

PRE DELIVERY INSPECTIONS

The following is a list of items to ensure that you fully understand your new home. It is important to understand that the purpose of the walk through is to make note of damaged or missing items to verify that this was indeed the case prior to occupancy. Key things to investigate are the finishes on the counter tops, the flooring, the cabinetry and the bath fixtures and tile work. It is also important that you understand that no home is going to be absolutely perfect and flawless. Keep in mind that your home has been constructed with natural products and that hundreds of people are involved in the construction of your home. The walk through is also your opportunity to indicate any work that you are not fully satisfied with. It is also important that you are aware of how your new home operates. Take this time to also ensure that all upgrades you had paid for have been included.

Important Note: You do not automatically lose warranty coverage if a problem is not listed on the Certificate of Completion and Possession, but if the problem is a damaged or missing item, it will be more difficult to establish that the condition existed before you moved in. As soon as the problem is detected make a note of it and submit it in writing to the Churchill Homes office at one of the three times described in the final paragraph.

1) Heat vents - Churchill Homes will arrange for a full professional duct cleaning prior to closing. You will find a sticker on your furnace that confirms the ducts have been cleaned.

2) Windows - There is a 2 year labour warranty, 5 year parts warranty and 10 year seal failure warranty on all of the windows we install. The warranty is held at Golden Windows in Kitchener.

3) GFI receptacles - You will find one in the kitchen and one, in one of the bathrooms. All of the bathrooms are interconnected. We recommend that you test and reset all GFI receptacles once a month.

4) We do not provide the phone, cable or central vac cover plates. You can get them when you have your services hooked up or purchase covers at home depot.

5) Smoke detector/Carbon Monoxide detectors - They are all interconnected so if one goes off they all go off. They are all wired in, so there are no more batteries to be changed. The draw back to that being that if there is a power failure there is no back up. We recommend that you still test them once a month and that you install a battery back up outside the bedroom areas.

6) Shrinkage of materials - All of the products used to construct your home are natural products made by mother nature. As the new products dry out and settle during the first year you will notice a few things in your home that are expected and are normal. You may notice nail pops, dry wall cracks, counter tops or staircase pulling away from the wall. All of the above are normal. None of the above items or any other items that are a direct result of the normal shrinkage of materials are considered to be warranty items.

7) Dishwasher connection - the dishwasher rough in is a standard feature in Churchill Homes. The electrical box is located beneath the temporary cabinet. The installer must drill a hole in the side of the cabinet in order to gain access to the plumbing beneath the sink. There will be a drain pipe and a connection to the hot water tap readily visible. The installer is also responsible for connecting the breaker at the panel box.

8) Ventilation switch - Next to the thermostat you will notice what appears to be another light switch. This operates the main bath exhaust fan. We now build homes so energy efficient and air tight that the homes can no longer 'breathe' and as a result condensation has become a big problem. Condensation can result in serious damage to the home if not kept under control. Please refer to the documentation provided to you at the time of closing for more information on this. The main bath fan is to be operating for a minimum of two hours a day for the first year and periodically after that depending on the level of moisture in the your home. Failure to do so will result in water damage to the window sills, warped doors, mold etc. If any of these symptoms appear even though you are operating the fan as much as possible a de-humidifier will help to remove the moisture from the air and as a last resort even if it is minus 30 degrees outside if you open a window just a crack it will make all the difference. We strongly recommend the use of a de-humidifier for at least the first year.

9) Furnace switch - You will notice a switch in the basement labeled as the furnace switch. This is there only if any service work is required on the furnace. That way power can be shut off to the furnace only instead of shutting it off to the entire home.

10) Basement window screens - Often the grading has not yet been completed on the property. You will notice that the screens for the basement windows will not have been installed. They will be located in the basement next to the furnace for installation once the sod has been laid. They tend to get damaged if installed before that time.

11) Filter in the furnace - We will put a new clean filter in just prior to closing. We strongly recommend that you change the filter once a month for the first year that you are in your new home. There tends to be a lot of excess construction dust etc. that takes some time to work its way through the home.

12) Gas shut offs - do not under any circumstances touch the gas lines or the gas appliances. The shut off valves are the yellow taps on the gas lines. If you suspect a problem contact Priority Mechanical immediately at 519-632-7116.

13) Water meter - there are two shut offs for the water meter. You will find them to be green levers. On and off are labeled on them. If the lever is parallel to the pipes it is open. When it is perpendicular it is closed. If there is a flood in the home that is how you shut off the water to the house.

