sink by running hot water 5-10 minutes.
- Clean or replace furnace filter and ensure drainage hose is unblocked (approx. every 3 months)
- Check/clean HRV filters.

Fall – Exterior Inspection

- Shut off the water to outside taps and drain and remove hoses from all hose bibs.
- Oil moving parts of garage doors, lubricate exterior door locks and latches.
- Install downspout extensions if necessary.

Winter – Exterior Maintenance

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

Spring/Summer Exterior Inspection

- Remove accumulated debris from eaves troughs, check for clogged elbows and downspouts, check for loose joints and leaks.
- Visually inspect roof for loose, missing, or damaged shingles. Inspect flashing for loose areas.
- Lubricate hinges and hardware on the garage roll up door and inspect condition of balloon seal below door.
- Check exterior caulking, remove crumbling caulking, clean, and apply new caulking where doors and windows meet siding or brick.

- ❑ Check exterior ventilation grills and vents for blockage and proper ventilation, as well as missing or stuck flaps.
- ❑ Check windows for smooth operation lubricating moving parts if required, and check screens for holes or tears.
- ❑ Turn on exterior water taps and check for leaks.
- ❑ Check clothes dryer vent for blockages.
- ❑ Remove any uninhabited bird nests.
- ❑ Check that downspouts are in the proper position, discharging away from the foundation.
- ❑ Inspect all exterior doors for smooth operation and functional locks- Tighten loose hinges, lubricate if needed and check condition of weather-stripping.
- ❑ Oil moving parts of the garage roll up door.
- ❑ Vacuum inside registers to prevent any blockage of air and air return grills.
- ❑ Clean dehumidifier (if applicable)
- ❑ Clean and vacuum bathroom/laundry exhaust fans

Spring/Summer – Interior Inspection

- ❑ Clean range hood filter
- ❑ Clean smoke/ CO detectors by vacuuming unit.
- ❑ Arrange for annual inspection of furnace and air conditioner system if equipped.
- ❑ Replace humidifier pad.
- ❑ Check bathtub and shower caulking and replace if necessary.
- ❑ Inspect floor drains for clogs, debris, or odor (add water to drain if odor occurs)

Roof

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

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

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

Driveway

When you move into your new home, you may find that your driveway is not yet completed. The driveway will have a bed of gravel on it, which will settle at first and leave ruts. We will repair the driveway as required, during the first year or until driveway paving is completed. The driveway may need regrading or more gravel added to maintain a reasonably smooth surface. Some minor settlements and puddles may be apparent during rain and is normal.

Once your driveway is paved, please do not park on it for a minimum of 4 days. After this time has passed and you begin to use it, DO NOT park your vehicle closer than 1ft (12 inches) to the edge to prevent compromising the edge and ensure that you do not leave any structures or heavy items in one spot on the newly asphalted driveway for any length of time. Furthermore, it is beneficial to avoid parking vehicles in the exact same spot each day to prevent settling over time.

Outside Faucets

It is important to remove all hoses from the exterior faucets prior to freezing temperatures. Our homes feature frost free taps meaning the traditional complete shutoff and draining method is not required although some homeowners may prefer to still use this method.

Grading, Fencing, and Planting

The grading on each lot is designed to provide surface drainage away from the building and into the storm sewer system. Please do not make any changes to the grading as this may cause a drainage problem for adjacent houses.

The overall grading is designed to ensure water is directed away from your foundation. After heavy or prolonged rains, the soil may become saturated.

This might cause large puddles or “ponding” on your lawn, in particular the swale areas between your home and the home next door. If this happens do not alter the grading of your lot as this will typically disappear in a short period of time.

Building Structures

We understand that many homeowners are excited to begin exterior projects on their home such as decks and fences. If it is your intention to install a swimming pool, deck, fence, or other building project please contact the municipality for requirements relating to the installation. If your lot has not yet been sodded, please contact our customer care team to determine the needed steps BEFORE beginning any projects.

Before sod is laid, your property will be inspected to confirm compliance with the grade plan to ensure proper water drainage. Upon completion of sod there will be a final compliance inspection to ensure final grade including sod is according to plan. Exterior projects such as decks, fences, and sheds can obstruct this process so prior to construction of any exterior projects, contact our customer care team to determine when to begin those projects. Damage or removal to fencing, decking planting etc. installed by the homeowner will not be the responsibility of the Builder if alterations to grading are required.

