



Homeowner's Guide Book

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HOMEOWNER'S EASY REFERENCE

TABLE OF CONTENTS

SECTION ONE: CUSTOMER CARE OVERVIEW

Introduction	Page 1
Step 1: The Pre Delivery Inspection	Page 1
Now that you've moved in....	Page 2
Step 2: The Three-Month Anniversary Process	Page 3
Step 3: The One-Year Anniversary Process	Page 4
What happens after a service request is made ...	Page 4
How Not To Void Your Warranty	Page 5
Contacting Customer Care	Page 6-7
After-Hour Emergency Calls	Page 8

SECTION TWO: MANAGING YOUR NEW HOME'S EXTERIOR

Introduction	Page 9
Sod Maintenance	Page 9
Maintaining Walks and Driveways	Page 10
Basement and Garage Walls	Page 10
Masonry	Page 11
Exterior Siding	Page 12
Exterior Painting	Page 12
Exterior Trim	Page 12
Caulking	Page 13
Wood Decks and Hand Rails	Page 13
Weather Stripping	Page 13
Outside Hose Connection	Page 14
Main Shut-Off Valve	Page 14
Roof	Page 14
Gutters, Eavestroughs & Downspouts	Page 15
Ice Damage on Roofs	Page 15
Garage Floor	Page 15
Rear yard Basin-Drainage Patterns and Grading	Page 16
Components of Your New Home: Exterior	Page 17 - 18

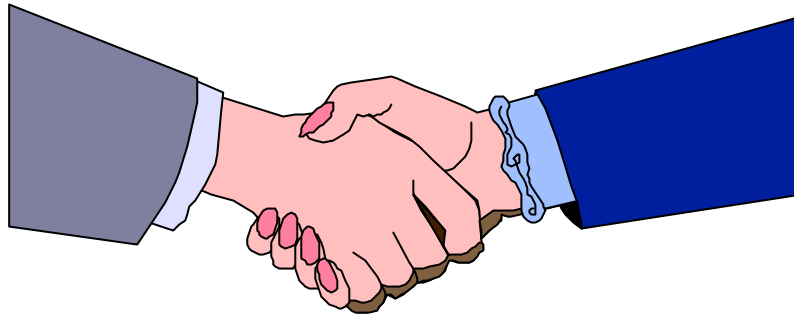
SECTION THREE: MANAGING YOUR NEW HOME'S INTERIOR

Introduction	Page 19
Ventilation	Page 19 - 20
The Basement	Page 20 - 21
Frame	Page 22
Millwork	Page 22
Drywall	Page 22
Insulation	Page 23
Windows	Page 23
Doors	Page 24
Exterior and Interior Locks	Page 25
Heating and Venting Systems	Page 25
Plumbing	Page 26 - 27
Electrical System	Page 28
Ground Fault Circuit Interrupter (GFCI)	Page 29
Appliances	Page 29
Smoke Alarms	Page 29
Cabinets	Page 29
Counter Top	Page 30
Floor and Floor Finishes	Page 30
Resilient/Vinyl Flooring	Page 31

APPENDIX

Baywood Homes Warranty Coverage	Page 32
Baywood Homes Non-Warrantable Items	Page 33 - 34
Pre-Delivery (PDI) Completion Form	Page 35
Year-End Drywall Information	Page 36
Baywood Homes Customer Service Request(s) Forms	Page 37
Baywood Homes Customer Service Drywall Request(s) Form	Page 38
Homeowner Information Sheet	Page 39
Suggested Annual Home Maintenance Schedule	Page 40 - 43

CUSTOMER SERVICE OVERVIEW



THE STEP-BY-STEP APPROACH

(Everything you need to know after you move into your new Baywood Home)

Introduction

Baywood Homes has taken great care and pride with the construction of your new home and the many building materials used in its completion. Prior to the closing of your new home, Baywood Homes has made every effort to ensure your home is free of deficiencies. Some minor deficiencies, if any, may have been overlooked. To ensure the deficiencies are serviced, Baywood Homes has developed a step-by-step approach to direct your service inquiries.

Step 1: The Pre-Delivery Inspection.

