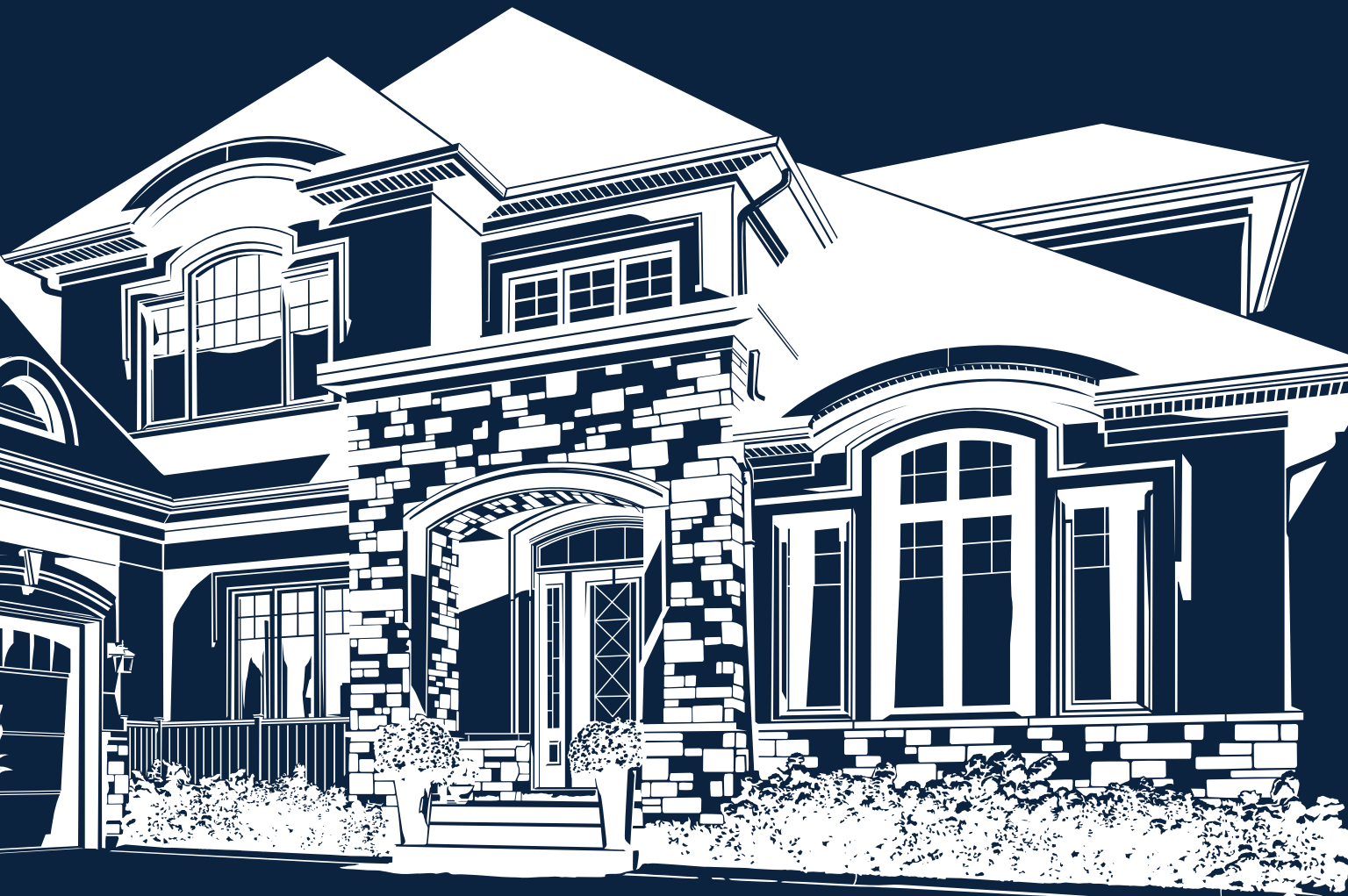


CONSTRUCTION SCHEDULING AND WARRANTY GUIDELINES



**GREAT
GULF**



Welcome Home.

We at Great Gulf would like to congratulate you on the purchase of your new home, and welcome you into Great Gulf's ever-growing family of home buyers.

This book contains a handy, step-by-step overview of the Construction Scheduling and Warranty Guidelines for your new home. Please take the time to read it in order to help us ensure the timely completion of your home, and to understand what to expect after closing.

You have already met our Sales Staff, and our Design Studio will be contacting you to set-up an appointment in order for you to choose colours, extras and finishing touches to make the interior of your home as individual as you are.



To assist you in directing your telephone calls to the appropriate person at Great Gulf's offices, please ask for one of the following people:

1. Questions relating to your Agreement of Purchase & Sale, please contact your Customer Care Liaison.
2. Questions concerning optional extras and interior finishes, please contact our Design Studio by e-mail at design_studio@greatgulf.com or by phone at (416) 736-0606.
3. Questions concerning the construction process, please contact your Customer Care Liaison e-mail at customercare.lowrise@greatgulf.com.
4. Questions concerning the warranty process after closing, please contact your warranty representative at service@greatgulf.com

WE WISH TO REMIND YOU THAT ACCORDING TO THE AGREEMENT OF PURCHASE AND SALE, WE WILL IMMEDIATELY REQUIRE THE NAME OF A SOLICITOR WHO WILL BE ACTING ON YOUR BEHALF. PLEASE PROVIDE SAME TO OUR SALES STAFF UPON RECEIPT OF THIS BOOKLET. ALSO, WITHIN 30 DAYS OF RECEIPT OF YOUR AGREEMENT OF PURCHASE & SALE, WE WOULD ASK THAT YOU PROVIDE US WITH WRITTEN CONFIRMATION OF YOUR MORTGAGE ARRANGEMENTS.

From now until you take possession of your new home, we will be co-ordinating our various trades in order to complete your new home in a manner that will make you proud that you have chosen Great Gulf.

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Some Important Things to do

- ☐ Arrange financing details with your financial institution
- ☐ Hire a lawyer to handle all legal matters pertaining to the purchase of your new home
- ☐ Review the Great Gulf Pre-Construction List of optional features (see next page)
- ☐ Visit The Design Studio
 1. Browse the finishes and decor options as many times as you like
 2. Narrow down the choices to your personal favourites
 3. Settle on the exact features and finishes for your new home
 4. Finalize your features and finishes with your design consultant
- ☐ If you have an existing property that you intend to sell, make decisions about any cosmetic improvements that need to be done, hiring a realtor, setting the asking price, timing when it will first appear on the market, etc.
- ☐ Arrange for a reputable mover and confirm the date and time of your move
- ☐ Review all financing details including closing costs with your lawyer and financial institution
- ☐ Review all appropriate paperwork with your lawyer, especially documents that require your signature, and determine exactly how this procedure will be handled
- ☐ Prepare for your Pre-Delivery Inspection (PDI)
- ☐ House closing with Registry Office
- ☐ Pick up your house keys at the Customer Care Office during regular business hours or after via lockbox on the house door (code is provided to clients lawyer).

Pre-construction Options

PLEASE NOTE: The availability of some items is limited to specific models AND to the construction stage of your individual home.

Doors and Windows

- • 8' tall interior or exterior front doors
- • Upgrade Interior doors to glass french doors

Flooring, Walls and Ceilings

- • Engineered hardwood flooring
- • Upgraded porcelain tile
- • Upgraded pickets, e.g. larger wooden or metal pickets
- • Flat ceilings in lieu of stippled ceilings
- • Upgraded paint colour

Kitchens and Bath

- • Optional kitchen backsplash
- • Cabinetry for built-in appliances
- • Pantries
- • Kitchen cabinetry options, including lazy susans, upper diagonal cabinets, open shelves, pot & pan drawers, etc.
- • Faucets
- • Cold water line for fridge
- • Quartz countertops
- • Gas Lines
- • Upgraded to frameless glass shower
- • Upgrading standard bathtub to standup shower

Interior Decorative Features

- • Upgraded trim
- • Cornice moulding
- • Upgrade interior door style or hardware

Electrical and Other Systems

- • Additional electrical
- • Exterior and interior pot lights
- • Power surge protector
- • Central vacuum
- • Extend central vacuum rough-in to garage

Heating and Cooling

- • Fireplace mantel upgrades
- • Additional fireplaces
- • Air conditioning
- • Upgrade standard HRV to ERV
- • Humidifiers

