

NOVEMBER 2016

Residential Construction Performance Guide

FOR NEW HOMES COVERED BY HOME WARRANTY INSURANCE
IN BRITISH COLUMBIA





Message from the Honourable Rich Coleman

British Columbia is recognized for the high performance of its residential construction sector. Working with industry, the provincial government strives to ensure that BC homes are among the most comfortable, durable and energy efficient in the world. With our system of construction defect insurance to protect consumers, every new home built by a licensed residential builder in the province is protected by mandatory third-party home warranty insurance.

Buying a new home is the single largest financial investment that consumers will make. For many, turning the dream of home ownership into a reality is a financial milestone. Homebuyers expect to make that investment with confidence.

This *Residential Construction Performance Guide* is a practical, online reference tool. It's designed to help homebuyers and builders better understand how warranty providers evaluate claims for possible design, labour or material defects in new homes.

The Guide sets out the minimum performance required for new homes covered by home warranty insurance in British Columbia. Warranty providers have agreed to use the Guide to help determine whether or not a defect claim is covered by their policy of home warranty insurance.

Homeowners can learn more about the most common defect claims that might be submitted under a home warranty insurance policy. Finding out what is and isn't covered under home warranty insurance also creates realistic expectations when it comes to the performance of a new home. Most warranty providers have an indemnity agreement with the builders who construct homes and arrange for home warranty insurance. This agreement requires the residential builder to correct defects on behalf of the warranty provider for a period of time while the home warranty insurance coverage is in effect. Information in the Guide will help builders ensure that their work meets or exceeds the standards to which their new homes will be measured in the event of a claim. It's one of the most compelling reasons for builders to use the Guide.

Sharing best practice encourages the residential construction industry to develop high-performance homes and leads to better informed consumers.

Created by the Provincial Government in partnership with the warranty industry, this Guide reflects our continued commitment to protect buyers of new homes and enhance the quality of construction in British Columbia today and in the future.

Sincerely Yours,

Rich Coleman

Deputy Premier
Minister of Natural Gas Development
Minister Responsible for Housing
Province of British Columbia, Canada



TABLE OF CONTENTS

USER TIP: The Table of Contents is hyperlinked. Click any entry in the Table of Contents to go directly to that page.

TABLE OF CONTENTS	1
ABOUT THIS GUIDE	1
Background	1
Acknowledgements.....	1
Purpose and Limitations of this Guide.....	1
WARRANTY REQUIREMENTS	4
Homeowner Protection Act	4
Home Warranty Insurers	4
Owner Builders, Rental Buildings and Other Exemptions	4
Transfer of Home Warranty Insurance Coverage	5
What’s Covered and Not Covered by Home Warranty Insurance?	5
Coverage for Strata-Titled New Homes vs. Freehold	6
Pre-Delivery Inspection.....	7
Time limits on coverage: 2-5-10.....	7
Commencement dates for home warranty insurance.....	8
Maintenance Required	9
Owner’s Obligation to Mitigate Damages.....	10
Owner’s Obligation to Provide Access for Inspection and Repair	10
Filing a Claim	10
Warranty Provider’s Obligation for Handling Claims.....	11
Residential Builder’s Responsibility	13
Terminology	14
1. FOUNDATION/BASEMENT	18
1.1 Efflorescence on concrete or masonry surfaces	18
1.2 Interior concrete surfaces are powdery	19
1.3 Interior concrete surface is flaking off - “scaling or spalling”	20
1.4 Exposed interior concrete floor slabs are uneven.....	21
1.5 Interior concrete floor is cracked	22
1.6 Interior concrete floor has settled.....	23
1.7 Crazeing of concrete surfaces.....	24
1.8 Concrete block foundation wall is cracked.....	25
1.9 Parging is falling off above grade.....	26
1.10 Exposed concrete foundation wall has holes in the surface	27
1.11 Exterior membrane is exposed	28
1.12 Concrete foundation wall is cracked	29

1.13	Condensation in crawl space	30
1.14	Basement wall or floor condensation.....	32
1.15	Foundation wall leaks	33
1.16	Planters – Water leakage from concrete cracks (side walls).....	35
1.17	Basement floor slab water leakage	36
1.18	Sump pump for perimeter drainage has failed	37
2.	FLOOR FRAMING.....	38
2.1	Wood beam or post is split.....	38
2.2	Wood beam or post is twisted, bowed or cupped	39
2.3	Column out of plumb.....	40
2.4	Floor framing damaged by weather	41
2.5	Subfloor is loose.....	42
2.6	Floor squeaks	43
2.7	Wood-framed floor is out of level	44
2.8	Floors are springy or shake	45
3.	WALL FRAMING	46
3.1	Wall is out of plumb.....	46
3.2	Wall is bowed.....	47
3.3	Windows malfunction.....	48
3.4	Glass is cracked	49
3.5	Window leaks.....	50
3.6	Exterior window glazing stop is dislodged.....	51
3.7	Windows, glass or screens are damaged.....	52
3.8	Window(s) is dirty.....	53
3.9	Condensation forming between insulating (factory sealed) glass unit	54
3.10	Exterior door is warped	55
3.11	Exterior wood door panels shrink or crack.....	56
3.12	Cracks and splits in exterior wood doors.....	57
3.13	Exterior door sticks or binds	58
3.14	Plastic moulding on exterior door is deformed	59
3.15	Exterior door swings open or closed by itself.....	60
3.16	Exterior door is crooked in the frame.....	61
3.17	Exterior door hardware or decorative metal trim has discoloured	62
3.18	Exterior door is dented, scratched or damaged	63
3.19	Sliding door will not roll smoothly.....	64
3.20	Sliding door screen off the track or binds	65
4.	EXTERIOR FINISHING	66
4.1	Siding is bowed or wavy	66
4.2	Wood, hardboard or panel-type siding joints not tight.....	67

4.3	Siding fasteners are excessively countersunk into finished surface	68
4.4	Siding is not installed in a straight line	69
4.5	Siding has buckled	70
4.6	Fastener has stained siding.....	71
4.7	Siding, shakes, or shingles have resin bleed.....	72
4.8	Exterior cladding has delaminated	73
4.9	Vinyl siding colour is faded	74
4.10	Vinyl siding, trim or accessory is loose	75
4.11	Vinyl siding trim, fasteners or accessories don't match siding colour	76
4.12	Above-grade masonry wall or veneer cladding is cracked	77
4.13	Horizontal masonry joint alignment is not uniform	78
4.14	Mortar splatters and stains on exterior masonry.....	79
4.15	Efflorescence (white powder) is present on masonry surface	80
4.16	Deteriorating masonry.....	81
4.17	Water leakage at doors, windows or at the top of the foundation	82
4.18	Bricks are chipped.....	83
4.19	Bricks or manufactured stones are different colours.....	84
4.20	Cracks in exterior stucco wall surfaces.....	85
4.21	Exterior stucco is separating/debonding.....	86
4.22	Stone joint alignment is not uniform.....	87
4.23	Mortar (grout) joint between stones is an uneven width	88
4.24	Exterior stone cladding is falling off the wall.....	89
4.25	Face of a manufactured stone is cracked	90
4.26	Unsealed gaps between dissimilar cladding materials and penetrations through cladding.....	91
4.27	Exterior wood trim is split.....	92
4.28	Exterior wood trim is bowed, twisted or cupped.....	93
4.29	Rotted or detached exterior trim boards	94
4.30	Edges of exterior wood trim pieces are unfinished.....	95
4.31	Exterior paint finish is unacceptable	96
4.32	Exterior paint on repaired areas does not match	97
4.33	Exterior paint, stain or clear finish blisters and peels	98
4.34	Exterior painted/stained wood railings have deteriorated	99
4.35	Mould or mildew is visible on exterior painted surfaces	100
4.36	Exterior caulking is stained	101
4.37	Leak in exterior wall above grade.....	102
4.38	Corroded exterior hardware.....	103
4.39	Exterior door has not been sealed.....	104
4.40	Window or door frame exhibit damage	105
5.	ROOFS	106
5.1	Roof ridge has sagged.....	106
5.2	Roof trusses or rafters are bowed.....	107

5.3	Roof appears wavy.....	108
5.4	Wind-driven snow or rain entering through attic vents.....	109
5.5	Roof or flashing leaks.....	110
5.6	Inadequate attic ventilation	111
5.7	Ice build-up on the roof.....	112
5.8	Roof shingles blown off	113
5.9	Tabs on shingles are not aligned	114
5.10	Asphalt shingles not sealed	115
5.11	Shingle edges are curled or cupped	116
5.12	Uneven roof sheathing causing surface irregularities.....	117
5.13	Roofing fasteners are exposed	118
5.14	Water is trapped under roofing.....	119
5.15	Roll roofing is blistered.....	120
5.16	Standing water on a flat roof.....	121
5.17	Eavestrough is missing.....	122
5.18	Eavestroughs or downspouts leak.....	123
5.19	Eavestroughs overflow during normal rain	124
5.20	Rain water is running off roof components.....	125
5.21	Skylight leaks.....	126
6.	PLUMBING.....	127
6.1	Pipes are leaking.....	127
6.2	Faucet or fixture is leaking.....	128
6.3	Plumbing pipes are frozen and/or burst.....	130
6.4	Bathtub or shower leaks.....	131
6.5	Condensation appears on water supply pipes and toilets	132
6.6	Damage to porcelain, enamel, acrylic or fibreglass surfaces or fixtures.....	133
6.7	Bathtub or shower base flexes and creaks.....	134
6.8	Noisy water pipes or water hammer.....	135
6.9	Defective plumbing fixtures, appliances or trim fittings	136
6.10	Colour variation in sinks, tubs, toilets or bidets (plumbing fixtures)	137
6.11	Toilet does not flush effectively	138
6.12	Toilet floor/wax seal leaks.....	139
6.13	Sewers or drains are blocked.....	140
7.	ELECTRICAL.....	141
7.1	Circuit breakers trip.....	141
7.2	Ground fault circuit interrupter (GFCI) trips.....	142
7.3	Electrical outlets or switches do not work	143
7.4	Electrical fixture does not work.....	144
7.5	Receptacle/switch cover plate is not flush with the wall.....	145
7.6	Ballast for electrical fixtures fails to operate.....	146
7.7	Exhaust duct terminates in attic or crawl space.....	147

7.8	Interior light fixture tarnished	148
7.9	Ceiling fan vibrates and is noisy.....	149
8.	INTERIOR CLIMATE CONTROL.....	150
8.1	Air infiltration through windows and doors	150
8.2	Kitchen or bath fans allow cold air infiltration or drafts	151
8.3	Condensation in attic space.....	152
8.4	Condensation and/or frost on windows.....	153
8.5	Condensation on interior ductwork and air handling equipment.....	154
8.6	Insufficient insulation	155
8.7	Heating, ventilating or air conditioning (HVAC) systems not installed properly.....	156
8.8	Inadequate heating.....	157
8.9	Heat from one living area to the next is not balanced	159
8.10	Noisy ductwork	161
8.11	Ductwork noisy (“oil canning”) when floor is walked on	162
8.12	Noise can be heard at register.....	163
8.13	Ductwork comes apart (HVAC)	164
8.14	Off site odours through vents.....	165
8.15	Dryer vents do not exhaust adequately	166
8.16	Air conditioning coolant line leaks.....	167
8.17	Air-conditioner condensate line is blocked	168
9.	WALL AND CEILING FINISH	169
9.1	Ceiling is uneven	169
9.2	Ceiling texture is unevenly applied.....	170
9.3	Gypsum wallboard corners are uneven.....	171
9.4	Cracks in interior wall and ceiling surfaces.....	172
9.5	Ceiling/wall joint separation - often referred to as truss uplift.....	173
9.6	Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges	174
9.7	Drywall nail/screw pops	175
9.8	Texture of painted gypsum wallboard varies	176
9.9	Finished surface is rough	177
9.10	Interior paint finish is unacceptable.....	178
9.11	Paint or stain on repaired interior areas does not match	179
9.12	Paint is splattered on surfaces not intended to be painted	180
9.13	Clear interior finishes have deteriorated	181
9.14	Wall covering is peeling	183
9.15	Patterns in wall covering are mismatched at the edges	184
9.16	Water penetration behind ceramic tile and bathtub or shower enclosures	185

10. INTERIOR FINISHING	186
10.1 Interior door is warped.....	186
10.2 Bi-fold and sliding doors come off tracks	187
10.3 Pocket door rubs.....	188
10.4 Door rubs on the doorjamb or does not latch.....	189
10.5 Wood door panel has split.....	190
10.6 Door drags on the floor	191
10.7 Interior door swings open or closes by itself.....	192
10.8 Door hinges bind.....	193
10.9 Gaps exist between stair parts	194
10.10 Squeaking stair riser or tread	195
10.11 Gaps exist between heat registers, cold air return grills or ventilation grills and the adjacent surfaces.....	196
10.12 Gaps exist between railing parts	197
10.13 Stair railings lack rigidity	198
10.14 Joint quality of interior trim and moulding work	199
10.15 Nail heads and fasteners are not properly set or filled	200
10.16 Interior trim is split	201
10.17 Interior wood surfaces are scratched or scuffed.....	202
10.18 Hammer marks are visible on trim	203
10.19 Resin bleeding through painted finish.....	204
10.20 Colour variation, knots or different grain patterns exist between adjacent natural wood trim or railings.....	205
11. CABINETS AND COUNTERTOPS	206
11.1 Gap between cabinets and ceilings or walls.....	206
11.2 Cabinets do not line up with each other	207
11.3 Cabinet doors and drawer faces are warped	208
11.4 Cabinet door or drawer binds or rubs	209
11.5 Cabinet doors will not stay closed.....	210
11.6 Cabinet door panel has shrunk leaving a noticeable strip of unfinished wood along a perimeter edge	211
11.7 Laminated countertop has swollen	212
11.8 Laminated countertop is delaminated	213
11.9 Laminated countertop has developed a bubble.....	214
11.10 Laminated countertop seam is excessively wide	215
11.11 Cracks in countertop surfaces	216
11.12 Scratches/chips/staining on countertops.....	217
11.13 Seams (joints) in stone countertops are too wide or open.....	218
11.14 Surface pits, fissures or veins in natural stone countertops	220
11.15 A gap or height variation exists between stone or granite countertop sections	221

12. FLOORING.....222

12.1 Transition between different types of flooring is not flush 222

12.2 Floor is uneven..... 223

12.3 Pattern of finished flooring is out of alignment with adjacent wall surfaces 224

12.4 Carpet seam is visible 225

12.5 Loose or stretched carpet..... 226

12.6 Spots or fading on carpet 227

12.7 Carpet not uniform in colour, texture or pattern..... 228

12.8 Carpet has dark stains around perimeter of rooms and at heating registers 229

12.9 Hollow areas in underpad below carpet surface..... 230

12.10 Carpet is exhibiting excessive fibre loss 231

12.11 Protrusions appear on surface of resilient flooring without breaking through 232

12.12 Resilient sheet flooring is loose 233

12.13 Resilient flooring joints not tight 234

12.14 Bubbles appear on vinyl flooring surface 235

12.15 Resilient sheet flooring has not been sealed..... 236

12.16 Discolouration appears over time on resilient flooring..... 237

12.17 Yellowing appears on surface of resilient flooring 238

12.18 Dye lot variations in resilient flooring 239

12.19 Patterns on vinyl flooring are not aligned across the seams..... 240

12.20 Gaps developing between strips of hardwood or parquet flooring..... 241

12.21 Strip hardwood flooring is cupped (high edges) 242

12.22 Uneven hardwood or parquet flooring 244

12.23 Finished wood flooring is not uniform in appearance 245

12.24 Wood flooring finish has blistered, bubbled or peeled 246

12.25 Hardwood flooring is dented..... 247

12.26 Hardwood flooring squeaks..... 248

12.27 Strip hardwood flooring is crowned 249

12.28 Wood flooring buckles and detaches from substrate 251

12.29 Knots and colour variation in wood flooring 253

12.30 Splinters occur in wood flooring..... 254

12.31 Gaps at ends or along strips of laminate flooring 255

12.32 Laminate flooring is cupped (high edges)..... 257

12.33 Laminate flooring buckles..... 259

12.34 Laminate flooring sections are swelled 260

12.35 Laminate floor expansion gap under baseboards or trim strips 261

12.36 Laminate flooring strips are dented, scratched and/or chipped..... 262

12.37 Ceramic tile, porcelain tile, marble, or stone flooring is broken, cracked or loose..... 263

12.38 Cut edge of a floor tile is too rough or sharp 264

12.39 Ceramic or stone tile is chipped or scratched 265

12.40 Adjacent marble units or ceramic tile surfaces installed at different elevations..... 266

12.41	Variation in colour in natural stone tile installations (granite, marble, travertine, slate and limestone)	267
12.42	Grout is not a uniform colour	268
12.43	Grout lines are not uniform in width.....	269
12.44	Grout joint between floor tiles is cracked or has separated from the tile.....	270
13.	CHIMNEYS AND FIREPLACES.....	271
13.1	Joint or crack in chimney cap allows water leak	271
13.2	Roof flashing leaks at chimney	272
13.3	Detached bricks	273
13.4	Chimney serving solid-fuel-burning appliance does not draw properly	274
13.5	Fireplace firebox paint colour changed	275
13.6	Firebrick is broken	276
13.7	Fireplace finish has changed in appearance.....	277
14.	GARAGES AND EXTERIOR	278
14.1	Garage floor has heaved or settled	278
14.2	Concrete garage or carport floor is cracked.....	279
14.3	No reinforcing in garage slab.....	280
14.4	Garage doors do not operate properly.....	281
14.5	Garage doors (vehicular) allow entrance of snow or water.....	282
14.6	Water accumulates on garage floor	283
14.7	Driveway drainage grate.....	284
14.8	Asphalt or concrete driveway has cracked.....	285
14.9	Driveway or walkway has settled or heaved	287
14.10	Pavers have settled.....	288
14.11	Sod/seeding not completed	289
14.12	Shrubs, trees, plants or sod have died	290
14.13	Water ponding in surface grading of the site.....	291
14.14	Pooling water at edge of patio or landscaping.....	292
14.15	Water is ponding on concrete driveway or walkway	293
14.16	Water is ponding on concrete stairs or landings.....	294
14.17	Settling, heaving or separating of landings or steps	295
14.18	Exterior deck is springy or shaky	296
14.19	Exterior deck railing is shaky.....	297
14.20	Exterior deck is leaking	298
14.21	Deck board spacing is not uniform	299
14.22	Exterior wood handrails are rough in finish	300
14.23	Fasteners stick up on deck surfaces	301
14.24	Exterior deck is out of level or has ponding water.....	302
14.25	Twisting of open-end beams	303
14.26	Walkways or front entry landing/stairs have cracked.....	304

14.27 Spalling, chipping, powdering, scaling or other surface defects on exterior concrete 305

14.28 Landscape lighting and electrical..... 306

14.29 Landscape plumbing 307

14.30 Driveway gate 308

14.31 Rooftop irrigation line is malfunctioning..... 309

15. MULTI-UNIT 310

15.1 Elevator noise/vibration or air movement 310

15.2 Overhead garage door noise/vibration 311

15.3 Garage door operation for multi-family buildings..... 312

15.4 Plumbing noise/vibrations from water piping, stand pipes, drain lines, recirculating lines, Jacuzzi tubs, and toilets, etc..... 313

15.5 Water features on roof tops or over parkades..... 314

15.6 Plumbing leaks from water piping..... 315

15.7 Air infiltration around the unit entrance door from the interior corridor in a multi-family building..... 316

15.8 Clothes dryer ducting leaking 317

15.9 Cracks in finished concrete ceilings in high rises..... 318

15.10 Sound transmission in multi-family buildings..... 319

15.11 Fire protection systems not functioning or installed to Building Code..... 320

15.12 Roof top pathways/pavers 321

APPENDICES..... 322

A1 SOURCES..... 322

A2 MOISTURE AND WOOD FLOORS..... 323

A3 MOISTURE AND WINDOWS..... 324

A4 MEASURING VARIATION FROM THE SPECIFIED PLANE..... 325

A5 HOW TO CONDUCT A WATER TEST..... 326

A6 CHIPPED CLAY BRICKS 327

A7 INDUSTRY AGENCIES..... 330

A8 INSPECTING SURFACES FROM A NORMAL VIEWING POSITION 331

ABOUT THIS GUIDE

Background

In July of 1998, the Government of British Columbia introduced the [Homeowner Protection Act](#) (the **Act**) to strengthen consumer protection for buyers of new homes and to improve the quality of residential construction in the province.

For most consumers, buying a new home or hiring a contractor to build their new home is one of the largest financial investments they will make. It's important that consumers can make that investment knowing that they will not be faced with unforeseen additional expenses to repair defects after they move in. For that reason, the **Act** established a requirement that all new homes built for sale or under a construction contract must be covered by home warranty insurance or be exempted by the **Act**.

Acknowledgements

The **Residential Construction Performance Guide** (the Guide) was developed for use in British Columbia by a task group of representatives from home warranty insurance companies and BC Housing. Various trade and industry groups were consulted in developing this Guide and BC Housing is grateful for their input. A list of the organizations that were consulted is included in Appendix A7.

The first edition of the Guide published in February 2011, was written using the second edition of Tarion Warranty Corporation's **Construction Performance Guidelines for the Ontario Home Building Industry** as a template, and was used with their expressed written permission. The B.C. task group expresses thanks to Tarion for agreeing to share them with British Columbia.

Purpose and Limitations of this Guide

The purpose of the Guide is to provide advance information to both residential builders and to owners of new homes as to how warranty providers will evaluate claims for defects in design, labour or materials.

The Guide does not supplement or amend the legislation or the statutorily mandated terms of home warranty insurance in British Columbia. Homeowners should be familiar with their policy of home warranty insurance and not rely solely on the Guide.

The participating warranty providers have generally agreed to use the Guide in order to help determine whether or not a defect claim is covered by their policy of home warranty insurance, however, they are not bound by it. When the Guide conflicts with legislation, regulation, or generally accepted industry standards, the warranty providers can be expected not to follow the Guide.

The Guide is intended to provide objective and uniform criteria that set out the minimum required performance of new homes covered by home warranty insurance in British Columbia. However, it does not create obligations to the warranty providers that are not contained in the *Act* and regulations. It attempts to deal with the most common possible defect claims that might be submitted under a home warranty insurance policy.

The Guide complements the Building Code, but goes beyond the requirements of the Code. The Building Code mostly addresses structural integrity and health and safety matters, whereas this Guide deals more particularly with issues of defect in design, materials and workmanship. Although the Guide covers many standards, not all standards are included and industry standards evolve with new products and technologies. The Guide is designed to be supplemented by any applicable and appropriate guidelines or standards produced by industry associations and product manufacturers. The Guide does not replace manufacturers' warranties.

The Guide is designed primarily for conventional low-rise, wood-frame construction, which is the predominant method of residential construction in B.C. Therefore, it may not be applicable in all respects for other types of construction or assemblies. The Guide does contain some limited guidelines with respect to the common property of larger multi-unit buildings based on the most frequent concerns identified by warranty providers.

Since the Guide may be revised from time to time, warranty providers have agreed that decisions shall be based on the current edition of the Guide. However, where the Building Code is referenced, the version of the Code that was in place at the time the building permit was issued would be applicable. The effective date of the Guide is indicated on both the cover of the Guide and on the bottom of each page. The Guide will be reviewed periodically and expanded or updated to reflect legislative/regulatory changes and/or changes in construction materials, technologies and best practices. To find the most current version of the Guide, please visit bchousing.org.

Owners may use the Guide to help determine whether or not a concern they have with their new home might be covered by their home warranty insurance. Understanding this distinction may help consumers gain a more realistic expectation about the performance of their new home and help owners to self-evaluate possible defects.

Residential builders may use the Guide to assist in meeting or exceeding the standard to which their new homes will be measured in the event of a claim. Most warranty providers have an indemnity agreement with their builder clients that requires the residential builder to correct defects for a certain period of time in which the home warranty insurance coverage is in effect.

Although the **Act** sets out requirements for home warranty insurance for certain types of building envelope renovations, the Guide does not specifically deal with issues arising from building envelope renovations.

The greatest of care has been taken to verify all information contained herein. However, each situation is different and readers are strongly advised not to rely simply on the contents of this Guide, but to carefully review the [Homeowner Protection Act](#), the regulations and their warranty insurance documentation and to obtain construction and legal advice from qualified engineers, architects, licensed residential builders and lawyers as may be appropriate for any specific circumstance. Nothing in this Guide alters any rights or obligations of any party under the [Homeowner Protection Act](#), the regulations or any other applicable laws. BC Housing and those involved in the writing and publication of this Guide assume no liability for any statements made in this Guide or for any damage, loss, injury or expense that may be incurred or suffered as a result of the use of or reliance on this publication.

WARRANTY REQUIREMENTS

Homeowner Protection Act

In order to better protect owners of new homes, the [Homeowner Protection Act](#) requires that all new homes, other than those specifically exempted by the **Act** or its regulations, must be covered by home warranty insurance as prescribed in the regulations.

The requirement for “2-5-10” home warranty insurance came into effect through regulations under the **Act** in July 1999. The regulations expanded on the general nature of home warranty insurance set out in the **Act** and established mandatory warranty conditions, minimum standards of coverage and addressed other issues that are important in understanding what home warranty insurance covers and does not cover.

Home Warranty Insurers

The [Homeowner Protection Act](#) established that home warranty insurance may only be provided by insurance companies that are authorized by B.C.’s Financial Institutions Commission. The current list of authorized insurers is maintained on BC Housing’s website at bchousing.org.

Owner Builders, Rental Buildings and Other Exemptions

There are certain exceptions to the requirement for home warranty insurance, the most significant of which are:

- individuals who receive authorization from the Licensing and Consumer Services branch of BC Housing to build a dwelling unit for their own personal use, and
- rental buildings that are subject to a restrictive covenant preventing the sale of individual units.

Owner builders are not required to become licensed or arrange home warranty insurance for their new home. However, they must receive prior authorization from the Licensing and Consumer Services branch to build, and if they sell the new home within 10-years after first occupancy, an owner builder has a personal statutory obligation to future owners with respect to any defects in the labour, design and materials used to build the new home that is equal to the minimum standards established for home warranty insurance. Owner builders must provide prospective purchasers of the new home with a Disclosure Notice alerting the potential buyer to the fact that the home was not built by a licensed residential builder and is not protected by home warranty insurance. While the Guide is not intended for this purpose, it may provide some use to buyers of owner-built homes in the event of a

dispute about the owner builder's obligation to correct defects under the statutory obligation.

Rental buildings may receive an exemption from licensing and home warranty insurance if the owner registers a covenant on title restricting the sale of individual units for a 10-year period.

Some manufactured homes, floating homes, dormitories, care facilities, and hotels and motels that are not strata-titled, are also exempt from the definition of new home.

Transfer of Home Warranty Insurance Coverage

Home warranty insurance pertains solely to the new home for which it provides coverage and notice to the warranty provider is not required on a change of ownership. All of the applicable remaining benefits under home warranty insurance that have not expired are automatically transferred to any subsequent owner on a change of ownership. Owners who sell their new home should hand over the policy documents and the maintenance manual (if one has been provided) to the new owners.

What's Covered and Not Covered by Home Warranty Insurance?

In general terms, home warranty insurance only covers defects. Defects are defined by the **Act** as meaning any damages that result from design, materials and labour that are contrary to the Building Code, or damage that requires repair or replacement due to the negligence of a residential builder or person for whom the residential builder is responsible at law. For instance, this would include work performed by trades under the residential builder's supervision, but would not cover defects in design, materials or labour supplied by the owners.

Home warranty insurance is specifically defect insurance and does not deal with contract-related issues, such as cost overruns or other financial disputes, incomplete work, substitution of materials or colours, delayed occupancy or deposit refunds. Work that is incomplete due to the negligence of the builder and causes a Building Code violation that constitutes an unreasonable health or safety risk may be covered under warranty.

Owners of new homes should familiarize themselves with the terms and conditions of their home warranty insurance by reading their policy carefully. The policy contains information about commencement dates, exclusions, owner maintenance obligations, standard of coverage and financial limits of the policy.

Not all work undertaken by the builder is covered by the mandatory warranty coverage. Some builders may offer after sales customer service programs that go above and beyond the mandatory warranty coverage. Should the builder undertake repairs as a customer service on an

issue where there is no warranty coverage, the repair is beyond the scope of the warranty protection and is not covered by the one-year warranty on repairs and replacements.

In general, home warranty insurance does not cover site grading other than directly around the perimeter of the home, landscaping, septic systems or municipal services, detached structures such as garages, garden sheds or other outbuildings (certain exceptions apply to strata common property).

In addition, weathering, normal wear and tear, normal shrinkage of materials such as concrete and wood, material design or labour provided directly by the owner, damage caused by animals or insects, fire windstorm or other acts of nature are also not covered under warranty.

Generally speaking, manufacturers' specifications or instructions should be followed when materials are supplied for or installed in the home and would be used to determine the acceptable performance/condition for warranty coverage. However, it's important to note, that manufacturers' specifications or instructions are not always available, may not be relevant to local conditions and building practices, and do not cover all installation situations. In these cases, normal, local industry standards would determine the acceptable performance/condition for warranty coverage.

Damage resulting from work performed by the owner or under the owner's direction after occupancy, such as renovations, alterations, deletions or additions, is not covered under warranty.

A complete list of allowable exclusions can be found in [sections 10 and 11](#) of the [Homeowner Protection Act](#) Regulation.

Coverage for Strata-Titled New Homes vs. Freehold

If a new home is included in a strata plan, home warranty insurance provides separate coverage for each dwelling unit comprising a strata lot, and for the common property. It's important for both unit owners and strata boards to be aware of this and to take the time to gain an understanding of the difference between the common property and what is unique to the individual units in their strata corporation. In principle, the strata corporation owns the common property and the strata board is responsible for dealing with home warranty insurance issues for defects in the common property. Unit owners are responsible for handling home warranty insurance issues relating to defects in their individual units. This is very important when it comes to understanding the role of unit owners and the strata board with respect to defect claims.

Pre-Delivery Inspection

A pre-delivery inspection is a walk-through performed by the builder and owner to inspect the property together prior to closing or settlement. During the inspection, the owner and builder should verify that all terms of the contract have been met, the home is completed and that major items are in working order. Often builders will take this opportunity to provide the owner with a new home orientation to explain operation of the home's systems, and provide manuals and maintenance documentation. During the inspection, the owner and builder should thoroughly examine the entire interior and exterior of the home. Any damaged, incomplete or missing items, as well as anything that is not operating properly, should be noted and recorded on the pre-delivery inspection. Warranty providers will usually have a form for this purpose, but may use varied terminology to describe it, such as a completion certificate or a certificate of possession.

It's important to note that warranty providers will generally rely on information recorded (or not) and agreed to on the pre-delivery inspection form (PDI form) to determine whether or not they will cover physical damage to materials, such as finished flooring, counter tops and plumbing fixtures. Where such damage may have occurred after occupancy, the damage will probably be judged to be not covered as a defect.

While builders may undertake to repair, replace or otherwise deal with a number of issues at the pre-delivery inspection and record that on a PDI form, that does not necessarily mean that those issues will be covered by home warranty insurance in the event that the builder does not follow through. Regardless of what a builder might promise, home warranty insurance is limited to the correction of defects as set out in the policy and in the [Homeowner Protection Act](#) and Regulations.

Time limits on coverage: 2-5-10

The following section should be read in conjunction with the **Act** and regulations, and the "What's Covered and Not Covered by Home Warranty Insurance?" section in this Guide as there are exclusions and limitations.