The first step taken to address these deficiencies and give homeowners the piece of mind was the **Pre-Delivery Inspection (PDI)**. Prior to taking possession, you and a Baywood Homes' Site Supervisor conducted this **walk through inspection**. Baywood Homes' objective with the PDI was to:

- identify deficiencies to be serviced;
- Educate the homebuyer about the operation and maintenance of their new home;
- review warranty procedures as specified by Baywood Homes and the **Ontario New Home Warranty Program (ONHWP)**.
- Ensure all upgrades purchased have been installed according to the Agreement of Purchase and Sale, including the Amendment to the Agreement of Purchase and Sale and the requisition for extras and upgrades;
- Introduce all new homeowners on Baywood Homes committed Customer Care team.

Upon completion of the PDI, you were required to sign a copy of the PDI inspection report and the *Certificate of Completion and Possession* (CCP), issued by the Ontario New Home Warranty Program. A copy of the PDI and CCP were forwarded to the ONHWP. These deficiencies were registered with the Program and inputted in Baywood Homes' computerized Customer Service data system.



If deficiencies were found and noted in writing during the PDI, Baywood Homes scheduled service to the home on or before closing. In certain circumstances, PDI service will be carried out after closing. When all items listed on the PDI were completed, Baywood Homes required you to sign the **PDI Completion Form** (as supplied in the guidebook; see appendix).

Now that you moved in.....

Once you have moved into your new home, ensure that your lawyer has forwarded you a warranty sticker with the ONHWP number. Please place the sticker on the electrical panel for easy reference.

Please contact our Customer Care Coordinator at 1-888-751-2223 for service assistance once you have moved into your new home. Unfortunately, the on-site supervisor will not be able to expedite your service inquiries. In order to ensure prompt and efficient service, please forward your new telephone number to Baywood Homes as soon as possible after you move in. **Please complete the form located in the Appendix (page 39) of your Guide Book and send it in to head office as soon as possible.**

You may encounter new deficiencies during the warranty period. Some deficiencies may need immediate customer service, while others may be better serviced at the end of the warranty period (see listed examples below).

Please note that with the exception of matters listed on the Pre-Delivery Inspection Form, we will not accept any claims for damages to ceramic, trim, glass, screens, cabinets, counter tops, electrical and plumbing fixtures, vinyl floor, carpet, doors, mirrors, unless we are advised of such damages, **in writing**, within two (2) weeks of your closing date. We shall not however, in any event, be responsible for any damages where we are of the opinion that the same were caused by the homeowner.

In cases where defects to ceramic or vinyl tiles, carpeting etc. are warranted, we will make every attempt to service the situation with the same product as initially installed. There may be however, slight variations in colour due to manufacturer's dye lots over which the builder has no control and can not be held responsible. Should the original product be unavailable at the time of service, the builder reserves the right to make substitutions with a product of equal or greater value.

Your new home is composed of many different building materials which contain and release moisture. Due to significant changes in temperature, your new home will be subject to visible signs of settlement and material shrinkage that are beyond the control of Baywood Homes. The following are examples:

- drywall cracking at doorway arches;
- drywall nail popping;
- wall shrinking away from back of counter-top;
- door sticking;
- minor gaps at stairways, minor cracks in wood surfaces;
- minor cracks in corners of door and wood trims.
- squeaky floors

Note: Although these items are beyond the control of Baywood Homes' warranty, and the provisions of the Ontario New Home Warranty Program, as a courtesy to its customers, Baywood Homes will service these items at the end of the first anniversary on a one-time basis.

The above deficiencies (amongst others) are expected to occur throughout the first year of occupancy. It is suggested you wait until the completion of one (1) year of occupancy before reporting visible signs of settlement and material shrinkage.

It is advised that the homeowner take note of the deficiencies found during the warranty period and submit the appropriate items on **the Three Month Service Request(s) Form** and **the One-Year Anniversary Service Request (s) Form**. **These forms are supplied in the back of the guide book (also see this section).**

Step 2: The Three Month Anniversary Process

All new deficiencies found after the PDI are to be listed on the **Three (3) Month Service Request(s) Form, unless considered an emergency** (as supplied in the guide book; see this section and in the appendix). **When entering deficiencies on the list, Baywood Homes advises you to note the exact location (room) and the nature of the deficiency inquiry. This form should be submitted within a seven (7) day grace period from the three (3) month anniversary date.**

Items which are covered under the ***‘three month anniversary’*** process are the following:

- ⇒ Doors (Including hardware)
- ⇒ Windows
- ⇒ Electrical
- ⇒ Plumbing
- ⇒ Heating/Air Conditioning (If Applicable)

Please check the above items are working properly and if service is needed.

If there are deficiencies on the **Three Month Service Request(s) Form** that would be better serviced at the end of the warranty period, Baywood Homes will notify you that these items will be serviced on the **one-year anniversary** date.