Devonleigh Homes will repair drainage problems on any lot due to faulty or incomplete grading. However, if altered grading is found to be the problem, the homeowner will be responsible for resolving the concern. Devonleigh Homes will not be responsible for lot grading after the final inspection and approval by the engineer.

Before installing a fence, it is important to check with the municipality regarding fencing regulations. Utility companies should always be contacted to provide locates of underground services prior to digging. Please note that dirt from post holes should be removed from the property and NOT left at the base of the fence post and/or in the swale lines to avoid obstructing the flow of water across the deigned grade.

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

Property Survey Bars

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

It is advisable to contract a surveyor to reinstate the corner bars before installing fences or pools. Even though a survey is supplied at the time of closing, the property pins may be missing or misplaced due to construction and development works.

Van Harten's Surveying, who supplied the original survey on the property, has agreed to offer Devonleigh Homeowners a reasonable rate to reinstall the corner bars. You may want to consult with your neighbors to obtain discount pricing on several lots at the same time.

You may contact Van Harten's Surveying at [\(519\) 821-2763](tel:5198212763).

Sod

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

- Water the lawn frequently. Do not water in direct sun; wait until evening or early morning. It is the homeowner's responsibility to water sod as required.
- Do not walk on freshly laid sod. The topsoil underneath is soft from watering and uneven surfaces and ruts will result.
- Spray with solution to control weeds (only after grass is 6 months old).
- As new sod has already been fertilized at the sod farm, it is best to wait until the following year to add fertilizer.

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

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

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

If your new home has not been sodded due to the fall and winter conditions, please be patient. We understand the desire to receive sod and will be work diligently to accomplish it. To expedite the installation of sod, a trim bulldozer will be dispatched to level settlement areas and ensure drainage to alleviate ponding as soon as the weather and ground conditions permit. Sod is not generally cut in mass quantities until mid-May. Most developments require the installation of curbs and sidewalks prior to sod installation to guarantee an accurate drainage run-off.

Exterior

Joints and openings in exterior wall surfaces, such as the areas around window frames are caulked to prevent water entry. Generally, exterior caulking products are preferred as they are superior and last longer.

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

Your home is built in part with an exterior of brick veneer made from high quality clay bricks. Occasionally, slight surface chipping of the bricks may occur during installation or bricks may exhibit some small hairline cracks. None of this has any effect on the overall integrity of the home's brickwork. You may notice openings where the brick meets the top of the foundation walls. Usually, the vertical mortar joints are left open every few brick spacings. Sometimes you will notice these openings above windows and doors. These are weep holes and should not be covered over or filled in, since they allow any moisture penetrating the bricks to escape to the exterior through the wall face over the base flashing.

Caulking has been applied to your home around windows, as well as doors, vents, air conditioning line, gas piping, and where the siding meets the brick. All caulking must be inspected annually because it could shrink, crack, or come loose. It is inevitable that caulking will deteriorate over time at which point, you will have to scrape out the old caulking and use a caulking gun to apply a new bead of caulking.

THE INTERIOR OF YOUR HOME

Overview

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

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

Homes constructed during the winter may produce excess moisture, usually around the perimeter basement walls due to ice, snow and frost trapped and insulated by the backfill material. A release of condensation occurs as the owner moves in and introduces fresh, warm air to the home. To help alleviate this, it is recommended to leave the furnace fan running on the continuous setting. Operating the hood fan above your stove and the exhaust fans in the bathrooms will also help eliminate excess moisture.

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

Devonleigh Homes has installed control cracks in both the garage and basement concrete floor surfaces. This is to create an expansion joint in the floor surface which will help eliminate additional cracking due to normal curing conditions.

Basement and Foundation Walls

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

Basement Floor Drain

A small white plastic hose, known as a trap seal prime line, has been installed under your laundry tub. Every time you use your laundry taps, a small amount of water will pass through this hose and into the floor drain water trap. If you do not use your laundry taps regularly, make sure you at least run the taps once a month or manually add water to the basement floor drain. This will prevent any sewer smell from entering through the floor drain. When there is a 2nd floor laundry, the basement floor drain is fed by a condensate line which may dry up sooner (depending on usage) and require water to be added sooner- 1-2 weeks.