14) Toilets - there is a shut off valve under each toilet in case of over flow. All of our toilets are environmentally friendly low flow and may require two flushes to clear.

15) Rough in for future bathroom in basement - the drains are installed in the basement for a future finished bathroom to be installed in the basement.

16) Sump pump - the purpose of the sump pump is to keep any water that may be naturally flowing beneath the home from ever entering the basement. It works on a float system. When the water reaches a certain level it will automatically kick in. To test you simply pull the float up. This is something that should be done on a monthly basis.

17) Main sewer line access - You will find a square hole in the concrete floor with a wooden cover. Generally near the front of the home. This is your main sewer access. When finishing the basement ensure that you remember where it is and you still have access to it if need be.

18) Exterior water tap shut off valves - Exterior water taps must be shut off before the first frost every year to prevent the taps from bursting during the winter. You will find the shut off taps in the basement directly opposite where the tap is located on the exterior. It is usually a blue tap. Shut off the tap in the basement first. Go outside and open the tap on the outside to let the water drain out. Pull down the little black nipple to allow all water out. Shut tap off on the outside but do not shut off too tightly. It is generally a good idea to leave it open a half turn. Finally too ensure that all the water is removed from the pipe go back inside and open the copper valve just below the shut off valve in the basement and that will let any remaining water out.

19) Electrical panel box - the electrical panel box will be labeled for you. If you happen to trip a breaker simply switch it back on. (Keep in mind that you must unplug what ever it was that caused the breaker to trip in the first place).

20) Concrete cracks (foundation floors or walls, garage walls or floors)- Concrete floors naturally crack during curing due to shrinkage. A crack that is less than 6mm over a 10m distance is not a concern. Anything more than that should be reported to Churchill Homes in writing and will be addressed accordingly.

21) Counter top seams - The joints in your counter top are not water proof. Do NOT allow excess water to sit near the seams for any length of time. Do not place your coffee maker in a corner along a seam.

Documents received at the time of the pre delivery inspection are very important. Please read all the documents provided very carefully. They will help to answer any further questions you may have about your new home.

Tarion Warranty Corporation has an excellent website which you can find at www.tarion.com

After sales service - It is expected that there will be some further adjustments and repairs to any new home within the first year. It is important; however that you take the time to decipher between what is the builders responsibility to come back and repair and what is now considered to be general household maintenance. Before submitting a list of your concerns to the Churchill Homes office please take the time to read over all of the material provided to you at the time of closing and/or visit the Tarion website. This will help to prevent any frustration, confusion or disappointment later. You have three different opportunities within the first year of owning your new home when lists of concerns may be submitted to your builder. The first list is generated during the final walk through process. Items noted during the walk through that are found to be legitimate warranty items will be addressed in a timely manner. It is not uncommon that some items of concern will take some months to complete. Your patience and cooperation with this will be greatly appreciated. Once you are moved in and settled into your new home there may be a few items that need some fine tuning or repairs. Again this is normal and expected. No home will be absolutely perfect on the day of closing, the natural shrinkage of materials and the normal shifting and settling that any new home will do all contribute to items like drywall cracks, nail pops etc. Once you have been in possession of your new home for one month you may submit a second list of concerns to the Churchill Homes office. Please again take the time to ensure that only legitimate warranty items are being listed and that you as the new home owner are taking care of any general household maintenance items. The last time a list will be accepted by Churchill Homes will be one month prior to your one year anniversary. Arrangements will be made at that time to complete any further repairs that may be necessary. There is no guarantee that this will be completed before your one year anniversary. Best efforts are always made to have all of your concerns addressed as quickly as possible.

Emergencies - If you experience an emergency situation at any time during the first year please call the office immediately. Liz Heath is the Churchill Homes service coordinator and she can be reached any time from Monday to Friday between 8:30 am and 5:00 pm. If a plumbing emergency should occur outside of these hours please call Paton Brothers Plumbing immediately at 519-885-2140. If you experience a heating problem or suspect a gas leak contact Priority Mechanical at 519-632-7116. Both companies offer 24 hour emergency service.

Note: Some aspects of your home, as outlined in the documents provided by Tarion, are warranted beyond the first year. Any concerns with these items should be addressed on an as needed basis.

Churchill Homes wishes you all the best and many happy years in your new home.