Note: If you have any service inquiries in between these request dates, please contact Baywood Homes Customer Care Coordinator toll-free at 1-888-751-2223 or 416-633-7333.

Step 3: The One Year Anniversary Process

On the **‘One Year Anniversary,’** Baywood Homes recommends that the homeowner submit the following **Baywood Homes Customer Service Request(s)**(as supplied in the guide book; see appendix):

- a) **One Year Anniversary Service Request(s):** Please record any warrantable items still outstanding at the end of one (1) year of occupancy, including settlement deficiencies or any inquiries you would like followed-up.
- b) **Drywall Request:** If you would like Baywood Homes to come into your home to provide drywall service, please read the *Year End Drywall Information* sheet carefully and submit the *Year End Drywall Request* form (see appendix). This form should be forwarded to Head Office along with the *‘one year anniversary’* form.

IMPORTANT NOTICE: The *Year End Drywall Information* sheet and the *Year End Drywall Request* form are both important and must be received by Baywood Homes’ head office within seven (7) days from the anniversary of your closing date.

What happens after a service request has been made.....

Upon receipt of a service request list, the Baywood Homes' Customer Care Coordinator will contact you to discuss the listing of deficiencies and determine how to proceed. In the event of deficiencies requiring further attention, a Baywood Homes Customer Care Supervisor will visit your home to assess the item(s). **Delays in service maybe due to weather conditions, availability of materials, or availability of specialized tradepersons. If a service person misses an appointment, please notify the Customer Care Coordinator immediately at toll-free 1-888-751-2223 or 416-633-7333. Please be assured Baywood Homes will service your home as soon as possible and a new appointment will be scheduled. In addition, all Sub-Contractors are available from Monday to Friday 8 a.m. to 5 p.m. to perform service work.**

Baywood Homes advises new homeowners not to make any direct agreements between our sub-contractors/suppliers, as we will not honour or warranty these agreements. Please notify Baywood Homes Customer Care Coordinator of all potential deficiencies prior to discussing with a sub-contractor/supplier.

In addition, we recommend that any special instructions be given to either the Customer Care Coordinator or sub-trade prior to the service appointment (example, special arrangements that may need to be made regarding security systems, or a cat that can not be let out of the home etc.).

NOTE: It is Baywood Homes' policy not to hold any residency keys. For this reason, it is your responsibility as homeowner to be present for all service work or to make alternative arrangements to have someone there on your behalf. All service work is scheduled weekdays from 8:00 a.m. to 5:00 p.m. If you cannot keep a service appointment, please contact the Customer Care Coordinator at toll-free 1-888-751-2223 or 416-633-7333 so Baywood Homes can reschedule the appointment. If you repeatedly miss appointments, or deliberately obstruct trade or service work, you will render the service warranty null and void.

HOW NOT TO VOID YOUR WARRANTY ON YOUR NEW HOME

As a new homeowner, it is natural that you want to make minor changes to your new home. Unfortunately, experience tells us that this sometimes causes problems where there were none before.

CAUTION! SUCH CHANGES COULD VOID ALL OR PART OF YOUR WARRANTIES.

Baywood Homes advises not to make any alternations until the warranty period is over to protect the warranty on all Baywood Homes' installed systems and equipment.

Before doing any of the following, please feel free to contact the Customer Care Coordinator to discuss your intentions. The following are examples which will render your warranty null and void.

Electrical

- * Changing plugs and switches;
- * Adding lights, e.g. pot lights;
- * Any improvement that require wiring in the electrical panel for which Baywood Homes has not provided a rough-in.

Heating/Air Conditioning

- * Adding an electrical thermostat;
- * Adding an electrical air cleaner;
- * Having anything installed on your furnace by anybody other than our sub-contractor will void our sub-contractor's warranty.

Garage Doors

- * An electrical door opener will void the warranty on the door.

Plumbing

- * Any alternations or additions to your plumbing system. e.g. water softener

Structural

- General "improvements", such as moving interior walls, finishing the basement, or other renovations may void your warranty.

Contacting Customer Care



Baywood Homes is committed to providing you with personalized service and to respond as quickly as possible to your needs. Kindly forward any written correspondences about service to the following address:

**Att: Customer Care Team
c/o Baywood Homes
1140 Sheppard Ave. West Unit #12
Toronto ON M3K 2A2**

You may also fax your correspondences to Baywood Homes at: (416) 633-7491. Baywood Homes hours of operation are Monday to Friday from 9:00 a.m. to 5:00 p.m. On-site service hours are Monday to Friday from 8:00 a.m. to 5:00 p.m.