Bathtubs, Sinks and Showers

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

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

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

Doors

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

Sliding Patio Doors

Grit and dirt on the door tracks will make it difficult to operate sliding doors, so keep the tracks clean. Occasionally apply silicon spray or lubricating oil such as WD40 to the wheels on the bottom of the door to allow the door to slide more easily.

Aluminum Storm Doors

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

Door Hardware

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

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

It is advisable to lubricate both exterior and interior locks every six months. For keyed locks, a small amount of silicone spray in the latch bolt will ensure smooth operation. For interior door hardware, a few drops of lubricant like WD-40 will work well.

Drywall

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

Flooring

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

Hardwood Floors

A hardwood floor often has streaks, spots, and small knots. From strip to strip, there will be variations in wood shading and graining. Because each strip of natural wood accepts stain differently, the surface of the floor will show some color variations which is normal.

During the dry winter months, wood flooring will release moisture and contract or shrink causing small seams to become visible between boards which is normal and not cause for concern. During the humid summer, the floor will absorb moisture and expand or swell. This seasonal movement is a normal and ongoing characteristic of wood flooring. This may result in uneven surfaces on your floors, also called "cupping and crowning." To minimize the effects, try to keep the humidity constant in your home using the information on the previous page.

Excessive water can cause damage to hardwood, so please use water sparingly when cleaning your hardwood floors. For daily care, simply dust mop or vacuum. Never allow water or other liquids to stand on your floor, as it will seep between the floorboards. This could stain the floor and lead to warping.

Ceramic Tile Floors

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

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

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

Carpet

When installing your carpet, every effort was made to minimize the number of seams and to locate them as unobtrusively as possible. However, some seams may still be visible and cannot be completely avoided. Some grades or styles of carpet may show seams more readily than others, but this does not detract from the quality of the carpet. After the initial installation of the new carpet, you will notice that excess fibers or fluff will appear on the carpet surface. This is normal, and the fibers will disappear with repeated vacuuming. If you own a Dyson vacuum the beater bar should not be used on Berber carpet as it can catch and cause pulls.

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

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

Garage Floor, Concrete Porches & Steps

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

Salt can damage concrete, fade interlocking brick, and kill shrubs. Please try to avoid the use of salt on concrete products. To reduce the impact that road salt has on concrete you may wish to consider sealing your garage floor one year after closing. Salt from roads can cause minor pitting of the garage floor. Garage floors should be maintained and kept clean to prevent the buildup of salt, and subsequent damage to garage floors. Please note that it is a normal occurrence for hairline cracks to appear in the concrete floor and these cracks are not covered under warranty.

We install expansion joints in concrete floors in the garage and basement areas.

Fireplace

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

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

Cabinets and Vanities

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

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

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

Countertops

The standard countertops provided are low maintenance factory finished plastic laminate. They should be cleaned with mild detergent and water. Never use harsh abrasive cleaners on counter tops as this could scratch the surface and make it dull. For stains, use diluted bleach to clean them, but rinse with water immediately. Do not allow bleach to stand on countertops.

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

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

Scratches and chips found in countertops and cabinetry other than those noted on the PDI inspection will not be covered under the warranty.

Condensation

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

Heat Recovery Ventilator (HRV) and Whole Home Humidifier

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

To compliment this, your home is also equipped with a humidifier built into your furnace. This unit only functions when your thermostat is set to “heat”. We leave this set between 40-50% humidity on your thermostat as this is the recommended range. This can be reduced to 30-40% humidity if excess condensation is occurring during the winter months.

If you find the humidity levels in your home are high (an indication of this would be condensation accumulating on the windows) you will likely need to adjust the settings on your HRV to run more if the condensation occurs in the winter or run less if the condensation occurs in the summer.

Low humidity levels can cause drywall cracking, warping of doors, separation in hardwood flooring etc. If you notice that your humidity levels are low, and you are experiencing any of these concerns, do not hesitate to set the HRV to “off” in your thermostat settings under “ventilation” until humidity levels return to the recommended ranges.