The minimum coverage for every policy of home warranty insurance includes:

2-year materials and labour warranty

In the first 12 months, for all new homes other than the common property, common facilities and other assets of a strata corporation, coverage is for any defect in materials and labour, and for a violation of the Building Code*.

In the first 15 months, for the common property, common facilities and other assets of a strata corporation, coverage is for any defect in materials and labour, and for a violation of the Building Code.

In the first 24 months, for all new homes including the common property, common facilities and other assets of a strata corporation, coverage is for:

- any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems,
- any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home,
- any defect in materials and labour which renders the new home unfit to live in, and
- for a violation of the Building Code.

* Non-compliance with the Building Code is considered a defect covered by home warranty insurance if the non-compliance constitutes an unreasonable health or safety risk, or has resulted in, or is likely to result in, material damage to the new home.

5-year building envelope warranty

The minimum coverage for the building envelope warranty is five years for defects in the building envelope of a new home, including a defect that permits unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

Note: In evaluating a building envelope claim, warranty providers will require evidence of actual water penetration or evidence that the water penetration is substantially likely to occur and cause material damage to the new home within the five-year period if the defect is not repaired.

10-year building structural defects warranty

The minimum coverage for the structural defects warranty is 10 years for any defect in materials and labour that results in the failure of a load bearing part of the new home, and any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

Commencement dates for home warranty insurance

Commencement dates for fee simple new homes

For a new home constructed by a residential builder on land owned by the owner, the commencement date for home warranty insurance is the earliest of the date of actual occupancy of the new home, the granting of an occupancy permit or similar right to occupy by the authority having jurisdiction, and the date that the new home is completed and ready for occupancy. In a jurisdiction where occupancy permits are not issued, a new home is deemed to

have reached the stage of occupancy when it is substantially completed and is capable of being occupied.

For a new home constructed by a residential builder on land not owned by the owner, the commencement date is the earlier of the date of actual occupancy of the new home, and the transfer of the legal title of the new home to the owner.

Commencement dates for strata-titled new homes

If a new home is included in a strata plan, the home warranty insurance provides separate coverage for the dwelling unit comprising the strata lot, and for the common property.

For the dwelling unit comprising the strata lot, the commencement date of the home warranty insurance coverage is the earlier of the actual occupancy of the dwelling unit, and the transfer of legal title of the strata lot.

For the common property, the commencement date of the home warranty insurance coverage is concurrent with the first commencement date for a dwelling unit in each separate multi-unit building comprising the strata plan.

Commencement dates for special cases

If an unsold new home owned by a residential builder is occupied as a rental unit, the home warranty insurance commencement date is the date the new home is first occupied by a tenant.

If the residential builder subsequently offers to sell a new home which is rented, the residential builder must disclose in writing to each prospective purchaser, the date on which the home warranty insurance expires. Whether or not the expiry date of the warranty is properly disclosed, the warranty insurance commencement date is still the date the new home was first occupied by a tenant.

Maintenance Required

The first owner of a new home may receive a copy of a maintenance manual from their residential builder or their warranty provider. These manuals provide useful information on the care and maintenance of the new home. Owners who receive a maintenance manual are advised to read it carefully and undertake the regular maintenance recommended in the manual. It's important for owners to perform maintenance in keeping with the manual. If a manual has been provided, failure to perform maintenance recommended in the manual is an allowed exclusion in home warranty insurance policies and could result in damages that will not be accepted by a warranty provider. In addition, proper care and maintenance is important to preserve the long-term value of any new home.

Owner's Obligation to Mitigate Damages

An owner is responsible to mitigate or reduce any immediate damage to the new home. If an emergency situation requires immediate action, an owner has a duty to lessen the potential damage. An owner must take all reasonable actions to restrict or minimize damage to the new home.

Besides an owner taking timely action to limit damage, written notice should be promptly sent to the warranty provider and builder. Phone calls should be quickly followed-up with written notice. Submitting written notice well after the occurrence or after work is completed may preclude the claim review process or affect the verification of a claim.

Pictures should be taken of the problem prior to and during any emergency repairs. This information can assist in establishing the problem for warranty purposes.

An owner's duty to maintain and mitigate survives even if the new home is unoccupied, occupied by someone else other than the owner, for sale or experiencing water penetration that does not appear to be causing damage.

If a problem is made worse due to an owner's failure to undertake the proper home maintenance or to mitigate damage, the problem and resultant damage may not be covered under warranty.

Owner's Obligation to Provide Access for Inspection and Repair

Owners are required by the legislation to allow their warranty provider and the original residential builder access to their new home to investigate claims and conduct repairs at all reasonable times, provided they are given reasonable advance notice.

Filing a Claim

Regulations under the **Act** set out the procedure for filing a claim as follows:

Within a reasonable time after the discovery of a defect and before the expiry of the applicable home warranty insurance coverage, an owner must give to the warranty provider and the residential builder written notice in reasonable detail that provides particulars of any specific defects covered by the home warranty insurance.

In other words, a claim must be in writing to the warranty provider and the residential builder, and must identify what the problem is in simple terms and where in the home the damage has occurred.

It's important for strata unit owners and strata boards to remember that the term "owner" includes a strata corporation (the board) in respect of the common property, common facilities and other assets, and that the expiry date of the home warranty insurance coverage is different and earlier for the common property than for most of the units.

Home warranty insurance coverage becomes more limited over time. Owners should review their policy documentation as soon as they receive it and note the expiry dates of each of the warranty insurance periods. A sticker listing the expiry dates is required to be provided with the policy and is intended to be affixed to the electrical panel cover or other prominent place by the first owner.

The warranty provider may require the notice to include the home warranty insurance number and copies of any relevant documentation and correspondence between the owner and the residential builder.

Owners are obligated to allow access to the new home to the warranty provider and/or the residential builder at all reasonable times, and on receiving reasonable advance notice, to investigate claims and undertake repairs.

The Guide is intended to assist new homeowners to self-evaluate their concerns and determine whether or not it is appropriate to send written notice of claim to the builder and their warranty provider. Whenever there is doubt, it is advisable to send written notice.

Warranty Provider's Obligation for Handling Claims

The regulations under the **Act** set out requirements for how a warranty provider must respond to a properly filed claim:

- 1) A warranty provider must, on receipt of written notice of a claim under home warranty insurance, promptly make reasonable attempts to contact the owner to arrange an evaluation of the claim.
- 2) The warranty provider must make all reasonable efforts to avoid delays in responding to a claim under home warranty insurance, evaluating the claim and scheduling any required repairs.
- 3) If, following evaluation of a claim under home warranty insurance, the warranty provider determines that the claim is not valid or not covered under the home warranty insurance, the warranty provider must notify the owner of the decision in writing, setting out the reasons for the decision.
- 4) The notice under subsection (3) must also set out the rights of the parties under the third-party dispute resolution process noted in section 1 of Schedule 2 of the Regulation.

- 5) Repairs must be undertaken in a timely manner, with reasonable consideration given to weather conditions and the availability of materials and labour.
- 6) On completion of any repairs, the warranty provider must deliver a copy of the repair specifications to the owner along with a letter confirming the date the repairs were completed and referencing the repair warranty provided for in item (7) below.
- 7) All repairs and replacements made under home warranty insurance must be warranted against defects in materials and labour until the later of the first anniversary of the date of completion of the repair or replacement, and the expiry of the applicable home warranty insurance coverage.
- 8) All repairs and replacements made under home warranty insurance must be completed in a reasonable manner using materials and labour conforming to the building code and industry standards.

As you can see, the regulation is not specific in terms of the actual time frame within which a warranty provider must respond. The majority of British Columbia's warranty providers have nonetheless agreed to the following guidelines or targets with respect to their obligations in responding to claims:

- Claimants should expect to receive a reply from their warranty provider within 10 working days of the warranty provider receiving a claim notice. A claim notice sent by fax or email is deemed to be received on the date it is sent. Claim notices sent by ordinary mail are deemed to be received within five working days from the date of the postmark. Unless additional information is required, the initial response from the warranty provider will be in writing and should include an acknowledgement of the claim, assignment of a claim file number, an indication of what the next steps will be and a time frame within which the next steps will take place.
- Warranty providers will often rely on their contractual relationship with a builder to have them rectify an owner's concerns in the normal course of providing proper after-sales service. Accordingly, in most cases, a claimant should expect that when a claim is received the warranty provider will contact the builder in writing and ask them to address the issues contained in the claimant's notice. In the majority of cases, the claimant should expect that the builder will resolve the issues without further involvement by the warranty provider. However, warranty providers must follow up in these circumstances to determine whether the builder has satisfied the claimant's concerns.
- For issues that are not considered to be an emergency (see earlier section "Owner's Obligation to Mitigate Damages") a claimant should expect that the warranty provider will contact them within the time set out in the warranty provider's initial response letter to follow up and determine if the builder has satisfied the claimant's concerns. If the builder has not satisfied the claimant's concerns, the warranty provider will further evaluate the claim and arrange a date and time for a site inspection by a claims adjustor, if requested. It may be that further information is needed before such a site inspection is arranged.

- If there is going to be a delay in the completion of the evaluation beyond 30 working days, the warranty provider will advise the claimant in writing and explain the reasons for the delay. Once the warranty provider completes whatever additional investigations are reasonably required (such as site visits, expert reports, meetings with the owner and/or the builder if necessary), the claimant should expect to receive a written report from the warranty provider setting out which claim items are covered by the home warranty insurance policy and which are not, along with an explanation as to why they are not covered.
- The timing of any required repair work will depend on several factors. The warranty provider will consult the claimant with respect to scheduling the repairs.
- Following completion of all repairs, claimants should receive written confirmation of the completion of the repairs and the date upon which the repair warranty will expire.

Please note that these are guidelines only which the province's warranty providers have agreed to with BC Housing in connection with their obligations under the **Act**. These guidelines do not in any way supplement or amend the legislation or the statutorily mandated obligation of a warranty provider for handling claims.

Details of the actual obligations of a warranty provider are set out in the home warranty insurance policy issued to the first owner of a new home and the [Homeowner Protection Act](#) and its Regulations. Homeowners must carefully read their home warranty insurance policy and to comply with all notices and other provisions it contains. Failure to do so may compromise coverage.

Residential Builder's Responsibility

Warranty providers often have indemnity agreements with their residential builder clients. An indemnity agreement is a contract that, for a specific period of time, obligates the builder to correct defects that are deemed to be covered by home warranty insurance and often requires the builder to provide financial security of some sort to their warranty provider. The decision on who will correct defects is made by the warranty provider. The warranty provider may wish to arrange for warranty defects to be corrected by the original builder or by another contractor.

Terminology

The following definitions apply to certain words or phrases used in this Guide. Some of the terms are the same or similar to legal definitions, specifically definitions in the *Homeowner Protection Act Regulation*. Other terms are not legal definitions, but are plain language explanations for commonly used terms. An asterisk (*) denotes terms that have legal definitions. Please refer to the *Homeowner Protection Act Regulation* for an exact definition.

“2-5-10” Home Warranty

A term trademarked by the Licensing and Consumer Services branch of BC Housing, referring to the mandatory home warranty insurance coverage.

Act

The [Homeowner Protection Act](#).

Building Code*

As applicable, the British Columbia Building Code, or the Vancouver Building Bylaw, in force at the time that the building permit was issued for the new home or, in jurisdictions where a building permit is not required, in force when construction commences.

Building Envelope*

The assemblies, components and materials of a new home which are intended to separate and protect the interior space of the new home from the adverse effects of exterior climatic conditions.

Claim

Written notice given by an owner to their warranty provider and residential builder that provides reasonable detail about defects that the owner believes are covered by the policy of home warranty insurance.

Common Property*

- (a) That part of the land and buildings shown on a strata plan that is not part of a strata lot, and
- (b) pipes, wires, cables, chutes, ducts and other facilities for the passage or provision of water, sewage, drainage, gas, oil, electricity, telephone, radio, television, garbage, heating and cooling systems, or other similar services, if they are located:
 - (i) within a floor, wall or ceiling that forms a boundary
 - (A) between a strata lot and another strata lot,
 - (B) between a strata lot and the common property, or
 - (C) between a strata lot or common property and another parcel of land, or
 - (ii) wholly or partially within a strata lot, if they are capable of being and intended to be used in connection with the enjoyment of another strata lot or the common property.

CSA

Canadian Standards Association

Crazing

The development of a network of random cracks or fissures on the surface of concrete, mortar or solid surfaces, caused by shrinkage of the surface layer or by hot water expansion and contraction.

Defect*

Any design or construction, that is contrary to the Building Code, or that requires repair or replacement due to the negligence of a residential builder or person for whom the residential builder is responsible at law.

Defects in the Building Envelope*

Defects that result in the failure of the building envelope to perform its intended function.

Delivery and Distribution Systems

Includes equipment, wires, conduits, pipes, junctions, switches and receptacles for electrical, plumbing, heating, ventilation and air conditioning systems. Does not include electrical or plumbing fixtures, the seals and fittings or non-hard wired appliances.

Driveway*

A surface intended and constructed primarily to be used for vehicular access to or from a new home.

Home Warranty Insurance*

A contract of insurance covering defects in design, materials or workmanship used in the construction of a new home.

Honeycombing

The appearance of voids in concrete when the space around coarse aggregate material is not completely filled by mortar leaving the coarse aggregate exposed. Honeycombing is usually caused by insufficient working or vibration during placement.

Humidity

The amount of water vapour within the air expressed as a percentage of the amount of water the air can hold at one atmosphere pressure and at a given temperature. (Also see **Relative Humidity**)

Improper Maintenance

Maintenance that is not in keeping with maintenance requirements or procedures which have been provided to the original owner by the residential builder or warranty provider.

Landscaping

Includes both hard and soft landscaping features. Includes, but is not limited to, plants, fencing, detached patios, planters, gazebos and similar structures.

Licensing and Consumer Services, a branch of BC Housing

The Licensing and Consumer Services branch of BC Housing administers the *Homeowner Protection Act* and regulates Licensed Residential Builders to ensure they arrange for warranty insurance as required by the *Act*.

Load Bearing*

Subjected to or designed to carry loads in addition to its own dead load, but does not include a wall element subjected only to wind or earthquake loads in addition to its own dead load.

New Home*

A building, or portion of a building, that is newly constructed and intended for residential occupancy, and includes:

- a self-contained dwelling unit that is detached, or attached to one or more other self-contained dwelling units,
- a building having two or more self-contained dwelling units under one ownership, and
- the common property, common facilities and other assets of a strata corporation does not include construction performed by the owner or by anyone other than the residential builder or its employees, agents or subcontractors as part of the original construction or undertaking a warranty repair.

Normal

Something exhibiting typical, usual or conventional construction, design or operation.

Normal Lighting

Normal lighting is light sourced from the sun or by the normal fixtures operating in the home. The use of additional light sources, such as flood lights, flash lights and flashes to enhance an irregularity, is not considered normal.

Normal Viewing Position

A normal viewing position is the typical or standard way that something is viewed. Magnifying, artificially enhancing or abnormally close viewing of an irregularity is not considered normal viewing. Finishes are viewed from a distance, angle, position or other such parameter(s) as specified in the Guide. ([See Appendix A8 Inspecting Surfaces from a Normal Viewing Position](#)).

Normal Wear and Tear

Physical deterioration arising from age and normal use. A form of depreciation which is assumed to occur even when an item is used competently and with care and proper maintenance.

Owner*

A person who purchases a new home, or contracts with a residential builder to construct a new home, and includes a strata corporation in respect of the common property, common facilities and other assets, and a subsequent purchaser of a new home.

Owner Builder*

An individual who has a valid Owner Builder Authorization issued by the Registrar of BC Housing under [section 20 of the Act](#).

Pre-Delivery Inspection (PDI)

[See page 7.](#)

Relative Humidity

See **Humidity**.

Rectify

The method of repair may include restoration, alteration, or partial or full replacement of materials or equipment. The repair method chosen must satisfy the acceptable performance/condition specified in the applicable standard. Any additional repairs required should meet the acceptable performance/condition in the relevant standards.

Replace

To substitute or put in the place of another with an equivalent item.

Residential Builder*

A person who engages in, arranges for or manages all or substantially all of the construction of a new home, and includes a developer and a general contractor.

Secondary Suite*

A suite located in and forming part of a dwelling unit where the dwelling unit remains as a single legal title.

Statutory Obligation*

Refer to [section 23 of the Homeowner Protection Act](#) for a detailed definition.

Structural Defect*

Includes any defect in materials and labour that results in the failure of a load-bearing part of the new home, and any defect that causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

Substrate

The surface or medium that serves as a base for the next layer of finish (protective or cosmetic surface).

Walkway*

A surface intended and constructed primarily to be used as a pedestrian access to or from a new home, and may include stairs.

Warranty Provider*

A person who has a business authorization under the *Financial Institutions Act* to carry on insurance business.

PERFORMANCE GUIDELINES

1. FOUNDATION/BASEMENT

1.1 Efflorescence on concrete or masonry surfaces

Efflorescence is the formation of a white crystalline or powdery deposit on the surface of concrete and masonry when moisture evaporates from the surface.

Visible efflorescence is an indication that moisture has moved from the material to its surface. A certain amount of initial post-construction efflorescence is a normal condition and can be removed with a stiff brush and water.

Acceptable Performance/Condition

Minor amounts of efflorescence may exist on concrete and masonry surfaces at completion of the building and should be removed as part of the normal construction process.

Continued wetting under normal weather conditions can result in efflorescence.

Excessive amounts of efflorescence that recurs after construction related efflorescence has been removed may require investigation to determine the cause.

Warranty Coverage

12 months

15 months common property

Claim Response

Efflorescence not meeting the Acceptable Performance/Condition must be rectified.

See also

[4.15 Efflorescence \(white powder\) is present on masonry surface](#)

[14.27 Spalling, chipping, powdering, scaling or other surface defects on exterior concrete](#)

Maintenance Tip

Do not leave taps or hoses running at foundations.

1.2 Interior concrete surfaces are powdery

Acceptable Performance/Condition

Some dusting of the interior concrete surface may normally occur.

Where the aggregate becomes exposed the condition is considered excessive.

Warranty Coverage

12 months

15 months common property

Claim Response

Interior concrete surfaces not meeting the Acceptable Performance/Condition must be rectified. Repairs may consist of a surface sealant or a hardener.

The colour, finish, or texture of a repaired area may not match the surrounding concrete.

See also

[14.27 Spalling, chipping, powdering, scaling or other surface defects on exterior concrete](#)

1.3 Interior concrete surface is flaking off - “scaling or spalling”

Acceptable Performance/Condition

Exposed interior concrete surfaces should not deteriorate to the extent that the aggregate is exposed under normal use conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Interior concrete surfaces not meeting the Acceptable Performance/Condition must be rectified.

The colour, finish or texture of a repaired area may not match the surrounding concrete.

See also

[14.27 Spalling, chipping, powdering, scaling or other surface defects on exterior concrete](#)

1.4 Exposed interior concrete floor slabs are uneven

Acceptable Performance/Condition

Exposed interior concrete floors shall not have bumps, ridges or depressions exceeding 12 mm (1/2") within a 3 m (10') specified plane.

Concrete floors sloped to provide drainage is not considered to be a defect.

Crawl space skim coats are excluded from this guideline.

Warranty Coverage

12 months

15 months common property

Claim Response

Floor slabs not meeting the Acceptable Performance/Condition must be rectified.

Repairs may include grinding, applying a topping or other industry acceptable methods.

The colour, finish or texture of a repaired area may not match the surrounding concrete.

See also

[14.1 Garage floor has heaved or settled](#)

1.5 Interior concrete floor is cracked

Acceptable Performance/Condition

Cracks resulting from normal shrinkage and minor settlement are not uncommon and are not covered under warranty.

Cracks in excess of 6 mm (1/4") in width or laterally displaced more than 6 mm (1/4") across the crack are considered excessive. Actual crack widths shall be determined using a measuring device* inserted inside the crack. A flat instrument placed over the crack can be used to determine vertical displacement.

* An allen wrench/key or a wire feeler gauge for instance may be used to measure the width of a crack.

Crawl space is excluded from this standard.

Warranty Coverage

12 months

15 months common property

Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be rectified. Depending on the extent of the defect, filler or grout is an acceptable repair.

Where repairs are necessary, colour, finish or texture of the repair may not match the surrounding concrete.

See also

[1.7 Cracking of concrete surfaces](#)

[12.2 Floor is uneven](#)

[14.2 Concrete garage or carport floor is cracked](#)

Maintenance Tip

Do not plant deep-rooted plants, shrubs or trees near the foundation as roots can clog drain tile and crack concrete.

1.6 Interior concrete floor has settled

Acceptable Performance/Condition

Minor settlement of concrete floors is not uncommon and is acceptable.

Where the interior floor meets a foundation wall, the concrete floor slab shall not settle more than 12 mm (1/2") from its original position.

The above standard applies to finished and unfinished concrete floors within a new home. Floors serving attached garages or carports are dealt with later in this document.

Crawl space is excluded from this standard.

Warranty Coverage

12 months

15 months common property

Claim Response

Slabs not meeting the Acceptable Performance/Condition are to be rectified.

Repair may include adding a topping, slab jacking or other industry accepted method.

Where repairs are made, colour, finish or texture of the repair may not match the surrounding concrete.

See also

[12.2 Floor is uneven](#)

[14.1 Garage floor has heaved or settled](#)

1.7 Crazeing of concrete surfaces

Acceptable Performance/Condition

Concrete flatwork often displays random cracks or fissures. Usually, they are not readily apparent until the surface has been wet and it is beginning to dry out.

Crazeing cracks do not affect the structural integrity of concrete and they rarely affect durability or wear resistance.

Warranty Coverage

None

This is an aesthetic condition due to normal shrinkage and is not considered to be a defect.

Claim Response

None

See also

[1.5 Interior concrete floor is cracked](#)

[14.27 Spalling, chipping, powdering, scaling or other surface defects on exterior concrete](#)

Maintenance Tip

Regularly apply a quality concrete sealer.

1.8 Concrete block foundation wall is cracked

Acceptable Performance/Condition

Cracks resulting from normal shrinkage or minor settlement are common and acceptable.

Cracks are considered unacceptable if they are:

- in excess of 6 mm (1/4") in width
- laterally or vertically displaced in excess of 6 mm (1/4")
- visibly bowed at the crack location, or
- water leakage occurs.

Actual crack width shall be determined using a measuring device such as an allen key or wire feeler gauge. Lateral displacement shall be measured by placing a straight edge or flat instrument over the crack.

Warranty Coverage

12 months

15 months common property

5 years if unintended water penetration occurs

Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be rectified.

The colour, finish or texture of a repaired area may not match the surrounding concrete.

See also

[1.12 Concrete foundation wall is cracked](#)

Maintenance Tip

Do not direct sprinklers against the building.

1.9 Parging is falling off above grade

Acceptable Performance/Condition

Hairline shrinkage cracks in parged surfaces are common and not considered to be a defect.

Above grade parging that is separating from the concrete base or concrete block foundation is not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Foundation parging not meeting the Acceptable Performance/Condition must be rectified.

The colour, finish or texture of a repaired area may not be an exact match with the surrounding concrete.

See also

[1.10 Exposed concrete foundation wall has holes in the surface](#)

[4.21 Exterior stucco is separating/debonding](#)

Maintenance Tips

Do not place soil or flower beds against the siding.

Do not pressure wash siding.

1.10 Exposed concrete foundation wall has holes in the surface

Acceptable Performance/Condition

Minor surface imperfections and voids in concrete are normal.

However, the exterior portion of foundation walls exposed to view shall have no holes (including honeycombing) that:

- are larger than 50 mm (2") in diameter
- are 30 mm (1 1/8") deep
- expose reinforcing, or
- result in water leakage.

Warranty Coverage

12 months

15 months common property

5 years for unintended water penetration

Claim Response

Walls with holes not meeting the Acceptable Performance/Condition are to be rectified.

The colour, finish or texture of a repaired area may not match the surrounding concrete.

See also

[1.9 Parging is falling off above grade](#)

1.11 Exterior membrane is exposed

Acceptable Performance/Condition

Where the exterior membrane is forming part of the cladding system, it shall be suitably protected from ultra violet exposure.

This standard does not apply to membranes with ultra violet protective coatings.

Warranty Coverage

12 months

15 months common property

Claim Response

Exterior membrane not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

Seasonal conditions may delay the timing of repairs.

Maintenance Tip

Check for soil settlement around the foundation and fill depressions as required.

1.12 Concrete foundation wall is cracked

Acceptable Performance/Condition

It is not uncommon for cast-in-place concrete foundation walls to have cracks resulting from normal shrinkage or minor settlement; these are acceptable.

However, cracks are not acceptable if the crack is:

- in excess of 6 mm (1/4") in width
- laterally or vertically displaced in excess of 6 mm (1/4"), or
- water leakage occurs.

Actual crack width shall be determined using a measuring device such as an allen key or wire feeler gauge. Lateral displacement shall be measured by placing a straight edge or flat instrument over the crack. Further investigation may be required if crack width greatly exceeds the Acceptable Performance/Condition, or if lateral or vertical movement is evident.

Warranty Coverage

12 months

15 months common property

5 years if unintended water penetration

10 years for structural failure

Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be rectified. Depending on the situation cracks may be repaired from the interior or exterior. The colour, finish or texture of a repaired area may not match the surrounding concrete.

See also

[1.8 Concrete block foundation wall is cracked](#)

Maintenance Tips

Do not direct sprinklers against the building.

When installing flower beds be careful not to interfere with the drainage system.

1.13 Condensation in crawl space

Acceptable Performance/Condition

Occasional condensation in itself is not considered abnormal. Typical temporary conditions that may contribute to condensation are:

- Cool air may enter an unheated crawl space and cool interior surfaces of the space. When outdoor temperatures rise, moisture laden warm air may be carried into the crawl space and condense on the cool surfaces.
- At night in heated crawl spaces, outside air may rapidly cool foundation walls and cool the interior surface on which moisture can condense.
- If the house is left unheated, the floors and walls may provide cold surfaces on which moisture in the warmer crawl space may condense.
- Stored materials may obstruct ventilation airflow.

Crawl spaces shall be conditioned or ventilated in accordance with the Building Code.

If condensation results from a defect in design materials or labour or a Building Code violation, then action to address the defect and any related damage caused by the condensation is required.

Excessive condensation should not accumulate on crawl space interior surfaces for extended periods.

Warranty Coverage

12 months

15 months common property

Damage caused by dampness or condensation due to failure by the owner to maintain adequate ventilation or humidity levels as may be set out in maintenance documentation provided to the owner is not covered under warranty.

Ventilation requires careful management by the owner to maintain acceptable moisture levels.

Claim Response

Condensation in a crawl space not meeting the Acceptable Performance/Condition must be rectified. Construction defects that cause condensation are to be rectified.

See also

[1.14 Basement wall or floor condensation](#)

Maintenance Tip

Controlling humidity levels within the home is important in order to avoid condensation problems. Open windows to ventilate and use exhaust fans.

1.14 Basement wall or floor condensation

Acceptable Performance/Condition

Occasional or seasonal dampness on foundation wall or floor surfaces is not considered abnormal. The management of interior humidity is required to control condensation, and if set out in maintenance documentation provided to the owner by their warranty provider or builder, it is the owner's responsibility to maintain appropriate moisture levels in order to prevent damage.

Dampness can be reduced by using a dehumidifier or by increasing the amount of ventilation to the area. If condensation results from a defect in design, materials or labour, then action to correct the defect is required.

Warranty Coverage

12 months

15 months common property

Damage caused by dampness or condensation due to the owner failing to maintain adequate ventilation or humidity is not covered under warranty provided the owner was supplied with maintenance instructions.

Claim Response

Basement wall or floor condensation not meeting the Acceptable Performance/Condition must be rectified. Construction defects that cause condensation are to be rectified.

See also

[1.13 Condensation in crawl space](#)

[1.15 Foundation wall leaks](#)

[1.17 Basement floor slab water leakage](#)

Maintenance Tip

Controlling humidity levels within the home is important in order to avoid condensation problems. Open windows to ventilate and use exhaust fans.

1.15 Foundation wall leaks

Acceptable Performance/Condition

Foundation walls shall not allow unintended water penetration.

Leaks may be caused by the failure of the foundation drainage system.

Water leakage resulting from maintenance not being undertaken in accordance with any maintenance documentation provided to the owner by the builder, exterior grade alterations made by the owner, an act of nature or failure of municipal services or other utilities is not covered under warranty.

Consequential damage to personal property or any personal injury resulting from the unintended water penetration is also not covered under warranty.

The owner must take immediate steps to prevent damage to their property and report the condition to their warranty provider and builder.

Warranty Coverage

12 months

15 months common property

2 years for defects in the foundation drainage system

5 years if unintended water penetration

Claim Response

Foundation walls not meeting the Acceptable Performance/Condition are to be rectified.

Depending on circumstances repairs can be undertaken from the interior or exterior.

Repaired concrete may not match the existing colour, finish or texture of the surrounding concrete.

See also

[1.8 Concrete block foundation wall is cracked](#)

[1.12 Concrete foundation wall is cracked](#)

[4.17 Water leakage at doors, windows or at the top of the foundation](#)

[Appendix A5 How to Conduct a Water Test](#)

Maintenance Tip

Do not direct sprinklers against the building.

1.16 Planters – Water leakage from concrete cracks (side walls)

Acceptable Performance/Condition

Planters are landscaping features and are not covered under warranty.

If water is penetrating into the Building Envelope refer to Guideline 4.17 or 4.37

Warranty Coverage

None

Claim Response

None

See also

[4.17 Water leakage at doors, windows or at the top of the foundation](#)

[4.37 Leak in exterior wall above grade](#)

[Appendix A5 How to Conduct a Water Test](#)

1.17 Basement floor slab water leakage

Acceptable Performance/Condition

Occasional dampness due to condensation is not abnormal and not considered a defect.

Basement floor slabs shall not allow *unintended* water penetration through cracks in the slab or openings around the perimeter or other penetrations unless designed as such.

Leaks may be caused by the failure of the foundation drainage system.

The owner must take immediate steps to prevent damage to their property and report the condition to their warranty provider and builder.

Warranty Coverage

2 years for defects in the foundation drainage system

5 years for unintended water penetration

Water leakage resulting from maintenance not conducted in keeping with documentation provided by the warranty provider or builder, exterior grade alterations made by the owner, an act of nature or failure of municipal services or other utilities is not covered under warranty.

Claim Response

Basement floor slabs not meeting the Acceptable Performance/Condition are to be rectified.

Subsurface investigation may be required.

See also

[1.13 Condensation in crawl space](#)

[1.14 Basement wall or floor condensation](#)

[4.17 Water leakage at doors, windows or at the top of the foundation](#)

1.18 Sump pump for perimeter drainage has failed

Acceptable Performance/Condition

The sump pump and piping shall perform as intended.

The pump and controls are considered plumbing and electrical fixtures.

Warranty Coverage

12 months (fixtures)

15 months for common property (fixtures)

2 years for delivery and distribution systems (electrical wiring, foundation drainage pipes)

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Sump systems not meeting Acceptable Performance/Condition must be rectified.

See also

[6.13 Sewers or drains are blocked](#)

Maintenance Tips

Sumps, pumps and perimeter drainage need inspection, regular maintenance and cleaning. Most pump failures are caused by failure to maintain.

Access pipes or cleanouts are installed to allow the perimeter drain tile to be inspected and cleaned. The location of these cleanouts should be identified for future reference. Clean sediment from sumps and catch basins at least yearly.

