

WHAT TO
EXPECT
FROM YOUR
NEW HOME
WARRANTY.

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WELCOME HOME.

You are totally a new homeowner! and we are so excited to welcome you home. In fact, we want to give you a big warm welcome to our Avonlea Homes family! We created this homeowner handbook to guide you through our warranty process and outline some simple steps that will help you maintain your new home so you can enjoy it for many years to come. This guide covers our most asked about topics and also outlines how to report a warranty issue with our team. We want you to know that you're in good hands from the moment you're handed the keys!

Thank you for choosing us.



NEW HOME WARRANTY.

It seems everyone claims to have excellent customer service these days, but the truth is, good customer service is hard to find. We want to do more than just provide good customer service at Avonlea Homes. We aim to provide you with a great customer experience from the moment you are handed the keys. Our approach is to be open and available, meaning we put our customers first. We believe the key to creating happy customers is open communication and working together to make sure you, our customer is being heard. Our team is always here to answer any questions or concerns you may have, so please don't hesitate to give us a call. Creating happy customers makes everyone's job easier and in the end that leads to people referring us to their friends and family.

1 year - workmanship & material

Coverage for defects in materials and labour (baseboards, flooring, trim)

2 year - delivery and distribution systems

Coverage for defects in materials and labour related to delivery and distribution systems (heating, electrical, plumbing)

5 year - building envelope coverage

Coverage for defects in the system of components that separate the conditioned space from unconditioned space (roof, exterior walls).

10 year - structural

Coverage for the key structural components of the home (frame, foundation)

3 Home Evaluations



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HOME EVALUATIONS.

Providing warranty service for your new home can sometimes be stressful for the homeowner. When you purchased your home, you purchased hundreds of items which have been completed by over 20 trade partners. With so many details and people involved, a planned service system is essential. Our warranty service system is designed based on various scheduled home evaluations and any non emergency reports you make with us. This process provides you with the maximum protection and allows us to operate efficiently. We have three designated Home Evaluations for you - your first Home Evaluation will take place 30 days from your possession day. Your second Home Evaluation will be 6 months from your possession day, and your home anniversary evaluation will be completed 12 months from your possession day. We have scheduled these dates in for you and we will send you reminders of these milestones. We also know that life can get very busy and our dates may not fit perfectly within your schedule and that's okay as the dates are flexible.

1 Month Home Evaluation

On possession day we will advise you as to when your first Home Evaluation has been tentatively scheduled for you. This date is tentative and can be adjusted to accommodate your schedule. We strongly recommend this be completed within the first two months of possession. This walkthrough can also be a great refresher on the components within your new home. Your evaluation will be automatically sent to you via Hubspot. If you have not booked your 1 Month Home Evaluation within 6 weeks of moving in, we will reach out to you to schedule it.

6 Month Home Evaluation

Your second Home Evaluation has been tentatively scheduled for 6 months from your date of possession. Again, this date can be adjusted if required and in some cases this evaluation may not be required at all, but we will leave that up to you to determine. This evaluation will be automatically sent to you via Hubspot and if we do not hear from you, we will reach out to you to schedule this.

12 Month Home Evaluation

This is the final evaluation, which is created on the 1-year anniversary date of your possession. It is important that this evaluation be done at the one-year period to ensure that the warranties in place can be utilized if required. As this final home evaluation is very important, we will also reach out to you just as a reminder.



WARRANTY REPORTING.

When we receive a warranty request through Hubspot or via email, we will send that request to the correct trade and they in turn will book a date and time to complete the repair that you are requesting. Our trades will contact you within 24 hours of being notified that a correction is required. Once we review the item(s) that you have reported to us, we will then determine the appropriate action.