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

Heating System

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

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

If the heating system is operating during construction the ductwork will be professionally cleaned prior to the home's closing date.

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

- Make sure that the furnace switch is turned on.
- Ensure the furnace filter is clean and free from obstruction.
- Turn the furnace switch off for 60 seconds and then turn it on again (to reset the computer board in the furnace)
- Ensure that the breaker in the electrical panel is in the on position.
- Check the thermostat to ensure that it is set at a normal temperature.
- Check the exterior exhaust pipe and intake are clear from any snow, ice, or any other blockage.

If the above steps do not resolve the problem, please call our customer care team.

HVAC Manufacture Warranty and Product Registration

In addition to the Tarion warranty on your HVAC systems, the respective manufacturers also provide independent warranty on parts.

To access the individual manufacturer's warranty please register your equipment. To register your HVAC components please visit- www.coulsonheating.com/manuals

Manufacturer warranties are **not** facilitated by Devonleigh Homes and are completely independent from both the Tarion program and Devonleigh Homes.

Air Conditioner Units

If you have purchased an air conditioning unit, it will require annual maintenance. In order to maintain its effectiveness in cooling your home we strongly encourage you to visit Coulson Heating and Air Conditioning website to watch their instructional videos on how to maintain your equipment. www.coulsonheating.com/maintenance/condenser-cleaning

Hot Water Systems

If you have chosen a hot water tank, it is rented from Enercare. For hot water tank service, please call Enercare at 1-866-266-3939

If you have a tankless system, in addition to your Tarion Warranty, the manufacturer offers independent warranty separate from Devonleigh Homes and Tarion. Manufacturer warranties are not facilitated by Devonleigh Homes and are completely independent from both the Tarion program and Devonleigh Homes. Call the manufacturer or visit their website to learn more about product warranties.

Water Softener

If you have purchased a water softener there are a few helpful tips you should know to help get the most out of your system.

Maintenance

Your softener will be operational with salt inside upon closing, but you will need to maintain the salt in the unit over time. Check the salt level in your softener monthly to it is above the brine (water) level. When it's time to add salt to your water softener use only clean salt labeled for water conditioner use, such as crystal, pellet, nugget, button or solar. The use of rock salt is discouraged because it contains insoluble silt and sand which build up in the brine tank and can cause problems with the system's operation. Add salt directly to the tank, filling no higher than the top of the brine well, typically no more than $\frac{3}{4}$ full.

Cleaning of your Brine / Salt tank

Salt tanks will build up sludge (undissolved salt) in the bottom of them that will continue to increase as time goes by. Every 2 - 3 years the salt tank should be cleaned out completely and re started using the original start up instructions.

Bridging

High humidity or the wrong type of salt may create a void space between the water and the salt. This action, known as "bridging", prevents the brine solution from being made, leading to your water supply being hard. If you suspect salt bridging, carefully pound on the outside of the plastic brine tank, and/or pour some warm water over the salt to break up the bridge. This should always be followed up by allowing the unit to use up any remaining salt and then thoroughly cleaning out the brine tank.

Manufacturer Warranties

In addition to the Tarion warranty, the manufacturer also provides independent warranty on parts. Manufacturer warranties are not facilitated by Devonleigh Homes and are completely independent from both the Tarion program and Devonleigh Homes. Call the manufacturer or visit their website to learn more about product warranties.

Water Meter

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

Normal Settlement Indicators

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

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

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

Power Failure

If a certain circuit should not work, it usually means the circuit breaker has been “tripped” due to overloading the circuit. If this occurs, check the circuit panel. This can also occur for AFCI/arc fault breakers during heavy lighting thunderstorms. If a breaker is found in the middle position, turn it off & back on again to reset it.

If the breaker is in the “ON” position but there is no power to the respective area, contact the Service Department to further investigate the nature of the problem. If the breaker has tripped and is in the “OFF” position, check to ensure that the circuit is not being overloaded using too many appliances, lamps, etc. Then, switch the breaker back to the “ON” position. If the problem persists, contact the Service Department.