General Construction

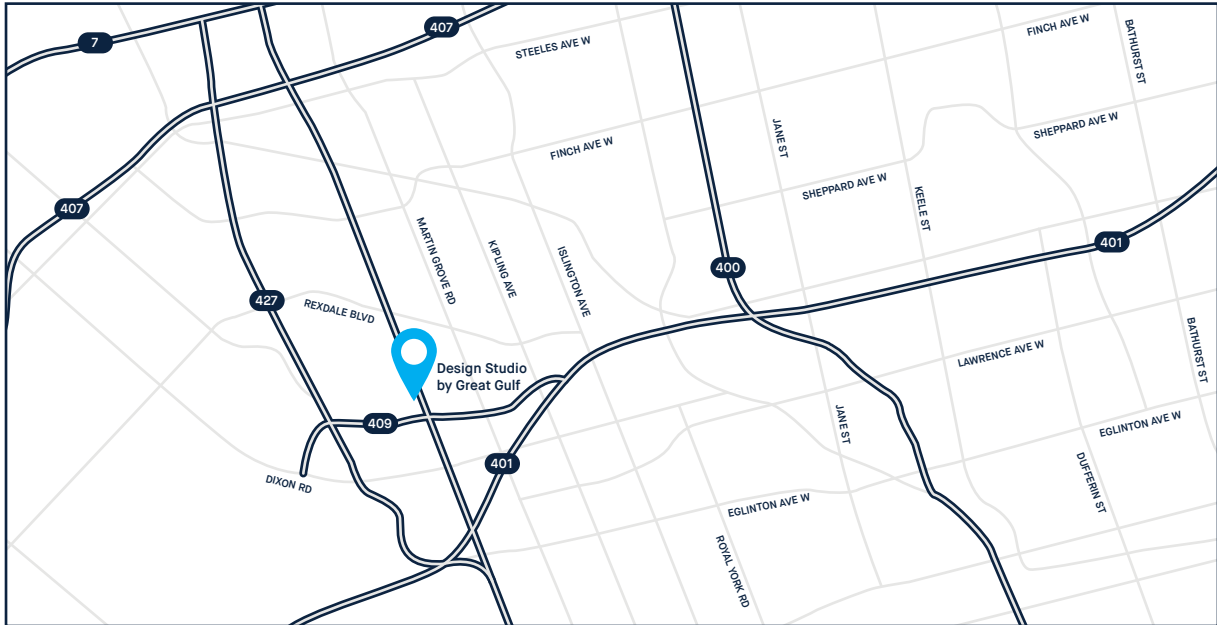
- • Optional cold storage rooms
- • Optional layouts, e.g. ensuite, 4-bedroom plan, as per model
- • Rough-in plumbing

■ ALL OPTIONS LISTED ABOVE MAY NOT BE POSSIBLE IN EVERY MODEL.



Great Gulf Design Studio

Once your Agreement of Purchase and Sale has been finalized, you are ready to begin the decor process. This is done in our own Design Studio, working with Great Gulf's professionals to familiarize yourself with the vast selection of materials, colours and fixtures available as both standard (included with your home) and upgrades (special items you can select at extra cost.)



Address: **200 Brockport Drive, Etobicoke, ON M9W 5C9**

Showroom hours are: **By Appointment Only.**

Telephone: **(416) 736-0606**

PRIOR TO THE CONSTRUCTION OF YOUR NEW HOME

A Design Consultant will call to schedule your appointment to visit our Design Studio and discuss the many design and finishing options. Appointments are booked Monday-Friday during regular business hours. If your neighborhood is under construction, expect this call within 2 weeks. If it is not ready for construction you will be contacted once all the necessary upgrades options, materials and pricing for your home have been finalized - typically 2 to 3 months prior to construction.

BROWSING BEFORE YOUR APPOINTMENT

Browsing allows you to become familiar with your interior finishing options including cabinetry, flooring, counter tops, bathroom fixtures and many other items. When you arrive, we will give you a tour of the Design Studio and pricing sheets for your options.

DESIGN STUDIO BROWSING HOURS

By Appointment Only. The design Studio will reach out to schedule your browsing appointment once your colour appointment has been scheduled.

MAKING THE FINAL SELECTIONS FOR YOUR HOME

When your Design Consultant contacts you, they will share the procedures for selecting your finishes, and book your appointment. During your appointment we will review the new options available for your home as well as interior colour selections. You can plan on spending 2-3 hours with your Design Consultant as there are many decisions to be made at this time. Please note that decisions made at this appointment are final and cannot be changed. At the end of your appointment, a deposit is required with your order. Orders will not be processed without payment. At this time, we only take cheques as a payment method, so please bring your cheque book to your appointment.

PAYMENT STRUCTURE

The cost of your pre-construction finishes are due in two payments as follows:

- 50% due at appointment
- Balance due on closing

Please note: Custom changes to be paid in full at time of appointment.

The cost of your interior finishes selections are due in three payments as follows:

- 25% due at appointment
- 25% due in 60 days
- Balance due on closing

The remaining balance owing can be paid on closing of your home

NSF Cheques: If any cheques are NSF, a certified cheque is due in 5 days and subject to administration fees.

DESIGN STUDIO APPOINTMENT CHECKLIST

- Have a confirmed appointment time with a Design Consultant.
- Plan on 2-3 hours for the appointment.
- Have the measurements for your appliances, including refrigerator and any built-ins.
- Re-read your construction booklet given to you at the time of purchase.
- Bring cheques to your appointment. Orders for the completion of your new home cannot be processed without payment.

The Building Schedule

The building process begins with preparation work on your homesite and ends with the cleaning of your completed home. The number of days required to complete your home can be affected by unusual weather conditions, the availability of municipal inspectors, back-ordered materials, labour disputes and other circumstances beyond the control of Great Gulf.

The Pre-construction Process

Great Gulf's professionals must consider many factors when planning the siting of your home. Topography, drainage patterns, required set backs and easements all may affect the final siting, determining whether your home will be a standard or reverse elevation.

The final grades help in determining the slope of the driveway, if a garage man door can be accommodated, the height of door sills, the number of steps necessary for the front elevation, and also to redirect the water flow away from the house. The final grading of your home is completed in accordance with the local building department and development authorities.

Please keep in mind that the final grading of your home is part of the integrated plan of the entire area. For example, sometimes the utility service locations from the street to your home may influence the location of the meters.

Another developmental control factor is the exterior colour package. The developer's control architect will pre-approve a number of packages for brick, exterior painting, shingle, soffit and fascia colours for your neighbourhood.

Construction Scheduling

You may notice that construction of your new home started before another lot. The next time that you drive by, you notice that this house, which started after yours, is now further ahead in construction. This does NOT mean that another homeowner is receiving priority treatment. Rather, it simply reflects the scheduling of our labour force to achieve maximum productivity.

Labour Disputes

Labour disputes by our subtrades are not uncommon in the building industry and of course are completely beyond our control. Unfortunately, if a dispute does occur and is not resolved quickly, it may affect the closing date of your home. We will advise you in writing should this occur.



The Construction Process

Before any construction can proceed we must have the necessary approvals from the developer, the building permit for your home, and a list of any pre-construction extras.

1. Excavation and Foundation Process:

After our surveyor has surveyed the lot we schedule our excavator to prepare the ground so that the foundation of your home can be formed and poured.

Please note that before we backfill the foundation, municipal approvals are required. Great Gulf installs a drainage wrap to the foundation walls prior to backfilling. This drainage wrap is one of many improvements that we provide to our homeowners and that distinguishes Great Gulf as a reputable builder. This foundation wrap is not a requirement of the building code.

2. The Framing Process:

Floor and wall panels are precision-built by H+ME Technology in their automated, state-of-the art facility. To speed up the framing process, components are delivered for assembly as needed at the construction site. Standardized manufacturing and assembly inspections at every stage ensure the highest level of quality control. This allows Great Gulf to implement the most advanced building technology in the industry for assured precision construction.

It is during the assembly stage that the true shape and dimensions of your home become apparent for the first time, and, if you are like many Great Gulf's purchasers, you're probably finding that the temptation to visit the site and wander through your new home is very hard to resist. However, this is not allowed under guidelines established by the Ministry of Labour.

Along with those completing the wood framework, many of our other trades will be present at your home installing windows and exterior doors. The roof, with its sheathing, asphalt liner and shingles, contributes to the closing in of your home, and are also part of the overall framing process.



A CONSTRUCTION SITE HAS MANY DANGERS, SEEN AND UNSEEN, FOR ANY OTHER THAN OUR CONTRACTED TRADES. MINISTRY OF LABOUR REGULATIONS AND THE CONDITIONS REQUIRED BY OUR OWN INSURANCE COMPANY STRICTLY FORBID ANYONE EXCEPT FOR GREAT GULF'S STAFF AND SUBTRADES, BEING ON THE CONSTRUCTION SITE PRIOR TO CLOSING. WE MUST ASK FOR YOUR PATIENCE - JUST REMEMBER, YOUR WAITING TIME IS ALMOST OVER!

Another important step in completing this process includes the rough-in mechanical, such as plumbing, electrical and heating, ventilation and air conditioning. Once these rough-in mechanicals are in place, we call upon the local building department to approve that this work has been performed in accordance with the building code requirements and is completed in a good workman-like manner and free of any defects. Once this framing approval is received, we continue with the insulation process. We insulate your home as per the building code requirements and as outlined in our Schedule A of the Agreement of Purchase and Sale.