If sump pump is used, ensure the motor and electrical supply is operational every spring.

2. FLOOR FRAMING

2.1 Wood beam or post is split

Acceptable Performance/Condition

Some characteristics of drying wood, such as splitting and checking, are normal occurring and do not affect the structural performance of wood.

Where the wood beam or post is intended to be decorative, splits or checks resulting from normal shrinkage are acceptable.

Load bearing wood beams or posts that are excessively split are not acceptable if the condition causes a structural defect.

Warranty Coverage

12 months

15 months common property

10 years for structural failure

Claim Response

Beams or posts not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[14.18 Exterior deck is springy or shaky](#)

[14.25 Twisting of open-end beams](#)

Maintenance Tip

Inspect beams at least yearly for alignment and adjust teleposts as required.

2.2 Wood beam or post is twisted, bowed or cupped

Acceptable Performance/Condition

A characteristic of drying wood, such as twisting, bowing or cupping, is considered normal occurring and cannot be prevented. Such conditions are primarily aesthetic rather than a structural problem.

Load-bearing wood beams and posts that are excessively twisted, bowed or cupped are not acceptable if the condition results in a structural defect.

Warranty Coverage

10 years for structural failure

Claim Response

Beams and posts not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[14.18 Exterior deck is springy or shaky](#)

[14.25 Twisting of open-end beams](#)

2.3 Column out of plumb

Acceptable Performance/Condition

Columns shall not be out of plumb more than 25 mm (1") in 2.4 m (8') unless designed to be so.

Warranty Coverage

12 months

15 months common property

Claim Response

Columns not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[3.1 Wall is out of plumb](#)

Maintenance Tip

Do not encase teleposts (renovations/finishing) as ongoing adjustment may be required.

2.4 Floor framing damaged by weather

Acceptable Performance/Condition

Joists and subfloor shall be sound and free from defects caused by weathering during construction and must provide a suitable base for further framing and for finished flooring.

Discolouration alone does not necessarily indicate a defect.

Warranty Coverage

12 months

15 months common property

10 years for structural defect

Claim Response

Joists and subfloors not meeting the Acceptable Performance/Condition must be rectified.

See also

[2.5 Subfloor is loose](#)

[2.6 Floor squeaks](#)

2.5 Subfloor is loose

Acceptable Performance/Condition

Subfloors shall be fastened in accordance with the Building Code.

Subfloors shall not become loose under normal loading conditions.

Conditions caused by normal shrinkage of materials after construction are not covered under warranty.

Warranty Coverage

12 months

15 months common property

Claim Response

Subfloor not meeting the Acceptable Performance/Condition shall be rectified.

See also

[2.6 Floor squeaks](#)

[2.8 Floors are springy or shake](#)

2.6 Floor squeaks

Acceptable Performance/Condition

Floors should be free from excessive squeaks caused by movement in the floor system under normal loading conditions.

A completely squeak-free floor may not be attainable and minor squeaks are not covered under warranty.

Extended low-humidity indoor environments can cause excessive shrinkage in the wood resulting in loose floor connections. The owner must maintain indoor humidity levels to prevent excessive drying of materials.

Warranty Coverage

12 months

15 months common property

Claim Response

Excessive floor squeaks not meeting the Accepted Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[2.5 Subfloor is loose](#)

[2.8 Floors are springy or shake](#)

[8.11 Ductwork noisy \(“oil canning”\) when floor is walked on](#)

[10.10 Squeaking stair riser or tread](#)

[12.26 Hardwood flooring squeaks](#)

2.7 Wood-framed floor is out of level

Acceptable Performance/Condition

Where a framed floor appears out of level, a maximum tolerance ratio of 25 mm (1") in 3 m (10') applies, when measured between the opposite walls or defined limits of the room or area.

Where a floor is framed with an engineered floor system, minor slope variations caused by any designed camber in the long-spanned joists supporting the floor are not a defect.

Minor slope variance caused by normal shrinkage of materials, settlement or initial construction is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Claim Response

Wood framed floors not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[2.4 Floor framing damaged by weather](#)

2.8 Floors are springy or shake

Acceptable Performance/Condition

All structural members including beams and joists must be sized, installed and fastened in accordance with the Building Code.

Even when all structural members are sized, installed and fastened in accordance with the Building Code, some minor movement may occur and is considered normal.

Warranty Coverage

12 months

15 months common property

Claim Response

Floors not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[2.4 Floor framing damaged by weather](#)

[2.5 Subfloor is loose](#)

[14.18 Exterior deck is springy or shaky](#)

3. WALL FRAMING

3.1 Wall is out of plumb

Acceptable Performance/Condition

It is reasonable to expect minor wall variations from plumb.

Walls shall not be out of plumb more than 25 mm (1") in 2.4 m (8') unless specifically designed to be so.

A plumb bob, spirit level or other professional device should be used for all vertical measurements.

Warranty Coverage

12 months

15 months common property

Claim Response

Walls not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of color, finish or texture may not be possible.

See also

[3.2 Wall is bowed](#)

3.2 Wall is bowed

Acceptable Performance/Condition

It is common for walls to have minor variances in the surface. Varying light conditions can exaggerate surface inconsistency.

For interior walls of a new home, where bowed framing causes local distortion, the variation shall not be more than 20 mm (3/4") out of line within a 1.2 m (4') plane.

A straight edge, spirit level or other professional device should be used for all measurements.

Warranty Coverage

12 months

15 months common property

Claim Response

Walls not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, a color, finish or texture match may not be possible.

See also

[3.1 Wall is out of plumb](#)

[4.1 Siding is bowed or wavy](#)

3.3 Windows malfunction

Acceptable Performance/Condition

Windows shall be installed to operate with reasonable ease.

Windows require regular maintenance for optimum performance.

Warranty Coverage

12 months

15 months common property

Claim Response

Windows not meeting the Acceptable Performance/Condition are to be rectified.

See also

[3.6 Exterior window glazing stop is dislodged](#)

[3.9 Condensation forming between insulating \(factory sealed\) glass unit](#)

[8.4 Condensation and/or frost on windows](#)

Maintenance Tips

Clean and lubricate window hardware annually.

Wood framed windows will require greater maintenance; refinishing of the exterior surfaces may require annual care.

3.4 Glass is cracked

Acceptable Performance/Condition

Windows shall be installed so that the glass does not crack due to construction stress or building settlement.

Warranty Coverage

12 months

15 months common property

Claim Response

Windows not meeting the acceptable Performance/Condition must be rectified.

See also

[3.7 Windows, glass or screens are damaged](#)

[3.9 Condensation forming between insulating \(factory sealed\) glass unit](#)

Maintenance Tip

Keep all window weep holes clean.

3.5 Window leaks

Acceptable Performance/Condition

Windows shall not allow unintended water penetration under normal design weather conditions, when properly closed.

Condensation and some water retained in window tracks are not considered to be defects.

Occasional water leaks caused by abnormal weather conditions are not considered to be a defect.

The owner must ensure windows are properly closed, and maintained in keeping with any maintenance documentation provided by the warranty provider or builder.

Warranty Coverage

5 years if resulting in unintended water penetration

Claim Response

Windows not meeting the Acceptable Performance/Condition shall be rectified.

See also

[3.9 Condensation forming between insulating \(factory sealed\) glass unit](#)

[4.17 Water leakage at doors, windows or at the top of the foundation](#)

[4.26 Unsealed gaps between dissimilar cladding materials and penetrations through cladding](#)

[Appendix A3 Moisture and Windows](#)

[Appendix A5 How to Conduct a Water Test](#)

3.6 Exterior window glazing stop is dislodged

Acceptable Performance/Condition

Exterior window glazing stops should not become dislodged.

Warranty Coverage

12 months

24 months for cladding detachment

Claim Response

Exterior window glazing stops not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

Seasonal conditions may delay the timing of repairs.

See also

[3.3 Windows malfunction](#)

[3.4 Glass is cracked](#)

[3.7 Windows, glass or screens are damaged](#)

[4.40 Window or door frame exhibit damage](#)

3.7 Windows, glass or screens are damaged

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), windows, glass or screens shall be free of scratches or damage when viewed from a standing position, 2 m (6') from the window under normal, viewing conditions.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Damaged windows, glass or screens not meeting the Acceptable Performance/Condition are to be rectified.

The Canadian Standards Association publishes a standard for glass defects that is recognized throughout the industry which is the basis for the acceptable performance condition.

See also

[3.3 Windows malfunction](#)

[3.4 Glass is cracked](#)

[3.6 Exterior window glazing stop is dislodged](#)

[3.9 Condensation forming between insulating \(factory sealed\) glass unit](#)

[4.40 Window or door frame exhibit damage](#)

Maintenance Tip

Do not use a metal scraper or razors on glass.

3.8 Window(s) is dirty

Acceptable Performance/Condition

Not warrantable

3.9 Condensation forming between insulating (factory sealed) glass unit

Acceptable Performance/Condition

Insulating glass units shall be free from condensation between the panes.

Condensation between panes indicates the airtight seal around the edge of the glass unit has failed.

Some water retained in window tracks or condensation on the window surface is not considered to be a defect.

Warranty Coverage

12 months

15 months common property

Claim Response

Insulating glass units not meeting the Acceptable Performance/Condition are to be rectified.

See also

[3.4 Glass is cracked](#)

[8.4 Condensation and/or frost on windows](#)

Maintenance Tips

As part of ongoing maintenance, the weep holes in windows tracks should be regularly cleaned.

Controlling humidity levels within the home is important in order to avoid condensation problems. Open windows to ventilate the home and use exhaust fans.

3.10 Exterior door is warped

Acceptable Performance/Condition

Exterior doors may warp to some degree due to temperature differential between inside and outside surfaces.

Exterior doors shall not warp to the extent that they:

- become inoperable,
- become warped in excess of 6 mm (1/4") from corner to corner, or
- cease to be weather resistant.

Doors between a home and an attached garage must be self-closing and sealed.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

See also

[3.13 Exterior door sticks or binds](#)

[3.16 Exterior door is crooked in the frame](#)

[4.39 Exterior door has not been sealed](#)

[8.1 Air infiltration through windows and doors](#)

[10.1 Interior door is warped](#)

Maintenance Tips

Wood doors exposed to severe weather or coastal conditions may require annual maintenance. Inspect outside door finishes for deterioration at least annually.

Do not allow snow to accumulate around doors.

3.11 Exterior wood door panels shrink or crack

Acceptable Performance/Condition

Wooden panels will shrink and expand due to temperature and/or humidity changes.

Gaps or cracks between the edge of an inserted panel and the rest of the door caused by shrinkage are not normal.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, sheen or grain may not be possible.

See also

[3.12 Cracks and splits in exterior wood doors](#)

Maintenance Tip

Wood doors, especially in exposed or coastal locations, may require regular maintenance. Inspect outside door finishes for deterioration at least annually.

3.12 Cracks and splits in exterior wood doors

Acceptable Performance/Condition

Shrinkage cracks in the surface of a wood door are considered normal.

Cracks penetrating through the door are not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain or sheen may not be possible.

See also

[3.11 Exterior wood door panels shrink or crack](#)

Maintenance Tip

Wood doors, especially in exposed or coastal locations, may require regular maintenance.

3.13 Exterior door sticks or binds

Acceptable Performance/Condition

Exterior doors and their hardware shall be installed to operate with minimal binding.

Periodic adjustment of weather-stripping to accommodate shrinking and swelling associated with seasonal periods of humidity and temperature change may be needed.

Warranty Coverage

12 months

15 months common property

Alterations, deletions and additions made by the owner are not covered under warranty.

Claim Response

Doors and hardware not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain or sheen may not be possible.

See also

[3.10 Exterior door is warped](#)

[3.16 Exterior door is crooked in the frame](#)

3.14 Plastic moulding on exterior door is deformed

Acceptable Performance/Condition

The plastic mouldings on exterior doors shall not become noticeably deformed when viewed from a distance of 2 m (6') in a normal viewing position.

Warranty Coverage

12 months

15 months common property

Damage caused by maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder material, design or work supplied by the owner is not covered under warranty.

Claim Response

Plastic moulding on exterior doors not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain or sheen may not be possible.

See also

[4.40 Window or door frame exhibit damage](#)

3.15 Exterior door swings open or closed by itself

Acceptable Performance/Condition

Exterior doors shall be installed sufficiently plumb and square so they do not swing due to the force of gravity alone.

Warranty Coverage

12 months

15 months common property

Claim Response

Exterior doors not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain or sheen may not be possible.

See also

[3.10 Exterior door is warped](#)

[3.16 Exterior door is crooked in the frame](#)

Maintenance Tip

Lubricate hardware as required.

3.16 Exterior door is crooked in the frame

Acceptable Performance/Condition

A variance in the width of the gap between the door and the frame is acceptable unless the weather seal or proper operation of the door is affected.

Exterior doors must have a proper weather seal when closed. The weather-stripping must contact the perimeter of the door.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Exterior doors not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain or sheen may not be possible.

See also

[3.10 Exterior door is warped](#)

[3.13 Exterior door sticks or binds](#)

[3.20 Sliding door screen off the track or binds](#)

[8.1 Air infiltration through windows and doors](#)

Maintenance Tip

Check the weather stripping at least annually to ensure the seal is tight. Replace old or worn out weather stripping as required.

3.17 Exterior door hardware or decorative metal trim has discoloured

Acceptable Performance/Condition

Finishes on door hardware and fixtures may discolour due to normal atmospheric conditions.

Oxidation, harsh cleaners or environmental pollutants can accelerate discolouration.

Maintaining protective coatings or removing discolouration is part of effective home maintenance.

Warranty Coverage

None

Claim Response

None

See also

[4.38 Corroded exterior hardware](#)

Maintenance Tip

Do not use abrasive cleaners or harsh chemicals on the exterior hardware.

3.18 Exterior door is dented, scratched or damaged

Acceptable Performance/Condition

Unless reported on the pre-delivery inspection ([see page 7](#)), dents, scratches or other damage on exterior doors are not covered under warranty.

Exterior doors shall be free of dents, scratches or other damage when viewed 2 m (6') from the door, under normal lighting and viewing conditions.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[3.11 Exterior wood door panels shrink or crack](#)

[3.12 Cracks and splits in exterior wood doors](#)

[3.14 Plastic moulding on exterior door is deformed](#)

[3.17 Exterior door hardware or decorative metal trim has discoloured](#)

Maintenance Tip

Wood door exposed to severe or coastal weather may require annual maintenance.

3.19 Sliding door will not roll smoothly

Acceptable Performance/Condition

Sliding doors shall move freely on their tracks and latch securely. Larger, heavy doors may require extra effort.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Sliding doors not meeting the Acceptable Performance/Condition are to be rectified.

See also

[3.20 Sliding door screen off the track or binds](#)

Maintenance Tip

Sliding doors may require adjustment from time to time and the tracks and hardware may need to be cleaned and lubricated.

3.20 Sliding door screen off the track or binds

Acceptable Performance/Condition

Sliding door screens shall move freely on their tracks and latch securely.

Screen door manufacturing problems and improper installation are not acceptable and are considered defects.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear, harsh operation or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Sliding door screens not meeting the Acceptable Performance/Condition are to be rectified.

See also

[3.7 Windows, glass or screens are damaged](#)

[3.19 Sliding door will not roll smoothly](#)

Maintenance Tip

Sliding door screens may require adjustment from time to time and the tracks and hardware may need to be cleaned and lubricated. The adjustment rollers at the base of the screens can be adjusted by the use of a screwdriver.

4. EXTERIOR FINISHING

4.1 Siding is bowed or wavy

Acceptable Performance/Condition

Siding shall be installed in keeping with the Building Code and according to the manufacturer's requirements in order to accommodate thermal movement and anticipated shrinkage of the structure to which it is attached. While some minor waviness may occur with temperature and moisture changes, siding shall be free from excessive bows and waviness when viewed in normal light. Varying lighting conditions can exaggerate minor variations in siding profile and texture.

Where local distortion is caused by bowed framing, the deviation of the bow measured from the specified plane shall not exceed 20 mm (3/4") over a distance of 1.2 m (4').

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Defects in materials, work or design supplied by the owner or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are not covered under warranty.

Claim Response

Bowed or wavy siding exceeding the Acceptable Performance/Condition is to be rectified. Where repairs are required, colour, finish or texture may not be possible.

See also

[3.2 Wall is bowed](#)

[4.4 Siding is not installed in a straight line](#)

Maintenance Tip

Siding that is intended to have paint and/or sealer requires regular inspection and maintenance to ensure continuity of the protective layer.

4.2 Wood, hardboard or panel-type siding joints not tight

Acceptable Performance/Condition

Wood or hardboard or other panel-type siding shall be installed in accordance with the Building Code and manufacturer's requirements with gaps at joints to allow for expansion as required.

Gaps at joints or transitions may allow for expansion and help prevent buckling.

Joints shall be suitably protected to prevent water penetration.

Caulking, slip sheets, backflashing or attaching battens over the joints are ways to protect the joints from water penetration.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Normal shrinkage of materials caused by drying after construction is not covered under warranty.

Defects in materials, work or design supplied by the owner and damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are not covered under warranty.

Claim Response

Wood or hardboard or other panel-type siding joints not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

Seasonal conditions may affect the timing of repairs.

Maintenance Tip

Keep tree branches, shrubs and plants away from siding.

4.3 Siding fasteners are excessively countersunk into finished surface

Acceptable Performance/Condition

Siding fasteners shall be installed in accordance with the Building Code and manufacturer's requirements.

Where applicable, fasteners shall not be countersunk to expose hardboard siding fibre.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Claim Response

Siding with nails not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

Maintenance Tip

Direct garden sprinklers away from the building/siding.

4.4 Siding is not installed in a straight line

Acceptable Performance/Condition

Siding shall be installed with boards in alignment.

With any type of siding or cladding, such as lap siding that requires repetitive parallel alignment from one course to the next, minor adjustments to keep the entire elevation in general alignment are acceptable. Adjustments of this nature are normal.

Wavy-edged siding is more tolerant of adjustments while maintaining an acceptable appearance.

To determine if the condition is acceptable, siding alignment should be viewed under normal lighting and normal viewing conditions from a distance of not less than 6 m (20').

Warranty Coverage

12 months

15 months common property

Claim Response

Siding not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[4.1 Siding is bowed or wavy](#)

4.5 Siding has buckled

Acceptable Performance/Condition

Siding shall be installed to prevent buckling.

Gaps at joints or transitions may allow for expansion and help prevent buckling.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Claim Response

Siding not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Maintenance Tips

Inspect siding at least annually for water tightness and surface flaws.

Inspect caulking at least annually for failure.

4.6 Fastener has stained siding

Acceptable Performance/Condition

Fasteners shall be corrosion resistant and compatible with the siding in accordance with the Building Code and manufacturer's requirements.

Fasteners can be expected to weather, oxidize and discolour with exposure to the elements.

Excessive staining over large areas is unacceptable.

Some localized, minor staining of adjacent materials is acceptable.

To determine if the condition is acceptable, stained siding should be viewed under normal lighting and normal viewing conditions from a distance of not less than 6 m (20').

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Fasteners not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Maintenance Tip

Do not place soil or flower beds against the siding.

4.7 Siding, shakes, or shingles have resin bleed

Acceptable Performance/Condition

Where paints or stains are used over exterior wall cladding, such as cedar shakes, shingles, or siding, bleed-through of resins or extractives is a normal occurrence.

Excessive amounts of bleed-through shall not be visible when viewed from a minimum distance of 6 m (20') under normal lighting conditions and from a normal viewing position.

Warranty Coverage

12 months

15 months common property

Claim Response

Siding, shakes or shingles not meeting the Acceptable Performance/Condition must be rectified and are to be refinished to match as closely as possible to the remaining field of the wall, however, an exact match may not be possible.

See also

[4.33 Exterior paint, stain or clear finish blisters and peels](#)

4.8 Exterior cladding has delaminated

Acceptable Performance/Condition

Exterior cladding shall not delaminate under normal weather conditions.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment

Siding that is intended to have paint and/or sealer requires regular inspection and maintenance to ensure continuity of the protective layer.

Damage resulting from normal wear and tear or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Exterior cladding not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[1.9 Parging is falling off above grade](#)

[4.10 Vinyl siding, trim or accessory is loose](#)

[4.21 Exterior stucco is separating/debonding](#)

[4.24 Exterior stone cladding is falling off the wall](#)

Maintenance Tips

Cladding, especially in exposed or coastal locations, can require annual maintenance.

Repair cracks or holes in the siding around doors and windows.

4.9 Vinyl siding colour is faded

Acceptable Performance/Condition

Vinyl siding may fade with time and exposure to sunlight. Areas of intense, direct sunlight exposure will tend to fade faster than other more shaded areas.

Vinyl siding shall retain colour fastness in keeping with the manufacturer's performance specifications but shall not appear to be faded or discoloured in an uneven or random manner on an elevation when viewed from a distance of 6 m (20') under normal lighting conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Vinyl siding not meeting the Acceptable Performance/Condition is to be rectified.

Repaired areas shall match the existing material for colour, finish or texture as closely as possible; variation between dye lots is acceptable.

See also

[4.11 Vinyl siding trim, fasteners or accessories don't match siding colour](#)

Maintenance Tip

Do not place hot barbeques or outside cookers near siding.

4.10 Vinyl siding, trim or accessory is loose

Acceptable Performance/Condition

Vinyl siding, associated trim and accessories shall:

- not become displaced or detached from the substrate under normal weather conditions, and
- be installed in accordance with the Building Code and manufacturer's specifications.

Vinyl siding is intentionally not installed tight to the substrate in order to allow for thermal movement.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Damage resulting from an act of nature is not covered under warranty.

Claim Response

Vinyl siding not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.29 Rotted or detached exterior trim boards](#)

Maintenance Tips

Direct garden sprinklers away from the building.

Keep tree branches, shrubs and plants away from siding.

4.11 Vinyl siding trim, fasteners or accessories don't match siding colour

Acceptable Performance/Condition

Fasteners, trim or accessories may not match the siding or trim colour due to manufacturing limitations.

Fasteners are generally made in fewer standard colours than siding products.

Warranty Coverage

None

Claim Response

None

See also

[4.9 Vinyl siding colour is faded](#)

Maintenance Tip

Do not place soil or flower beds against the siding.

4.12 Above-grade masonry wall or veneer cladding is cracked

Acceptable Performance/Condition

Minor cracking of masonry walls is not uncommon. Shrinkage during curing of the masonry is natural. Outdoor temperature fluctuations cause masonry cladding to expand and contract. The resulting thermal stress can also cause minor cracking; this is considered normal wear and tear.

Cracks in excess of 3 mm (1/8") in width are not acceptable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment

Minor cracks resulting from normal wear and tear or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be investigated, to determine the cause, and rectified. Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.16 Deteriorating masonry](#)

[4.18 Bricks are chipped](#)

[4.25 Face of a manufactured stone is cracked](#)

[13.3 Detached bricks](#)

Maintenance Tips

Check masonry at least annually for spalling or deterioration.

Ensure all weep holes are clear.

4.13 Horizontal masonry joint alignment is not uniform

Acceptable Performance/Condition

Variations in the courses, joints or layers in brick can be affected by the masonry selected and the bond pattern.

Unless otherwise designed to be out of alignment, horizontal masonry joints must not appear out of alignment more than 12 mm (1/2") over a 3 m (10') distance.

This condition does not apply to randomly sized masonry products.

Warranty Coverage

12 months

15 months common property

Claim Response

Masonry with joints not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

4.14 Mortar splatters and stains on exterior masonry

Acceptable Performance/Condition

When dry, exterior masonry shall not have visible mortar splatters and stains detracting from the appearance of the finished wall when viewed from a minimum distance of 6 m (20') under normal lighting conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Masonry not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.15 Efflorescence \(white powder\) is present on masonry surface](#)

Maintenance Tip

Care must be used in cleaning masonry. If pressure washing or chemical cleaners are used, ensure such methods are in accordance with brick manufacturer's specifications. Professional brick tinting methods are acceptable to adjust colour.

4.15 Efflorescence (white powder) is present on masonry surface

Acceptable Performance/Condition

Efflorescence is the formation of a white crystalline deposit on the surface of masonry when moisture evaporates from the surface.

A certain amount of initial post-construction efflorescence is a normal condition.

Excessive amounts of efflorescence that recur after construction-related efflorescence has been removed may be an indication of unintended moisture penetration. Minor amounts of efflorescence may occur on masonry surfaces after completion of the building and may return once the initial cleaning has been completed.

Large concentrations of efflorescence that recur after initial cleaning and that are visible from a minimum distance of 6 m (20') under normal lighting conditions and from a normal viewing position may require investigation to determine the cause.

Warranty Coverage

12 months

15 months common property

Claim Response

Excessive amounts of efflorescence not meeting the Acceptable Performance/Condition must be rectified.

See also

[1.1 Efflorescence on concrete or masonry surfaces](#)

[4.14 Mortar splatters and stains on exterior masonry](#)

Maintenance Tip

Direct garden sprinklers away from masonry.

4.16 Deteriorating masonry

Acceptable Performance/Condition

Masonry shall be manufactured and installed to prevent premature deterioration. Greater surface variations, deterioration or wear should be expected with re-used heritage brick.

To determine if the condition is acceptable, deteriorating masonry should be viewed under normal lighting and normal viewing conditions from a distance of not less than 6 m (20').

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

5 years, if caused by defect in the building envelope

Damage resulting from weathering, normal wear and tear, maintenance not completed in keeping with maintenance documentation provided to the owner by the warranty provider, or builder additions, alterations and deletions made by the owner is not covered under warranty.

Claim Response

Masonry not meeting Acceptable Performance/Condition must be rectified.

The colour/texture of repaired areas shall match the existing masonry colour/texture as closely as possible when dry. Variation in colour may be noticeable when wet. Where colour variation of the repaired area is visible under normal lighting and dry conditions from 6 m (20'), the colour shall be adjusted. Professional brick tinting methods are acceptable to adjust colour.

See also

[4.18 Bricks are chipped](#)

[13.3 Detached bricks](#)

Maintenance Tip

Keep tree branches, shrubs and plants away from masonry.

4.17 Water leakage at doors, windows or at the top of the foundation

Acceptable Performance/Condition

Openings in exterior walls, such as windows, doors, vents and junctions between cladding materials, shall not allow unintended water penetration.

Warranty Coverage

5 years, if resulting in unintended water penetration

Unintended water penetration due to maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Openings in exterior walls such as windows, doors, vents and junctions between cladding materials not meeting the Acceptable Performance/Condition must be rectified.

See also

[3.5 Window leaks](#)

[4.26 Unsealed gaps between dissimilar cladding materials and penetrations through cladding](#)

[4.37 Leak in exterior wall above grade](#)

[A5 How to Conduct a Water Test](#)

Maintenance Tips

Keep flower beds well away from the bottom of the masonry.

Do not pile snow against the house.

4.18 Bricks are chipped

Acceptable Performance/Condition

There are certain brick types that are designed to be tumbled or chipped in appearance and these would not be covered.

Masonry shall be installed in accordance with the Building Code. Installed bricks that are visible as part of the cladding shall not be chipped in excess of the limits described in [Appendix A6 Chipped Clay Bricks](#).

Warranty Coverage

12 months

15 months common property

Damage resulting from weathering, normal wear and tear, maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider, or builder additions, alterations and deletions made by the owner is not covered under warranty.

Claim Response

Bricks not meeting the Acceptable Performance/Condition are to be rectified.

The colour, finish or texture of repaired areas shall match the existing brick as closely as possible when dry.

Variation in colour may be noticeable when wet. Professional brick tinting methods are acceptable to repair the appearance of chipped bricks.

See also

[4.16 Deteriorating masonry](#)

[13.3 Detached bricks](#)

Maintenance Tips

Check masonry at least annually for spalling or deterioration.

Check for cracks in brick and mortar annually.

4.19 Bricks or manufactured stones are different colours

Acceptable Performance/Condition

Brickwork or manufactured stonework shall be installed to produce a generally uniform appearance when viewed under normal lighting conditions and a normal viewing position at 6 m (20'). However, the work may contain bricks or stones from different dye lots. This condition meets normal industry standards provided they are dispersed evenly throughout the wall.

Warranty Coverage

12 months

15 months common property

Claim Response

Brickwork or manufactured stonework not meeting the Acceptable Performance/Condition shall be rectified.

Uniform appearance includes cosmetic attributes such as colour and texture. Tinting methods are acceptable to adjust colour.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.41 Variation in colour in natural stone tile installations \(granite, marble, travertine, slate and limestone\)](#)

4.20 Cracks in exterior stucco wall surfaces

Acceptable Performance/Condition

Minor hairline cracks due to normal shrinkage of the material are normal and not considered to be a defect.

Stucco shall have no cracks or gaps in excess of 3 mm (1/8").

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Claim Response

Stucco not meeting the Acceptable Performance/Condition is to be rectified.

The colour or texture of repaired areas shall match where possible but cannot be guaranteed.

See also

[4.21 Exterior stucco is separating/debonding](#)

Maintenance Tip

Do not pile snow against the stucco.

4.21 Exterior stucco is separating/debonding

Acceptable Performance/Condition

Stucco on exterior walls shall not separate from its base coat.

Warranty Coverage

24 months

5 years, if caused by and/or resulting in unintended water penetration

Damage resulting from normal wear and tear or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Stucco not meeting the Acceptable Performance/Condition is to be rectified.

The colour or texture of repaired areas shall match as closely as possible but cannot be guaranteed.

See also

[1.9 Parging is falling off above grade](#)

[4.20 Cracks in exterior stucco wall surfaces](#)

Maintenance Tips

Inspect the stucco at least twice a year for water tightness and surface flaws.

Inspect the flashings at least twice a year for water tightness.

4.22 Stone joint alignment is not uniform

Acceptable Performance/Condition

Courses shall appear generally consistent in dimensional stone when viewed from a normal viewing position of 6 m (20').

Dimensional variations of the courses (rows) are affected by the variations in stone selected and the pattern.

Warranty Coverage

12 months

15 months common property

Claim Response

Manufactured stone with joints not meeting the Acceptable Performance/Condition are to be rectified.

See also

[4.13 Horizontal masonry joint alignment is not uniform](#)

[4.23 Mortar \(grout\) joint between stones is an uneven width](#)

4.23 Mortar (grout) joint between stones is an uneven width

Acceptable Performance/Condition

Grout/mortar joints shall appear generally uniform in width when viewed from a normal viewing position of 6 m (20').

The width of a grout/mortar joint may vary where the stone finish intersects another finish or where it terminates against a roof overhang or a ledge. The shape of the stones and their arrangement on the wall as well as the number of corners and intersecting walls also affect the installer's ability to maintain a level of uniformity in the mortar joint. These conditions are consistent with normal industry standards.

Warranty Coverage

12 months

15 months common property

Claim Response

Grout/mortar installations not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[4.13 Horizontal masonry joint alignment is not uniform](#)

[4.22 Stone joint alignment is not uniform](#)

4.24 Exterior stone cladding is falling off the wall

Acceptable Performance/Condition

Exterior stone cladding should be installed such that units do not become detached from the substrate.

Stones that become separated due to reasons other than material or labour deficiencies are not covered under warranty.

Warranty Coverage

24 months

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Stone cladding not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible. Some variation in the colour of stone and grout should be expected.

Seasonal conditions may delay the timing of repairs.

See also

[4.25 Face of a manufactured stone is cracked](#)

4.25 Face of a manufactured stone is cracked

Acceptable Performance/Condition

Cracks in excess of 1.5 mm (1/16") in width are considered excessive.