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

Power Failure in Washrooms or At Exterior Receptacle

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

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

Sewer Back-up

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

Toilet Back-up

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

Homes feature water saving toilets which can cause the need for more than one flush to remove toilet contents. If it should appear that one flush is not adequate – wait until the flushing cycle is complete before flushing for a second time. Failing to allow the first flush to complete may cause the toilet to overflow if a second flush is implemented before the first flush has completed.

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

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

WASTE COLLECTION AND MAIL INFORMATION

Please do use the construction dumpsters at the site for your domestic garbage.

Collingwood – Summit View

- Garbage and recycling collection is Wednesday (7am curbside).
- Garbage and recycling alternate biweekly, organics are weekly.
- To have bins dropped off at your house please email your request to the county of Simcoe and **attach your occupancy permit** found in the paperwork received on closing from your lawyer to validate your occupancy of your new home. Devonleigh homes will also forward this occupancy permit to you upon closing. The county of Simcoe can be reached by email at: info@simcoe.ca
- For more information visit the Simcoe County website at: www.Simcoe.ca/dpd/swm or use the automated phone service: 705-735-6901

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- Mailbox key and location is determined by Canada Post. If community mailboxes are not present on your street at time of closing, you can request to be issued a PO box at the post office to use until mailboxes are installed on the street.
 - 33 Hurontario Street, Collingwood, ON
705-445-3271

Markdale – Centre Point South

- Garbage and recycling collection is Thursday (7am curbside)
- Waste and recycling are weekly
- To obtain your bins please contact the Municipality of Grey Highlands
 - P : 519-986-2811 ext. 246
 - E : enviro@greyhighlands.ca
 - W : www.greyhighlands.ca

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- Mailbox key and location is determined by Canada Post. If community mailboxes are not present on your street at time of closing, you can request to be issued a PO box at the post office to use until mailboxes are installed on the street.
 - 21 Main St West, Markdale, ON
519-986-2522

Huntsville – Woodstream

- Garbage and recycling collection is Thursday (7am curbside).
- Garbage and recycling alternate biweekly, organics are weekly.
- Devonleigh Homes will provide you with your bins which will be left in the garage upon closing. Please contact the District of Muskoka with any waste collection questions.
 - P: 705-645-6764
 - E: info@muskoka.on.ca
 - W: www.muskokarecycles.ca

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- Mailbox key and location is determined by Canada Post. If community mailboxes are not present on your street at time of closing, you can request to be issued a PO box at the post office to use until mailboxes are installed on the street.
 - 2 Main Street, Huntsville, ON
705-789-2221

BUILDER'S TERMS

Brush Coating	A cement coating that is applied to the exterior surface of the foundation wall for aesthetic purposes.
Caulking	Sealant applied to the edges of windows, doorframes, and in areas to create a waterproof seal.
Damper	Slats on a floor register or flap inside ductwork that can be moved to allow airflow to be adjusted.
Eavestrough	Gutter on bottom edge of roof to collect and convey rainwater to the ground.
Flashing	Plastic or metal liner behind brickwork conducting water to the outside of the wall.
Fill Valve	Metal or plastic rod in toilet to which float is attached; it is adjustable and used to regulate water levels in the tank.
Flapper	Flush lever lifts this device on the toilet to allow water to flow from the tank into the bowl.
Flush Valve	This is an opening in which water flows from the toilet tank to the bowl.
Ice Dam	This is a buildup of ice under your roof shingles at the eave causing shingles to lift.
Joists	Main supporting wood structure beneath the sub-floor.
Loadbearing	This is a wall in the house that directly supports the rest of the structure.
Muriatic Acid	Cleaning agent that can be purchased at most hardware stores.
Overflow Pipe	Tube in the toilet tank that sits upright to prevent the tank from overflowing if the float is not adjusted properly.
Plastic Laminate	Plastic sheeting that is laminated to particleboard.
Register	Plastic or metal grate connected to heating system, where warm air is sent into a room.
Survey Pin	Metal spike driven into the ground to mark exactly where the corners of a property are located.
Subfloor	Plywood or oriented strand board (OSB) placed over floor joists where finished floor is applied to the top of.
Tie-rod Hole	A hole that remains in the foundation once the form tie rods are removed.
Weather-stripping	Rubber or foam strips used around all exterior doors producing a weatherproof seal.