Please note that the local building authority does a further inspection of the insulation in your home. Without this approval we can not commence the drywall installation.

3. The Interior Process:

Now, drywall is installed and interior finishes, such as cabinetry, tile work, interior doors and trim is scheduled. In keeping with our high standards of construction, Great Gulf's contractors inspect your sub floors in place prior to installing the finished surface.

The painter is scheduled to paint the interior walls and ceilings and wood work as per your selections made at the Decor Centre. The finished carpet and hardwood floor can now be completed, and all finished mechanicals are now ready to be scheduled for completion - these include plumbing fixtures, hot water tank, light switches, outlets and light fixtures. During the winter season make sure snow does not block the exterior heating pipes.

Please note: that the electrical utility company plays a part in the finishing of the electrical system in your home by performing a final check on your home's electrical system. Prior to closing the municipality is once again invited to your home to approve it for occupancy.

4. The Exterior Process:

While the interior work is progressing, we continue progress on the completion of your home's exterior. This exterior work will be affected by our weather conditions. Exterior painting, parging of the foundation walls and final grading and sodding of the property may have to be completed when weather and scheduling permits.

Because many of our building schedules are weather influenced, the scheduling of sodding and landscaping must be organized and completed within a very short time frame. For example, rain is unfavourable to the installation of sod and sometimes will require us revisiting our schedules on a daily basis. This will not only affect the final finishing of homes in your subdivision, but will also postpone start dates in other subdivisions.

Please remember that it is in the best interests of Great Gulf to meet the estimated closing date of your new home, and be assured that we will do everything possible to meet this date. At Great Gulf, we pride ourselves in our ability to professionally schedule our trades to complete this final process of your home in an efficient and timely manner.

Finally, please note that one other factor which can influence the completion of the exterior of your home is the ability of the developer's trades to synchronize the installation of sidewalks and curbs in your area with Great Gulf's own construction and finishing schedules.

The Pre-delivery Inspection (PDI) Process

The PDI process is your opportunity to:

- Inspect your home and ensure that it has been built to the highest standards of both the industry and Great Gulf
- Verify that all selections in the Agreement of Purchase and Sale have been satisfactorily attended to
- Record any deficiencies covered by the Tarion Warranty Corporation Program on our warranty forms and duly referenced in the Certificate of Completion and Possession (CCP)

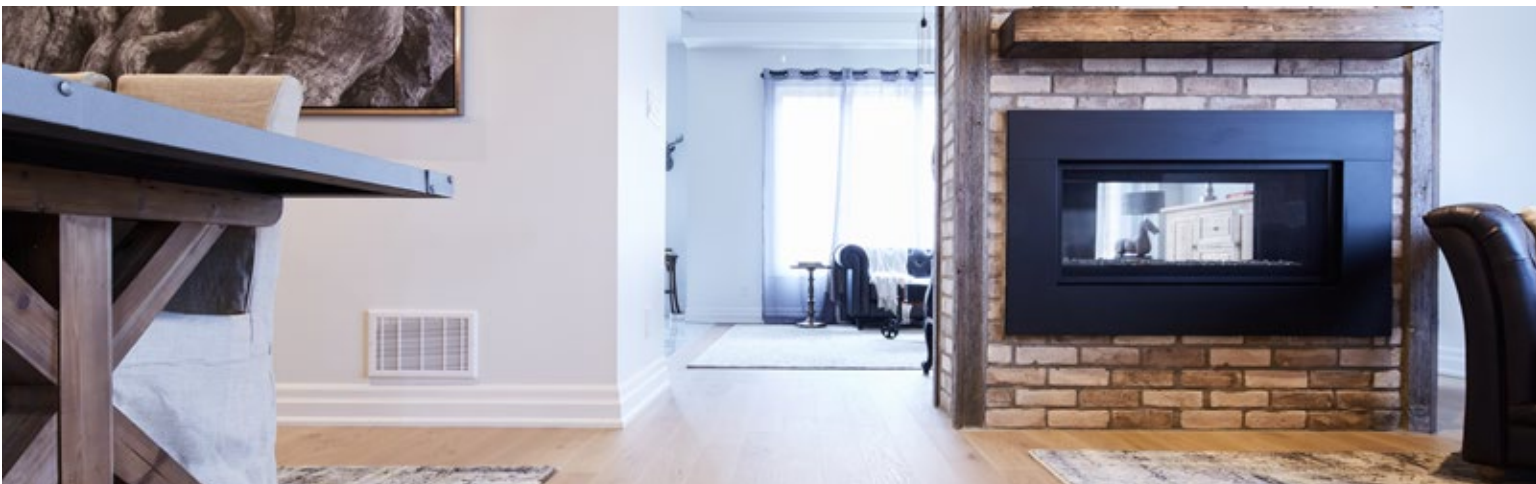
This is also the time to inquire about home maintenance, warranty coverage or any other issues with your Great Gulf Customer Care PDI Coordinator. Most deficiencies will be completed prior to occupancy. However, due to weather factors, some may have to be completed after occupancy.

Please note the following to ensure a successful PDI:

- **PDI appointment:** Monday to Friday, 8 AM, or 11 AM, or 2 PM
- **PDI duration:** Approximately 2 hours
- **Attendees:** Great Gulf Customer Care PDI Coordinator and registered owners only

A Great Gulf representative will contact you to schedule an appointment at a mutually convenient time during normal business hours.

A Great Gulf representative will contact you to schedule an appointment at a mutually convenient time during normal business hours. Prior to your appointment, please visit Tarion Learning Hub. <https://www.tarion.com/homeowners/learning-hub>. Also watch this video <https://www.youtube.com/watch?v=ndY-14-EdcO>



House Keys on Closing

You can pick up the keys to your new home at the Customer Care Office on site during regular business hours or after, via lockbox on the house door (code is provided to your lawyer), after our lawyers and Great Gulf have confirmed they transferred title to you.

If you would like to provide key access to your onsite Customer Care Team to complete warrantable repairs, please provide them with a key after closing.

Finally, it is important that you notify all applicable utility companies of your move so that you will not experience any interruption in essential services. We have enclosed a copy of the telephone numbers of these companies for your convenience (see next page.)

We welcome you to the ever-growing family of Great Gulf homebuyers and we hope that you will enjoy your new home for many years to come.





Important Contact Information

Bradford

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-866-607-6301	www.canadapost.ca
Enbridge Gas	1-877-362-7434	www.enbridge.com
Alectra Utilities	1-877-963-6900	www.alectrautilities.com
Rogers Cable	1-888-ROGERS1 (1-888-764-3771)	www.rogers.com

Brampton

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
Enbridge Gas	1-877-362-7434	www.enbridge.com
Alectra Utilities	1-877-963-6900	www.alectrautilities.com
Rogers Cable	1-888-ROGERS1 (1-888-764-3771)	www.rogers.com

Holland Landing

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
Enbridge Gas	1-877-362-7434	www.enbridge.com
Hydro One	905-840-6300	www.hydroone.com
Rogers Cable	1-888-ROGERS1 (1-888-764-3771)	www.rogers.com

Whitby

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
Enbridge Gas	1-877-362-7434	www.enbridge.com
Elixicon Energy	1- 888-445-2881	www.elixiconenergy.com
Rogers Cable	1-888-ROGERS1 (1-888-764-3771)	www.rogers.com

Milton

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
Milton Hydro	1-905-876-4611	www.miltonhydro.com
Enbridge Gas	1-877-362-7434	www.enbridge.com
Cogeco Cable	1-800-267-9000	www.cogeco.ca

Oakville

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
Cogeco Cable	1-800-267-9000	www.cogeco.com
Oakville Hydro	905-825-9400	www.oakvillehydro.com
Enbridge Gas	1-877-362-7434	www.enbridge.com

Barrie

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
InnPower	1-705-431-4321	cs@innpower.ca
Enbridge Gas	1-877-362-7434	www.enbridge.com
Rogers Cable	1-888-ROGERS1 (1-888-764-3771)	www.rogers.com

Aurora

Bell Canada	1-866-764-1535	www.bell.ca
Canada Post	1-800-607-6301	www.canadapost.ca
Alectra Utilities	1-877-963-6900	www.alectrautilities.com
Rogers Cable	1-888-ROGERS1 (1-888-764-3771)	www.rogers.com
Enbridge Gas	1-877-362-7434	www.enbridge.com

Your New Great Gulf Home

Project

Lot Number

Plan

Date Purchased

Design Studio Appointment

Pre-Delivery Inspection Date

Closing Date

Introduction

Great Gulf is proud to provide a high level of continuing care during specified periods after you take possession of your new home. Our Warranty Guidelines describe each item covered in detail, and outline the exact performance standards Great Gulf will meet during these specific time periods.