Hairline cracks are common in manufactured stone containing cement due to water lost when the natural material cures and sets, and they are acceptable.

"Distressed" or specifically finished stone may have features resembling dents or chips and are not defects.

Warranty Coverage

12 months

15 months common property

Claim Response

Stones not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, sheen or texture may not be possible.

Some variation in the colour of stone and grout should be expected.

Seasonal conditions may delay the timing of repairs.

See also

[4.12 Above-grade masonry wall or veneer cladding is cracked](#)

[4.24 Exterior stone cladding is falling off the wall](#)

Maintenance Tips

Sprinkler systems may damage manufactured stone due to excessive wetting and drying cycles.

Sprinkler heads should be directed away from manufactured stone.

4.26 Unsealed gaps between dissimilar cladding materials and penetrations through cladding

Acceptable Performance/Condition

Gaps shall not allow unintended water penetration into the building envelope.

The junction between dissimilar cladding materials shall be finished in accordance with the Building Code and/or the manufacturer's requirements.

Where rain screen principles are used in the cladding design, the sealing may be behind the surface of the cladding.

Space between different cladding materials and between penetrations is required to allow for movement but must be weather tight.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Cladding not meeting the Acceptable Performance/Condition is to be rectified.

4.27 Exterior wood trim is split

Acceptable Performance/Condition

Exterior wood trim may split due to normal shrinkage.

Cracks visible from 6 m (20') under normal lighting conditions, or cracks resulting in displacement or detachment are not acceptable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Cracks resulting from normal shrinkage of materials caused by drying after construction or normal wear and tear are not covered under warranty.

Claim Response

Exterior wood trim not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.28 Exterior wood trim is bowed, twisted or cupped](#)

[4.29 Rotted or detached exterior trim boards](#)

4.28 Exterior wood trim is bowed, twisted or cupped

Acceptable Performance/Condition

Exterior wood trim may warp, twist or cup.

Loose trim or trim that becomes detached is not acceptable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment or material damage to the new home

Warping, twisting or cupping resulting from normal shrinkage of materials caused by drying after construction or normal wear and tear are not covered under warranty.

Claim Response

Exterior wood trim not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.27 Exterior wood trim is split](#)

[4.29 Rotted or detached exterior trim boards](#)

4.29 Rotted or detached exterior trim boards

Acceptable Performance/Condition

Trim boards should be properly sealed and caulked in accordance with the Building Code. Trim boards should not become detached within 24 months.

Natural deterioration of wood exposed to the elements is common and requires maintenance. Some characteristics of drying wood, such as splitting and checking, are a normal occurrence and do not affect the performance of wood. Natural deterioration of wood over time is not covered under warranty.

Warranty Coverage

12 months

15 months common property

24 months for detachment

Damage resulting from maintenance not consistent with the maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Exterior trim boards not meeting the Acceptable Performance/Condition must be rectified. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible. Seasonal conditions may delay the timing of repairs.

See also

[4.27 Exterior wood trim is split](#)

[4.28 Exterior wood trim is bowed, twisted or cupped](#)

[4.30 Edges of exterior wood trim pieces are unfinished](#)

[4.33 Exterior paint, stain or clear finish blisters and peels](#)

Maintenance Tip

Review of exterior trim boards, caulking, and sealing or painting should be part of annual maintenance.

4.30 Edges of exterior wood trim pieces are unfinished

Acceptable Performance/Condition

Where the exterior cladding is painted or sealed, the associated wood trim edges exposed to view or the elements shall be painted or sealed as well.

Warranty Coverage

12 months

15 months common property

Claim Response

Exterior wood trim not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, sheen or texture may not be possible.

See also

[4.27 Exterior wood trim is split](#)

[4.28 Exterior wood trim is bowed, twisted or cupped](#)

[4.29 Rotted or detached exterior trim boards](#)

[4.33 Exterior paint, stain or clear finish blisters and peels](#)

4.31 Exterior paint finish is unacceptable

Acceptable Performance/Condition

A properly painted surface (has consistent colour, appearance and cover) shall be provided on every exposed surface where a painted finish is specified.

A properly painted surface shall be assessed from a distance of 6 m (20') under normal lighting conditions and from a normal viewing position.

Natural lighting conditions throughout the day may change the appearance of the painted surface.

Brush marks are acceptable in cut-in areas and on trim and may vary in appearance with paint type.

Warranty Coverage

12 months

15 months common property

Claim Response

Paint finishes not meeting the Acceptable Performance/Condition must be rectified.

Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible since an exact match may not be possible.

See also

[4.32 Exterior paint on repaired areas does not match](#)

[4.33 Exterior paint, stain or clear finish blisters and peels](#)

Maintenance Tips

Paint or stains, especially in exposed or coastal locations, may require maintenance, frequent repainting or staining to maintain the original appearance.

High pressure washers can remove paint, damage exterior surfaces and cause unintended water penetration into the home.

4.32 Exterior paint on repaired areas does not match

Acceptable Performance/Condition

Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible and be a properly painted surface.

The repainted area shall be assessed by viewing, without magnification, from a minimum distance of 6 m (20') under normal lighting conditions and from a normal viewing position.

Warranty Coverage

12 months

15 months common property

Claim Response

Repainted areas not meeting the Acceptable Performance/Condition are to be rectified.

Exact matches cannot be reasonably expected due to aging and environmental conditions.

4.33 Exterior paint, stain or clear finish blisters and peels

Acceptable Performance/Condition

Weathering of painted, stained or clear-coated exterior surfaces is normal.

Exterior paint, stain or clear finishes shall not deteriorate to the extent of exposing the substrate beneath.

Painted surfaces subject to foot traffic are exempt from this requirement.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Exterior paint or stain not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.34 Exterior painted/stained wood railings have deteriorated](#)

Maintenance Tip

Paint or stains, especially in exposed or coastal locations, can require annual maintenance.

4.34 Exterior painted/stained wood railings have deteriorated

Acceptable Performance/Condition

Weathering of painted, stained or clear-coated exterior surfaces is normal.

Exterior paint, stain or clear finishes shall not deteriorate to the extent of exposing the substrate beneath.

To determine if the condition is acceptable, painted/stained wood railings should be viewed under normal lighting and normal viewing conditions from a distance of not less than 6 m (20').

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Painted or stained wood railings not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[4.33 Exterior paint, stain or clear finish blisters and peels](#)

[14.22 Exterior wood handrails are rough in finish](#)

Maintenance Tip

Frequent repainting or staining of the wood railing may be required to maintain the original appearance and to provide adequate protection.

4.35 Mould or mildew is visible on exterior painted surfaces

Acceptable Performance/Condition

Mould or mildew is common in the natural environment. It can often form on painted surfaces and can usually be removed during normal home maintenance.

Warranty Coverage

None

Claim Response

None

4.36 Exterior caulking is stained

Acceptable Performance/Condition

Caulking shall not stain or discolour due to a reaction with incompatible building materials.

To determine if the condition is acceptable, exterior caulking should be viewed under normal lighting and normal viewing conditions from a distance of not less than 2 m (6').

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Exterior caulking not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, sheen or texture may not be possible.

See also

[4.6 Fastener has stained siding](#)

4.37 Leak in exterior wall above grade

Acceptable Performance/Condition

The building envelope shall be constructed to prevent unintended water entry.

Warranty Coverage

5 years for unintended water penetration

Unintended water penetration resulting from failure to perform maintenance in keeping with documentation provided to the owner by the warranty provider or builder or normal wear and tear is not covered under warranty.

Joints and cracks in exterior wall surfaces and around openings shall be properly sealed to prevent the entry of water.

Damage to personal property is not covered under warranty.

Claim Response

Building envelopes not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible. Seasonal conditions may delay the timing of repairs.

See also

[1.16 Planters – Water leakage from concrete cracks \(side walls\)](#)

[3.5 Window leaks](#)

[4.17 Water leakage at doors, windows or at the top of the foundation](#)

[4.26 Unsealed gaps between dissimilar cladding materials and penetrations through cladding](#)

[14.20 Exterior deck is leaking](#)

Maintenance Tips

Caulking and sealants deteriorate under normal weather conditions and should be checked and maintained regularly.

Do not place soil or flower beds against cladding.

4.38 Corroded exterior hardware

Acceptable Performance/Condition

Exterior hardware shall be corrosion resistant and in accordance with the Building Code.

Even corrosion resistant exterior hardware can be expected to weather, oxidize and discolour over time with exposure to the elements and this is not considered a defect.

Warranty Coverage

12 months

15 months common property

Claim Response

Exterior hardware not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[3.17 Exterior door hardware or decorative metal trim has discoloured](#)

Maintenance Tip

Lubricate door hardware and locks with powdered graphite or light oil as required.

4.39 Exterior door has not been sealed

Acceptable Performance/Condition

Exterior doors shall be sealed as required by the manufacturer's requirements.

Exterior doors may also require that edge surfaces be sealed to limit moisture entry into the door to prevent warping.

Warranty Coverage

12 months

15 months common property

Claim Response

Exterior doors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[3.10 Exterior door is warped](#)

4.40 Window or door frame exhibit damage

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), window and door frames shall be free of chips, scratches, gouges or other damage when viewed from 2 m (6'), under normal lighting and viewing conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Windows or door frames not meeting the Acceptable Performance/Condition at possession are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[3.6 Exterior window glazing stop is dislodged](#)

[3.14 Plastic moulding on exterior door is deformed](#)

Maintenance Tip

Replace old or worn weather stripping as required.

5. ROOFS

5.1 Roof ridge has sagged

Acceptable Performance/Condition

Roofs shall be constructed to ensure the ridge does not sag under normal design conditions in accordance with the Building Code.

Warranty Coverage

12 months

15 months common property

5 years for building envelope defects

10 years for structural defects

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder additions, or from deletions or alterations made by the owner is not covered under warranty.

Claim Response

Roofs not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[5.2 Roof trusses or rafters are bowed](#)

[5.3 Roof appears wavy](#)

Maintenance Tips

Heavy loads of ice and snow can damage a roof. Normal home maintenance should include professional removal of heavy build-up of ice and snow.

Care must always be used when walking on a roof so damage is not caused.

5.2 Roof trusses or rafters are bowed

Acceptable Performance/Condition

Roof framing members shall be sized and installed in accordance with the Building Code.

Some deflection and bowing due to normal loading or normal drying of wood framing materials is acceptable.

Heavy loads of ice and snow can damage a roof.

Excessive bowing of roof framing should be investigated.

Warranty Coverage

12 months

15 months common property

5 years for building envelope defects

10 years for structural defects

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Roof framing members not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are required, colour, finish or texture may not have an exact match. Seasonal conditions may delay the timing of repairs.

See also

[5.1 Roof ridge has sagged](#)

[5.3 Roof appears wavy](#)

Maintenance Tip

Heavy loads of ice and snow can damage a roof. Normal home maintenance should include professional removal of heavy build-ups of ice and snow.

5.3 Roof appears wavy

Acceptable Performance/Condition

Roof sheathing shall be sized and installed in accordance with the Building Code.

Roof sheathing shall be installed with proper joint spacing and support.

Some waviness between framing members may occur even when sheathing is properly installed.

Frost patterns on a roof can give the appearance of waviness without the condition existing (e.g. frost outline on sheathing joints and over roof framing members).

Warranty Coverage

12 months

15 months common property

Claim Response

Roof sheathing not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.2 Roof trusses or rafters are bowed](#)

[5.12 Uneven roof sheathing causing surface irregularities](#)

Maintenance Tip

Heavy loads of ice and snow can damage a roof. Normal home maintenance should include professional removal of heavy build-ups of ice and snow.

5.4 Wind-driven snow or rain entering through attic vents

Acceptable Performance/Condition

Attic vents must be designed and installed to:

- prevent the entry of rain, snow under normal weather conditions, and
- be in accordance with the Building Code.

During heavy storm conditions, some precipitation may occasionally be driven into roof vents and is not a defect.

Warranty Coverage

5 years, if wind-driven snow or rain entering through attic vents causes or is likely to cause material damage to the new home

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Attic vents not meeting the Acceptable Performance/Condition must be rectified.

5.5 Roof or flashing leaks

Acceptable Performance/Condition

Roofs and their associated flashings shall not allow unintended water penetration under normal weather conditions. Owners must take steps to prevent damage to their property and should immediately report water penetration to their warranty provider and builder.

Warranty Coverage

5 years, including unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty. Damage to personal property is also not covered under warranty.

Claim Response

Roofs or associated flashings that allow unintended water penetration not meeting the Acceptable Performance/Condition must be rectified. Where repairs are required, colour, finish or texture may not have an exact match. Seasonal conditions may delay the timing of repairs.

See also

[5.4 Wind-driven snow or rain entering through attic vents](#)

[5.7 Ice build-up on the roof](#)

[5.16 Standing water on a flat roof](#)

[5.19 Eavestroughs overflow during normal rain](#)

[5.21 Skylight leaks](#)

[13.2 Roof flashing leaks at chimney](#)

[Appendix A5 How to Conduct a Water Test](#)

Maintenance Tip

Inspect all penetrations through the roof, skylights, plumbing stacks and vents annually and re-seal as necessary.

5.6 Inadequate attic ventilation

Acceptable Performance/Condition

Attics shall be ventilated in accordance with the Building Code.

Roof vents should be kept free of obstructions. Inadequate attic ventilation can lead to heat and moisture problems.

Snow covering roof vents can obstruct ventilation.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Attic or roof vents not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[8.3 Condensation in attic space](#)

Maintenance Tip

Check attic spaces for signs of moisture at least yearly.

5.7 Ice build-up on the roof

Acceptable Performance/Condition

Ice and icicles are a natural occurrence on roofs. Ice dams and icicles may occur when the roof surface is warm enough to melt the snow but the air temperature is cold enough to re-freeze the melt water. Natural weather patterns, building exposure, roof design and elevated attic temperatures, due to both the insulating effects of snow accumulation on the roof and air leakage from the interior of the building, can contribute to ice forming on roofs.

This condition is covered only where there is a Building Code violation.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty. Damage to personal property is also not covered under warranty.

Claim Response

Conditions not meeting the Acceptable Performance/Condition must be rectified. Where repairs are required, colour, finish or texture may not have an exact match. Seasonal conditions may delay the timing of repairs.

See also

[5.5 Roof or flashing leaks](#)

[5.6 Inadequate attic ventilation](#)

[8.3 Condensation in attic space](#)

Maintenance Tip

Professional removal of build-ups of ice and snow can help reduce the likelihood of water leaks.

5.8 Roof shingles blown off

Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Roof shingles shall be installed according to the Building Code and the manufacturer's requirements, and must resist design wind force or gusts.

Warranty Coverage

24 months for cladding detachment, or material damage to the new home

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, extreme wind conditions, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Roof shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.10 Asphalt shingles not sealed](#)

Maintenance Tip

Trim overhanging branches away from the roof.

5.9 Tabs on shingles are not aligned

Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Slight variation in the appearance of the roof is acceptable.

Shingles shall be installed in accordance with the Building Code and manufacturer's requirements.

Shingles shall be installed to provide a generally uniform pattern with consideration to:

- shingle exposure, vertical overlap and nail/fastener protection

Warranty Coverage

12 months

15 months common property

Claim Response

Shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.5 Roof or flashing leaks](#)

5.10 Asphalt shingles not sealed

Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Asphalt shingles and self-sealing asphalt shingles shall be secured according to the Building Code and manufacturer's requirements.

Self-sealing asphalt shingles installed during cold temperatures should seal when warmer temperatures return. In the short term, unsealed shingles should not affect the weather protection provided by the roof.

Warranty Coverage

12 months

15 months for common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Asphalt shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.8 Roof shingles blown off](#)

5.11 Shingle edges are curled or cupped

Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Asphalt shingle edges and corners need not be completely flat in order to perform their function. However, edges and corners that curl or cup to expose the uncoloured portion of the shingle below are not acceptable.

Adequate attic ventilation is necessary to prevent excessive solar heat build-up in the attic that can contribute to curling and cupping.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear is not covered under warranty.

Claim Response

Asphalt shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs

See also

[5.6 Inadequate attic ventilation](#)

[5.10 Asphalt shingles not sealed](#)

Maintenance Tip

Ensure attic vents are not blocked as part of regular maintenance.

5.12 Uneven roof sheathing causing surface irregularities

Acceptable Performance/Condition

Roof sheathing shall be installed according to the Building Code and the manufacturer's requirements.

Roof sheathing shall provide a smooth even surface, free from excessive thickness variations, holes, and debris that produce visible irregularities in the finished roof.

Variations in the sheathing surface should not be uneven to the point where they adversely affect the performance or the service life of the shingles.

Warranty Coverage

12 months

15 months common property

Claim Response

Roof sheathing not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.2 Roof trusses or rafters are bowed](#)

[5.3 Roof appears wavy](#)

5.13 Roofing fasteners are exposed

Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather as part of the building envelope.

Shingles shall be installed according to the Building Code and manufacturer's requirements.

The overlying shingle must cover fasteners to ensure adequate weather protection.

Sealant applied to roofing fasteners is acceptable if an overlap cannot be achieved.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Claim Response

Roof fasteners not meeting the Acceptable Performance/Condition are to be rectified.

Seasonal conditions may delay timing of repairs.

5.14 Water is trapped under roofing

Acceptable Performance/Condition

Water shall not become or remain trapped under roofing or membranes.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Roofs not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.5 Roof or flashing leaks](#)

Maintenance Tip

Do not pressure wash any roof. High water pressure can cause damage.

5.15 Roll roofing is blistered

Acceptable Performance/Condition

Roll or other membrane roofing may blister under normal weather conditions or due to installation method.

Blistering that results in unintended water penetration are not acceptable.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Roll roofing or other membrane roofing not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[5.5 Roof or flashing leaks](#)

Maintenance Tips

Inspect roof membranes regularly for tears, cuts or other damage and repair promptly.

Inspect the joints in the roof membrane for delaminations.

Inspect all railing posts to ensure a proper seal exists at the roof and at all fasteners.

5.16 Standing water on a flat roof

Acceptable Performance/Condition

Unless otherwise designed, flat roofs shall be constructed to drain water. Flat roofs typically are slow to drain and should be constructed to accommodate some standing water. Some areas of standing water after rainfall are normal. Roof shall be designed and constructed in accordance with the Building Code.

Water greater than 6 mm (1/4") in depth should not remain for more than 48 hours after rainfall has stopped and conditions of evaporation exist. Some retained water at drain edges, seams, transitions or flashing is not uncommon and is not covered under warranty. Standing water on roofs designed for water retention is acceptable.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Conditions not meeting the Acceptable Performance/Condition must be rectified. Where repairs are required, colour, finish or texture may not have an exact match. Seasonal conditions may delay the timing of repairs.

See also

[5.5 Roof or flashing leaks](#)

Maintenance Tip

Flat roofs should be inspected by a professional every two years and all recommended maintenance should be completed.

5.17 Eavestrough is missing

Acceptable Performance/Condition

Where eavestroughs are not installed this is not considered to be a defect and is not covered under warranty.

Warranty Coverage

None

Claim Response

None

5.18 Eavestroughs or downspouts leak

Acceptable Performance/Condition

Water contained by eavestroughs and downspouts shall not leak at joints.

Rain water or condensation dripping off the outside of eavestroughs and downspouts can be mistaken for leakage and is not considered a defect.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Cleaning of eavestroughs and downspouts should be considered as a regular maintenance item that, if left unattended, can result in leakage and in some situations clogged drainage.

Claim Response

Eavestroughs or downspouts not meeting the Acceptable Performance/Condition must be rectified.

Seasonal conditions may delay the timing of repairs.

See also

[5.17 Eavestrough is missing](#)

[5.19 Eavestroughs overflow during normal rain](#)

[5.20 Rain water is running off roof components](#)

Maintenance Tips

Cleaning of eavestroughs and downspouts should be considered a regular maintenance item. If left unattended, they can result in overflow and, in some situations, clogged drainage.

Check joints in gutters for water tightness prior to winter.

5.19 Eavestroughs overflow during normal rain

Acceptable Performance/Condition

Eavestroughs shall be installed in accordance with good industry practices and slope to downspouts or drains. During normal rain conditions, eavestroughs should drain effectively but a minor amount of standing water in eavestroughs is considered normal.

Eavestroughs overflowing due to abnormally heavy rains or debris blockage is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from an act of nature is not covered under warranty.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Eavestroughs not meeting the Acceptable Performance/Condition must be rectified.

The addition of deflector flashing is an accepted method of repair.

See also

[5.17 Eavestrough is missing](#)

[5.18 Eavestroughs or downspouts leak](#)

[5.20 Rain water is running off roof components](#)

Maintenance Tips

Cleaning of eavestroughs and downspouts should be considered a regular maintenance item. If left unattended, they can result in overflow and, in some situations, clogged drainage.

Keep overhanging branches trimmed away from eavestroughs.

5.20 Rain water is running off roof components

Acceptable Performance/Condition

Rain water draining from a roof, fascia or other exposed construction components that are not accommodated by an eavestrough is not contrary to the Building Code or normal industry standards and is not considered to be a defect.

Warranty Coverage

None

Claim Response

None

See also

[5.17 Eavestrough is missing](#)

[5.18 Eavestroughs or downspouts leak](#)

[5.19 Eavestroughs overflow during normal rain](#)

5.21 Skylight leaks

Acceptable Performance/Condition

Skylights shall be installed in accordance with the Building Code and manufacturer's specifications and shall not allow water penetration.

Condensation on the interior surfaces of a skylight may occur if the indoor relative humidity is high. Condensation is not considered indicative of roof or skylight leakage.

Warranty Coverage

5 years, if resulting in unintended water penetration

Damage resulting from maintenance including humidity control not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Skylights not meeting the Acceptable Performance/Condition shall be rectified.

Seasonal conditions may delay the timing of permanent repairs.

See also

[5.5 Roof or flashing leaks](#)

[Appendix A5 How to Conduct a Water Test](#)

Maintenance Tips

Inspect skylights and flashings at least annually for water tightness.

Ensure skylights close tightly.

6. PLUMBING

6.1 Pipes are leaking

Acceptable Performance/Condition

Domestic water supply pipes and drainpipes supplied by the builder shall not leak. Condensation on piping should not be mistaken for leakage. Condensation on cold water supply pipes is not covered under warranty. High indoor humidity is the main cause of condensation on pipes.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

IMPORTANT: If a leak is detected in a water supply pipe, in order to mitigate any damage the main water supply valve or an isolation valve should be turned off immediately and the builder and warranty provider notified.

Claim Response

Domestic water supply pipes and drainpipes not meeting the Acceptable Performance/Condition must be rectified.

See also

[6.2 Faucet or fixture is leaking](#)

[6.4 Bathtub or shower leaks](#)

[6.5 Condensation appears on water supply pipes and toilets](#)

[14.29 Landscape plumbing](#)

Maintenance Tip

Do not use commercial drain cleaners. Some products can be very corrosive.

6.2 Faucet or fixture is leaking

Acceptable Performance/Condition

Under normal operation and where maintenance is not an issue, faucets, exterior hose bibs or plumbing fixtures shall not leak, drip or run on when fully closed.

Condensation on faucets or plumbing fixtures should not be mistaken for leakage and is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Faucets, exterior hose bibs or fixtures not meeting the Acceptable Performance/Condition are to be rectified.

See also

[6.1 Pipes are leaking](#)

[6.4 Bathtub or shower leaks](#)

[6.5 Condensation appears on water supply pipes and toilets](#)

[6.12 Toilet floor/wax seal leaks](#)

[14.29 Landscape plumbing](#)

Maintenance Tips

Inspect the shut off valves at least annually for leaks.

Clean aerators (screens) on faucets regularly.

Shut off exterior hose bibs in winter to prevent freezing.

Disconnect hoses from exterior hose bibs during times of freezing.

6.3 Plumbing pipes are frozen and/or burst

Acceptable Performance/Condition

Plumbing pipes shall be protected from freezing in accordance with the Building Code.

Warranty Coverage

2 years

Damage resulting from extreme cold below the design winter temperatures (an act of nature) or maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

IMPORTANT: If a burst pipe is detected in a water supply pipe, the main water supply valve or appropriate isolation valve should be turned off immediately and the builder and warranty provider notified.

Claim Response

Plumbing pipes not meeting the Acceptable Performance/Condition are to be rectified.

See also

[6.1 Pipes are leaking](#)

[14.29 Landscape plumbing](#)

Maintenance Tips

Homes must be kept at temperatures to prevent freezing at all times even if the home is not occupied. If this is not possible, proper precautions should be taken to prevent freezing such as shutting off and draining the water supply system.

For exterior hose bibs that are not frost free, shut off any associated interior valves and leave the exterior valve open as part of a regular seasonal maintenance program.

6.4 Bathtub or shower leaks

Acceptable Performance/Condition

Bathtubs and showers shall be installed in accordance with the Building Code and manufacturer's requirements and shall not leak.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Bathtubs or showers not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required to damaged surfaces, colour, finish, grain, sheen or texture may not have an exact match.

See also

[6.1 Pipes are leaking](#)

[6.2 Faucet or fixture is leaking](#)

[6.5 Condensation appears on water supply pipes and toilets](#)

[9.16 Water penetration behind ceramic tile and bathtub or shower enclosures](#)

Maintenance Tips

Inspect tub and shower enclosures monthly for signs of leakage.

Take care not to drop heavy objects on bathtubs or showers.

6.5 Condensation appears on water supply pipes and toilets

Acceptable Performance/Condition

Condensation on water supply pipes and toilets may occur from time to time when indoor relative humidity is high. This is considered a normal condition and is not considered to be a defect.

Warranty Coverage

None

Claim Response

None

6.6 Damage to porcelain, enamel, acrylic or fibreglass surfaces or fixtures

Acceptable Performance/Condition

When noted on the pre-delivery inspection ([see page 7](#)), porcelain, enamel, acrylic or fibreglass surfaces must be free from damage when viewed from a normal viewing and lighting position of 2 m (6').

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Enamel, porcelain, acrylic or fibreglass surfaces not meeting the Acceptable Performance/Condition are to be rectified.

Repairs may consist of patching, filling or resurfacing of the affected area.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[6.7 Bathtub or shower base flexes and creaks](#)

[6.9 Defective plumbing fixtures, appliances or trim fittings](#)

[6.10 Colour variation in sinks, tubs, toilets or bidets \(plumbing fixtures\)](#)

Maintenance Tips

Do not use abrasive cleaners on bathtub and shower enclosures.

Do not step into a bathtub or shower compartment with shoes on, as trapped grit and dirt can damage the surface.

6.7 Bathtub or shower base flexes and creaks

Acceptable Performance/Condition

Lightweight bathtubs and showers (fibreglass and acrylic) may flex and creak, but shall not crack under designed load conditions.

Fibreglass and acrylic bathtubs and shower enclosures are lightweight, yet strong.

Flexing or creaking sounds can often be heard especially in large soaker-type tubs as they are filled and emptied. These fixtures are designed to withstand this type of flexing; it does not generally represent a manufacturing or installation defect.

Warranty Coverage

12 months

15 months common property

Claim Response

Bathtubs or showers not meeting the Acceptable Performance/Condition are to be rectified.

See also

[6.6 Damage to porcelain, enamel, acrylic or fibreglass surfaces or fixtures](#)

[6.9 Defective plumbing fixtures, appliances or trim fittings](#)

6.8 Noisy water pipes or water hammer

Acceptable Performance/Condition

Water supply pipes shall be installed to minimize the effects of water hammer and in accordance with the Building Code. Excessive water hammering is not acceptable.

A sudden “thump” or “bang” of water supply pipes when a faucet or fixture is closed abruptly is normal.

Some expansion or contraction sounds coming from hot water pipes, such as ticking, are considered normal and are not covered under warranty.

The sound of water flowing through or dripping within water pipes is normal and not covered under warranty.

Warranty Coverage

12 months

15 months common property

Claim Response

Plumbing pipes not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required to damaged surfaces, colour, finish, grain, sheen or texture may not have an exact match.

6.9 Defective plumbing fixtures, appliances or trim fittings

Acceptable Performance/Condition

Plumbing fixtures, appliances or trim fittings shall be free of performance defects.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Plumbing fixtures, appliances, or trim fittings not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour or finish may not be possible.

See also

[6.4 Bathtub or shower leaks](#)

[6.5 Condensation appears on water supply pipes and toilets](#)

[6.6 Damage to porcelain, enamel, acrylic or fibreglass surfaces or fixtures](#)

[6.7 Bathtub or shower base flexes and creaks](#)

[6.10 Colour variation in sinks, tubs, toilets or bidets \(plumbing fixtures\)](#)

[6.12 Toilet floor/wax seal leaks](#)

Maintenance Tips

Plumbing fixtures are intended for normal household use only.

Do not dispose of caustic products in household fixtures.

6.10 Colour variation in sinks, tubs, toilets or bidets (plumbing fixtures)

Acceptable Performance/Condition

Colour shall be consistent within a fixture, unless otherwise designed, when viewed under normal lighting conditions and from a normal viewing position of 2 m (6'). However, slight colour variation from one fixture to another is acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Fixtures not meeting the Acceptable Performance/Condition are to be rectified.

See also

[6.6 Damage to porcelain, enamel, acrylic or fibreglass surfaces or fixtures](#)

[6.9 Defective plumbing fixtures, appliances or trim fittings](#)

Maintenance Tip

The surfaces of plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided.

6.11 Toilet does not flush effectively

Acceptable Performance/Condition

Toilets shall be installed in keeping with the Building Code and manufacturer's requirements.

Newer energy efficient (low-volume or dual-flush) toilets use less water to flush than older models. The operation of some new toilets is more sensitive to the effects of the:

- amount of waste
- amount and type of paper, and
- volume of water in the tank.

In some situations multiple flushes may be required and is not considered a defect.

Warranty Coverage

12 months

15 months common property

Problems resulting from maintenance that is not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner are not covered under warranty.

Claim Response

Toilets not meeting the Acceptable Performance/Condition must be rectified.

See also

[6.9 Defective plumbing fixtures, appliances or trim fittings](#)

6.12 Toilet floor/wax seal leaks

Acceptable Performance/Condition

Toilet floor/wax seals must not leak.

Warranty Coverage

12 months

15 months common property

Claim Response

Toilet floor/wax seals not meeting Acceptable Performance/Condition must be rectified.

See also

[6.2 Faucet or fixture is leaking](#)

[6.9 Defective plumbing fixtures, appliances or trim fittings](#)

6.13 Sewers or drains are blocked

Acceptable Performance/Condition

Sanitary drainage systems shall drain properly in keeping with the Building Code.

Failure of municipal services or other circumstances beyond the control of the builder are not covered under warranty.

For warranty coverage to be considered, the blockage must be attributed to a construction defect within the property.

Septic tanks and fields are not covered under warranty.

IMPORTANT: A blockage may involve the municipal sewage system which is beyond the builder's control and not covered under warranty. If the city water supply line needs to be shut off, the municipality should be contacted immediately. This is the owner's responsibility.

IMPORTANT: It is the owner's responsibility to mitigate damage involving water or sewage leakage. The builder and warranty provider should be contacted immediately. Toilets have water shut off valves and other fixtures may have shut off valves that can be turned off.

Warranty Coverage

2 years

Claim Response

Sewers or drains not meeting the Acceptable Performance/Condition are to be rectified.

See also

[6.11 Toilet does not flush effectively](#)

Maintenance Tips

Do not discard inappropriate materials down toilets or sinks.

Do not continue use of toilets or sinks once a major blockage has occurred.

7. ELECTRICAL

7.1 Circuit breakers trip

Acceptable Performance/Condition

Electrical circuits shall be installed in accordance with the BC Electrical Code.