Generally, items that are reported fall into one of three categories

1. Trade Partner- Item(s) to be corrected by the respective trade(s)
2. Avonlea Homes- Internal correction completed by our in-house Certified Technician
3. Homeowner Maintenance- Item(s) not covered by warranty

If a trade partner or an in-house technician is required to perform repairs, we will issue a work order describing the repair that is required. If there are multiple items to be addressed, a trade day will be created. A trade day is booked approximately 7 days from the date of the home evaluation to allow the trades time to schedule this appointment in. Once this is scheduled we request a 4-hour window for the trades to attend and complete the necessary work. A trade day ensures that all the necessary work is completed at that time and minimizes any potential inconvenience to you. Please note that a trade may not be able to complete the necessary work due to product availability, technician availability and in this case they will reschedule when they can complete the job.

We will have the trade day confirmed with you upon the completion of the home evaluation. If the item is designated as a Homeowner Maintenance correction, we will review the maintenance steps with you and offer whatever informational assistance we can. There are times where an inspection step is necessary, we see this when homeowners only have one or two items of concern.

Please include the following information when sending a warranty request:

- Your name, address, and phone number that we can reach you at.
- A detailed description of the concern, for example "main bathroom- cold water is leaking under sink" rather than "plumbing problem".
- Any photos that may be of assistance.

EMERGENCY REPAIRS.

So, what does an emergency repair look like? If you have an emergency you can be assured that we will respond to the concern within one hour of being notified and together we will discuss the plan of action to ensure that your home is safe for you and your family.

What constitutes an emergency?

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of the builder that if not attended to immediately, would likely result in imminent and substantial damage to your home.

Emergencies are rare, but if one occurs please contact the appropriate person as soon as possible. Our trade partners or your local utility companies provide emergency response to the following conditions:

- Total loss of electricity
- Total loss of water
- Gas leak
- Loss of heat

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade partners are unable to help with such outages. We have provided you with a detailed process for reporting any emergency issues. Please review the Emergency Contact page for guidance.

6 Emergency Contacts



EMERGENCY CONTACTS.

During Regular Business Hours (Monday- Friday 7:30am – 4:30 pm)

Avonlea Homes | Phone: 403.320.1989 | Email: clientcare@avonleahomes.ca

If you are experiencing an emergency after regular business hours, please use the following contact information below:

After Hours Heating OR Plumbing Emergency

(Monday- Friday after 4:30pm, Weekends & Holidays)

KB Heating: 403.328.0337

After Hours Electrical Emergency

(Monday- Friday after 4:30 pm, Weekends & Holidays)

Neu-lite Electric: 403.327.7711

City of Lethbridge: 403.320.3111 or dial 311

Direct Energy: 1.866.420.3174

Enmax: 1.877.571.7111

7 Your Responsibility



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WHAT IS MY RESPONSIBILITY AS A HOMEOWNER?

Inspecting your home on a regular basis and following good maintenance practices are the best ways for you to protect your investment.

- Report all defects within your warranty stages; in writing (do not wait until the end of the year to report things)
- Painting
- Ensure all eavestrough extensions are in place and directed away from your home
- Maintain a proper grade (grading should be checked due to settling to ensure landscaping is sloping away from the home - see the "Understanding your lot grading" document for more info)
- Clear roof vents, valleys and skylights of ice and snow
- Clear eavestrough of ice and snow
- Clear snow/water against foundation wall and deck
- Ensure sump pump is in working order
- Clear window wells of debris
- Utilize fresh air exchange
- Change furnace filters regularly
- In the event of a water leak, take steps to mitigate further damages (clean up any standing water, if damage is caused due to improper mitigation, these will not be warrantied)

8 What to Expect



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WHAT SHOULD I EXPECT DURING MY FIRST YEAR?

Your home will undergo a natural settling process as the lumber dries, expands and contracts, and the earth settles. This is a normal reaction in all new home construction.

- Drywall cracks
- Nail pops
- Concrete cracks in basement floor and possibly foundation
- Concrete cracks in driveway and sidewalks
- Interior doors may become tight and need adjusting
- Grout cracks
- Caulking pulling away from backsplashes, countertops, sinks, tubs, baseboards, and door casings
- Thresholds needing adjusting
- Squeak and or creaks in flooring

WHAT IS COVERED IN MY 1-YEAR WARRANTY?