It is important to recognize that Great Gulf's Warranty, while designed to meet every standard outlined by Tarion, is still a Limited Warranty. This means that you, as the homeowner, must take full responsibility for the on-going care and maintenance of your own home.

Request for Warranty Coverage on Your Home

It is important that you list in writing all warrantable repair items which appear during the first year, but after your first inspection. You may either leave the list at the on site Customer Care Office, or e-mail us at **service@greatgulf.com**, or forward a copy to our Customer Care Department, Great Gulf Homes, 351 King St. East, 13th Floor, Toronto, Ontario M5A 0L6.

If we do not receive a written list of problem areas, we cannot respond - so please help us in our efforts to ensure your satisfaction.

Please note that Tarion Warranty Protection has its own time frame for reporting warrantable repairs.

We suggest you go to their web site at **www.tarion.com** for clarification.

Access

As you can imagine, carrying out service work requires the coordination of many different trades and service people. Although we would prefer to make specific appointments for work to be done, this is often not possible.

We therefore keep back a house key which permits only our trades and service people access for the purpose of completing repairs.

Request for Warranty Coverage on Your Home

The following are the warranty provisions under the Tarion Warranty Program, for your information and review.

Please note: this warranty is the only warranty which comes with the home and it is important for you to understand what it includes and what it does not include.

- a) The builder warrants for **one (1) year** from possession that the home:
- i) is constructed in a workmanlike manner and is free from defects in material
 - ii) is fit and ready for habitation
 - iii) is constructed in accordance with the Ontario Building Code requirements
- b) The builder warrants for **two (2) years** from possession against:
- i) Water seepage through the basement or foundation walls
 - ii) Defects in materials and/or work including caulking, windows, doors and roof, such that the building envelope does not prevent water penetration
 - iii) Defects in materials and/or work in the electrical, plumbing and heating delivery and distribution systems
 - iv) Defects in materials and/or work which result in detachment, displacement or deterioration of exterior cladding
- c) The builder warrants for **seven (7) years** from possession that the home is free of major structural defects. A major structural defect is defined as follows:
- i) Any defects in material or work that results in the failure of a load bearing part of the home
 - ii) Any defects in materials or work that significantly and adversely affects your use of the building as a home

Exclusions (Not Covered Under the Warranty)

- Defects in materials, design and workmanship supplied by the owner
- Secondary damage caused by defects, such as property damage and personal injury
- Normal wear and tear
- Normal shrinkage of materials caused by drying after completion
- Damage caused by dampness or condensation due to failure by the owner to maintain adequate ventilation
- Damage resulting from improper maintenance
- Alterations, deletions or additions made by the owner consequently void the warranty
- Minor settlement of the land around the building or along utility lines
- Damage resulting from an act of God
- Damage caused by municipal services or other utilities
- 'Cosmetic' surface defects in workmanship and materials specified and accepted in writing by the owner at the date of possession



Warranty Coverage and Service Policy on Your Home's Interior Components

Basement Concrete Foundation Walls

Warranty coverage: Two (2) years from date of closing for water penetration and material installation. Exclusions: minor shrinkage and settlement cracks that are not leaking.

Please note: if you finish your basement, you have made an alteration under which these leaks are no longer warrantable. In addition, Great Gulf is not responsible for any secondary damage to the basement as a result of these leaks. We therefore recommend that you do not store items of value in your basement during this period.

Hairline cracks in the foundation walls may appear from home settlement and/or the result of thermal expansion and contraction of the soil outside. Unless cracks leak, they will not be covered by Great Gulf's Warranty.

Great Gulf installs a drainage wrap around the foundation walls further preventing the basement walls from leaking to the inside.

Basement walls can be susceptible during summer months, to condensation behind the insulation and vapour barrier. Condensation can be reduced by ventilating the basement. Open the basement windows on warm, dry days to allow the excess moisture to escape.

You may consider the use of a dehumidifier if you experience excessive condensation problems.

Basement Concrete Floor

Warranty coverage: Great Gulf's warranty coverage for basement concrete floors is limited.

The nature of concrete is such that hairline cracks commonly occur. These cracks do not leak and do not require attention. Cracks in the concrete that are wider than 4mm are covered by Great Gulf's Warranty, and will be filled with appropriate materials.

Basement Floor Drain

This drain is installed to provide an easy route for water to flow in and out of the basement, and to hold water as a seal against gases entering the basement from the sewer disposal system. Please contact Great Gulf's Customer Care Department if the floor drain does not appear to be working efficiently.

Porch, Steps, Sidewalk and Garage Concrete Floors

Warranty coverage is the same as for the Basement Concrete Floor (see above.)

Please note: salt, sodium chloride and other chemicals designed to melt ice and snow are corrosive substances and are likely to damage the steps, sidewalks and driveways of your home. Please use products that do not contain these chemicals.



Framing and Lumber

Warranty coverage: One (1) year from date of closing on major settlement or shrinkage of material. Minor settlement and shrinkage of materials are not covered under your Warranty.

Your new home is the end result of an entirely new approach to homebuilding, H+ME Technology. Every system and component within our home has been designed to perform in perfect harmony with all others. And all of the framing components that make up for your home were manufactured to the most stringent specifications in a state-of-the-art indoor facility. So you can have peace of mind knowing every aspect of your new home was precisely planned, produced, measured and tested.

Finished floors may exhibit some ridges, crowning or depressions because of shrinkage and settlement of lumber. Finished floors that exhibit ridges or depressions greater than 6mm over a 1200mm span will be repaired at year-end. Please refer to the section on Hardwood Flooring.

Squeak-Free Floors

Some squeaking resulting from *normal* shrinkage of materials is acceptable, however, floors shall be reasonably free from squeaks caused by movement in the floor system connections under *normal* seasonal indoor humidity and loading conditions.

Insulation

Warranty coverage: One (1) year from date of closing on defects and material installation.

Even with every precaution taken to control air drafts and ensure that your home will be warm and comfortable, please remember no home is entirely draft free. Under certain wind pressures, the smallest of openings will permit some air leakage.

Drywall

Warranty coverage: One (1) year from date of closing for defects and material installation only.

Defects covered by the Great Gulf's Warranty include:

- i) Blemishes in the drywall that are readily visible as viewed from 1800mm away under natural daylight conditions
- ii) Drywall surfaces that show ridges or depressions greater than 6mm in a 1200mm section of wall

Slight imperfections in drywall are commonplace and are not warrantable. Slight visible seams in ceilings are a result of truss members reacting to normal shrinkage and settlement of materials and are not warrantable. Uneven ceilings in excess of 12mm over a 1200mm span will be repaired.

During the winter months you may experience some truss uplift, which is due to different parts of the truss reacting to different air temperatures. In most cases this will disappear in the spring and summer months. If this type of uplift is in excess of 4mm, repairs will be undertaken by Great Gulf in warmer weather (i.e.: late spring or summer.)

Wood framing underneath the drywall may twist slightly which is a result of the drying out process of the wood studs and drywall compound. Since this results from normal shrinkage, these items are not covered under the Great Gulf's Warranty.

As a result of the drying out process of the wood studs and drywall compound, small cracks and nail pops may appear. Since this results from normal shrinkage, these items are not warrantable. However, as a courtesy to you, at year-end we patch these areas. Painting is not included.

Interior Doors and Wood Trim

Warranty coverage: One (1) year from date of closing for defects and material installation.

Interior doors will sometimes shift out of alignment due to changes in humidity and temperature. Humid summers can cause doors to expand and swell while dry winters can cause doors to contract and shrink. Sometimes an adjustment is necessary and is covered under the Warranty.

These Warrantable circumstances include:

- i) Interior doors that warp, bow, cup or twist greater than 6mm will be adjusted
- ii) Interior doors that do not open and close in a reasonable and normally acceptable manner
- iii) Laminated doors that exhibit separated veneers. This will be repaired by regluing the veneers
- iv) Interior door locks that do not latch in a reasonably acceptable manner

Normal shrinkage and settlement can affect the wood trim around interior doors. The following conditions are considered normal and are not covered by the Great Gulf's Warranty:

- i) Minor cracks of less than 3mm will not be repaired
- ii) Slight separation of baseboards or quarter round from walls
- iii) Slight separation of door and window casements from wall
- iv) Damage caused after closing
- v) Tarnishing or spotting to brass handles/fixtures caused by simple exposure to oxygen in the air

Please note: polished brass finishes have a protective coating that can be damaged by lacquer thinners and abrasive cleaners or polishes. They should only be cleaned with a damp cloth, or by following the manufacturer's instructions. Do not clean with brass polish unless recommended by the manufacturer. Brass polish will damage the protective coating and result in tarnishing.

Heating System

Warranty coverage: Two (2) years warranty from date of closing.