Circuit breakers protect electrical wiring from overloading. Frequent tripping of circuit breakers could result from faulty appliances or other electrical components and should be investigated.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Electrical circuits not meeting the Acceptable Performance/Condition must be rectified.

See also

[7.2 Ground fault circuit interrupter \(GFCI\) trips](#)

[7.3 Electrical outlets or switches do not work](#)

[7.4 Electrical fixture does not work](#)

Maintenance Tips

Know the location of the electrical panel and how to turn circuit breakers on and off.

Test all circuit breakers at least once a year.

7.2 Ground fault circuit interrupter (GFCI) trips

Acceptable Performance/Condition

Ground Fault Circuit Interrupters (GFCIs) shall be installed in accordance with the BC Electrical Code.

GFCIs are sensitive safety devices installed to provide protection against electrical shock, especially in wet areas such as bathrooms and the exterior. These devices can easily be reset.

Frequent tripping of the GFCI may indicate an appliance fault and should be investigated.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Ground Fault Circuit Interrupters not meeting the Acceptable Performance/Condition must be rectified.

See also

[7.1 Circuit breakers trip](#)

[7.3 Electrical outlets or switches do not work](#)

[7.4 Electrical fixture does not work](#)

Maintenance Tip

Test GFCI outlet monthly to ensure proper operation.

7.3 Electrical outlets or switches do not work

Acceptable Performance/Condition

Electrical outlets and switches shall be installed in accordance with manufacturer's requirements and the BC Electrical Code.

When an outlet or switch is found to be not working, an owner should check to determine if a circuit breaker or Ground Fault Circuit Interrupter (GFCI) has been tripped, and reset it if required.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Electrical outlets and switches not meeting the Acceptable Performance/Condition must be rectified.

See also

[7.1 Circuit breakers trip](#)

[7.2 Ground fault circuit interrupter \(GFCI\) trips](#)

[7.4 Electrical fixture does not work](#)

Maintenance Tip

Use only the specified wattage for lights. Do not exceed specifications.

7.4 Electrical fixture does not work

Acceptable Performance/Condition

Electrical fixtures, including internal parts, supplied and installed by the builder shall be installed in accordance with the Electrical Code and manufacturer's requirements.

When an electrical fixture is found not to be working, an owner should check to determine if a circuit breaker been tripped, and reset if required.

Warranty Coverage

12 months

15 months for common property

Claim Response

Electrical fixtures not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour or finish may not be possible.

See also

[7.1 Circuit breakers trip](#)

[7.2 Ground fault circuit interrupter \(GFCI\) trips](#)

[7.3 Electrical outlets or switches do not work](#)

7.5 Receptacle/switch cover plate is not flush with the wall

Acceptable Performance/Condition

In finished areas, electrical receptacles/switches shall be installed so that the cover plates are generally flush with the adjacent wall surface.

Warranty Coverage

12 months

15 months common property

Claim Response

Conditions not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are necessary, an exact match of colour or finish may not be possible.

See also

[10.11 Gaps exist between heat registers, cold air return grills or ventilation grills and the adjacent surfaces](#)

7.6 Ballast for electrical fixtures fails to operate

Acceptable Performance/Condition

Light fixtures and their components supplied and installed by the builder shall be installed to operate properly and in accordance with the manufacturer's requirements

IMPORTANT: Check the electrical circuit panel when an electrical fixture fails to work.

Warranty Coverage

12 months

15 months common property

Claim Response

Fixtures not meeting the Acceptable Performance/Condition are to be rectified.

See also

[7.1 Circuit breakers trip](#)

[7.2 Ground fault circuit interrupter \(GFCI\) trips](#)

[7.3 Electrical outlets or switches do not work](#)

[7.4 Electrical fixture does not work](#)

7.7 Exhaust duct terminates in attic or crawl space

Acceptable Performance/Condition

Exhaust fans/ducts shall be vented to the exterior in accordance with the Building Code and manufacturers' requirements.

Exhaust fans/ducts should not be vented into heated or unheated enclosed spaces, such as basements, attics and soffits, or attached garages.

Moisture build-up in these areas can cause damage.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Exhaust fans/ducts not meeting the Acceptable Performance/Condition must be rectified.

See also

[1.13 Condensation in crawl space](#)

[8.3 Condensation in attic space](#)

[8.15 Dryer vents do not exhaust adequately](#)

Maintenance Tip

Check exterior exhaust vent screen at least twice a year for blockage.

7.8 Interior light fixture tarnished

Acceptable Performance/Condition

Interior light fixtures supplied and installed by the builder should not tarnish when used under normal conditions.

Discolouration may occur due to the normal operation of the fixture, atmospheric conditions or normal oxidation.

Exceeding the manufacturer's requirements for bulb wattage may also cause damage and discolouration, which is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Interior light fixtures not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are necessary, an exact match of colour or finish may not be possible.

7.9 Ceiling fan vibrates and is noisy

Acceptable Performance/Condition

Ceiling fans shall be installed and maintained in accordance with the Electrical Code and manufacturer's installation requirements.

Minor vibration or operating noise is normal and not considered a defect.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Ceiling fans require regular maintenance.

Claim Response

Ceiling fans not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are necessary, an exact match of colour or finish may not be possible.

8. INTERIOR CLIMATE CONTROL

8.1 Air infiltration through windows and doors

Acceptable Performance/Condition

Windows and doors shall comply with the Building Code, and when properly closed, should not allow excessive air leakage under normal design weather conditions.

Daylight should not be evident at the frame when properly closed. A small amount of daylight may be observed at the transitions between weather strips and is not covered by warranty.

Doors and windows are manufactured to meet specifications for weather tightness and are designed to withstand reasonable wind loads.

Minor air infiltration may occur during very windy conditions. Doors and windows must be properly closed to ensure positive contact with weather stripping.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Windows and doors not meeting the Acceptable Performance/Condition must be rectified.

See also

[3.10 Exterior door is warped](#)

[3.16 Exterior door is crooked in the frame](#)

Maintenance Tip

Inspect weather strip around doors at least annually and adjust if required.

8.2 Kitchen or bath fans allow cold air infiltration or drafts

Acceptable Performance/Condition

Kitchen and bath exhaust fans shall be installed according to the Building Code and manufacturer's requirements.

Since fans are often connected to the exterior by a duct, ventilation fans are indirectly open to outside air. Often these types of fans come equipped with dampers and some air infiltration is normal.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

As part of regular home maintenance, vent terminations on exterior walls should be inspected periodically to ensure the openings are not obstructed (e.g. by birds or other animals).

Claim Response

Kitchen and bath exhaust fans not meeting the Acceptable Performance/Condition must be rectified.

See also

[8.7 Heating, ventilating or air conditioning \(HVAC\) systems not installed properly](#)

[8.13 Ductwork comes apart \(HVAC\)](#)

[8.14 Off site odours through vents](#)

8.3 Condensation in attic space

Acceptable Performance/Condition

Attic spaces shall be vented in accordance with the Building Code. Some condensation may occur in attics from time to time due to weather conditions but these occurrences should be infrequent and without any adverse effect on the building. Constant or excessive condensation in attics may indicate either a lack of ventilation, a source of moisture within or into the attic space, or blocked roof vents and this should be investigated.

Occasional peak seasonal environmental conditions of high humidity or temperature variances resulting in condensation is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Attic spaces with condensation not meeting the Acceptable Performance/Condition must be rectified.

See also

[5.4 Wind-driven snow or rain entering through attic vents](#)

[5.6 Inadequate attic ventilation](#)

[5.7 Ice build-up on the roof](#)

[7.7 Exhaust duct terminates in attic or crawl space](#)

Maintenance Tips

Inspect the attic for signs of water leakage and moisture at least annually.

Do not block vents.

8.4 Condensation and/or frost on windows

Acceptable Performance/Condition

Some condensation may occur when water vapour in indoor air contacts cold surfaces such as windows. Condensation on interior window surfaces is common during cold seasons. When outdoor temperatures are below freezing, ice may also form at the bottom of the window.

Condensation may occur on interior window surfaces from time to time due to environmental conditions and/or interior generated humidity.

Warranty Coverage

None

Claim Response

None

See also

[3.9 Condensation forming between insulating \(factory sealed\) glass unit](#)

[Appendix A3 Moisture and Windows](#)

Maintenance Tip

Since it is important for owners to regulate proper humidity levels within the home to prevent damage to other components, such as hardwood flooring and for physical health, some condensation on windows may be expected. Indoor humidity levels may be controlled by dehumidification, ventilation or air conditioning.

8.5 Condensation on interior ductwork and air handling equipment

Acceptable Performance/Condition

On occasion, condensation may occur on indoor ductwork and air handling equipment due to environmental conditions or interior generated humidity.

This condition may occur in the summer when air conditioning equipment is operating or in winter when ducts are chilled by incoming outdoor air.

Warranty Coverage

None

Claim Response

None

See also

[5.6 Inadequate attic ventilation](#)

Maintenance Tip

Controlling humidity levels within the home is important in order to avoiding condensation problems. Use of exhaust fans will help to ventilate.

8.6 Insufficient insulation

Acceptable Performance/Condition

Insulation shall be installed in accordance with the Building Code.

Several factors affect living space temperatures and comfort:

- Proper installation of insulation: installation shall include correct placement behind electrical boxes, backing studs, corner framing and wiring, and around window and door openings.
- Directional orientation: north-facing rooms are generally cooler than south-facing rooms.
- Windows: glass has little insulating value and allows more heat to escape from the room.
- Rooms over garages: have insulated floors that lose heat to the unheated garage below.

Warranty Coverage

12 months

15 months common property

2 years if condition results in inability to heat the home to Building Code requirements

Claim Response

Insulation not meeting the Acceptable Performance/Condition must be rectified.

See also

[8.9 Heat from one living area to the next is not balanced](#)

8.7 Heating, ventilating or air conditioning (HVAC) systems not installed properly

Acceptable Performance/Condition

HVAC appliances shall be installed to meet the Building Code and the manufacturers' requirements.

Ductwork and piping shall be joined and supported to maintain joint integrity.

Warranty Coverage

2 years

Damage resulting from alterations, deletions or additions by the owner, or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder may not be covered under warranty.

Claim Response

Heating, ventilating or air conditioning (HVAC) systems not meeting the Acceptable Performance/Condition must be rectified.

See also

[7.7 Exhaust duct terminates in attic or crawl space](#)

[8.2 Kitchen or bath fans allow cold air infiltration or drafts](#)

[8.8 Inadequate heating](#)

[8.9 Heat from one living area to the next is not balanced](#)

[8.13 Ductwork comes apart \(HVAC\)](#)

[8.15 Dryer vents do not exhaust adequately](#)

[15.8 Clothes dryer ducting leaking](#)

Maintenance Tip

Have the furnace/heating system serviced by a professional at least every year.

8.8 Inadequate heating

Acceptable Performance/Condition

Under design climatic conditions, heating systems shall be capable of maintaining an indoor air temperature in accordance with the Building Code.

If outdoor temperatures are below the local design temperature, maintaining heat at the Building Code level may be limited and is not considered to be a defect.

Generally, a temperature reading is taken five feet above floor level and as close as possible to the centre of the warm air supply and cold air return in any living area after the heating system has been running for an appropriate period of time. A temperature difference of +/- 3 degrees Celsius is considered acceptable between living areas on the same floor.

Refer to the Building Code for heating requirements of unfinished basements and crawl spaces.

Several factors affect living space temperatures and comfort:

- Directional orientation: north-facing rooms are generally cooler than south-facing rooms.
- Windows: glass has little insulating value and allows more heat to escape from the room.
- Rooms over garages: have insulated floors that lose heat to the unheated garage below.
- Airflow: free airflow from the supply outlet in a room to a return inlet or undercut door is essential. Generally, a minimum 25 mm (1") space under interior doors above the finished floor covering should be provided.
- Personal preference: personal comfort differs between individuals. Balancing the air delivery system may not completely compensate for the effects of these factors.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Heating systems not meeting the Acceptable Performance/Condition must be rectified.

See also

[8.7 Heating, ventilating or air conditioning \(HVAC\) systems not installed properly](#)

[8.9 Heat from one living area to the next is not balanced](#)

Maintenance Tips

Check, clean or replace furnace filters as required and at least twice a year to allow the unobstructed flow of air through the furnace.

Ensure air intakes and exhaust vents are clear, especially during snow conditions.

8.9 Heat from one living area to the next is not balanced

Acceptable Performance/Condition

The heat balance of living areas shall be generally uniform throughout the home. A temperature difference of +/- 3 degrees Celsius is considered acceptable between living areas on the same floor. Pantries and closets are not typically directly heated and may be cooler than regular living areas.

The balancing of heat within a home is an owner action and is not covered by warranty.

Several factors affect living space temperatures and comfort:

- Directional orientation: north-facing rooms are generally cooler than south-facing rooms.
- Windows: glass has little insulating value and allows more heat to escape from the room.
- Rooms over garages: have insulated floors that lose heat to the unheated garage below.
- Airflow: free airflow from the supply outlet in a room to a return inlet or undercut door is essential. Generally, a minimum 25 mm (1") space under interior doors above the finished floor covering should be provided.
- Personal preference: personal comfort differs between individuals. Balancing the air delivery system may not completely compensate for the effects of these factors.
- Drapes and furnishings can also influence the heat balance of a room. At possession, living areas are generally balanced. The balance can be affected by seasonal temperature variations and direct sunlight on south facing windows.

Warranty Coverage

None

Claim Response

None

See also

[8.1 Air infiltration through windows and doors](#)

[8.2 Kitchen or bath fans allow cold air infiltration or drafts](#)

[8.7 Heating, ventilating or air conditioning \(HVAC\) systems not installed properly](#)

[8.8 Inadequate heating](#)

Maintenance Tip

Heat registers and ductwork dampers can be adjusted to reduce large variations in room temperature. Certain variations in room temperature can be expected from directional orientation, the amount of glass within a room, airflow (if doors are closed as opposed to open) and whether or not the room is situated over an unheated area of the home, such as a garage or exterior cantilever.

8.10 Noisy ductwork

Acceptable Performance/Condition

Ductwork may make noise as it expands and contracts during heating and cooling cycles.

Warranty Coverage

None

Claim Response

None

See also

[8.11 Ductwork noisy \(“oil canning”\) when floor is walked on](#)

[8.12 Noise can be heard at register](#)

8.11 Ductwork noisy (“oil canning”) when floor is walked on

Acceptable Performance/Condition

Ductwork shall be constructed and installed to limit excessive “oil canning.”

Weight transfer on floors over metal ductwork can sometimes result in a temporary deflection of the metal ductwork. Shrinkage of floor joists may cause “oil canning.”

Warranty Coverage

12 months

15 months common property

Claim Response

Ductwork with “oil canning” not meeting the Acceptable Performance/Condition must be rectified.

See also

[8.10 Noisy ductwork](#)

[8.12 Noise can be heard at register](#)

8.12 Noise can be heard at register

Acceptable Performance/Condition

Under normal heating or cooling conditions, floor registers and cold air return grilles shall be installed to prevent rattling.

The sound of air movement at floor registers or cold air return grilles is normal and not considered to be a defect.

Warranty Coverage

12 months

15 months common property

Claim Response

Floor registers or cold air return grilles not meeting the Acceptable Performance/Condition must be rectified.

See also

[8.10 Noisy ductwork](#)

[8.11 Ductwork noisy \(“oil canning”\) when floor is walked on](#)

8.13 Ductwork comes apart (HVAC)

Acceptable Performance/Condition

Heating, ventilation and air-conditioning ductwork shall be joined and supported to prevent separation or detachment and maintain joint integrity.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner may be not covered under warranty.

Claim Response

Ductwork not meeting the Acceptable Performance/Condition must be rectified.

See also

[8.7 Heating, ventilating or air conditioning \(HVAC\) systems not installed properly](#)

8.14 Off site odours through vents

Acceptable Performance/Condition

Off site odours are not covered by warranty.

Warranty Coverage

None

Claim Response

None

8.15 Dryer vents do not exhaust adequately

Acceptable Performance/Condition

Dryer vents shall remain intact and adequately exhaust to the exterior as required by the Building Code.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Dryer vents not meeting the Acceptable Performance/Condition must be rectified.

Repair may require a ceiling drop or furred in bulkhead to accommodate a new run of ducting.

See also

[1.13 Condensation in crawl space](#)

[7.7 Exhaust duct terminates in attic or crawl space](#)

[8.3 Condensation in attic space](#)

[15.8 Clothes dryer ducting leaking](#)

Maintenance Tip

Dryer vents and diffusers need to be inspected, cleaned and maintained regularly.

8.16 Air conditioning coolant line leaks

Acceptable Performance/Condition

Air conditioning systems supplied and installed by the builder shall not leak.

Condensation can often be mistaken for a leak and is not a defect.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner may be not covered under warranty.

Condensation on a coolant line is not considered to be a defect.

Claim Response

Air conditioning systems not meeting the Acceptable Performance/Condition must be rectified.

See also

[6.1 Pipes are leaking](#)

[8.7 Heating, ventilating or air conditioning \(HVAC\) systems not installed properly](#)

[8.17 Air-conditioner condensate line is blocked](#)

Maintenance Tip

Air conditioning system should be serviced annually.

8.17 Air-conditioner condensate line is blocked

Acceptable Performance/Condition

Condensate lines from air conditioning condenser coils and condensing furnaces shall be free from blockage.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Condensate lines not meeting the Acceptable Performance/Condition are to be rectified.

See also

[8.7 Heating, ventilating or air conditioning \(HVAC\) systems not installed properly](#)

[8.16 Air conditioning coolant line leaks](#)

Maintenance Tip

Condensate lines should be inspected and cleaned as part of regular home maintenance. In refrigeration-type units, the condensate line is usually blocked by ice rather than debris. Air conditioning and refrigeration units can “ice-up” if the power was shut down in the midst of a thaw cycle. The prevalence of ice in this situation is not related to blockage in the condensate line. Owners should follow the manufacturer’s recommendations whenever such appliances are turned off or moved.

9. WALL AND CEILING FINISH

9.1 Ceiling is uneven

Acceptable Performance/Condition

Where a sag, bulge, or area of waviness appears and is not resulting from a structural problem, variation shall not exceed 6 mm (1/4") over a 600 mm (2') support distance.

Even when installed according to the Building Code, it is not unusual to see undulation in dry walled ceilings due to joint finishing. This occurrence can be exaggerated by certain lighting conditions and glossy finishes. Spray-applied textures and matte finishes tend to minimize this condition.

Warranty Coverage

12 months

15 months common property

Undulations caused by normal shrinkage of materials due to drying after construction may not be covered under warranty.

Claim Response

Ceilings not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish or texture may not be possible.

See also

[9.2 Ceiling texture is unevenly applied](#)

[9.5 Ceiling/wall joint separation - often referred to as truss uplift](#)

[9.6 Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges](#)

9.2 Ceiling texture is unevenly applied

Acceptable Performance/Condition

In a room or area, applied ceiling texture (i.e. stipple) shall appear generally uniform when viewed from a distance of not less than 1.8 m (6'), under normal lighting conditions, without magnification and from a normal viewing position.

Minor variation in texture is normal with randomly applied finishing materials.

Warranty Coverage

12 months

15 months common property

Claim Response

Ceiling texture not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match in colour and texture cannot be guaranteed.

See also

[9.1 Ceiling is uneven](#)

[9.3 Gypsum wallboard corners are uneven](#)

[9.6 Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges](#)

9.3 Gypsum wallboard corners are uneven

Acceptable Performance/Condition

Gypsum wallboard corners shall appear generally even and uniform when viewed under normal lighting conditions from a normal viewing position of 1.8m (6') away.

Some minor variations are normal.

Warranty Coverage

12 months

15 months common property

Additions, deletions or alterations made by the owner are not covered under warranty.

Claim Response

Gypsum wallboard corners not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[9.5 Ceiling/wall joint separation - often referred to as truss uplift](#)

Maintenance Tip

Take care not to impact or drag objects against walls.

9.4 Cracks in interior wall and ceiling surfaces

Acceptable Performance/Condition

Interior gypsum board shall be installed to minimize cracking of joints, corners and corner beads. Minor cracks are not unusual. Most minor cracks are a result of normal shrinkage of materials and are generally not covered under warranty.

However, drywall cracks are considered to be a defect when they are:

- greater than 2 mm (1/16") in width
- more than 300 mm (12") long and greater than 1 mm (1/32") in width
- tape separation is greater than 2 mm (1/16") from the surface, or
- where bead separation is greater than 2 mm (1/16") from the surface.

Extreme cracking in excess of 12 mm (1/2") in width or 6 mm (1/4") in width and 100 mm (4") in length should be investigated to determine if the cause is a structural defect. Drywall finishes within garages and unfinished areas are not covered under warranty other than as required by the Building Code.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Cracks not meeting the Acceptable Performance/Condition are to be rectified. Required repairs may be completed towards the end of the first year to allow the majority of settlement and material shrinkage to occur. The repairs will be filled, sanded smooth and made ready for painting by the owner. Repairs to a textured ceiling will require retexturing of the affected area. Touch-up painting will only be required where drywall repairs are required as a result of extreme cracking. Where repairs are required, colour, finish or texture may not have an exact match.

See also

[9.5 Ceiling/wall joint separation - often referred to as truss uplift](#)

9.5 Ceiling/wall joint separation - often referred to as truss uplift

Acceptable Performance/Condition

The junction of inside wall finishes and ceilings should be constructed to minimize excessive cracking or wall/ceiling separation.

Truss uplift is a term often applied to a condition where the bottom chord of wood roof trusses bow or arch upward causing the ceiling drywall that is fastened to it to become separated from the wall finish. Differences in the temperature and moisture content between the top and bottom members of trusses can cause seasonal movement of the bottom chord.

The condition cannot always be prevented but can be controlled by good design, good attic venting and by “floating” the ceiling drywall near partitions.

Similar damage can occur due to downward movement of the wall as a result of settlement of interior wall footings or shrinkage of the framing lumber.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Wall ceiling junctions not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

Using a repair method that conceals the problem is acceptable (i.e. Crown Molding)

See also

[9.4 Cracks in interior wall and ceiling surfaces](#)

9.6 Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges

Acceptable Performance/Condition

Interior finished drywall (excluding garages and unfinished areas) shall be free from blemishes (dents and gouges) at the time of first occupancy* and shall be installed according to the Building Code.

Conditions such as cracks, blisters in taped joints, trowel marks, excess joint compound, dents or tool gouges, that are readily noticeable when viewed under normal lighting conditions and from a normal viewing position of 1.8 m (6') directly in front of the wall surface, are unacceptable.

Warranty Coverage

*Physical damage, such as dents and gouges, must have been reported on the pre-delivery inspection report ([see page 7](#)).

12 months

15 months common property

Claim Response

Drywall surface blemishes not meeting the Acceptable Performance/Condition are to be rectified and refinished to match the original finish as closely as possible.

See also

[9.4 Cracks in interior wall and ceiling surfaces](#)

[9.5 Ceiling/wall joint separation - often referred to as truss uplift](#)

[9.7 Drywall nail/screw pops](#)

[9.9 Finished surface is rough](#)

9.7 Drywall nail/screw pops

Acceptable Performance/Condition

Interior finished drywall (excluding garages and unfinished areas), shall be free from nail/screw pops that have broken the finished surface or are in a readily noticeable location. A small number of nail/screw pops and other minor surface imperfections are normal and usually result from minor shrinkage of materials or normal settlement of the building and are not covered.

Nail/screw pops when viewed under normal lighting conditions and from a normal viewing position of 1.8 m (6') directly in front of the wall surface are unacceptable when:

- they are readily noticeable, or
- they have broken the finished surface.

Five or more nail pops within an area of 1 square meter is considered to be excessive and requires filling, sanding smooth and painting.

Warranty Coverage

12 months

15 months common property

Claim Response

Drywall nail/screw pops not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, the repair may be completed towards the end of the first year to allow the majority of settlement and material shrinkage to occur. The repairs will be filled, sanded smooth and made ready for painting by the owner. Repairs completed to a textured ceiling will require retexturing of the affected area. Only where drywall repairs are required as a result of an excessive number of nail/screw pops will painting be required.

Where repairs are required, colour, finish or texture may not have an exact match. This also applies to the limited circumstances where painting is required by the builder. Texture of painted gypsum wallboard varies.

See also

[9.6 Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges](#)

9.8 Texture of painted gypsum wallboard varies

Acceptable Performance/Condition

Wall and ceiling surfaces of gypsum wallboard consist of paper and joint compound. These materials accept paint finishes differently. Some variations in texture of the final finish may result and are normal.

Warranty Coverage

None

Claim Response

None

See also

[9.2 Ceiling texture is unevenly applied](#)

[9.6 Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges](#)

[9.9 Finished surface is rough](#)

[9.10 Interior paint finish is unacceptable](#)

9.9 Finished surface is rough

Acceptable Performance/Condition

Finished surfaces that are intended to be smooth and are touched during normal use shall be uniformly smooth.

Non-textured surfaces that are not touched during normal use shall appear smooth when viewed, from a minimum distance of 1.8 m (6'), under normal lighting conditions, without magnification, and from a normal viewing position.

The open grain in some wood surfaces tends to appear rough yet feels smooth; this is a natural property of wood and is acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Surfaces not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required colour, finish or texture may not have an exact match.

See also

[9.10 Interior paint finish is unacceptable](#)

[9.11 Paint or stain on repaired interior areas does not match](#)

[9.13 Clear interior finishes have deteriorated](#)

[10.17 Interior wood surfaces are scratched or scuffed](#)

9.10 Interior paint finish is unacceptable

Acceptable Performance/Condition

A properly painted surface (has consistent colour, appearance and cover) shall be provided on every exposed surface where a painted finish is specified.

A properly painted surface shall be assessed by viewing, without magnification, from a minimum perpendicular distance of 1.8 m (6') under normal lighting conditions and from a normal viewing position.

Lighting conditions may change the appearance of the painted surface.

Brush marks are acceptable in cut-in areas and on trim and may vary in appearance with paint type.

Warranty Coverage

12 months

15 months common property

Claim Response

Paint finishes not meeting the Acceptable Performance/Condition must be rectified.

Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible since an exact match may not be possible.

See also

[9.8 Texture of painted gypsum wallboard varies](#)

[9.9 Finished surface is rough](#)

[9.11 Paint or stain on repaired interior areas does not match](#)

Maintenance Tip

Do not use abrasive cleaner on walls.

9.11 Paint or stain on repaired interior areas does not match

Acceptable Performance/Condition

Repainted or re-stained areas shall match the original finished surface for colour, finish, grain, sheen and texture as closely as possible. Some surfaces, wood for example, absorb paint or stain differently causing variations in colour, grain, sheen and texture and may not match.

The repaired areas shall be assessed from a normal viewing position of 1.8 m (6') under normal lighting conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Repaired areas not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[9.9 Finished surface is rough](#)

[9.10 Interior paint finish is unacceptable](#)

[10.20 Colour variation, knots or different grain patterns exist between adjacent natural wood trim or railings](#)

Maintenance Tips

Do not clean walls for at least three months.

Do not use abrasive cleaners on walls.

9.12 Paint is splattered on surfaces not intended to be painted

Acceptable Performance/Condition

Interior finished surfaces not intended to be painted should not have paint splatters when viewed under normal lighting conditions, without magnification, and from a normal viewing position of 1.8 m (6') away.

Warranty Coverage

12 months

15 months common property

Claim Response

Interior finished surfaces with paint splatters that exceed the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

9.13 Clear interior finishes have deteriorated

Acceptable Performance/Condition

Clear interior finishes shall not deteriorate to the extent that they expose the substrate beneath.

Virtually all applied finishes will fade when exposed to sunlight over time. Areas of intense, direct sunlight exposure will tend to fade faster than other, more shaded areas. Direct sunlight may cause the underlying substrate to fade and the clear finish to “yellow”.

Clear finishes on fine woods are influenced by the wood substrate and the moisture balance in that wood.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Clear finishes not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible. Differences due to dye lot variation are acceptable.

See also

[9.9 Finished surface is rough](#)

[9.10 Interior paint finish is unacceptable](#)

[9.11 Paint or stain on repaired interior areas does not match](#)

[12.23 Finished wood flooring is not uniform in appearance](#)

[12.24 Wood flooring finish has blistered, bubbled or peeled](#)

[12.29 Knots and colour variation in wood flooring](#)

Maintenance Tips

Remove grease or splatters immediately from wall surfaces.

Take care not to impact or drag objects against walls.

9.14 Wall covering is peeling

Acceptable Performance/Condition

Wall coverings shall not peel or de-bond from the underlying surface.

Warranty Coverage

12 months

15 months common property

High humidity levels can create conditions causing wall coverings to peel. Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Wall coverings not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, pattern, finish, grain, sheen or texture may not be possible.

See also

[9.7 Drywall nail/screw pops](#)

9.15 Patterns in wall covering are mismatched at the edges

Acceptable Performance/Condition

Wall coverings shall be installed to achieve a generally uniform appearance and within the manufacturer's tolerances.

Some wall coverings are more difficult to match than others due to pattern, colour and texture.

Wall coverings should be viewed under normal lighting conditions and from a normal viewing position 1.8 m (6') away.

Warranty Coverage

12 months

15 months common property

Claim Response

Wall coverings not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, pattern, grain, sheen or texture may not be possible.

9.16 Water penetration behind ceramic tile and bathtub or shower enclosures

Acceptable Performance/Condition

Joints between ceramic tiles and/or adjacent surfaces shall be finished to resist water penetration.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder and normal wear and tear may not be covered under warranty.

Claim Response

Joints between ceramic tiles and/or adjacent surfaces not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish, pattern or texture may not have an exact match.

See also

[6.4 Bathtub or shower leaks](#)

Maintenance Tips

Inspect tub and shower enclosures monthly for signs of leakage.

Apply a clear liquid silicone sealer to the grout joints of tiled tub or shower enclosures at least every six months.

10. INTERIOR FINISHING

10.1 Interior door is warped

Acceptable Performance/Condition

Interior doors shall not become inoperable or warp more than 6 mm (1/4") when measured corner to corner. In the case of double doors, one door shall not warp more than 6 mm (1/4") beyond the face of the adjacent door.

The 6 mm (1/4") measure applies to a standard height door (6' 8") and a proportional increase applies to larger doors.

Minor warping or shrinkage of interior wood doors is not uncommon and can be affected by changes in indoor relative humidity and is not considered a defect.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[10.3 Pocket door rubs](#)

[10.4 Door rubs on the doorjamb or does not latch](#)

Maintenance Tips

Inspect door operation regularly.

Do not hang heavy objects from a door.

10.2 Bi-fold and sliding doors come off tracks

Acceptable Performance/Condition

Bi-fold and sliding doors shall be installed to operate freely and remain on their tracks during normal operation.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

See also

[10.3 Pocket door rubs](#)

Maintenance Tips

Bi-fold and sliding doors may require adjustment from time to time to maintain alignment and the hardware may need to be cleaned and lubricated as part of normal home maintenance.

Do not force a door closed.

10.3 Pocket door rubs

Acceptable Performance/Condition

The face of a pocket door shall not rub against the surrounding framing, doorjamb or casing or other trim during normal operation.

Some pocket doors require the use of guides that are designed to rub across the face of the door during normal operation and may cause a minor marking of the door; this is acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Pocket doors not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[10.1 Interior door is warped](#)

[10.6 Door drags on the floor](#)

Maintenance Tips

Pocket doors may require adjustment from time to time and hardware may need to be cleaned and lubricated.

Do not force a door closed.