All DEFECTS in the home, structural or otherwise, either caused by defective material or workmanship. Including but not limited to:

- | | | | |
|--------------|------------------|----------------|---|
| • Plumbing | • Countertops | • Roof Systems | • Grout |
| • Electrical | • Flooring | • Siding | • Tiles |
| • Fixtures | • Furnace | • Parging | • One-time repair of drywall cracks and nail pops at year end |
| • Cupboards | • Hot Water Tank | • Concrete | |
| • Vanities | • Lighting | • Doors | |
| • Cabinetry | • Appliances | • Windows | |

WHAT IS NOT COVERED IN MY 1-YEAR WARRANTY?

Essentially anything caused by normal wear and tear by the homeowner. All cosmetic imperfections caused by normal wear and tear during the first year. Including but not limited to:

- Chips and scratches in flooring
- Chips and scratches in countertops
- Scratches in cupboards
- Painting
- Damages to trim
- Damages to drywall (excluding nail pops and drywall cracks)
- Damages caused by nature and elements
- Damages to concrete due to salt
- Damage due to improper surface water management
- Dampness or condensation caused by failure to maintain proper ventilation
- Damages caused by improper homeowner maintenance
- Trees, shrubs and grass

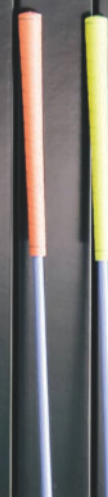
HOW DO I REQUEST SERVICE?

Visit our website avonleahomes.com/service-request or email clientcare@avonleahomes.ca.
All service requests must be in writing. In the event of an emergency:

During business hours, call the office 403-320-1989

After hours, call the trades indicated as emergency contacts (credit card information may be required for emergency calls – and will be processed only in the event of a non warrantable service)

This must
be the place



10 Warranty FAQs



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FREQUENTLY ASKED QUESTIONS.

What do I do if I have a Non-Emergency Repair that I would like addressed that does not fall within my Scheduled Home Evaluations?

If you have a non-emergency item that you would like addressed during your first year of homeownership, please provide us with the issue, and any photos that are available to you.

If a non-emergency item comes up and you are between your slated home evaluations, we encourage you to bring those items forward to us and we jointly can discuss a repair process and timeline that suits your schedule.

We do wish to have items corrected at the specified home evaluations; however, we also understand that there are situations where the repair requires our immediate attention, and we are here to ensure that happens. You can contact our office @ 403-320-1989 or you can email ron@avonleahomes.ca for immediate assistance.

Please note that there are some items that are considered one-time warranty repairs. Although these do exist, we also understand that your enjoyment and pride in your home is important not only to you but also to us, that is why sometimes we even break our own rules- to ensure that your home is performing to your expectations.

Some of the one-time warranty repairs may include:

- Drywall cracks exceeding 1/8 of an inch in width- these are largely due to home settlement
- Nail pops- also are caused by movement and various humidity changes within your home that will cause the wood to adjust to the climate
- Caulking
- Separations between moldings and adjacent surfaces that exceed 1/8 of an inch

What do I do if I have an appliance that needs service?

Appliances have a one-year warranty and many of the manufacturers are very strict to their warranty timeframe, so if you have a concern or issue with your appliance it is very important to report this to Bakers Appliances as soon as possible. To report an appliance concern please follow these steps:

- Once a warranty defect is noticed, please take a photo of the model and serial number.
- E-mail customercare@bakersappliances.ca with the model and serial number along with the description of the issue you are experiencing
- Short videos can also be very helpful when/where possible
- Please ensure that you provide your address, postal code, and preferred contact number. Bakers will provide this information to the manufacturer and service department.
- If you'd like to update your service request, please call Bakers at 403-329-1111

Do I have to be home for the appointment?

We do request that an adult be present when our trades or in-house technician arrive. This is beneficial for all so that you can also point out the areas of concern and to ensure the work has been completed to your satisfaction. We understand that you may not always be able to be present due to other commitments, if the need arises and you are required to leave please let us know and we can discuss the next steps.