Great Gulf will warrant the furnace for a period of two (2) years as long as no alterations or additions have been done to the system such as installation of central air conditioning, electronic air cleaners or central humidifiers by either yourself or your own contractor. Repairs will not be made under these circumstances.

If the heating system is not supplying heat to your home, make sure that the furnace switch is on (usually located in the basement,) check the circuit breaker at the hydro panel; check that the thermostat control is turned to the Heat position; and check that the filter is clean.

Please note: the thermostat is battery operated with 2 AAA batteries and should be checked periodically as to status of battery life and change accordingly.

If there is still a problem, contact our Customer Care Department during business hours. If the problem occurs after business hours, check the label on the furnace for the appropriate heating company and call them directly.

Furnace Contact:

We recommend that the furnace filter be changed every one (1) to three (3) months. This helps the airflow from the fan motor to be circulated freely and reduces dust circulation. A dirty furnace filter will cause the furnace to operate improperly and reduce the efficiency of the system. This can result in higher energy costs to the homeowner and reduce the operating life of the system.

The temperature in second floor rooms and finished lower levels will vary from temperatures in the room or rooms where a thermostat is located. Also, the temperature in rooms over garages will vary due to the unique configuration and location of these rooms and the exposed spaces around such rooms. It is not unusual for rooms over garages to have a lower temperature than the rest of the home.

Check that all floor registers or cold air returns are not obstructed by drapery or furniture.

Please remember: never leave your home without heat when going away for an extended period of time during the winter season.



Humidity and Condensation

A frequent problem in new homes is a build up of condensation. Proper ventilation will correct or compensate for most normal occurrences.

Laundry/bathroom vents and kitchen fans which exhaust moist air to the outside can help to control condensation levels.

If you install a humidifier, please regularly check that the proper water level is maintained and that the reservoir and plates are clean.

Maintaining a proper humidity level on the humidifier's setting is very important during the winter months. If the outside temperature drops below 0° C the setting on the humidifier should also be reduced. If the humidifier setting is kept at 40% and the outside temperature is below 0° C, then excessive condensation will result causing ice build up on your windows.

The proper use of the HRV or ERV and bathroom exhaust fans in your home will aid in maintaining normal humidity levels. Please visit YouTube and watch a short video called "Controlling Moisture During Winter" produced by Tarion, <https://www.tarion.com/resources/videos/controlling-moisture-during-winter>.

Electrical System

Warranty coverage: Two (2) years from date of closing.

Great Gulf will warrant your home's electrical system for a period of two (2) years as long as no alterations or additions have been done to the system by either the homeowner or an independent contractor. The electrical system in your home is defined as wiring to all components installed by the builder only.

Please note: the Warranty only covers wiring problems resulting from defects in material and installation. Any alterations made to the original wiring, such as air conditioning, the installation of dimmer switches, ceiling fans, and wiring in finished areas of the basement completed after closing, will void the Warranty.

If you have additional components, such as air conditioning installed, make sure you hire a reputable contractor who will assume responsibility for the balance of the Great Gulf's Warranty.

If there is no power, check the circuit breaker at the hydro panel. If all systems seem to be in working order, check to see if this is an isolated problem or a community problem.

Smoke and Carbon Monoxide Detectors

Smoke and CO detectors have been installed in your home to warn you in the event of a fire or carbon monoxide build-up. These detectors are permanently connected to the electrical system of your home. You should regularly vacuum the openings of the detectors to keep them clean.

Once a month, you should test your smoke detector to ensure it is in proper working order. Test the smoke detector by simply pressing the test button. If you hear beeping from the detector, the backup battery may need to be replaced.

Please note: never test the operation of a detector with an open flame.

GFI Outlets

GFI outlets are outlets with reset buttons that are designed to reduce a potential electrical shock. In your home, all the bathrooms are connected on the same GFI circuit. Great Gulf also provides you with a GFI outlet at the rear exterior of your home. This is helpful when using an electric lawn mower.

To reset your GFI outlets, press the reset button on the face of the outlet. The outlet should then reset and operate. If the outlet fails to function, check the circuit breaker in the panel and reset if required.

Plumbing

Warranty coverage: Two (2) years from date of closing for interior plumbing lines.

Plumbing fixtures including faucets are covered for a period of one (1) year from date of closing.

Contact the manufacturer for further warranty coverage after this time frame. Please note: any alterations or additions made to the plumbing system by the homeowner, will void the Warranty.

If a leak occurs as a result of using a shower, tub, toilet or sink in your home, immediately turn off the water supply, either at the shut-off valve if applicable at the fixture or at the main water supply line. ***Stop using the shower, tub, toilet or sink immediately and contact the Customer Care Department.***

Please note: leaks that occur as a result of normal shrinkage and settlement of grout and caulking in showers and tub locations (unless originally noted to be defective or deficient on the PDI) are considered homeowner maintenance items and accordingly, not covered by the Great Gulf Homes' Warranty

Water saving toilets have been installed in your home. These toilets are legislated by the provincial government and are designed to use significantly less water. Occasionally, problems may arise because of the reduced amount of water being used. To help in removing contents from the toilet bowl, try holding the handle down till all the water has finished flushing.

Hot Water Tank or Tankless Water Heater

The hot water tank or tankless water heater in your home is rented from the utility company (Enercare) . Refer to the information on the water heater for the appropriate company's service telephone number and address. Please contact them directly for any service problem connected with the operation of this appliance.

The temperature of the water in the heater can be regulated. If the temperature on the thermostat is set too high, there is a potential for hot water scalding and burns to the body may occur.

Noisy Pipes

Air can become trapped in your plumbing systems, creating a hammering noise when the faucet is opened or closed.

To remove the trapped air, we recommend the following:

- i) Turn off water supply at the main valve - both hot and cold water
- ii) Drain the system of sitting water by opening a faucet at the lowest point in the home, when drained, turn off faucet
- iii) Turn on a faucet on the top floor so that the air can be released, leave open approximately 10 minutes, then turn off the faucet
- i) Turn water supply back on

Installation of water softeners can sometimes result in noisy pipes. Please make sure that your contractor has reinstated all the clips removed by his installation before he leaves your home.

Fireplace

Warranty coverage: One (1) year from date of closing.

Any alterations or additions made by the homeowner or an independent contractor are not covered by the Great Gulf's Warranty. A slight separation of wood fireplace mantles from the walls that occurs from normal settlement, is also not covered by the Warranty.

All fireplaces are direct vented. Occasionally, a draft can be experienced on extremely cold days.

Such drafts are considered normal and no adjustments are necessary. Please refer to the instruction booklet for the steps involved in removing the glass frame in your fireplace.

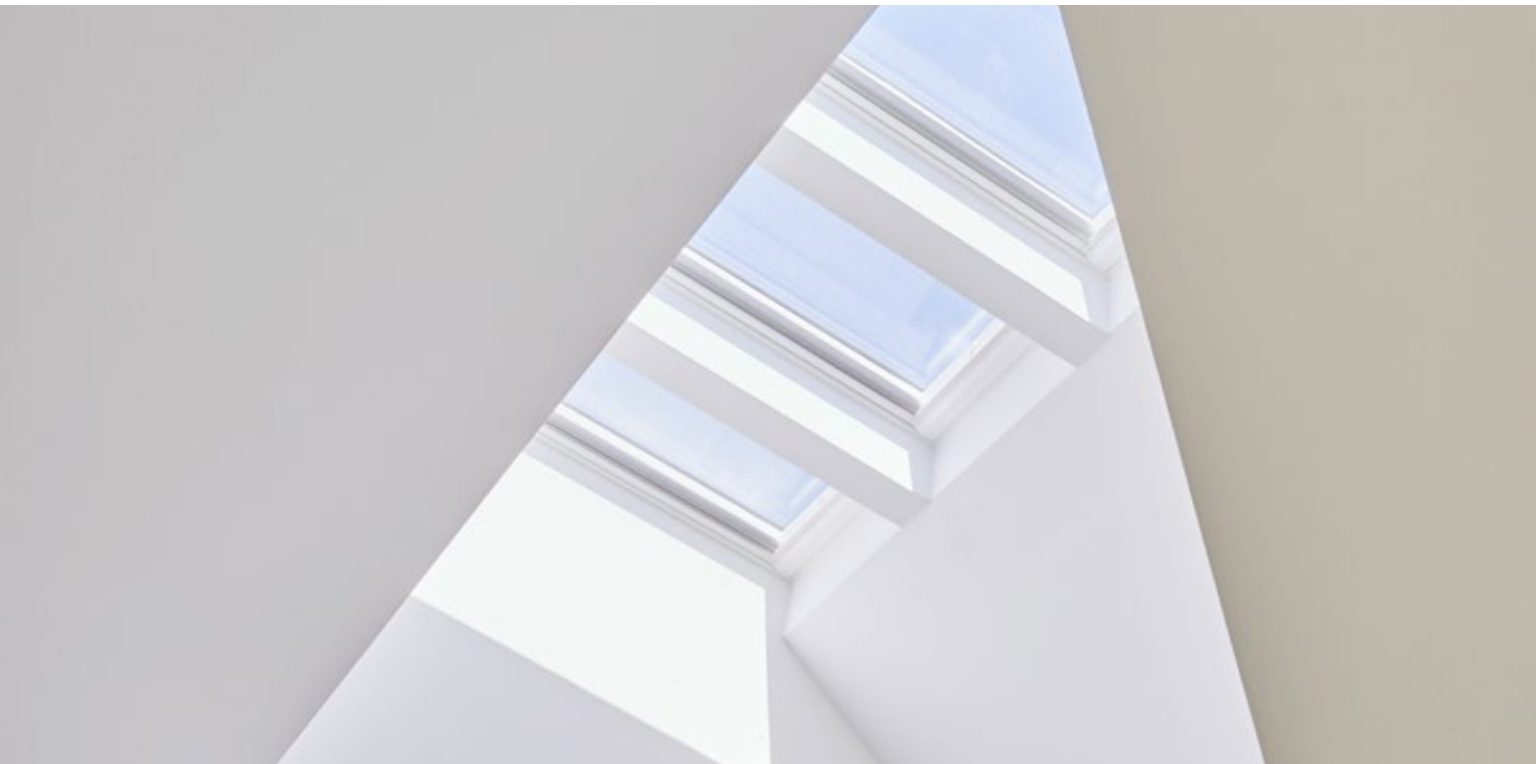
Glass Cleaning: it will be necessary to periodically clean the glass. During start up, condensation normally forms on the inside of the glass and causes lint, dust and other airborne particles to cling to the glass surface. We recommend that the glass be cleaned after the first two weeks of operation.