10.4 Door rubs on the doorjamb or does not latch

Acceptable Performance/Condition

Doors shall operate without rubbing on the doorjamb.

Door latches shall operate with relative ease, however, slight pressure may be required to engage or disconnect the latch.

Seasonal humidity levels may cause doors and jambs to swell, resulting in temporary rubbing; this is acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Doors and latches not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[10.1 Interior door is warped](#)

[10.6 Door drags on the floor](#)

Maintenance Tips

Inspect door operation regularly.

Do not hang heavy objects from a door.

10.5 Wood door panel has split

Acceptable Performance/Condition

Cracks, where daylight is visible through the door, are not acceptable.

Minor cracks that do not allow light through the door are acceptable.

Examination for a covered defect should be made under normal daylight conditions from a standing position not less than 1.8 m (6') from the door.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Door panels not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[3.11 Exterior wood door panels shrink or crack](#)

[3.12 Cracks and splits in exterior wood doors](#)

[10.1 Interior door is warped](#)

10.6 Door drags on the floor

Acceptable Performance/Condition

Doors shall not contact the floor unless the door is specifically designed to do so.

Some interior doors are undercut up to 25 mm (1") to facilitate air movement through the house.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

10.7 Interior door swings open or closes by itself

Acceptable Performance/Condition

Interior doors shall be installed sufficiently plumb and square so they do not swing by themselves due to the force of gravity alone.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

See also

[10.4 Door rubs on the doorjamb or does not latch](#)

Maintenance Tip

Do not hang heavy objects from a door.

10.8 Door hinges bind

Acceptable Performance/Condition

Doors shall not bind on their hinges such that it impairs normal operation.

Hinges that are not aligned or are excessively recessed into the jamb or door may cause the door to bind; this is not acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

See also

[10.4 Door rubs on the doorjamb or does not latch](#)

Maintenance Tip

Lubricate hardware as required.

10.9 Gaps exist between stair parts

Acceptable Performance/Condition

Stair parts (risers, treads and stringers), where exposed to view in finished areas, shall not have gaps in excess of 3 mm (1/8").

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Stairs not meeting the Acceptable Performance/Condition are to be rectified.

The use of suitable filler or caulking may be used provided the appearance is not impaired.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[10.12 Gaps exist between railing parts](#)

[10.14 Joint quality of interior trim and moulding work](#)

10.10 Squeaking stair riser or tread

Acceptable Performance/Condition

Stair risers and treads shall be free of excessive squeaks caused by loose or inadequately fastened joints.

Some minor squeaks may be caused by normal shrinkage of material and are not covered under warranty.

Warranty Coverage

12 months

15 months common property

Noise resulting from normal shrinkage of materials due to drying after construction, maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Extended low-humidity indoor environments can cause excessive shrinkage in the wood resulting in loose stair connections.

Claim Response

Loose/inadequately fastened risers and treads are to be rectified.

See also

[2.6 Floor squeaks](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

Maintain indoor humidity levels through humidification, ventilation, air-conditioning or de-humidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

10.11 Gaps exist between heat registers, cold air return grills or ventilation grills and the adjacent surfaces

Acceptable Performance/Condition

Heat registers, cold air return grills and ventilation grills shall be installed generally flush with the adjacent surface as dictated by their design.

When two surfaces are simply abutted, the result is typically a minor gap which is normal and acceptable.

Typically, floor mounted heat registers are slip-fitted into position which is in keeping with normal industry standards.

Warranty Coverage

12 months

15 months common property

Claim Response

Heat registers, cold air return grills and ventilation grills not meeting the Acceptable Performance/Condition are to be rectified.

See also

[12.31 Gaps at ends or along strips of laminate flooring](#)

10.12 Gaps exist between railing parts

Acceptable Performance/Condition

Railing parts shall be fitted to minimize gaps to not more than 3 mm (1/8").

The structural integrity of the joint should not be affected by minor gaps.

Minor gaps may exist due to different methods of fabrication of the railing and normal shrinkage of materials.

Warranty Coverage

12 months

15 months common property

Gaps resulting from normal shrinkage of materials due to drying after construction are not covered under warranty.

Claim Response

Railings not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[10.9 Gaps exist between stair parts](#)

[10.13 Stair railings lack rigidity](#)

[10.14 Joint quality of interior trim and moulding work](#)

10.13 Stair railings lack rigidity

Acceptable Performance/Condition

Stair railings shall be securely constructed and fastened in accordance with the Building Code.

Even when installed in accordance with the Building Code, slight movement in stair railings may occur under normal use and is acceptable.

The selection of material, the design of the stair railing and normal shrinkage of materials can affect rigidity.

Warranty Coverage

12 months

15 months common property

24 months for Building Code violation resulting in unsafe conditions

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Stair railings not meeting the Acceptable Performance/Condition are to be rectified.

Filler or caulking may be used provided the appearance is not compromised.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[10.12 Gaps exist between railing parts](#)

10.14 Joint quality of interior trim and moulding work

Acceptable Performance/Condition

Joints in trim, when viewed under normal lighting conditions, without magnification, and from a normal viewing position shall be:

- tightly fitted
- aligned with other trim or surfaces, and
- filled with a compatible material to achieve a finished result.

Cracks or gaps in excess of 3 mm (1/8") are not acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Joints not meeting the Acceptable Performance/Condition are to be rectified.

Filler or caulking may be used provided the appearance is not compromised.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[10.9 Gaps exist between stair parts](#)

[10.12 Gaps exist between railing parts](#)

[11.1 Gap between cabinets and ceilings or walls](#)

[12.35 Laminate floor expansion gap under baseboards or trim strips](#)

10.15 Nail heads and fasteners are not properly set or filled

Acceptable Performance/Condition

Nail heads and fasteners shall not protrude above the surface unless designed to do so.

Where nail heads and fasteners have been set below the surface they shall be filled with compatible filler unless designed otherwise.

This standard does not apply in unfinished rooms or spaces.

Warranty Coverage

12 months

15 months common property

Claim Response

Nail heads and fasteners not meeting the Acceptable Performance/Condition are to be rectified.

Filler or caulking may be used provided the appearance is not compromised when viewed in normal lighting from a normal viewing position at a distance of 1.8 m (6').

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[10.18 Hammer marks are visible on trim](#)

10.16 Interior trim is split

Acceptable Performance/Condition

Trim shall not have visible splits when viewed in normal lighting from a distance of 1.8 m (6').

Damage caused by normal shrinkage of materials due to drying after construction is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Trim not meeting the Acceptable Performance/Condition is to be rectified.

Filler or caulking may be used provided the appearance is not compromised when viewed in normal lighting from a normal viewing position at a distance of 1.8 m (6').

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

10.17 Interior wood surfaces are scratched or scuffed

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), stained or painted interior wood surfaces, shall be free of scratches or scuffs when viewed from a normal viewing position of 2 m (6') under normal lighting conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Wood surfaces not meeting the Acceptable Performance/Condition are to be rectified.

The repair shall be appropriate to the nature of the blemish. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[9.9 Finished surface is rough](#)

[9.10 Interior paint finish is unacceptable](#)

[9.11 Paint or stain on repaired interior areas does not match](#)

[12.23 Finished wood flooring is not uniform in appearance](#)

[12.24 Wood flooring finish has blistered, bubbled or peeled](#)

[12.29 Knots and colour variation in wood flooring](#)

10.18 Hammer marks are visible on trim

Acceptable Performance/Condition

Trim shall not have visible hammer marks when viewed in normal lighting from a distance of 1.8 m (6').

Warranty Coverage

12 months

15 months common property

Claim Response

Trim not meeting the Acceptable Performance/Condition must be rectified.

Filler or caulking may be used provided the appearance is not compromised when viewed in normal lighting from a normal viewing position at a distance of 1.8 m (6').

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[10.15 Nail heads and fasteners are not properly set or filled](#)

10.19 Resin bleeding through painted finish

Acceptable Performance/Condition

Minor amounts of resin may bleed through painted finish on trim, but any excessive amount is not acceptable.

Examination for a covered defect should be made under normal daylight conditions from a standing position not less than 1.8 m (6') from the door.

Warranty Coverage

12 months

15 months common property

Claim Response

Painted finish on trim not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, sheen, grain or texture may not be possible.

10.20 Colour variation, knots or different grain patterns exist between adjacent natural wood trim or railings

Acceptable Performance/Condition

Colour variations, knots or different grain patterns are natural characteristics of wood and is not covered under warranty.

Loose or detached knots are not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Loose or detached knots not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[9.9 Finished surface is rough](#)

[9.11 Paint or stain on repaired interior areas does not match](#)

[12.23 Finished wood flooring is not uniform in appearance](#)

[12.29 Knots and colour variation in wood flooring](#)

11. CABINETS AND COUNTERTOPS

11.1 Gap between cabinets and ceilings or walls

Acceptable Performance/Condition

It is common to have some minor gaps where cabinets meet different materials and appropriate trim pieces or caulking should be used.

Cabinets shall be fitted tight to each other; visible gaps in excess of 3 mm (1/8") are not acceptable.

Unless otherwise designed, where cabinets abut walls and ceilings, trim pieces may cover gaps, however, visible gaps in excess of 3 mm (1/8") are not acceptable.

Gaps between 3 mm (1/8") and 5 mm (3/16") may be filled with suitable caulking material.

Warranty Coverage

12 months

15 months common property

Claim Response

Cabinets not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, an exact match of colour, grain, sheen, finish and texture may not be possible.

See also

[10.14 Joint quality of interior trim and moulding work](#)

[11.2 Cabinets do not line up with each other](#)

Maintenance Tip

Take care not to impact or drag objects along cabinets.

11.2 Cabinets do not line up with each other

Acceptable Performance/Condition

Cabinets that are intended to be aligned shall be aligned with adjacent cabinets and filler panels on the same level to provide a generally uniform appearance when viewed from a normal viewing position not less than 1.8 m (6') away.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal shrinkage, maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Normal home maintenance includes adjusting the cabinet doors from time to time.

Claim Response

Cabinets not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, an exact match of colour, grain, sheen, finish and texture may not be possible.

11.3 Cabinet doors and drawer faces are warped

Acceptable Performance/Condition

Cabinet doors and drawer faces shall not permanently warp in excess of:

- 3 mm (1/8") measured corner to corner for doors less than 150 mm (6") in length/height, or
- 6 mm (1/4") measured corner to corner for doors greater than 150 mm (6") in length/height.

Humidity levels in the home may affect cabinet doors and drawer faces made from wood or wood products. Some minor shrinkage may occur and is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal shrinkage or maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Cabinet doors and drawer faces not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[11.4 Cabinet door or drawer binds or rubs](#)

Maintenance Tips

Inspect hinges and hardware and tighten if loose.

Do not overload cabinet shelves or drawers.

11.4 Cabinet door or drawer binds or rubs

Acceptable Performance/Condition

Cabinet doors and drawers shall not bind or rub excessively.

Cabinet doors and drawers may become misaligned through normal use and may require adjusting from time to time.

Humidity levels in the home may affect the functioning of cabinet doors and drawers made from wood or wood products. Some minor shrinkage may occur and is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear, maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Doors and drawers not meeting the Acceptable Performance/Condition are to be rectified.

See also

[11.3 Cabinet doors and drawer faces are warped](#)

Maintenance Tips

Inspect hinges and hardware and tighten if loose.

Do not overload cabinet shelves or drawers.

11.5 Cabinet doors will not stay closed

Acceptable Performance/Condition

Cabinet doors shall not swing open when properly closed.

Cabinet doors can become misaligned through normal use and may require adjusting from time to time.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder may be not covered under warranty.

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

See also

[11.3 Cabinet doors and drawer faces are warped](#)

[11.4 Cabinet door or drawer binds or rubs](#)

Maintenance Tip

Do not place excessive strain, weight or force on the doors or drawers.

11.6 Cabinet door panel has shrunk leaving a noticeable strip of unfinished wood along a perimeter edge

Acceptable Performance/Condition

Cabinet doors shall exhibit a relatively consistent finish and noticeable strips of unfinished wood should not exist when viewed from a normal position of 2 m (6') and under normal lighting.

Wood cabinetry is susceptible to shrinkage caused by moisture loss. Typically, cabinet door panels float inside a perimeter frame to accommodate shrinkage and diminish the possibility of the panel cracking.

Warranty Coverage

12 months

15 months common property

Claim Response

Cabinet door panels not meeting the Acceptable Performance/Condition are to be rectified.

The repair may involve staining the exposed strip to match, which is acceptable. The builder or warranty provider may request one complete heating and cooling season in order to consider settlement and shrinkage of the new home as well as proper humidity levels.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

11.7 Laminated countertop has swollen

Acceptable Performance/Condition

With normal use and care, laminated countertops shall not have localized bumps or swells.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, an exact match of colour, grain, sheen, finish and texture may not be possible.

See also

[11.8 Laminated countertop is delaminated](#)

[11.9 Laminated countertop has developed a bubble](#)

Maintenance Tip

Countertops are susceptible to damage from standing water, heat, impact and some cleaning solutions. Care must be taken to ensure that countertops are kept free of standing water at joints and openings at sinks and faucets.

11.8 Laminated countertop is delaminated

Acceptable Performance/Condition

The surface of laminated countertops shall not delaminate under normal conditions.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, an exact match of colour, grain, sheen, finish and texture may not be possible.

See also

[11.7 Laminated countertop has swollen](#)

[11.9 Laminated countertop has developed a bubble](#)

Maintenance Tip

Standing water, heat, impact, heavy loads and some cleaning solutions can damage countertops. Care must be to ensure that countertops are kept free of standing water at joints and openings at sinks and faucets.

11.9 Laminated countertop has developed a bubble

Acceptable Performance/Condition

When noted on the pre-delivery inspection ([see page 7](#)) or when attributed to a construction defect, laminated countertops shall not have localized bumps or swells.

Hot appliances or pots can compromise the laminate adhesive resulting in swells. A bubble caused by localized heat stress is beyond the builder's control and is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be rectified.

Laminate surfaces are dependent upon adhesive bonds over a broad area. On occasion the glue bond may require localized pressure to permanently re-establish the bond.

See also

[11.7 Laminated countertop has swollen](#)

[11.8 Laminated countertop is delaminated](#)

Maintenance Tip

Do not place hot objects on a countertop.

11.10 Laminated countertop seam is excessively wide

Acceptable Performance/Condition

Laminated countertop seams shall be installed tight; gaps should not exceed 1.5 mm (1/16”).

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be rectified.

Typically, seam gaps within 1.5 mm (1/16”) in width can be sealed with appropriate seam filler. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[11.7 Laminated countertop has swollen](#)

[11.9 Laminated countertop has developed a bubble](#)

Maintenance Tips

Do not allow water to remain on countertop joints.

The gap between adjacent surfaces (i.e. countertop and ceramic tile backsplash) should be sealed to prevent water entry along the junction.

11.11 Cracks in countertop surfaces

Acceptable Performance/Condition

Countertop surfaces exposed to view shall be free of cracks, however, some natural materials may have inherent imperfections.

Joints are not considered to be cracks but shall not exhibit separations greater than 1.5 mm (1/16") unless by design.

Stone countertops have natural fissures or voids that are part of the character of the surface and are not covered under warranty.

Standing water, heat, impact, heavy loads and some cleaning solutions can damage countertops and is not covered under warranty. Care must be taken to ensure that countertops are kept free of standing water at joints and openings at sinks and faucets.

Warranty Coverage

12 months

15 months common property

Cracks resulting from improper use or post-occupancy impact are not covered under warranty.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition when first installed are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[11.12 Scratches/chips/staining on countertops](#)

[11.13 Seams \(joints\) in stone countertops are too wide or open](#)

[11.14 Surface pits, fissures or veins in natural stone countertops](#)

11.12 Scratches/chips/staining on countertops

Acceptable Performance/Condition

Unless reported on a pre-delivery inspection report ([see page 7](#)), countertop surfaces with visible damage are not covered under warranty.

If reported on a pre-delivery inspection report, scratches chips and stains should not be visible when viewed in normal light conditions from a distance of 1.8 m (6').

Some materials, both natural and man-made, do not resist stains.

Warranty Coverage

If reported on a pre-delivery inspection report:

12 months

15 months common property

Claim Response

Countertops not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[11.11 Cracks in countertop surfaces](#)

[11.14 Surface pits, fissures or veins in natural stone countertops](#)

Maintenance Tips

Do not use abrasive cleaners or steel wool on a countertop.

Use a cutting board; do not cut directly on the countertop.

11.13 Seams (joints) in stone countertops are too wide or open

Acceptable Performance/Condition

Joints in stone countertops shall be filled and sealed to provide a continuous finished surface. Loose or missing filler is unacceptable.

Joints in stone countertops can be factory made (pre-assembled) or loose joints (site-assembled). Both types of joints can be found in single installations and may be necessary due to access or transportation restrictions, countertop layout, weight and slab size limitations. Seams are a common occurrence in the manufacturing process. Manufacturers try to incorporate seams in locations suitable to the cabinetry layout or based on best use of the natural material determined by the installer.

Warranty Coverage

12 months

15 months common property

Damage caused by normal shrinkage of materials caused by drying after construction is not covered under warranty.

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be rectified.

Loose joints can be filled with epoxy or other suitable material in a matching colour to the stone. The visibility of joints will depend on the stone's granularity, colour and pattern, as well as the lighting conditions in the room. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[11.14 Surface pits, fissures or veins in natural stone countertops](#)

[11.15 A gap or height variation exists between stone or granite countertop sections](#)

Maintenance Tip

Stone countertops may be sealed at the time of installation and require regular re-applications as part of home maintenance. Sealers are applied to prevent deep stains within the stone, which are difficult and sometimes impossible to remove, but do not necessarily protect the countertop from surface stains. Stones are porous materials; therefore, any spilled substances require immediate attention.

11.14 Surface pits, fissures or veins in natural stone countertops

Acceptable Performance/Condition

Surface pits, shading, fissures or veins in stone countertops are naturally occurring characteristics of stone.

Warranty Coverage

None

Claim Response

None

See also

[11.11 Cracks in countertop surfaces](#)

[11.12 Scratches/chips/staining on countertops](#)

[12.41 Variation in colour in natural stone tile installations \(granite, marble, travertine, slate and limestone\)](#)

Maintenance Tip

Stone countertops may be sealed at the time of installation and require regular re-applications as part of home maintenance. Sealers are applied to prevent deep stains within the stone, which are difficult and sometimes impossible to remove but do not necessarily protect the countertop from surface stains. Stones are porous materials; therefore, any spilled substances require immediate attention.

11.15 A gap or height variation exists between stone or granite countertop sections

Acceptable Performance/Condition

Granite or stone countertops shall be manufactured and installed to produce a uniform surface (vertically and horizontally) between adjoining sections. Adjoining stone surfaces shall not exceed 1.5 mm (1/16") in horizontal or vertical displacement, over a 150 mm (6") straight edge.

Granite surfaces are generally reliant upon the stability of the substrate upon which the granite is mounted. Stability during the warranty period is the builder's responsibility. Visible joints between adjacent sections are acceptable providing that the joint is within the acceptable performance condition and uniform in width.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Countertops not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[11.13 Seams \(joints\) in stone countertops are too wide or open](#)

12. FLOORING

12.1 Transition between different types of flooring is not flush

Acceptable Performance/Condition

Changes in height where different flooring materials abut is acceptable provided the transition is suitably eased (i.e. does not create a trip-hazard).

Changes in height between different flooring materials are normal if caused by different material thickness and/or installation methods.

Standard practice is to install a transition strip of a material such as wood, metal or marble to ease the change in height.

Transition strips may vary in material, colour, grain and/or dimension.

Warranty Coverage

None

Claim Response

None

12.2 Floor is uneven

Acceptable Performance/Condition

Flooring shall be installed without visible ridges or depressions.

Where visible ridges or depressions occur, the variation from the specified plane shall not exceed 6 mm (1/4") over 800 mm (2'- 8").

Greater consideration must be given to any variance at exterior walls where different wood shrinkage may exist; the variation from the specified plane shall not exceed 10 mm (3/8") over 800 mm (2'- 8").

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[1.6 Interior concrete floor has settled](#)

[2.7 Wood-framed floor is out of level](#)

[12.1 Transition between different types of flooring is not flush](#)

[12.9 Hollow areas in underpad below carpet surface](#)

[12.22 Uneven hardwood or parquet flooring](#)

12.3 Pattern of finished flooring is out of alignment with adjacent wall surfaces

Acceptable Performance/Condition

The pattern of finished flooring shall be installed in general visual alignment with adjacent wall surfaces.

Pattern variation greater than 25 mm (1") in 1.8 m (6') is not acceptable, however this does not apply to angled, curved walls or flooring not designed to be aligned.

Warranty Coverage

12 months

15 months common property

Claim Response

Finished flooring not meeting the Acceptable Performance/Condition is to be rectified.

The method of repair will vary with the type of finished flooring installed, which may include a non-patterned floor.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[12.19 Patterns on vinyl flooring are not aligned across the seams](#)

12.4 Carpet seam is visible

Acceptable Performance/Condition

Carpet seams shall be installed with the backing fitted in accordance with the manufacturer's requirements.

Visibility of carpet seams will vary with type of carpet, lighting conditions and direction of pile. Although the backing may be properly fitted, a seam may remain visible; this is normal but open joints or gaps in material are not acceptable.

Location of carpet seams may vary due to predetermined manufactured widths and installation restrictions and are discretionary. Seams around spindles, balustrades, and newel posts for stairs are often visible. Vacuum cleaners with aggressive rotary attachments may damage the carpet.

Warranty Coverage

12 months

15 months common property

Damaged carpet seams resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are not covered under warranty.

Claim Response

Carpet seams not meeting the Acceptable Performance/Condition are to be rectified.

Where carpets are cut or seams opened to execute floor repairs, seams in the repair area may be more visible.

Where repairs are required, an exact match of colour, finish and texture may not be possible.

See also

[12.5 Loose or stretched carpet](#)

[12.10 Carpet is exhibiting excessive fibre loss](#)

Maintenance Tip

Carpets should be vacuumed at least weekly depending on the use and appearance.

12.5 Loose or stretched carpet

Acceptable Performance/Condition

Carpeting shall be installed in accordance with the manufacturer's requirements and to prevent:

- loosening at edges,
- separation from seams or points of attachment, and
- to minimize buckling under normal use.

Warranty Coverage

12 months

15 months common property

Damage resulting from improper maintenance, normal wear and tear, or dampness/condensation due to failure of the owner to maintain adequate ventilation, is not covered under warranty.

Claim Response

Carpet not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, an exact match of colour, grain, sheen, finish and texture may not be possible.

See also

[12.4 Carpet seam is visible](#)

[12.10 Carpet is exhibiting excessive fibre loss](#)

Maintenance Tips

Carpets should be vacuumed at least weekly depending on the use and appearance.

Carpets should be maintained in accordance with manufacturer's recommendations. The use of inappropriate cleaning equipment can damage carpet material.

12.6 Spots or fading on carpet

Acceptable Performance/Condition

Carpet shall be free of manufacturer's defects and should not be visible when viewed in normal lighting conditions from a distance of 1.8 m (6').

Warranty Coverage

12 months

15 months common property

Spots or faded areas in carpet resulting from excessive sunlight, normal wear and tear, use of harsh cleaning products, or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are not covered under warranty.

Claim Response

Carpet not meeting the Acceptable Performance/Condition is to be rectified.

Regardless if repairs consist of cleaning, re-dying or areas of carpet replaced, minor appearance variations and seams may be visible when viewed under normal lighting conditions and from a distance of less than 1.8 m (6').

See also

[12.7 Carpet not uniform in colour, texture or pattern](#)

[12.8 Carpet has dark stains around perimeter of rooms and at heating registers](#)

Maintenance Tip

Remove spills and stains immediately.

12.7 Carpet not uniform in colour, texture or pattern

Acceptable Performance/Condition

Within a room or defined area, carpet shall be uniform in colour, texture, and pattern.

Variations should not be visible when viewed in normal lighting conditions from a distance of 1.8 m (6').

A slight variation in colour, texture or pattern may occur due to different lighting effects and at transitions between rooms or areas.

Minor variation between dye lots is acceptable. Doorways, stairs and thresholds are acceptable locations where pile direction may change.

Warranty Coverage

12 months

15 months common property

Claim Response

Carpet not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, an exact match of colour, finish and texture may not be possible.

See also

[12.6 Spots or fading on carpet](#)

[12.8 Carpet has dark stains around perimeter of rooms and at heating registers](#)

[12.10 Carpet is exhibiting excessive fibre loss](#)

Maintenance Tip

Limit exposure to direct or prolonged sunlight where possible.

12.8 Carpet has dark stains around perimeter of rooms and at heating registers

Acceptable Performance/Condition

Dark stains on carpet around room perimeters, stairs, or at heating registers, commonly called carbon black, are an occupant use and house location issue. Sources of carbon rarely relate to work and material supplied by the builder.

Dark staining often results from airborne carbon material settling out on synthetic or magnetic surfaces such as television screens, carpets and magnetic seals on refrigerators. Burning scented candles contributes to carpet staining. Light-coloured synthetic carpets accentuate this condition.

Warranty Coverage

None

Stains resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are not covered under warranty.

Claim Response

None

See also

[12.6 Spots or fading on carpet](#)

[12.7 Carpet not uniform in colour, texture or pattern](#)

12.9 Hollow areas in underpad below carpet surface

Acceptable Performance/Condition

Carpet underpad shall provide a continuous surface of support for the carpet in traffic areas.

Carpet underpad is often omitted at the base of stair balusters and nosings and is acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear, such as furniture loads that may cause local depressions, is not covered under warranty.

Claim Response

Underpad not meeting the Acceptable Performance/Condition is to be rectified.

See also

[12.2 Floor is uneven](#)

12.10 Carpet is exhibiting excessive fibre loss

Acceptable Performance/Condition

Carpet shall be free of manufacturing defects that could cause excessive carpet fibre loss.

Some carpet fibre loss, as specified by the manufacturer, can be expected and is not considered to be a defect.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Carpets not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish or texture may not be possible.

See also

[12.4 Carpet seam is visible](#)

[12.5 Loose or stretched carpet](#)

[12.7 Carpet not uniform in colour, texture or pattern](#)

12.11 Protrusions appear on surface of resilient flooring without breaking through

Acceptable Performance/Condition

Finished surface of flooring shall be free of visible protrusions (bumps, fasteners, telegraphing) when viewed under normal non-reflective lighting conditions from a normal standing position and all such protrusions shall be less than 3 mm (1/8") in height.

Reflected light, particularly from large windows, exaggerates any irregularity in the floors and should not be considered normal lighting.

When measuring floor protrusions, a 150 mm (6") straight edge shall be held parallel to the floor and used to equally span the protrusion.

Warranty Coverage

12 months

15 months common property

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[12.14 Bubbles appear on vinyl flooring surface](#)

12.12 Resilient sheet flooring is loose

Acceptable Performance/Condition

Resilient sheet flooring shall not come unglued from the substrate.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

See also

[12.13 Resilient flooring joints not tight](#)

[12.15 Resilient sheet flooring has not been sealed](#)

Maintenance Tip

Clean up spills off flooring immediately.

12.13 Resilient flooring joints not tight

Acceptable Performance/Condition

Resilient flooring shall be installed with no visible gaps in the joints or gaps in excess of 1 mm (1/32") when viewed under normal lighting conditions in a standing position. The visibility of gaps is dependent on a number of factors including texture, pattern, colour, type of resilient material and lighting. Reflected light, particularly from large windows, exaggerates any irregularity in the floors and should not be considered normal lighting.

Visible seam sealer is not considered to be a defect.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

Joint filler that complies with the flooring manufacturer's requirements may be used to fill gaps between seams of sheet flooring. Where repairs are required, colour, finish or texture may not have an exact match.

See also

[12.12 Resilient sheet flooring is loose](#)

[12.15 Resilient sheet flooring has not been sealed](#)

Maintenance Tips

Remove dirt regularly, daily or weekly as required.

Avoid using rubber or other dense-backed mats.

12.14 Bubbles appear on vinyl flooring surface

Acceptable Performance/Condition

Vinyl flooring shall be free from bubbles that cause surface deformities visible from a normal viewing position, under normal lighting conditions without magnification by reflected light from a distance of 2 m (6').

Reflected light, particularly from large windows, exaggerates any irregularity in the floors and should not be considered normal lighting.

Warranty Coverage

12 months

15 months common property

Bubbles caused by normal wear and tear or damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner are not covered under warranty.

Claim Response

Vinyl flooring not meeting the Acceptable Performance/Condition is to be rectified.

As part of repair procedures, vinyl material may be punctured and resealed to remove the trapped air.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[12.11 Protrusions appear on the surface of resilient flooring without breaking through](#)

Maintenance Tip

Use floor protector pads under furniture.

12.15 Resilient sheet flooring has not been sealed

Acceptable Performance/Condition

Resilient sheet flooring shall be sealed where butted and at edges to prevent lifting and water damage (i.e. areas adjacent to bathtubs and exterior doors).

Typically this defect presents itself as an edge or corner of sheet flooring that has lifted, triggered by a bead of sealant (or seam sealant) that permitted water beneath the flooring.

Warranty Coverage

12 months

15 months common property

IMPORTANT: The owner has a responsibility to mitigate damages by reporting any lifted seams or edges to the builder and warranty provider as soon as possible within the warranty period.

Claim Response

Resilient sheet flooring not meeting the Acceptable Performance/Condition shall be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[6.12 Toilet floor/wax seal leaks](#)

[12.12 Resilient sheet flooring is loose](#)

[12.13 Resilient flooring joints not tight](#)

12.16 Discolouration appears over time on resilient flooring

Acceptable Performance/Condition

Resilient flooring shall not exhibit inks, stains, pigments or other colorants which have bled through from the substrate causing discolouration of the finished flooring.

Resilient flooring shall be installed on a clean surface devoid of inks, stains, pigments or other colorants that could disperse upwards and discolour the finished surface of the flooring.

Warranty Coverage

12 months

15 months common property

Claim Response

Resilient flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.17 Yellowing appears on surface of resilient flooring](#)

[12.18 Dye lot variations in resilient flooring](#)

12.17 Yellowing appears on surface of resilient flooring

Acceptable Performance/Condition

Sheet vinyl flooring shall be installed in accordance with the manufacturer's requirements and under normal conditions should not yellow.

Direct sunlight naturally causes general yellowing over time and is normal. Some rubber back mats may cause yellowing over time and this is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Yellowing due to maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Vinyl flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[12.16 Discolouration appears over time on resilient flooring](#)

[12.18 Dye lot variations in resilient flooring](#)

Maintenance Tip

Avoid using rubber or other dense-backed mats.

12.18 Dye lot variations in resilient flooring

Acceptable Performance/Condition

Within a room or defined area, resilient flooring shall be uniform in colour, texture and pattern when viewed from a normal viewing position under normal lighting conditions from 1.8 m (6') away.

Minor variation between dye lots is acceptable.

Slight variation in colour may occur due to different lighting effects and pattern.

Warranty Coverage

12 months

15 months common property

Claim Response

Resilient flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, an exact match of colour, finish and texture may not be possible.

See also

[12.16 Discolouration appears over time on resilient flooring](#)

[12.17 Yellowing appears on surface of resilient flooring](#)

12.19 Patterns on vinyl flooring are not aligned across the seams

Acceptable Performance/Condition

Vinyl flooring shall be installed in a manner such that deviations in alignment are not readily visible from a normal viewing position under normal lighting conditions from 1.8 m (6') away.

Manufacturer's tolerances for alignment may vary with patterns, textures and colour of material.