Exterior items can usually be reviewed and repaired while no one is home as long as you have provided that approval. The trade contractor will either contact you prior to the visit to let you know someone will be on your property or will leave a door hanger indicating that someone was on your property and the work that they had completed. If you wish to be home when exterior work is being done, please let us know and we will ensure that your request is met.





SEASONAL ITEMS.

Due to weather conditions we may not be able to complete some of the outside work as per your contract. This may include sidewalks, driveways and parking pads. If landscaping is a part of your contract, this may be affected as well. As landscaping season approaches, Avonlea homeowners often have questions about the scheduling and process of completion of their seasonal work. Here are a couple of things to keep in mind about the nature of seasonal work:

1. Avonlea completes seasonal work by community rather than possession dates, as more homes can be completed quicker using this method.
2. Wet dirt doesn't spread as well as dry dirt, so it is in your best interest to wait for the ideal conditions to begin work on your lot.
3. Do not drive or park on concrete for at least 14 days after being poured. This will cause damage not covered under your warranty. It is highly recommended that you seal your concrete annually with a low gloss acrylic sealer.



HEATING & AIR CONDITIONING.

Issue: Furnace has shut down

This can be the result of the venting being blocked by snow, frost or other debris, or a clogged or dirty filter; swirling wind conditions may also cause your gas appliances to shut down.

Furnace filters should be checked every month and changed accordingly to prevent air flow restriction year round; this applies to the heating season and the cooling season.

Homeowners should regularly inspect the exhaust and intake vents to be sure they are not obstructed in any way, especially during the winter and during or after a heavy snow fall.

In the event of a failure, write down the error code displayed by the appliance. Be sure that the exhaust and intake vents are free of any obstruction. Shut off the power to the appliance, wait 30 seconds, and turn it back on.

If at this time the furnace does not respond, contact Avonlea or your after-hours emergency trade contact; by relaying this information to the technician on call, an after-hours call may be eliminated.

HEATING & AIR CONDITIONING.

Issue: Water leaking from or around your furnace

The drain line is most likely plugged. Disconnect the drain hose, remove the obstruction, and reconnect it.

Issue: Excessive noise from ducts

When metal is heated and cooled, it expands and contracts, respectively, causing "ticking" or "crackling" sounds which cannot be avoided.

Issue: Air conditioner

Your air conditioner is designed to maintain your house at 21°C; it is not recommended that you turn your thermostat below this. Keep in mind that turning your thermostat to a lower temperature will not cool your house any faster and could lead to your evaporator coil freezing up.

Changing your furnace filter is integral to the proper function of your unit as well; a clogged or dirty furnace filter can also lead to reduced air flow which in turn can also lead to the coil freezing up. It is also important to keep your supply register and return air registers free of any obstructions and furniture.



15 Humidity & Windows



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H U M I D I T Y .

Issue: Condensation on windows

Humidity can be controlled by using your ventilation switch (fresh air exchange), located by your thermostat), bathroom fans or raising your blinds an inch from the window sill.

Avonlea recommends during the first year to use the ventilation fan (fresh air exchange) and/or bathroom fan for a minimum of 1 hour a day.

Note: In the winter you may want to run the bathroom fan rather than the ventilation as the ventilation fan will bring in cool air.

D O O R S & W I N D O W S .

Issue: Doors not operating properly

Avonlea Homes will repair or adjust, for a period of one year, doors that fail to operate properly by sticking, rubbing, or failing to latch, with the exceptions of any defects or damage which is caused by anyone other than Avonlea Homes and its subcontractors.

Issue: Windows difficult to open and close

Avonlea Homes will repair or adjust, for a period of one year, windows that fail to operate in accordance with the manufacturer's specifications. Homeowners should keep the tracks, channels and operating mechanisms of the window clean and lubricated.

PLUMBING.

For the first 2 months of living in your new home, we ask you to check under all sinks on a weekly basis to make sure there are no leaks or water issues. We also ask that you not overfill the cupboard space under your kitchen or bathroom sinks to avoid bumping or jarring the plumbing lines.