Please note: do not clean the glass when hot, use abrasive cleaners, or strike or slam the glass.

Flame Adjustment: this is accomplished by rotating the Hi/Lo adjustment knob located near the center of the gas control.

Maintenance: it is important to keep both the burner and the burner compartment clean. This must be done periodically, at least once per season. We recommend a professional to assist you. To clean the brass trim, use a soft clean cloth, slightly dampened with lemon oil and buff with a soft clean cloth.

Please note: do not use brass polish or household cleaners as these products will damage the brass trim. Contact your local utility company representative to arrange an annual service program.



Windows

Warranty coverage: One (1) year from date of closing on defects in material and installation that cause the window to fail to function properly. Glass surfaces to be viewed from a distance of 1500mm at the time of the Pre-Delivery Inspection.

Any alterations or additions made to any window by the homeowner or an independent contractor are not covered by the Great Gulf's Warranty. Damage caused to screens or glass after possession is also not covered under the Warranty.

Should an insulating glass unit be proven defective, also known as seal failure, after the one (1) year warranty period, please contact the manufacturer/contractor and discuss any further warranties that may be applicable. All terms and conditions are subject to their own stipulations, and Great Gulf Homes cannot become involved.

Flooring

Flooring Levels

There may be a slight difference in floor levels resulting from different finishes (i.e. ceramics, vinyl, hardwood, carpet, etc. This is not a defect in materials or workmanship and is not warrantable.

Humped Floors

Great Gulf uses precision built Brockport floor panels with engineered joists for exceptional strength and accuracy. Occasionally, floor joists may twist slightly through the drying out process and cause a humping effect. Since this results from normal shrinkage, these items are not covered under the Great Gulf's Warranty. However, as a courtesy to you, and provided you request this in writing, we will repair major floor humps (more than 6mm over a 1200mm span) at year-end. Long-spanned floor joists will normally move more than short-spanned joists under design loads.

Floor Squeaks

This problem can occur as a result of the drying out process and is not warrantable. However, it is our policy to repair excessive floor squeaks, once at the year-end. The determination of whether or not the problem is excessive, must remain within our discretion.

Carpet

Warranty coverage: One (1) year from the closing date on defects and material installation only.

Great Gulf will repair carpet that may become detached as a result of poor installation. It will also repair carpet seams with gaps greater than 3mm.

Occasionally, carpet may buckle through normal shrinkage of materials due to high humidity. This is not considered a defect in workmanship. In the case of excessive buckling, Great Gulf will stretch the carpet in the affected areas only upon written request by the homeowner, once at year-end. Please note that the homeowner is responsible for moving all furniture from the room prior to this adjustment.

Please note: any alterations or additions to carpeted areas made by the homeowner or an independent contractor are not covered by the Warranty. We recommend that carpets be vacuumed regularly. You can not over-vacuum a carpet. Regular and thorough vacuuming will remove most soil and dust in the form of hard particles. When left in the carpet, these gritty particles will abrade the pile as effectively as sandpaper.

Pile tends to become flattened or compacted with use, particularly in high traffic areas. To lift and restore the pile in your carpet, vacuum against the lay of the pile with an upright or canister machine with power brush attachment.

Shedding is normal in some new cut-pile carpets. Regular vacuuming will loosen the fibres without harming the carpet and end shedding sooner.

Hardwood Flooring

Warranty coverage: One (1) year from date of closing on defects and material installations only.

Great Gulf's Warranty does not exclude any applicable manufacturer's warranty that may also be available. The prefinished hardwood floors in your home have a factory finished surface, with a protective coating of polyurethane.

Wood strip or laminate floors are subject to environmental factors. Indoor and outdoor humidity levels may influence the wood's appearance by expansion (cupping) and or minor shrinkage between boards. These occurrences are considered quite normal and are not covered by the Great Gulf Warranty.



When the furnace or other heating systems are on, we recommend that your humidifier be set at a level between 30-50% to help provide the required moisture level to minimize shrinkage of the wood floors in your home. Please remember that a humidifier will help with normal shrinkage during the heating months.

When the furnace or other heating systems are off, we recommend that a dehumidifier be placed in the basement of your home. This helps to remove excess moisture levels to minimize cupping that may occur in the wood floors of your home.

Hardwood floors may squeak. This can also result from either a lack of, or too much humidity in the home.

Please note: there is no Warranty Coverage on damage that may occur from improper humidity levels. It is your responsibility to maintain proper humidity levels in your new home.

If you do experience shrinkage of materials during the heating season, you will find that during the summer months this shrinkage will return to its original state.

Discolouration of your wood floors can occur from direct sunlight. We recommend that draperies be used to protect your floors from direct sunlight. Heavy floor rugs can contribute to uneven fading.

Normal settlement and material shrinkage of the subfloors also may influence the condition and appearance of wood floors. Minor settlement is not a warranted item. The section on framing outlines normal and warrantable wood tolerances.

Please note: under the warranty obligations of the Tarion Warranty Program, any damage to wood flooring not noted on the Pre-Delivery Inspection or prior to any personal belongings being moved in on the day of closing, will not be covered by the Great Gulf's Warranty.

Tile Flooring

(Ceramic, Marble, Granite, Porcelain, Slate Or Limestone)

Warranty coverage: One (1) year from date of closing on defects and material installation only.

Cracked or loose tiles caused by structural settlement will be repaired or replaced if the condition is reported to Great Gulf, in writing, prior to year-end.

It is understood that cracked or loose tiles will be replaced provided that Great Gulf is able to match the dye lots, colours and/or design. If such a match does not exist, the purchaser can choose from samples provided for the next best possible match.

Please note: this work is a one time occurrence and should be done close to the year-end.

Shrinkage cracks in grout joints may appear. This is caused by structural settlement of your home and will be repaired by Great Gulf if reported in writing during the warranty period.

Please note that any cracks that might appear in the grout joints of tub and shower enclosure wall tiles, are the responsibility of the homeowner. Proper maintenance is essential. If cracks are left unattended, leakage may occur and cause damage to the ceiling below.

In order to protect the finish of your marble, granite, slate or limestone, we recommend that a sealer be applied to the surface. Contact any tile floor dealer to assist you with this purchase and the proper method of installation.

Please note: under the warranty obligations of the TARION Warranty Program, any damage to tile flooring not noted on the Pre-Delivery Inspection or prior to any personal belongings being moved in on the day of closing, will not be covered by Great Gulf Homes' Warranty.



Natural Stone Products

Marble

Marble is a limestone that has crystallized naturally over a period of time. Marble has veining and fissures in it that may appear to purchasers to be cracks and/or chips, however this is not the case. This occurrence is not a defect, it is part of the natural characteristics within the stone and does not need repair. Also note that the veining within marble will differ from one piece to another. This is something that the builder has no control over. Marble is cut into blocks, slabs or tiles in various thickness and sizes. Marble is very sensitive to acids and alkalis and can be stained if spills or splashes are not wiped up immediately. If marble is installed in an area where staining may cause problems, then the marble should be sealed and a finish applied.