Warranty Coverage

12 months

15 months common property

Claim Response

Vinyl flooring seams not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.3 Pattern of finished flooring is out of alignment with adjacent wall surfaces](#)

12.20 Gaps developing between strips of hardwood or parquet flooring

Acceptable Performance/Condition

Cracks or joints that remain open in excess of 1.5 mm (1/16") over the length of the strip are not acceptable.

Hardwood and parquet flooring are natural wood products and can be highly susceptible to changes in indoor relative humidity, which may cause dimensional changes in the flooring material.

Warranty Coverage

12 months

15 months common property

Cracks resulting from normal shrinkage of materials due to drying after construction, damage caused by normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified. Wood filler may be used for repairs. Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[10.11 Gaps exist between heat registers, cold air return grills or ventilation grills and the adjacent surfaces](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tips

Maintain indoor humidity levels through humidification, ventilation, air-conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

Do not wet mop or steam clean hardwood floors.

12.21 Strip hardwood flooring is cupped (high edges)

Acceptable Performance/Condition

The term “cupping” is used to describe a condition where the outer edges of strip floor boards are bowed upward. Cupping of hardwood flooring may occur for a number of reasons; however, often it is caused by excessive moisture conditions. When excessive moisture below the flooring or high humidity within the new home exists, warpage may occur across the width of the floor boards. Cupping of hard wood flooring is considered to be a defect when it is:

- 1) A result from defective labour or materials; and
- 2) In excess of 1.5 mm (1/16”) in height over a 100 mm (4”) board width when measured perpendicular to the grain.

Warranty Coverage

12 months

15 months common property

Damage caused by maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty. Cupping caused by excessive humidity due to failure by the owner to maintain adequate ventilation and humidity levels is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified. The builder or warranty provider may request one complete heating and cooling season in order to consider settlement and shrinkage of the new home as well as proper humidity levels.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[12.2 Floor is uneven](#)

[12.22 Uneven hardwood or parquet flooring](#)

[12.27 Strip hardwood flooring is crowned](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tips

Maintain indoor humidity levels through humidification, ventilation, air-conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

Do not wet mop or steam clean hardwood floors.

12.22 Uneven hardwood or parquet flooring

Acceptable Performance/Condition

Hardwood flooring or parquet flooring shall be installed to provide a surface where adjacent strips have no more than a 3 mm (1/8") difference in elevation. When measuring the flooring, a 150 mm (6") straight edge shall be held parallel to the floor and used to equally span the variance. Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is normal and may exaggerate the appearance of the condition.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified. Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[12.2 Floor is uneven](#)

[12.20 Gaps developing between strips of hardwood or parquet flooring](#)

[12.21 Strip hardwood flooring is cupped \(high edges\)](#)

[12.27 Strip hardwood flooring is crowned](#)

[12.28 Wood flooring buckles and detaches from substrate](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

Do not steam clean or use water to wash hardwood floors. Use a proper wood cleaner.

12.23 Finished wood flooring is not uniform in appearance

Acceptable Performance/Condition

Unless designed to be random, floor finish shall provide a visible uniform surface when viewed from not less than 1.8 m (6') away under normal lighting and from a normal viewing position. Reflected light, particularly from large windows, magnifies any irregularity in the floors and should not determine acceptance.

Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is normal. The open grain in some wood surfaces tends to show a rough appearance, however, this is a natural property of wood and is acceptable. This applies to both pre-finished and site-applied wood flooring.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear is not covered under warranty. Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Hardwood flooring surfaces not meeting the Acceptable Performance/Condition are to be rectified. Where repairs are required, colour, finish, sheen, grain or texture may not have an exact match.

See also

[12.2 Floor is uneven](#)

[12.22 Uneven hardwood or parquet flooring](#)

[12.24 Wood flooring finish has blistered, bubbled or peeled](#)

[12.29 Knots and colour variation in wood flooring](#)

[Appendix A2 Moisture and Wood Floors](#)

12.24 Wood flooring finish has blistered, bubbled or peeled

Acceptable Performance/Condition

Under normal conditions, hardwood flooring finishes shall not blister, bubble, or peel when properly maintained. Isolated air bubbles not resulting in detachment of the finish are acceptable. Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is normal.

Warranty Coverage

12 months

15 months common property

Damage caused by normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified. Colour, texture and grain variation in the wood may cause the area of repair to be visible under normal lighting conditions.

See also

[12.23 Finished wood flooring is not uniform in appearance](#)

[12.29 Knots and colour variation in wood flooring](#)

[12.30 Splinters occur in wood flooring](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tips

Do not wet mop or steam clean hardwood floors.

Protect the floor when moving furniture and appliances. Use protective sliders under appliances.

12.25 Hardwood flooring is dented

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), hardwood flooring shall be generally free of impact dents when viewed under normal viewing and normal lighting conditions from a distance of 1.8 m (6').

The impact resistance of the wood will vary with the type or species.

“Distressed” or specifically finished hardwood flooring may have features resembling dents or chips and are not defects.

Warranty Coverage

12 months

15 months common property

Impact damage that occurs after possession is not covered under warranty.

Claim Response

Hardwood flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.23 Finished wood flooring is not uniform in appearance](#)

[12.24 Wood flooring finish has blistered, bubbled or peeled](#)

[12.29 Knots and colour variation in wood flooring](#)

Maintenance Tip

Protect the floor when moving furniture or appliances.

12.26 Hardwood flooring squeaks

Acceptable Performance/Condition

Hardwood flooring shall be generally free of squeaks that are repetitive, consistent and readily audible under normal loading conditions.

As the home matures and the hardwood floor normalizes to its surroundings, it is possible for a new squeak to make itself known.

A squeak free floor may not be attainable and minor squeaks are not covered under warranty.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Hardwood floors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[2.6 Floor squeaks](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

Extended low-humidity indoor environments can cause excessive shrinkage in the wood flooring resulting in loose connections between flooring boards.

12.27 Strip hardwood flooring is crowned

Acceptable Performance/Condition

The term “crowned” is used to describe a condition where the middle portion of strip floor boards are bowed upward. Crowning of hardwood flooring may occur for a number of reasons; however, often it is caused by excessive moisture conditions. When excessive moisture below the flooring or high humidity within the new home exists, warpage may occur across the width of the floor boards.

Crowning of hardwood flooring is considered to be a defect when it is:

- 1) A result from defective labour or materials; and
- 2) In excess of 1.5 mm (1/16”) in height over a 100 mm (4”) board width when measured perpendicular to the grain.

Warranty Coverage

12 months

15 months common property

Damage caused by maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder and excessive humidity due to failure by the owner to maintain adequate ventilation and humidity levels is not covered under warranty.

Claim Response

Hardwood flooring not meeting the Acceptable Performance/Condition shall be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[12.2 Floor is uneven](#)

[12.21 Strip hardwood flooring is cupped \(high edges\)](#)

[12.22 Uneven hardwood or parquet flooring](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tips

Maintain indoor humidity levels through humidification, ventilation, air-conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

Do not wet mop or steam clean hardwood floors.

12.28 Wood flooring buckles and detaches from substrate

Acceptable Performance/Condition

Hardwood flooring shall be fastened to the substrate in accordance with manufacturer's requirements.

Wood flooring shall be installed to accommodate normal expansion and contraction.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Hardwood flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[12.2 Floor is uneven](#)

[12.21 Strip hardwood flooring is cupped \(high edges\)](#)

[12.22 Uneven hardwood or parquet flooring](#)

[12.23 Finished wood flooring is not uniform in appearance](#)

[12.27 Strip hardwood flooring is crowned](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tips

Maintain indoor humidity levels through humidification, ventilation, air-conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

Do not wet mop or steam clean hardwood floors.

12.29 Knots and colour variation in wood flooring

Acceptable Performance/Condition

Knots or colour variation are natural characteristics of wood and is not considered a defect.

Loose or detached knots are not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[12.23 Finished wood flooring is not uniform in appearance](#)

12.30 Splinters occur in wood flooring

Acceptable Performance/Condition

Under normal usage conditions, wood flooring shall have a surface that is smooth and free from splinters.

Warranty Coverage

12 months

15 months common property

Splinters resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

See also

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tips

Maintain indoor humidity levels through humidification, ventilation, air conditioning or de-humidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels.

Do not wet mop or steam clean hardwood floors.

12.31 Gaps at ends or along strips of laminate flooring

Acceptable Performance/Condition

Laminate flooring will have joints at the butt ends and along the length. Gaps resulting from joints that remain open permanently in excess of 1.5 mm (1/16") in laminate flooring are not acceptable.

Some laminate flooring although installed correctly may have larger gaps by design and this is acceptable.

Areas around heat registers and those exposed to concentrated sunlight may be more susceptible to additional shrinkage.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition at possession is to be rectified.

The builder or warranty provider may request one complete heating and cooling season in order to consider settlement and shrinkage of the new home as well as proper humidity levels.

See also

[10.11 Gaps exist between heat registers, cold air return grills or ventilation grills and the adjacent surfaces](#)

[12.35 Laminate floor expansion gap under baseboards or trim strips](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

Laminate flooring is made up of individual layers (wood particles/paste) pressed and bonded together, with an image on the surface of the substrate or underlying core layer. Changes in humidity levels of the home can cause dimensional changes (shrinking and swelling). A hygrometer can be used to monitor indoor humidity levels. Laminate floors are installed as floating floors where pieces or sections are fastened to each other rather than the subfloor. Heavy objects or anything that interferes with the floating nature of laminate floors can cause gaps.

12.32 Laminate flooring is cupped (high edges)

Acceptable Performance/Condition

Laminate flooring shall be installed without cupping.

Cupping of laminate flooring often results from excessive moisture when the humidity below the finished flooring material is substantially higher than above. This condition commonly occurs when houses do not have adequate ventilation and can, under certain circumstances result from defects in work or materials.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Laminate flooring not meeting the acceptable performance/condition must be rectified. Only cupped flooring strips require replacement at the time of repair.

The builder or warranty provider may request one complete heating and cooling season in order to consider settlement and shrinkage of the new home as well as proper humidity levels.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible

See also

[12.2 Floor is uneven](#)

[12.33 Laminate flooring buckles](#)

[12.34 Laminate flooring sections are swelled](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

Laminate flooring is made up of individual layers (wood particles/paste) pressed and bonded together, with an image on the surface of the substrate or underlying core layer. If the environmental conditions are too humid, the laminate flooring may expand causing all edges (side and ends of boards) to press against each other and curl upwards. A hygrometer can be used to monitor indoor humidity levels.

12.33 Laminate flooring buckles

Acceptable Performance/Condition

Laminate flooring shall be installed to prevent buckling.

Laminate flooring shall be installed to accommodate normal expansion and contraction.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Laminate flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.2 Floor is uneven](#)

[12.32 Laminate flooring is cupped \(high edges\)](#)

[12.34 Laminate flooring sections are swelled](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

Laminate flooring is made up of individual layers (wood particles/paste) pressed and bonded together, with an image on the surface of the substrate or underlying core layer. If the environmental conditions are too humid, the laminate flooring may expand causing the laminate strips to lift up (bulge upwards) in one or more areas in the room. A hygrometer can be used to monitor indoor humidity levels.

12.34 Laminate flooring sections are swelled

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), laminate flooring shall be free of swelled planks or tiles.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Laminate flooring not meeting the Acceptable Performance/Condition is to be rectified.

See also

[12.2 Floor is uneven](#)

[12.32 Laminate flooring is cupped \(high edges\)](#)

[12.33 Laminate flooring buckles](#)

[Appendix A2 Moisture and Wood Floors](#)

12.35 Laminate floor expansion gap under baseboards or trim strips

Acceptable Performance/Condition

Baseboard mouldings and transition strips between different flooring materials shall be of sufficient width to cover gaps allowing for expansion and contraction of the laminate floor due to normal changes in humidity levels within the home.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

The builder or warranty provider may request one complete heating and cooling season in order to consider settlement and shrinkage of the new home as well as proper humidity levels.

See also

[10.14 Joint quality of interior trim and moulding work](#)

[12.31 Gaps at ends or along strips of laminate flooring](#)

[Appendix A2 Moisture and Wood Floors](#)

Maintenance Tip

An area of laminate flooring expands and contracts as a unit with changes in humidity. Low humidity levels in a home can cause a laminate floor to contract more than manufacturer's tolerances causing a gap at the perimeter.

12.36 Laminate flooring strips are dented, scratched and/or chipped

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), laminate flooring shall be free of damage, such as dents, scratches and or chips when viewed from a normal viewing and normal lighting position from a distance of 1.8 m (6') away.

Damages resulting from normal wear and tear are not covered under warranty.

“Distressed” or specifically finished laminate flooring may have features resembling dents or chips and are not defects.

Warranty Coverage

12 months

15 months common property

Claim Response

Laminate flooring not meeting the Acceptable Performance/Condition is to be rectified.

Only damaged flooring strips are to be rectified.

Where localized repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.23 Finished wood flooring is not uniform in appearance](#)

Maintenance Tips

Use floor protector pads under furniture and protective sliders under appliances.

High heels and pet claws can damage some floors.

12.37 Ceramic tile, porcelain tile, marble, or stone flooring is broken, cracked or loose

Acceptable Performance/Condition

Ceramic tile, porcelain tile, marble, or stone flooring shall be installed in a manner to prevent cracking or de-bonding from the substrate.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.38 Cut edge of a floor tile is too rough or sharp](#)

[12.39 Ceramic or stone tile is chipped or scratched](#)

[12.40 Adjacent marble units or ceramic tile surfaces installed at different elevations](#)

[12.44 Grout joint between floor tiles is cracked or has separated from the tile](#)

Maintenance Tips

Place mats at both the inside and exterior of entrances.

Take care not to drop objects on ceramic tile as tile can crack or chip.

12.38 Cut edge of a floor tile is too rough or sharp

Acceptable Performance/Condition

Cut edges of floor tile shall be generally free of sharp edges.

Cut edges may be irregular in texture, colour and finish when compared to factory finished tile edges and this is acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Stone or ceramic tiles not meeting the Acceptable Performance/Condition are to be rectified.

See also

[12.39 Ceramic or stone tile is chipped or scratched](#)

[12.40 Adjacent marble units or ceramic tile surfaces installed at different elevations](#)

12.39 Ceramic or stone tile is chipped or scratched

Acceptable Performance/Condition

When reported on the pre-delivery inspection ([see page 7](#)), ceramic or stone tile flooring shall be free of chips or scratches that are readily visible when viewed under normal viewing and normal lighting conditions at a distance of 1.8 m (6').

Warranty Coverage

12 months

15 months common property

Claim Response

Ceramic or stone tile flooring not meeting the Acceptable Performance/Condition at possession is to be rectified.

Damaged stone can be filled with epoxy or other suitable material in a matching colour to the stone. The visibility of joints will depend on the stone's granularity, colour and pattern, as well as the lighting conditions in the room.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

Minor dye lot variations may occur when matching existing and new materials this is acceptable.

A localized repair is acceptable.

See also

[12.37 Ceramic tile, porcelain tile, marble, or stone flooring is broken, cracked or loose](#)

[12.38 Cut edge of a floor tile is too rough or sharp](#)

[12.44 Grout joint between floor tiles is cracked or has separated from the tile](#)

Maintenance Tip

Protect the floor when moving furniture or appliances.

12.40 Adjacent marble units or ceramic tile surfaces installed at different elevations

Acceptable Performance/Condition

Considering the texture and intended aesthetic application of the finished surface, adjacent marble units and/or ceramic tiles shall be installed generally flush.

Adjoining tiles that exceed 3 mm (1/8") in variance are not acceptable.

Some floor tiles are designed with irregular finished surfaces, which may exaggerate the aesthetic appearance of the condition.

Warranty Coverage

12 months

15 months common property

Claim Response

Tiles not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[12.2 Floor is uneven](#)

[12.38 Cut edge of a floor tile is too rough or sharp](#)

12.41 Variation in colour in natural stone tile installations (granite, marble, travertine, slate and limestone)

Acceptable Performance/Condition

Stone is a natural product and may not be consistent in tone, veining and shading.

Colour variation is acceptable in natural stone tiles.

Warranty Coverage

None

Claim Response

None

12.42 Grout is not a uniform colour

Acceptable Performance/Condition

In a room or defined area the colour of grouted joints shall appear generally uniform under normal lighting conditions and from a normal viewing position not less than 1.8m (6') away.

Minor variation in grout joint colour is normal.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder and normal wear and tear is not covered under warranty.

Claim Response

Grout joints not meeting the Acceptable Performance/Condition are to be rectified.

Variations in grout and tile colour and texture are to be expected when making repairs.

See also

[12.43 Grout lines are not uniform in width](#)

[12.44 Grout joint between floor tiles is cracked or has separated from the tile](#)

Maintenance Tip

As the grout between the tiles is porous and will absorb water which can lead to staining, annual sealing of the grout joints with a clear liquid sealer should be undertaken.

12.43 Grout lines are not uniform in width

Acceptable Performance/Condition

Grout line widths shall be generally consistent and uniform and shall not detract from the general appearance of the overall tile surface when viewed under normal lighting conditions and from a normal viewing position not less than 1.8 m (6') away.

Warranty Coverage

12 months

15 months common property

Claim Response

Grout installations not meeting the Acceptable Performance/Condition are to be rectified.

See also

[12.40 Adjacent marble units or ceramic tile surfaces installed at different elevations](#)

12.44 Grout joint between floor tiles is cracked or has separated from the tile

Acceptable Performance/Condition

Cracks greater than 1.5 mm (1/16") are considered excessive. Hairline cracks are acceptable.

As grout dries it loses water. This results in the grout shrinking causing it to pull away from the edge of the stones or to exhibit hairline cracks. Minor cracks resulting from normal shrinkage of the mortar caused by drying after construction or thermal expansion and contraction are acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Grout joints not meeting the Acceptable Performance/Condition are to be rectified.

Repaired sections of grout shall be of similar type and colour as the original installation but colour variances between original and new grout repairs should be expected, and this is acceptable.

See also

[12.37 Ceramic tile, porcelain tile, marble, or stone flooring is broken, cracked or loose](#)

13. CHIMNEYS AND FIREPLACES

13.1 Joint or crack in chimney cap allows water leak

Acceptable Performance/Condition

Chimney caps shall be water resistant.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Chimney caps not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[13.2 Roof flashing leaks at chimney](#)

13.2 Roof flashing leaks at chimney

Acceptable Performance/Condition

Roof flashings at chimneys shall not leak under normal weather conditions.

Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Roof flashings not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[5.5 Roof or flashing leaks](#)

[13.1 Joint or crack in chimney cap allows water leak](#)

Maintenance Tips

Ice or snow build-up around chimneys can contribute to water penetration. Keeping roofs clear of heavy snow and ice is important to help prevent ice build-up.

Inspect chimney flashings at least yearly; if loose, resecure.

13.3 Detached bricks

Acceptable Performance/Condition

Exterior bricks shall not become detached.

Warranty Coverage

2 years for cladding detachment

Claim Response

Bricks not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[4.12 Above-grade masonry wall or veneer cladding is cracked](#)

[4.16 Deteriorating masonry](#)

[4.18 Bricks are chipped](#)

13.4 Chimney serving solid-fuel-burning appliance does not draw properly

Acceptable Performance/Condition

Combustion air supply and chimneys serving solid-fuel-burning appliances shall be installed in accordance with the Building Code.

Chimneys may not draw properly if:

- adjacent buildings, trees or high winds create downdrafts,
- chimney is plugged,
- chimney is cold, or
- combustion air supply for the appliance has become restricted.

The above items are not considered a construction defect and therefore are not covered under warranty.

Warranty Coverage

12 months

15 months common property

2 years for Building Code violation resulting in unsafe conditions

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder additions, deletions or alterations made by an owner is not covered under warranty.

Claim Response

Chimneys not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, an exact match of colour, finish and texture may not be possible.

Maintenance Tip

Inspecting and cleaning the chimney should be part of regular home maintenance.

13.5 Fireplace firebox paint colour changed

Acceptable Performance/Condition

Even though the firebox paint is designed for high temperatures, paint may change colour with time and with use.

Warranty Coverage

None

Claim Response

None

See also

[13.7 Fireplace finish has changed in appearance](#)

13.6 Firebrick is broken

Acceptable Performance/Condition

Under normal use conditions, firebrick should not break.

Firebrick shall be installed in accordance with the Building Code.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Firebricks not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[13.7 Fireplace finish has changed in appearance](#)

13.7 Fireplace finish has changed in appearance

Acceptable Performance/Condition

Variations in the finish appearance of the firebox, trim and glass resulting from normal wear and tear and oxidation (patina) is acceptable.

Patina of the fireplace firebox, trim and/or glass finish may change with time and use and is acceptable.

Surfaces that are subject to temperature stress will show colour change, and this is normal and acceptable.

Warranty Coverage

None

Claim Response

None

See also

[13.5 Fireplace firebox paint colour changed](#)

[13.6 Firebrick is broken](#)

Maintenance Tip

Cleaning products not recommended by the manufacturer may adversely affect the finish of fireplaces and glass finish in particular.

14. GARAGES AND EXTERIOR

14.1 Garage floor has heaved or settled

Acceptable Performance/Condition

Concrete garage or carport floors shall not heave or settle so as to produce a negative slope into the garage.

Some minor ponding of water is considered to be normal and acceptable.

Warranty Coverage

12 months

15 months common property

24 months (Building Code violation)

Detached garages, other than those included as common property in strata titled buildings, are not covered under warranty.

Claim Response

Concrete garage or carport floors not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match. Repair may involve modifications to either the garage floor or supporting sub-grade. Seasonal conditions may delay the timing of repairs.

See also

[14.2 Concrete garage or carport floor is cracked](#)

[14.3 No reinforcing in garage slab](#)

[14.6 Water accumulates on garage floor](#)

[14.10 Pavers have settled](#)

[14.26 Walkways or front entry landing/stairs have cracked](#)

14.2 Concrete garage or carport floor is cracked

Acceptable Performance/Condition

Cracks resulting from normal shrinkage or settlement are acceptable. However, crack width or displacement in excess of 6 mm (1/4"), is not acceptable.

Some cracking of concrete floors is not uncommon due to shrinkage and minor settlement.

Actual crack width shall be determined using a suitable measuring device inserted inside the crack.

Warranty Coverage

12 months

15 months common property

Detached garages, other than those included as common property in strata titled buildings, are not covered under warranty.

Claim Response

Concrete garage or carport floor not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are necessary, colour and/or texture of the repair may not match the surrounding concrete.

See also

[14.1 Garage floor has heaved or settled](#)

[14.3 No reinforcing in garage slab](#)

[14.6 Water accumulates on garage floor](#)

[14.26 Walkways or front entry landing/stairs have cracked](#)

14.3 No reinforcing in garage slab

Acceptable Performance/Condition

Concrete slabs in garages shall conform to the Building Code.

Unless the slab is specifically intended and designed to be a structural slab, reinforcing or mesh is not required. Some cracking of a concrete slab is common and often due to normal shrinkage or settlement.

Warranty Coverage

10 years for structural defect

Detached garages, other than those included as common property in strata titled buildings, are not covered under warranty.

Claim Response

Concrete slabs in garages not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[14.1 Garage floor has heaved or settled](#)

[14.2 Concrete garage or carport floor is cracked](#)

14.4 Garage doors do not operate properly

Acceptable Performance/Condition

Overhead garage doors shall operate with relative ease and without binding.

An automatic garage door opener supplied and installed by the builder shall:

- operate with relative ease and without binding, and
- not interfere with the emergency manual operation of the door.

The builder is not responsible for the door operation if the owner has installed a garage door opener.

Warranty Coverage

12 months

15 months common property

Detached garages, other than those included as common property in strata titled buildings, are not covered under warranty.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Garage doors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[14.5 Garage doors \(vehicular\) allow entrance of snow or water](#)

14.5 Garage doors (vehicular) allow entrance of snow or water

Acceptable Performance/Condition

Doors between an unheated garage and the exterior are not required to be weather-stripped and may allow snow and water to enter the garage. Heated garages with weather-stripping, may allow snow and water to enter the garage which is acceptable.

Warranty Coverage

None

Claim Response

None

See also

[14.4 Garage doors do not operate properly](#)

[14.6 Water accumulates on garage floor](#)

14.6 Water accumulates on garage floor

Acceptable Performance/Condition

Garage floors shall be constructed in accordance with the Building Code.

Depressions exceeding 12 mm (1/2") within 3 m (10') are unacceptable.

Garage floors should be sloped to drain to the exterior, minor variations in the surface of the floor that may impede immediate drainage are acceptable.

Minor ponding of water is considered to be acceptable.

Closed overhead garage doors, stored materials and debris on the floor may impede drainage to the exterior and such causes are not covered under warranty.

Warranty Coverage

12 months

15 months common property

Detached garages, other than those included as common property in strata titled buildings, are not covered under warranty.

Claim Response

Garage floors not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

See also

[14.5 Garage doors \(vehicular\) allow entrance of snow or water](#)

14.7 Driveway drainage grate

Acceptable Performance/Condition

Driveway drainage grates shall remain intact and not dislodge under the intended loading conditions.

Warranty Coverage

12 months

15 months for common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Driveway drainage grates not meeting the Acceptable Performance/Condition must be rectified.

Maintenance Tip

Remove debris and clean driveway drainage grate and collection areas as needed or at least twice a year.

14.8 Asphalt or concrete driveway has cracked

Acceptable Performance/Condition

Cracks in driveways in excess of 10 mm (3/8") in width or displacement are not acceptable.

Actual crack width shall be determined using a suitable measuring device inserted inside the crack.

Minor cracks may develop in driveways due to the following situations and are not covered:

- soil settlement/erosion
- heavy loads from large vehicles, or
- the normal shrinkage of the asphalt or concrete.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Cracks in asphalt or concrete driveways not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[14.9 Driveway or walkway has settled or heaved](#)

[14.10 Pavers have settled](#)

[14.26 Walkways or front entry landing/stairs have cracked](#)

Maintenance Tip

Salts and de-icers applied to concrete surfaces (either intentionally for ice melting or unintentionally from road slush) can cause pitting, spalling and scaling of concrete surfaces. Cleaning concrete of road salts and application of appropriate concrete sealer is part of normal home maintenance.

14.9 Driveway or walkway has settled or heaved

Acceptable Performance/Condition

Soil beneath concrete or asphalt driveways must not settle and cause damage to the driveway materials. Cracks in excess of 10 mm (3/8") in width or displacement are not acceptable.

Actual crack width shall be determined using a suitable measuring device inserted inside the crack.

Cracks may develop in driveways or walkways due to environmental conditions, soil settlement, de-icing chemicals, or shrinkage of the asphalt or concrete, and are not warranted in those situations. Heavy loads from large vehicles can damage driveways or walkways.

Warranty Coverage

12 months

15 months common property

Claim Response

Concrete or asphalt driveways not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[14.10 Pavers have settled](#)

[14.26 Walkways or front entry landing/stairs have cracked](#)

Maintenance Tip

Keep run-off and excessive hose water away from concrete as the soil below or beside the driveway can become destabilized.

14.10 Pavers have settled

Acceptable Performance/Condition

Pavers forming a driveway or walkway leading to and from the home must not settle in excess of 12.5 mm (1/2"). Landscape pavers used for purposes other than above, are not covered under warranty.

In some soil conditions, settlement is inevitable and may be ongoing.

Warranty Coverage

12 months

15 months common property

Claim Response

Pavers forming part of a walkway or driveway not meeting the Acceptable Performance/Condition are to be rectified.

Seasonal conditions may affect the timing of the repair.

See also

[14.9 Driveway or walkway has settled or heaved](#)

[14.17 Settling, heaving or separating of landings or steps](#)

14.11 Sod/seeding not completed

Acceptable Performance/Condition

None

Warranty Coverage

None

Landscaping is not covered under warranty.

Claim Response

None

See also

[14.12 Shrubs, trees, plants or sod have died](#)

14.12 Shrubs, trees, plants or sod have died

Acceptable Performance/Condition

None

Warranty Coverage

None

Landscaping is not covered under warranty.

Claim Response

None

See also

[14.11 Sod/seeding not completed](#)

14.13 Water ponding in surface grading of the site

Acceptable Performance/Condition

Grading adjacent to and around the perimeter of the new home is required to comply with the Building Code.

Directly around the new home, the site shall be graded so that water does not accumulate at or near the foundation after settlement.

Warranty Coverage

12 months

15 months common property

Subsidence of the land not adjacent to the new home or along utility lines, alterations by the owner, such as landscaping or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder, is not covered under warranty.

Claim Response

Site grading not meeting the Acceptable Performance/Condition must be rectified.

See also

[14.14 Pooling water at edge of patio or landscaping](#)

Maintenance Tips

Ensure debris and obstructions are kept away from drainage areas.

Do not change grading of the lot.

Do not remove splash pads for drain pipes.

14.14 Pooling water at edge of patio or landscaping

Acceptable Performance/Condition

Pooling water in a yard or at the edge of patios is not covered under warranty.

Warranty Coverage

None

Claim Response

None

See also

[14.13 Water ponding in surface grading of the site](#)

14.15 Water is ponding on concrete driveway or walkway

Acceptable Performance/Condition

Concrete driveways and walkways shall be designed and installed so that rain and snowmelt does not accumulate on these surfaces. Ponding water greater than 12.5 mm (1/2") in depth should not remain for more than 48 hours after rainfall has stopped and conditions of evaporation exist.

Some settlement and retained water at drain edges, seams, transitions or flashing is not uncommon and is not considered to be a defect.

Some materials and surface finishes are not smooth and may retain water and are not considered to be a defect.

As part of surface water management, water should not be directed beneath a walkway.

Warranty Coverage

12 months

15 months common property

Claim Response

Concrete driveways and walkways not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[14.9 Driveway or walkway has settled or heaved](#)

[14.14 Pooling water at edge of patio or landscaping](#)

[14.16 Water is ponding on concrete stairs or landings](#)

14.16 Water is ponding on concrete stairs or landings

Acceptable Performance/Condition

Stairs and landings that form a walkway shall be designed and installed in accordance with the Building Code. Ground settlement or shrinkage of materials over time may result in incidental ponding after a rainfall.

Ponding water greater than 3 mm (1/8") in depth should not remain for more than 48 hours after rainfall has stopped and conditions of evaporation exist.

Some retained water due to rough materials, or surface finishes, and at transitions, is not uncommon and is not considered to be a defect.

As part of surface water management, water should not be directed beneath a walkway.

The standing water must be a result of natural conditions such as rainfall.

Warranty Coverage

12 months

15 months common property

24 months for Building Code violation resulting in unsafe conditions

Claim Response

Stairs and landings not meeting the Acceptable Performance/Condition are to be rectified.

Acceptable repairs are filling, localized transitioning, grouting, grinding or slab jacking. Replacement of the entire concrete surface may not be necessary.

Where repairs are made, an exact match of colour, finish, sheen or texture may not be possible. Seasonal conditions may delay the timing of repairs.

See also

[14.13 Water ponding in surface grading of the site](#)

[14.14 Pooling water at edge of patio or landscaping](#)

[14.15 Water is ponding on concrete driveway or walkway](#)

14.17 Settling, heaving or separating of landings or steps

Acceptable Performance/Condition

Stairs and landings supported by a foundation of the new home shall not heave, settle or separate from the main building more than 25 mm (1”).

Stairs and landings not requiring a foundation are not included as they are not required to be restricted from movement.