In the event that you notice water dripping or leaking; please shut off the water to that fixture, clean up the water that has leaked and put a container or bucket under that line to catch any residual water in the lines. This will prevent any damage to the cabinetry, flooring or other material in your home.

For all leaks during business hours, please contact Avonlea through email **clientcare@avonleahomes.ca** or phone the office **403-320-1989** to schedule service.

Issue: Supply and drain pipes are noisy

You may hear the water running down your plumbing lines in the wall, or tapping or ticking sounds. This is completely normal in a new home; the tapping or ticking sounds are likely from the expansion and contraction of your plumbing lines.





PLUMBING.

Issue: Low water pressure

During peak usage hours for water consumption in your community, you may notice a lower water pressure, or water flow, from your plumbing fixtures. Your home's water pressure and flow can also be influenced by how many water-consuming fixtures or appliances are being used at one time in the home. During the spring and summer months, lawn irrigation systems or heavy outdoor water usage in your community can affect the water pressure in your home.

Issue: Sump pump

Your new home will have a sump pump located in your mechanical room or under your stairs. It is important to check the operation on a regular basis, especially in the spring or during rainy periods. To do this, locate your sump pump and raise the float until you hear the pump turn on, or fill the sump barrel with water until you hear the pump turn on and the water level in the sump barrel goes down. You will need to unscrew the lid on the barrel to access your pump as followed during your home orientation.



TILE & GROUT.

Issue: Cracked or loose tile

Avonlea Homes, for a period of one year, will repair or replace as needed, cracked or loose tile, with the exception of damage caused by the homeowner.

Issue: Cracks in grout

Avonlea Homes will revisit and repair grout cracks in floor tile and backsplashes during the warranty period if cracking in grout exceeds 1/16".

Minor cracks resulting from normal shrinkage or thermal expansion and contraction are acceptable, as are hairline cracks.

CAULKING.

Issue: Interior caulking joints

Caulking is considered a routine maintenance item to be handled by the homeowner. Avonlea Homes will touch up caulking around sinks, tubs, ceramic tiles, baseboards, and door casings during the one year warranty period.



FLOORING.

Issue: Floor squeaks or pops

Avonlea Homes will take corrective action to minimize excessive floor squeaks, for a period of one year.

Issue: Gapping in the laminate flooring

Changes in the temperature and humidity both inside and outside the home will cause the flooring to expand and contract. Gaps and cupping are not considered defects. Open joints or separations between floorboards of finished flooring shall not exceed 1/8".

ELECTRICAL.

Issue: GFI (ground fault interrupter) trips

A GFI outlet is a device that adds a greater level of safety by reducing the risk of electrical shock. The non-working outlet has been over loaded and by pressing the reset button will restore the circuit. GFI outlets are located in the homes bathrooms, kitchen, and exterior.

DRYWALL & PAINTING.

Issue: Drywall cracks and nail pops

It is normal for cracks to appear in the drywall and nail and corner beads to “pop” as natural settlement occurs and lumber begins to dry. This is common for homeowners to misconstrue that this is a defect in workmanship, when in fact it is a result of the home's normal settlement and drying process. Avonlea Homes will repair drywall cracks and nail pops caused by settling.

Avonlea Homes will not be responsible for the touch up paint on the repairs.

Issue: Paint scratches, chips or blemishes

NOT COVERED

Issue: Painting after repair work

Please note that Avonlea Homes will not be responsible for the paint touch ups after drywall repairs as per the Alberta New Home Warranty Program.

Note: The exact reasoning behind this policy is that all colors fade over time due to UV rays in both natural and artificial lighting. In the event of even a touch up, the newly applied paint is almost always darker than the original application even if the color comes out of the original can.





ROOFING & LANDSCAPING.

Issue: Roof leaks

Avonlea Homes will repair, for a period of one year, roof or flashing leaks that occur during normal weather conditions. Roofing or flashing leaks which are caused by homeowner negligence will not be covered under the Builders Warranty.