Travertine

Travertine is a variety of limestone regarded as a product of chemical precipitation from hot springs that has been formed over a long period of time. The product is porous with many visible holes. The holes and cavities may be filled with a matching portland cement, coloured epoxy or polyester resins.

Granite

Granite is a very hard crystalline, igneous rock that is available in a vast range of colour, texture and mineral composition.

Recommended Care and Maintenance

1. Daily Maintenance:

- Dust mop with a clean non-oily mop of a size to suit floor area
- Remove dust particles from mop frequently by vacuum
- Remove any wet spillage immediately by damp mopping
- Damp mop entire floor surface using a neutral (ph-7) detergent

2. Periodic Maintenance:

- Wet mop the surface with a detergent or neutral type of cleaner solution
- Agitate with a floor machine and scrubbing brush attachment or wet mop
- Remove dirty cleaning solution from floor with wet vacuum or damp mop
- Damp mop with clean warm water, changing water frequently
- Let floor dry before allowing traffic on it

Reconditioning

- Remove dust and wet clean as outlined in Daily Maintenance above
- Remove existing floor finish and sealers using appropriate detergent (we suggest this is done every year)
- Stripper to be used according to manufacturer's recommendations



Cabinets and Countertops

Warranty coverage: One (1) year from date of closing on defects and material installation only.

The cabinets in your home are built as a combination of natural and man-made wood products. Natural variations and irregularities in the density, colour and graining of wood will change the appearance somewhat. These natural characteristics give character and beauty to your kitchen.

Very small gaps may occur between the countertops and walls. This is a result of shrinkage and is not covered by the Great Gulf's Warranty. However, gaps that exceed 6mm and are reported in writing, will be repaired at year-end.

Please note: It is important that you remove excessive water from countertops immediately. Seams are not waterproof on laminate countertops and granite countertops will absorb liquids. You should always avoid a concentration of water or the use of wet cloths at or near the mitre junction) of the countertop and backsplash or other joints.

Excessive water standing in the area of the seam may cause glue failure which is not warranted by the manufacturer. Do not use abrasive cleaners or steel wool on countertops. Do not allow household bleach to remain on the surface for a long period of time.

Do not place hot pans or heated electrical appliances on the surface of your laminated countertop. Use protective insulation pads.

Please note: under the warranty obligations of the TARION Warranty Program, any damage to cabinets and counter tops not noted on the Pre-Delivery Inspection or prior to any personal belongings being moved in on the day of closing, will not be covered by the Great Gulf's Warranty.

Mirrors

Warranty coverage: One (1) year from date of closing for defects and material installation.

Clean mirrors with a soft cloth. Abrasive cleaners will damage the finish of your mirrors.

Do not clean mirrors with any product containing ammonia. Many glass cleaners have ammonia and desilver mirrors causing black splotches around the edges. These scratches and desilvering are not covered by the Great Gulf's Warranty.

Please note: damage to mirrors caused by the homeowner is not covered under the Warranty.

Appliances (If Applicable)

Appliances are covered by a direct manufacturer's warranty and are not covered by Great Gulf's Warranty. We will provide you with manuals for all appliances and Warranty Registration Cards which must be completed and returned as per the manufacturer's instructions.

If an appliance fails to operate, follow these guidelines:

- i) Make sure the appliance is plugged in
- ii) Check if a circuit breaker has tripped, reset if necessary
- iii) Some appliances have their own fuses or circuit breakers, replace or reset if necessary
- iv) Read the appliance manual for additional information
- v) If the problem persists, call the manufacturer directly

Warranty Coverage and Service Policy On Your Home's Exterior Components

Roofs

Warranty coverage: One (1) year from date of closing on material installation and defects only. Please refer to the section on Warranty Provisions, page 16, section b, (ii) for further warranty coverage information on water penetration that may be applicable.

Roof damage from extremely high winds in excess of 86.9 kph is considered an act of God and is not covered by Great Gulf's Warranty.

Slight colour shading in asphalt roofing is normal. Minor variations in the roof's level may be seen, usually due to normal shrinkage of the wood membranes underneath.

Roof shingles require heat in order to seal properly. If you notice that some shingles are not sealed properly (depending on the time of year of installation), please contact the Great Gulf's Customer Care Department.

Check for loose or broken or missing shingles after heavy windstorms. Storm related damage to shingles is not covered by the builder's warranty and repairs need to be done immediately to prevent leakage into the interior of the home.

Raised shingles around roof flashing is normal and does not require repair.

Ice Dams

This common problem is most likely to happen during really snowy winters. An ice dam can occur when snow accumulates on your roof, melts, then re-freezes at the roof's edge. This newly formed "dam" of ice can cause meltwater to pool alongside it, potentially leading to damage inside and outside of your home. Water leaks entering your home can damage its wood structure or – in some cases – even personal belongings. **Ice damming is not covered under the statutory warranty because it is not caused by a builder defect, but rather by the homeowners' failure to keep their roof properly maintained.** How to prevent ice damming: Use a roof rake to remove fresh snowfall from the first metre of your roof; Hire a professional to remove snow and ice from your roof; Ensure your attic is properly insulated; Install heated cables along the first metre of your roof. What not to do: Don't try to climb up onto your roof – for your own safety, you should hire a professional for this task. Do not throw salt or chemicals onto your roof as they can damage roof shingles.

Vents

Vents in the home provide a way to control attic moisture and temperature levels. However, during extremely heavy snow storms, snow can build up around these vents causing blockages and allowing snow to enter through. This is beyond the builder's control and under these circumstances, there is no warranty coverage.

Eavestroughs And Downspouts

Warranty coverage: One (1) year from date of closing for defects and material installation.

Please note: damage to these components caused after closing is not covered by the Great Gulf's Warranty.

Eavestroughs are installed with a slight slope that allows rain water to flow to the downspouts.

A regular inspection of your eavestroughs is recommended to ensure that they are free of leaves and other debris. A blocked eavestrough can cause roof leaks.

Occasionally, an eavestrough will overflow during exceptionally heavy rains. This is not a defect. Eavestrough specifications are based on normal weather conditions.





Exterior Cladding

Brick Veneer

Warranty coverage: One (1) year from date of closing on defects and material installation only.

Brick surfaces vary in size and colour and will chip and crack. Mortar will also shrink and crack. All these conditions are normal and acceptable, and repairs are not required.

The Great Gulf Warranty will cover repairs to:

- i) A mortar joint crack greater than 3mm wide
- ii) Variation in a horizontal mortar joint greater than 10mm over a 1200mm span from a straight line
- iii) A brick window sill that does not direct water away from the window
- iv) Maintain caulking around exterior windows

You may notice a white powdery deposit on the face of a brick wall. This is known as efflorescence and is caused by salts in the wall components. Water may dissolve these salts and then deposit them on the surface as the water evaporates. Efflorescence can usually be removed by cleaning the wall with water and a scrub brush. Please do not over scrub the brick. This may cause the face of the brick to be damaged.

Weep holes in the brick work are openings in the mortar to allow outside condensation or incidental moisture to escape from the wall face and over the base flashing. We recommend that you do not cover these weep holes with landscaping placed against brick walls.

When watering your newly laid sod, do not allow the sprinklers to spray up against the brick wall. By doing this, you will cause water to be forced into the weep holes which may leak into the basement of your home.

Vinyl Siding

Warranty coverage: One (1) year from date of closing on defects and material installation only.

The following conditions are covered by the Great Gulf's Warranty if reported in writing prior to year-end:

- i) Detachment in soffit and fascia boards, unless detachment occurs during a storm which generates wind greater than 86.9 kph
- ii) Bowing of fascia boards beyond the drip line of the roof shingles
- iii) Cracks between exterior trim boards greater than 10mm
- iv) A butt or mitre joint between exterior trim boards greater than 10mm
- v) A butt joint between siding boards in excess of 10mm
- vi) Warp or bowed wood components under siding greater than 20mm over a 1200mm span

Please note: normal shrinkage and settlement of materials and wood components affecting the area are not covered by the Great Gulf's Warranty.

Exterior Doors

Warranty coverage: One (1) year from date of closing, except where the homeowner has made alterations to the door, such as installing a glass insert. Please refer to the section on Warranty Provisions, page 16, section b, (ii) for further warranty coverage information on water penetration that may be applicable.

Exterior doors are subject to a variety of climatic conditions. The weather stripping around the exterior door(s) must be maintained to prevent excess air and water infiltration from the exterior.

Garage Doors

Warranty coverage: One (1) year from date of closing on moving parts and proper operation of these doors.

During the warranty period, your garage doors are exposed to weather conditions which may cause the paint to crack. This, and any normal shrinkage and settlement of the material are excluded from the Great Gulf's Warranty. Regular repainting or staining of your garage doors will help keep them in top condition.

It is important to note that some snow and water will come in around the perimeter of the door(s). This is considered normal and no adjustment is necessary.