Warranty Coverage

12 months

15 months common property

2 years for Building Code violation resulting in unsafe conditions

Minor damage resulting from normal shrinkage of materials due to drying after construction is not covered.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Stairs and landings supported by the foundation of the new home not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[14.1 Garage floor has heaved or settled](#)

[14.9 Driveway or walkway has settled or heaved](#)

[14.10 Pavers have settled](#)

14.18 Exterior deck is springy or shaky

Acceptable Performance/Condition

Attached exterior decks shall be designed and installed in accordance with the Building Code.

Decks are designed for specific loading. Overloading decks beyond the design capacity can cause stability and structural issues. Owners should consult their maintenance documentation and if necessary a professional review should be conducted before installing hot tubs or other heavy loads on decks.

Warranty Coverage

12 months

15 months common property

2 years for Building Code violation resulting in unsafe conditions

10 years if resulting in structural defect

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Decks not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[14.19 Exterior deck railing is shaky](#)

14.19 Exterior deck railing is shaky

Acceptable Performance/Condition

Exterior guards shall be firmly attached to the building, however, some movement is not uncommon.

Exterior deck guards shall be designed and installed in accordance with the Building Code.

Warranty Coverage

12 months

15 months common property

2 years for Building Code violation resulting in unsafe conditions

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Exterior deck railings and guards not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

See also

[14.18 Exterior deck is springy or shaky](#)

14.20 Exterior deck is leaking

Acceptable Performance/Condition

Exterior decks intended to be waterproof and the associated flashing shall be installed in accordance with the Building Code and shall not leak.

Warranty Coverage

12 months for decks leaking where the water penetration is not into the building envelope

15 months for common property decks where the water penetration is not into the building envelope

5 years for the portion of the deck causing unintended water penetration into the new home

IMPORTANT: The owner must take steps to prevent damage to their property and should immediately report water penetration to their warranty provider and builder.

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Decks not meeting the Acceptable Performance/Condition must be rectified. Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

Seasonal conditions may delay the timing of repairs.

See also

[4.37 Leak in exterior wall above grade](#)

[14.24 Exterior deck is out of level or has ponding water](#)

[Appendix A5 How to Conduct a Water Test](#)

Maintenance Tips

Check all drains and scuppers for blockages, especially in winter.

Ensure all drains and scuppers are sealed to the deck membrane.

14.21 Deck board spacing is not uniform

Acceptable Performance/Condition

Deck boards forming the walking surface shall be spaced to provide a generally uniform surface and not present a trip hazard. Expansion or contraction of deck boards may occur due to climatic conditions and is not covered under warranty.

Spacing between boards may be adjusted during installation to allow for construction variances.

Warranty Coverage

12 months

15 months common property

Normal shrinkage of materials due to drying after construction is not covered under warranty.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Deck boards not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

14.22 Exterior wood handrails are rough in finish

Acceptable Performance/Condition

Handrail surfaces shall be smooth to the touch free of splinters, or other surface imperfections that would prevent the handrail from being used.

Small splinters can develop from weathering and can be easily removed by sanding as part of normal home maintenance.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear is not covered under warranty.

Claim Response

Handrails not meeting the Acceptable Performance/Condition are to be rectified.

See also

[4.33 Exterior paint, stain or clear finish blisters and peels](#)

[4.34 Exterior painted/stained wood railings have deteriorated](#)

[9.9 Finished surface is rough](#)

Maintenance Tip

Inspect the joints in railings for separation and seal as required.

14.23 Fasteners stick up on deck surfaces

Acceptable Performance/Condition

Floor decking boards shall be fastened securely and comply with the Building Code.

Fasteners shall be set generally flush or slightly recessed so they do not present a hazard.

Fasteners may protrude over time due to normal wood shrinkage. Typically, it is not the fastener that rises but rather the lumber dries and shrinks away from the fasteners.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered under warranty.

Claim Response

Fasteners not meeting the Acceptable Performance/Condition are to be rectified.

See also

[14.18 Exterior deck is springy or shaky](#)

Maintenance Tip

Fasteners that protrude due to normal wood shrinkage can be reset by the owner as part of routine maintenance.

14.24 Exterior deck is out of level or has ponding water

Acceptable Performance/Condition

Exterior decks should slope away from the building to a drain or drainage point.

Decks shall be designed and installed to avoid excessive water ponding. Some incidental ponding after a rain is to be expected and is not covered under warranty.

Standing water* exceeding the following shall be rectified:

- 6 mm (1/4") in depth, or
- 3 mm (1/8") in depth that exceeds 1.0 square meter (10.76 square feet) and remains standing in excess of 48 hours after a rainfall has stopped on days of evaporation.
- *The standing water must be a result of rainfall.
- Some retained water at drain edges, seams, transitions or flashing is not uncommon and is not considered a defect.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Exterior decks not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish, grain, sheen or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

Maintenance Tip

Check all drains and scuppers for blockages, especially in winter.

14.25 Twisting of open-end beams

Acceptable Performance/Condition

Twisting of visible open-end beams in excess of 20 mm (3/4") from plumb is not acceptable.

An open-end beam is a wood beam whose end does not abut another framing member or that terminates in open air.

Minor twisting is primarily an aesthetic concern rather than a structural problem. Minor twisting resulting from normal shrinkage caused by drying after construction is not covered under warranty.

Warranty Coverage

12 months

15 months common property

Claim Response

Open-end beams not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

14.26 Walkways or front entry landing/stairs have cracked

Acceptable Performance/Condition

Cracks, other than at control joints which are greater than 10 mm (3/8") in width, are not acceptable.

Cracks may develop in walkways or front entry landing/stairs due to environmental conditions, soil settlement, de-icing chemicals, or shrinkage of the asphalt or concrete, and are not warranted in those situations. Heavy loads from large vehicles can damage surfaces.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal shrinkage of materials caused by drying after construction, improper maintenance, normal wear and tear or alterations, deletions or additions made by the owner is not covered under warranty.

Claim Response

Cracks not meeting the Acceptable Performance/Condition shall be rectified.

Repairs may include lifting, patching or applying a topping. The colour and texture of a repaired area may not match the surrounding concrete.

Roads, curbs, lanes and detached patios are not covered under warranty.

See also

[14.8 Asphalt or concrete driveway has cracked](#)

[14.9 Driveway or walkway has settled or heaved](#)

[14.10 Pavers have settled](#)

[14.17 Settling, heaving or separating of landings or steps](#)

14.27 Spalling, chipping, powdering, scaling or other surface defects on exterior concrete

Acceptable Performance/Condition

Spalling, chipping, powdering or scaling of an area in excess of 4 sq meters or 15 % of the entire concrete surface area is not acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Concrete surfaces not meeting the Acceptable Performance/Condition shall be rectified.

Repairs may include patching or applying a topping. The colour and texture of a repaired area may not match the surrounding concrete.

See also

[14.8 Asphalt or concrete driveway has cracked](#)

[14.26 Walkways or front entry landing/stairs have cracked](#)

Maintenance Tip

Salts and de-icers applied to concrete surfaces (either intentionally for ice melting or unintentionally from road slush) can cause pitting, spalling and scaling of concrete surfaces. Cleaning concrete of road salts and application of appropriate concrete sealer is part of normal home maintenance.

14.28 Landscape lighting and electrical

Acceptable Performance/Condition

Landscape lighting including conduits, wiring, switches, receptacles, fixtures, retaining wall and driveway lighting are considered landscaping and not covered under warranty.

Warranty Coverage

None

Note: This standard applies to components that are not within or attached to the home. Components within the home, such as switches and wiring, are covered under warranty (see applicable related standards).

Claim Response

None

14.29 Landscape plumbing

Acceptable Performance/Condition

Landscape plumbing including pumps, piping, fixtures, fittings, fountains, hot tubs and irrigation systems are considered landscaping and not covered under warranty.

Warranty Coverage

None

Note: This standard applies to components that are within the home. Components within the home, such as pipes and valves (hose bibs, for example), are covered under warranty (see applicable related standards).

Claim Response

None

See also

[14.31 Rooftop irrigation line is malfunctioning](#)

[15.5 Water features on roof tops or over parkades](#)

14.30 Driveway gate

Acceptable Performance/Condition

Driveway gates are considered landscaping features and are not covered under warranty.

Warranty Coverage

None

Claim Response

None

See also

[14.28 Landscape lighting and electrical](#)

14.31 Rooftop irrigation line is malfunctioning

Acceptable Performance/Condition

Rooftop irrigation including the servicing pipes, valves, electrical conduits, wiring, switches, timers and other associated components are considered landscaping and not covered under warranty.

Warranty Coverage

None

Claim Response

None

See also

[15.5 Water features on roof tops or over parkades](#)

15. MULTI-UNIT

15.1 Elevator noise/vibration or air movement

Acceptable Performance/Condition

In multi-family buildings when the elevator is in use, noise/vibrations/air movement is not uncommon.

Warranty Coverage

None

Claim Response

None

See also

[15.10 Sound transmission in multi-family buildings](#)

15.2 Overhead garage door noise/vibration

Acceptable Performance/Condition

In multi-family buildings, noise/vibration when the overhead garage door is in use is not uncommon.

Warranty Coverage

None

Claim Response

None

See also

[15.3 Garage door operation for multi-family buildings](#)

[15.10 Sound transmission in multi-family buildings](#)

Maintenance Tip

Lubricate garage door hardware and rollers annually.

15.3 Garage door operation for multi-family buildings

Acceptable Performance/Condition

Overhead garage doors and openers supplied and installed by the builder shall operate with relative ease and without binding.

Warranty Coverage

15 months common property

A detached garage, other than those included as common property in multi-family buildings is not covered under warranty.

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Garage doors not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are made, an exact match of colour, finish, grain, sheen or texture may not be possible.

See also

[15.2 Overhead garage door noise/vibration](#)

Maintenance Tip

Lubricate garage door hardware and rollers as required or at least annually.

15.4 Plumbing noise/vibrations from water piping, stand pipes, drain lines, recirculating lines, Jacuzzi tubs, and toilets, etc.

Acceptable Performance/Condition

With multi-family buildings, noise/vibrations from plumbing is not uncommon.

Warranty Coverage

None

Claim Response

None

See also

[6.8 Noisy water pipes or water hammer](#)

[15.10 Sound transmission in multi-family buildings](#)

15.5 Water features on roof tops or over parkades

Acceptable Performance/Condition

Water features on roof tops or over parkades are considered landscaping and are not covered under warranty.

Warranty Coverage

None

Claim Response

None

See also

[14.29 Landscape plumbing](#)

[14.31 Rooftop irrigation line is malfunctioning](#)

15.6 Plumbing leaks from water piping

Acceptable Performance/Condition

Under normal usage plumbing should not leak.

At times, condensation does form on plumbing lines/fixtures. Condensation is not a defect.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Damage to personal property is not covered under warranty.

Claim Response

Plumbing not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required to finishes, colour, finish or texture may not have an exact match.

See also

[6.1 Pipes are leaking](#)

[6.2 Faucet or fixture is leaking](#)

[6.5 Condensation appears on water supply pipes and toilets](#)

15.7 Air infiltration around the unit entrance door from the interior corridor in a multi-family building

Acceptable Performance/Condition

The entrance doors to units in a multi-family building that are within a heated corridor do not require a barrier against air infiltration.

Warranty Coverage

None

Claim Response

None

15.8 Clothes dryer ducting leaking

Acceptable Performance/Condition

The dryer ducting system in a multi-family building must be sized and installed in accordance with the building code to properly exhaust.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the owner is not covered under warranty.

Claim Response

Duct sizing not meeting the Acceptable Performance/Condition shall be rectified.

See also

[8.15 Dryer vents do not exhaust adequately](#)

Maintenance Tips

Ensure the exterior discharge for dryer vents are not obstructed.

Clean/remove lint from dryer vent discharge regularly (depending on use, monthly cleaning may be required).

15.9 Cracks in finished concrete ceilings in high rises

Acceptable Performance/Condition

Cracks resulting from normal shrinkage are acceptable; cracks in excess of 3 mm (1/8") in width are not acceptable.

Concrete ceilings naturally crack during curing due to shrinkage.

Actual crack widths shall be determined using a suitable measuring device inserted inside the crack.

Warranty Coverage

12 months

15 months common property

Claim Response

Cracks not meeting the Acceptable Performance/Condition shall be rectified.

Where repairs are necessary, colour and/or texture may not match the surrounding finish.

See also

[1.3 Interior concrete surface is flaking off - "scaling or spalling"](#)

[1.7 Crazeing of concrete surfaces](#)

15.10 Sound transmission in multi-family buildings

Acceptable Performance/Condition

Typical wall/floor assemblies must be constructed to meet minimum standards established by the Building Code. For sound transmission complaints to be considered a warrantable defect it must be demonstrated that a wall/floor assembly was not constructed in a manner that meets the minimum Building Code requirements. The fact that sound can be heard through adjacent wall/floor assemblies, in itself, is not evidence that a defect exists.

The Building Code currently has no requirements for the control of impact noise transmission. Vibration from items, such as washing machines, plumbing and closing doors, etc., can sometimes cause impact noise.

The Building Code has established the minimum measurable airborne sound transmission standards that must be met. These minimum performance standards are known as Sound Transmission Class Ratings (STC). The wall/floor assemblies listed in the Building Code have been laboratory tested to produce their typical STC Ratings.

Warranty Coverage

12 months

15 months common property

Claim Response

Wall/floor assemblies not meeting the Acceptable Performance/Condition shall be rectified.

See also

[6.8 Noisy water pipes or water hammer](#)

[8.10 Noisy ductwork](#)

[15.1 Elevator noise/vibration or air movement](#)

[15.2 Overhead garage door noise/vibration](#)

[15.4 Plumbing noise/vibrations from water piping, stand pipes, drain lines, recirculating lines, Jacuzzi tubs, and toilets, etc.](#)

15.11 Fire protection systems not functioning or installed to Building Code

Acceptable Performance/Condition

Fire protection systems must be designed, installed and perform in accordance with the Building Code.

Warranty Coverage

2 years

Emergency lighting batteries and light bulbs are not covered under warranty.

Claim Response

Fire systems not meeting Acceptable Performance/Condition must be rectified.

Maintenance Tip

Test smoke detectors on a regular basis.

15.12 Roof top pathways/pavers

Acceptable Performance/Condition

Sidewalks and pathways located on a rooftop or parkade that do not provide access to or from the new home are not covered under warranty.

Warranty Coverage

None

Claim Response

None

APPENDICES

A1 SOURCES

The following sources were consulted in the development of this guide.

- [BC Building Code](#) and [Vancouver Building By-Law](#)
- Canadian Building Digest,
[National Research Council Canada](#)
- Building Technology Best Practice Guide,
[Canada Mortgage and Housing Corporation](#)
- Characteristics of Concrete,
[Poured Concrete Association/Cement Association of Canada](#)
- [Homeowner Protection Act and regulations](#)
- Focus: Concrete Masonry Units,
[Canadian Concrete Masonry Producers Association](#)
- [Code and Construction Guide for Housing](#)
- Residential Air System Design Manual,
[Heating, Refrigeration and Air Conditioning Institute of Canada](#)
- Architectural Specification Manual,
[Ontario Painting Contractors Association](#)
- Problems, Causes & Cures,
[National Wood Flooring Association](#)
- CAN/CSA-A82.1-M87: Burned Clay Bricks and CAN/CSA-A371-94: Masonry Construction for Buildings,
[Canadian Standards Association](#)
- 2002 Specification Guide 09300 Tile Installation Manual,
[Terrazzo, Tile & Marble Association of Canada](#)

A2 MOISTURE AND WOOD FLOORS

This information is intended as a guide only.

Wood flooring has a comfort level too.

Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30% to 50% and a temperature range between 15°C and 27°C. Fortunately, that is about the same comfort range most humans enjoy. The table below indicates the moisture content wood will likely have at any given combination of temperature and humidity. Note that equilibrium moisture contents in the recommended temperature/humidity range coincide with the 6% to 9% range within which most hardwood flooring is manufactured. Although some movement can be expected even between 6% and 9%, wood can expand and shrink dramatically outside that range.

Table 1

MOISTURE CONTENT OF WOOD AT VARIOUS TEMPERATURES AND RELATIVE HUMIDITY READINGS																				
Temperature (Celsius)	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
-2	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
4	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
10	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
15	1.3	2.5	3.6	4.6	5.4	6.2	7.0	7.8	8.6	9.4	10.2	11.1	12.1	13.3	14.6	16.2	18.2	20.7	24.1	26.8
21	1.3	2.5	3.5	4.5	5.4	6.2	6.9	7.7	8.5	9.2	10.1	11.0	12.0	13.1	14.4	16.0	17.9	20.5	23.9	26.6
27	1.3	2.4	3.5	4.4	5.3	6.1	6.8	7.6	8.3	9.1	9.9	10.6	11.7	12.9	14.2	15.7	17.7	20.2	23.6	26.3
32	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.1	8.9	9.7	10.5	11.5	12.6	13.9	15.4	17.3	19.8	23.3	26.0
38	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	7.9	8.7	9.5	10.3	11.2	12.3	13.6	15.1	17.0	19.5	22.9	25.6
	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
	Relative Humidity (percent)																			

Chart taken from National Wood Flooring Association Technical Publication No. A100

A3 MOISTURE AND WINDOWS

This chart identifies the maximum relative humidity for a given inside temperature above which condensation will form on windows. For additional information, refer to the Canada Mortgage and Housing Corporation’s (CMHC) pamphlet Moisture and Air: Householder’s Guide – Problems and Remedies, available by request from CMHC or at their website www.cmhc-schl.gc.ca.

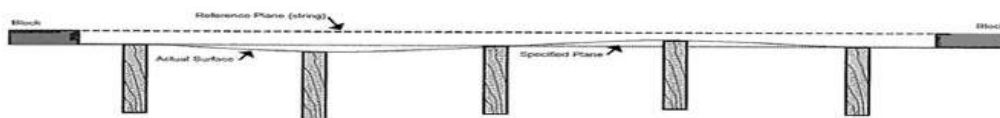
Outside Temperature (°C)	Inside Temperature					
	20 Degree C		22 Degree C		24 Degree C	
	MAXIMUM RELATIVE HUMIDITY (%)					
	SINGLE GLASS	DOUBLE GLASS	SINGLE GLASS	DOUBLE GLASS	SINGLE GLASS	DOUBLE GLASS
-35	3	18	3	18	3	18
-29	5	23	5	22	5	21
-23	8	27	7	26	6	25
-18	12	33	11	31	10	29
-12	17	39	16	37	15	35
-7	24	46	23	44	22	42
-1	34	55	32	52	30	49

A4 MEASURING VARIATION FROM THE SPECIFIED PLANE

To measure variation from the specified plane using a plane of reference:

- 1) Place two blocks of equal thickness on either side of the surface you are considering.
- 2) Stretch a string across the top of the blocks so the string does not sag; the blocks may have to be secured from moving.
- 3) Measure the difference between the string and the actual surface and subtract the thickness of the blocks.

Compare the result with the allowable variation in the guidelines.



A5 HOW TO CONDUCT A WATER TEST

A water test shall be performed to confirm water leaks, both above and below grade. Above grade, the intent is to simulate an average, wind-driven rainfall but should never be done using full pressure in a single-stream or pressure-altering device, such as a pressure washer. This can force water through building assemblies and flashings not intended for high-volume or high-pressure water saturation. Below grade, the intent is to simulate natural water flow around a foundation caused by rain or snow melting where the water may inadvertently be directed towards the foundation wall. Unintended water penetration is considered to be bulk water coming into the basement or accumulating near the point of entry, or dampness on the wall appearing as a result of the test, but excludes dampness caused by condensation or other causes.

Above Grade

Use a standard garden hose and sprayer attachment. The sprayer attachment should be set on shower or another similar dispersal pattern. Spray the area to be tested for not more than 10 minutes from a minimum distance of 2 m (6' – 6"). Have another person checking inside for the point of origin and the length of time it takes for water to appear. Areas to be investigated should be kept dry prior to the test.

Below Grade

Use a standard garden hose with no attachments. The hose bib should be set at about half flow to simulate melting snow or rainfall. The water from the hose is to be directed along the face of the foundation to allow the water to run parallel to the wall, at grade, finding its own way down the exterior of the wall to the perimeter foundation drains. Run the water for not more than 20 minutes checking periodically for water penetration. Identify the location and the point of entry of any water (crack, tie rod, snap tie, honeycombing) and the length of time it takes for water to appear.

A6 CHIPPED CLAY BRICKS

The following table is from the [Canadian Standards Association](#), CSA A82.1-M87: Burned Clay Bricks.

Table 3

CLAY BRICK MAXIMUM PERMISSIBLE EXTENT ¹ OF CHIPPAGE FROM THE EDGES AND CORNERS OF THE FINISHED FACE OR FACES ONTO THE SURFACE						
Type (1)	Maximum percentage allowed ^{2,3} (2)	Chippage in millimetres (inches) in from		Remaining percentage allowed ³ (5)	Chippage in millimetres (inches) in from	
		Edge (3)	Corner (4)		Edge (6)	Corner (7)
FBS ² (Smooth) ¹	10% or less	6.35 – 7.94 (1/4 – 5/16)	9.53 – 12.7 (3/8 – 1/2)	90 – 100%	0 – 6.35 (0 – 1/4)	0 – 9.53 (0 – 3/8)
FBS ² (Rough) ²	15% or less	7.94 – 11.1 (5/16 – 7/16)	12.7 – 19.1 (1/2 – 3/4)	85 – 100%	0 – 7.94 (0 – 5/16)	0 – 12.7 (0 – 1/2)

* Percentage of exposed brick allowed in the wall with chips measured the listed dimensions in from an edge or corner:

- Smooth texture is the unbroken natural die finish.
- Rough texture is the finish produced when the face is sanded, combed, scratched or scarified, or the die skin on the face is entirely broken by mechanical means, such as wire cutting or wire brushing.

Of all the units that will be exposed in place, a small percentage of the units may have chips that range in size greater than that allowed for the majority of the units. This special allowed percentage, as shown in the second column from the left, ranges up to 10% for FBS (smooth), and up to 15% for FBS (rough). The rest of the units that will be exposed in place, as shown in the fifth column from the left, just conform to the maximum allowed chippage shown in the sixth and seventh columns from the left.

Example: The units to be placed into the wall should be inspected prior to being placed. The FBS (smooth) units will then conform to the requirements of this table if not more that 10% of the units have edge chips greater than 6.35 mm (1/4") but less than 7.94 mm (5/16"), and the remainder of the units, in this example 90% (100% - 10%), do not have edge chips greater than 6.35 mm (1/4") in from the edge or 9.53 mm (3/8") in from the corner.

Notes

The aggregate length of chips shall not exceed 10% of the perimeter of the face of the brick (CAN/CSA-A82.1-M87, s.7.3).

Type FBS brick is the most common type of brick used in residential construction. They are used in exposed exterior and interior masonry walls where wider colour ranges and greater variation in sizes are allowed (CAN/CSA-A82.1-M87, s.4.1.2). For other types of bricks, refer to CAN/CSA-A82.1-M87.

With the permission of Canadian Standards Association, material is reproduced from CSA Standard CAN/CSA-A82.1-M87, which is copyrighted by Canadian Standards Association, 178 Rexdale Blvd., Toronto, Ontario, M9W 1R3, <http://www.csa.ca>. While use of this material has been authorized, CSA shall not be responsible for the manner in which the information is presented, nor for any interpretations thereof.

Using a representative sample to determine the percentages of affected bricks

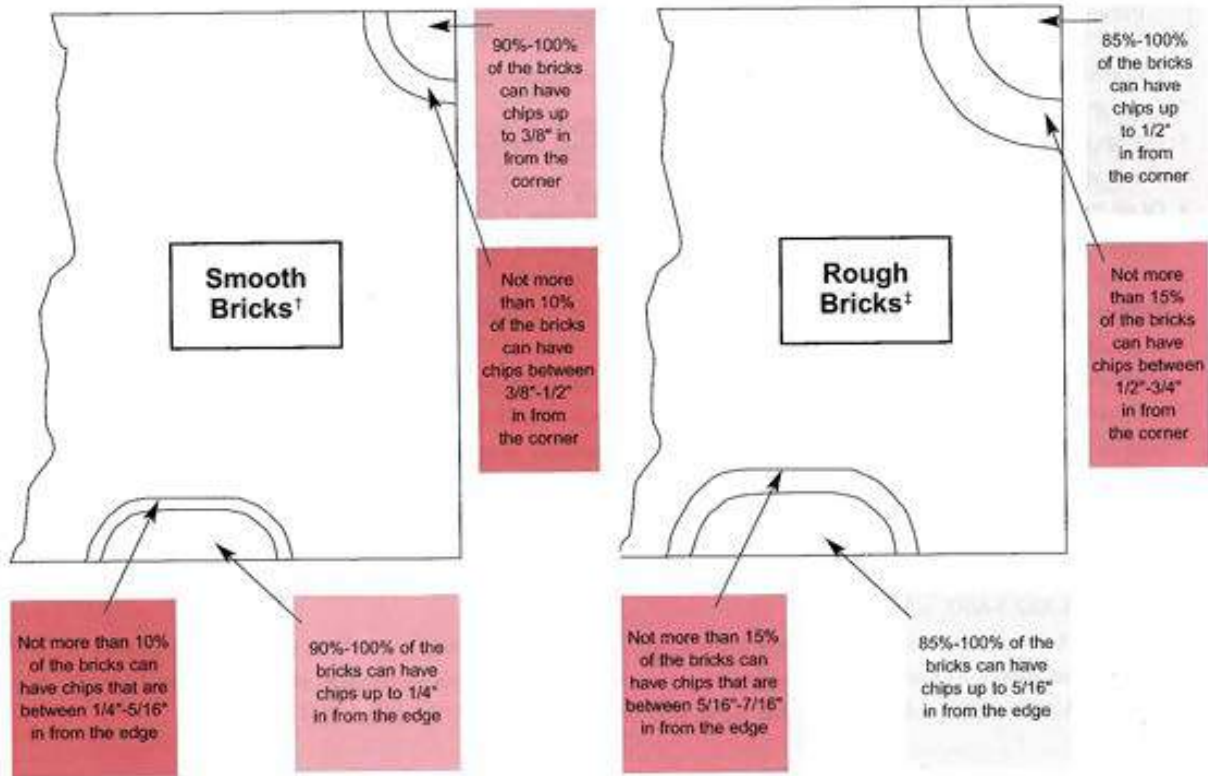
A representative sample may be used to determine the percentage of bricks (Columns 2 and 5 in Table 3) that have chips of specified sizes.

The representative sample (versus an isolated section of the wall with the chipped brick problem) shall be 1 m x 1 m (3' – 3" x 3' – 3") in size with the centre of the sample located 1.5 m (5') above the foundation in the middle of the wall. If the sample lands on an opening (window, door, etc.), it shall be moved horizontally in the direction of the most brick in the sample so a full square metre of brick is sampled.

Individual bricks must still meet the maximum chip dimensions noted in Table 3.

Illustrating brick chippage

These illustrations are colour-coded to help describe the information in Table 3.



A7 INDUSTRY AGENCIES

The following residential building industry agencies contributed to the development of this guide:

- [Technical Standard Sub-committee of the Ontario Home Builders' Association/Ontario New Home Warranty Coverage Program Liaison Committee](#)
- [Canadian Carpet Institute](#)
- Canadian Plywood Association
- [Fenestration Canada](#)
- [Cement Association of Canada](#)
- [Ontario Formwork Association](#)
- [Heating, Refrigeration and Air Conditioning Institute of Canada](#)
- Independent Plumbing & Heating Contractors Association
- Low Rise Forming Association
- [Mechanical Contractors Association of Ontario](#)
- [National Wood Flooring Association](#)
- Ontario Concrete Block Association
- [Ontario Masonry Contractors' Association](#)
- [Ontario Painting Contractors Association](#)
- [Ready Mixed Concrete Association of Ontario](#)
- Residential Carpentry Contractors Association of Greater Toronto
- Residential Construction Control Council of Central Ontario
- Residential Framing Contractors Association of Metropolitan Toronto & Vicinity
- Residential Roofing Contractors Association of Greater Metropolitan Toronto
- Residential Siding Contractors Association of Greater Metropolitan Toronto
- [Siding and Window Dealers Association of Canada](#)
- Structural Board Association
- [Terrazzo, Tile & Marble Association of Canada](#)
- The Concrete Floor Contractors Association of Ontario

A8 INSPECTING SURFACES FROM A NORMAL VIEWING POSITION

Generally, variations in the finished surfaces of walls, ceilings, floors and fixtures are to be viewed from a normal viewing position. A normal viewing position is the typical or standard way that something is viewed. Magnifying, artificially enhancing or abnormally close viewing of an irregularity is not considered normal viewing. Finishes are viewed from a distance, angle, position or other such parameter(s) as specified in the guide.

Normal Viewing Positions

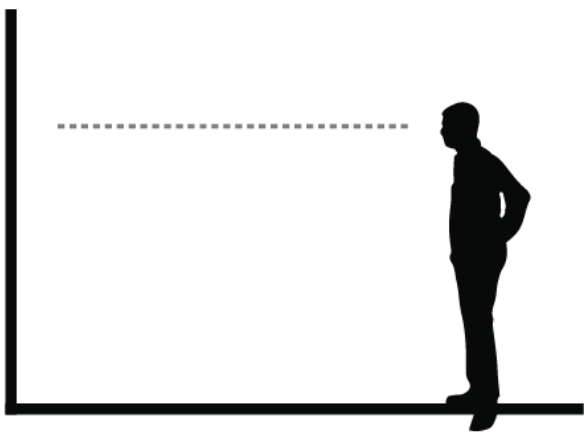


Diagram 1 - Wall

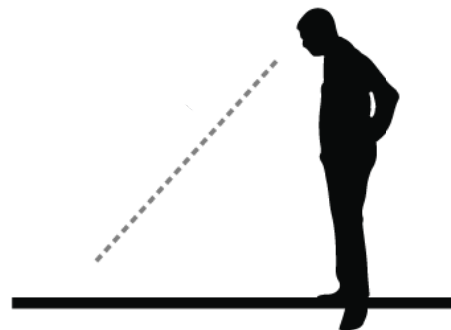


Diagram 2 - Floor

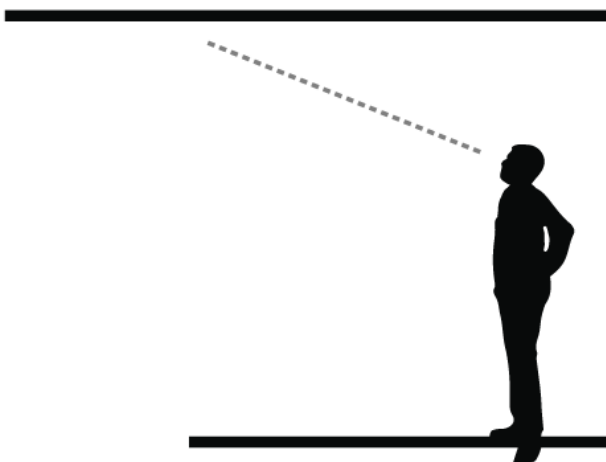


Diagram 3 - Ceiling

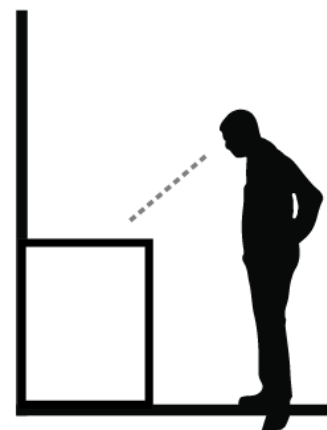


Diagram 4 - Fixture