Issue: Loose shingles

Avonlea Homes will repair or replace, as needed loose shingles for a period of one year with the exception of shingles damaged by an act of nature such as severe weather and wind gusts.

Issue: Lawn, trees, shrubs

Homeowners are responsible for water and nurturing the trees, shrubs, lawn and plants on their property. Issues with trees, shrubs, lawns and landscaping are Not Warrantable Defects.

Issue: Split or warped

Exposure from the natural environment may cause boards to split, warp or even cup. As long as boards are uniform this would be considered acceptable and not be a warranty item. Avonlea does not treat any wood product used on stairs, decks or verandas. This would be considered home owner maintenance.



CONCRETE.

Issue: Concrete cracks

NOTE: Concrete is guaranteed to crack

Avonlea Homes will repair by filling and patching, for a period of one year, cracks in the garage slabs, exterior slabs, patios, driveways, and sidewalks when such cracks exceed 1/4" or 3/16" vertical displacement.

Color and texture matching are not guaranteed or covered by the Builders Warranty. Cosmetic cracks 3/16" or less are normal in concrete and are not covered under the Builders Warranty.

EXTERIOR SIDING.

Issue: Loose siding

Siding that is loose or is missing due to poor workmanship will be fixed or replaced. Siding damage caused by an act of nature such as severe weather and wind gusts is not warrantable.

CONCRETE MAINTENANCE.

Concrete is one of the most used and durable building materials utilized in construction today and if cared for, will last a very long time.

DON'T

- Avoid any contact with freshly poured concrete for a couple of days to minimize any surface damage.
- Do not drive or park on freshly placed concrete driveway or sidewalks for at least 28 days.
- Do not park or drive heavy commercial vehicles, including large moving trucks, on new residential driveways, ever.
- Do not use acid to clean your concrete and keep any type of fertilizer away from and off any type of concrete surface.
- Do not use pressure washers as excessive pressure can damage concrete surfaces. Using a stiff broom and concrete cleaner is a preferable method of cleaning concrete.
- DO NOT use any de-icing chemicals or salt. This method of snow or ice removal will deteriorate any concrete surface. Damages from salts, de-icers or fertilizers, including that are contained in road slush, are NOT covered by warranty.

DO

- Concrete should be sealed annually after installation using a quality product following manufacturers' directions. This process is a matter of homeowner maintenance and is not included by Avonlea Homes. Proper sealing and regular re-application will help limit the absorption of corrosive materials. Please use a low gloss acrylic sealer or low gloss water based acrylic sealer.
- Avoid any large amounts of water to be placed next to any concrete pad to avoid soil destabilization. If soil destabilization occurs that could lead to structural concrete cracks.
- Remove any type of foliage from the top of any concrete surface to avoid staining.
- Remove all snow, ice or slush that accumulates on any concrete surface in a timely manner. Over time, freezing and thawing of un-removed snow and ice will cause the surfaces to deteriorate. The chemicals found in road de-icing methods will deteriorate any concrete surface if not removed.



Listed below are a few items that could occur with your concrete slab and are considered to be NORMAL and deemed to be ACCEPTABLE by the Alberta New Home Warranty Program; they are as follows.

Concrete cracks - providing the cracks are NOT in excess of 1/8 inch for interior concrete or 1/4 inch for exterior concrete.

Concrete scaling, spalling or pitting - if it does NOT exceed 10% of surface area. Surface scaling of exterior concrete is not a structural defect, and in the event that such deterioration occurs, this will be deemed to be within warranty coverage (providing it's not caused by salts, abuse or lack of maintenance).

DID WE JUST BECOME BEST FRIENDS?

Let's connect! We encourage you to stay in touch with us even after you've moved into your beautiful new Avonlea home. Our team is always here to answer any questions you may have so please don't hesitate to give us a call or send us an e-mail.

Address: 1111 3rd Ave South, Lethbridge, Alberta

Office Phone: 403-320-1989

Office Hours: 7:30am-4:30pm Monday-Friday

(Office is closed for lunch from 12:00pm-1:00pm)



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