Please note: the addition of a garage door opener changes the mechanical operation of the door. Great Gulf is not responsible for any damage to your garage door caused by an electronic opener installed after closing.

Because the installation of a garage door opener voids the Great Gulf's Warranty, any normal garage door adjustments that might have otherwise been made, will not be covered under the Warranty. Therefore, it is wise to wait until any necessary adjustments have been made before installing such devices.

Exterior Wall Vents

The builder-installed vents may or may not have wire mesh underneath the flaps. An annual inspection should be carried out to ensure that none of the flaps have fallen off. Each spring, the vents should be checked to ensure that birds are not building nests in them.

Sometimes, high winds can cause the flaps to open and remain open, allowing drafts to enter the home.

Exterior Hose Connections

The exterior hose connections are normally located in the garage, if attached to the house, and at the rear of the house. You may hear a high pitched sound when an exterior hose bibb is turned on. This is caused by the back flow preventer which is quite normal, and does not indicate a plumbing problem.

Please remember to drain the exterior hose connections before the onset of winter weather:

- i) Close the shut off valve at each hose bibb
- ii) Open the hose bibb to allow the line to drain
- iii) Disconnect any hoses from the hose bibb before draining the lines

Please remember if you have a major plumbing problem, cut off the water to your home at the main shut off valve in the basement.



Caulking

Warranty coverage: One (1) year from the date of closing on defects and material installation only.

Exterior caulking should be checked annually. Exposure to outside environmental factors will cause the caulking to shrink and debond from its original source of attachment, such as windows, doors, siding. Such shrinkage and/or cracks that occur from settlement are considered normal shrinkage and are not covered by the Great Gulf's Warranty.

Regular maintenance by the homeowner is essential.

Good quality caulking is readily available at most hardware stores or a reputable caulking company.

Please refer to the section on Warranty Provisions, page 16, section b, (ii) for further warranty coverage information on water penetration that may be applicable.

Weatherstripping

Warranty coverage: One (1) year from date of closing for defects and material installation only.

Weatherstrip helps in reducing air, dust and water infiltration into the home. An annual inspection of the weatherstrip around doors and windows is recommended. Many types of weatherstrip are available, adjustable and non-adjustable. Make sure that the seal is snug after replacement.

Please note: normal wear and tear of weatherstripping is not covered by the Great Gulf's Warranty.

Air Conditioning (If Applicable)

Air conditioning is not a standard feature with your home. However, if you purchase an air conditioning unit from Great Gulf, the warranty is one (1) year. Our normal installation is at the rear of the home. Should you install your air conditioning unit at the side of your house, please note that this will interfere with our grading and landscaping, and Great Gulf will not be responsible for any damage caused to your unit.

If you purchase and install your own air conditioning unit after closing, please make sure that the installation is done in accordance with your municipality's regulations.

Deck (If Applicable)

Warranty coverage: One (1) year from date of closing for defects and material installation only.

The exterior deck requires treating with a preservative to make it resistant to fungi, termites and microorganisms. We recommend decks be treated with the appropriate sealer within six months of installation. However, all wood is subject to shrinkage and settlement. Minor shrinkage, warpage and settlement is not covered by the Great Gulf's Warranty.

The following conditions, if reported in writing to Great Gulf prior to year-end, are covered by the Warranty and will be replaced or repaired:

- i) Cracks in structural deck posts greater than 25.4mm in a 2400mm vertical measurement
- ii) Warpage in guardrails and handrails greater than 6mm
- iii) Loosening of a structural member of the deck
- iv) Cupping of a deck or rail board greater than 6mm across the grain of the board

You should annually inspect the structural components of your deck, tightening any loose nuts or bolts, as required. Nails may rise slightly from settlement and shrinkage. If this occurs, simply tap them in with a hammer. Please note: do not overload your deck. Excessive weight may exceed your deck's structural integrity. For example, your deck is not designed to support swimming pools or hot tubs. It can be also overloaded if an excessive number of people are allowed on the deck at one time.

Grading and Landscaping

Warranty coverage: Major settlement around the home only. Repairs are done approximately one year after the sod was laid.

Great Gulf is responsible for ensuring that the initial grading and swales around the home are completed in accordance with the approved grading drawings and specifications of the municipality. Installation of sod must be completed by the builder within eighteen months after occupancy.

Please note: minor settlement of sod, walkways and driveways is not covered by the Great Gulf's Warranty. Please refer to the Agreement of Purchase and Sale, paragraph 7b.

Erosion repair and maintenance of newly laid sod are the responsibility of the homeowner. When watering your newly laid sod, do not allow the sprinklers to spray up against the brick wall. By doing this, you will cause water to be forced into the weep holes which may leak into the basement of your home. In order to ensure that your new lawn will always look its best, you must provide adequate watering to all sod around your house including the boulevard portion of your lot.

- i) Newly sodded areas should be watered regularly for several days. After the initial soaking period, sod should be watered for about two hours a day, morning and evening, for the next two weeks. To make sure you are watering deep enough, pull up one corner of the sod to see if the soil underneath is wet.
- ii) It is wise to have at least two garden hoses and two good sprinklers; one set for the front and the other for the rear.
- iii) Minimize traffic on newly sodded areas, especially the drainage related areas between houses, to prevent ponding areas created by footprints.
- iv) No fertilizer should be applied for at least two months after the sod is laid.

It is important that you assist in the healthy growth of any trees that may have been planted on your lot. During June, July, and August, the tree(s) should be watered once every two (2) weeks by leaving a lawn sprinkler on the soil dish area for periods of not less than two (2) hours.

We advise you not to construct a timber edge or any other planter edge around the tree, nor remove the soil dish at the base of the tree. Flowers and shrubs should be planted a minimum of 1m out from the trunk of the tree.

Please also remember that no landscaping improvements can be made until grading certification by the municipality has been received. Great Gulf must approve all fences, gardens, air-conditioners, patios, pools, etc., prior to installation. This is necessary as these structures may create grading or drainage obstructions to either your property or that of your neighbours.



Lawn Maintenance

Watering

As a Great Gulf homeowner, you are solely responsible for the maintenance of your own lawn after installation. The following is a helpful, easy-to-follow guide to proper lawn care and maintenance.

All lawns require a fair amount of work to maintain a green healthy look. This is even more important when looking after your new lawn. New lawns must be watered in order to promote good strong root growth. The majority of new sod failures can usually be attributed to lack of water. Once established, a lawn usually requires one deep watering per week. Water until soil beneath sod has been saturated one inch deep. Frequent short watering causes shallow roots and weak grass plants.

Fertilizing

Fertilizer is a very important step to a healthy green lawn and should be applied three times per season:

Spring application - April/May.

Summer application - July/August.

Fall application - September/October.

The use of natural fertilizers such as top dressing with a triple mix soil solution is highly recommended because of its ability to "slow release" nutrients into the soil.

Please Note: always follow the manufacturer's directions on the box or bag. Always apply the specified amount evenly, using a quality spreader. Please take extra care when fertilizing in the summer.

Weed Control

The key to weed control is a dense, healthy lawn. Weeds normally target weak, poorly maintained lawns. If you should discover a few weeds in your lawn, it would be wise to remove them manually.

If your lawn has become infested, you may opt for a herbicide to control them. You have a choice of applying the herbicide yourself, making sure to follow the manufacturer's label accurately, or you may choose to call a lawn care professional, who could do the job quickly, accurately, and who will most likely provide a guarantee. Please remember to contact your municipality for applicable guidelines when applying herbicides.

Insect Control

Insect infestation can be devastating to lawns. As with weeds, the key to discouraging insects is to maintain a healthy lawn.

If you do discover insects in your lawn (either on the plant itself or below the roots), you have the option of applying a pesticide yourself, making sure to follow the manufacturer's label accurately, or you may choose to call a lawn care professional, who could not only treat your lawn, but could also identify the insects and provide a guarantee. The key to success when dealing with insects is early diagnosis and treatment.

Aerating and Thatching

Aerating and thatching are very important considerations when striving to maintain a healthy lawn. Consider aerating your lawn once every year. We recommend this procedure 1-2 years after the sod has taken root.

An aerator has sharpened tubes that when passed over the lawn, pull out cores of thatch and soil. This process alleviates soil compaction which will occur on every lawn over a period of time, but occurs rapidly on a heavy traffic area of lawn.

Thatching is the process by which the thatch build up is greatly reduced. Thatch is made up of rhizomes, which are the thick root-like stems that grow out from each grass plant in order to start new plants every inch or so, and also from dead grass and a build up of clippings. Thatch can become thick enough to prevent water, air and fertilizer from reaching the roots, resulting in an unhealthy lawn. A thatcher is a machine made up of vertical cutting knives that, when passed over a lawn cut vertical grooves through the thick thatch.

For further assistance, please contact our Landscape Coordinator at:

• **Email: service@greatgulf.com.**





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