**Or you may also e-mail us at, customerservice@baywoodhomes.com
Our web page address is, www.baywoodhomes.com**

To access the ***Baywood Homes Service Request Form*** from the Internet, use the following steps:

1. Click the Customer Care button on the home page;
2. This will bring you to the Customer Care Page. Complete the *Request Form* and at the bottom of this page press the "Submit Completed Form" button to e-mail it to our Baywood Homes e-mail address;
3. Once the form has successfully been delivered a message will appear outlining that the service request has been recorded and processed.

In order for Baywood Homes to serve you better, your correspondences should include the closing date, the current date, community, lot number, and your home and/or business telephone number (s).

For any general home ownership inquiries regarding customer service, please call our **toll free line at 1-888-751-2223 or 416-633-7333**. When leaving a message, please ensure you leave a telephone number in order for us to answer your inquires quickly.

NOTE: It is Baywood Homes' policy not to accept any verbal correspondences regarding deficiencies over the telephone unless it is an emergency. Emergency calls will receive priority attention.

As a Baywood homeowner, you can rest assured that all warrantable deficiencies reported to us **during the warranty period** will be serviced even if your warranty period has lapsed. Please keep in mind, all deficiencies will have to be reported during the warranty period to receive service.



After-hour Emergency Calls

In the event that an emergency (as defined below) should occur outside of regular business hours, please **contact Customer Care at toll-free 1-888-751-2223 or 416-633-7333** and leave a detailed message outlining the problem. A Baywood Homes representative will address the matter in a timely fashion.

Please note the following sub-contractors have either 24-hour service or they will have an answering machine that will be checked periodically.

For Plumbing Emergencies call: Elitrex Plumbing - 905-738-6460

For Electrical Emergencies call : Tam Electric - 416-743-6214

For Heat/Air Emergencies call the number on your unit.

In the 905 Area Code, you should call: Montwest Air - 905-660-3569

On the Bowmanville Site-, you should call: Gal Heating - 416-638-6537

In the 705 Area Code, you should call: Yanch Heating - 705-728-5406

Please note: Service calls to other companies will not be reimbursed by Baywood Homes.

Baywood Homes defines an emergency as not having:

- a) heat (e.g. furnace breakdown; contact the service number found on the furnace sticker);
- b) hydro (e.g. no power from electrical panel; contact Customer Care or above number); or
- c) water (e.g. no water from plumbing supply or major plumbing leak; contact Customer Care or the above number).

Now that you have the keys, you can start

MANAGING YOUR NEW HOME'S EXTERIOR

As A homeowner, you can add years to the life of your Baywood Home's exterior by giving it the right care at the right time of year. Through a regular maintenance program and planned prevention, costly and time-consuming up-keeping of the finishing can be minimized or avoided.



Regular maintenance and planned prevention are key to maximizing home ownership.

Here are several ways you can manage the exterior of your home for maximum homeownership enjoyment.

For further information, Baywood Homes encourages you to refer to the Ontario New Home Warranty Program's manual *What Every Home Buyer Should Know*, provided by the Program.

Sod Maintenance

All Baywood homes receive quality sod. Depending on exterior construction scheduling and weather conditions, you can expect the sod to be laid in late spring, summer, or early fall. However, sodding may not occur in the same season that you move in.

To promote greening of freshly laid sod, it is suggested that you do not walk on it for approximately two (2) weeks. In this time period, you can begin a maintenance program by watering the sod daily.



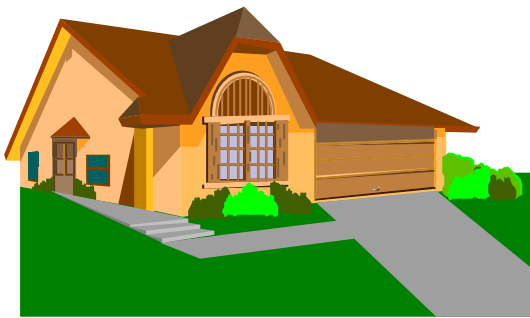
Tip:

- Avoid watering during the day, as it will dry up the sod, causing it to burn. In extreme heat conditions, it is suggested you water the sod in the early morning (e.g. 8:00 a.m.) or in the late evening (e.g. 6:00 p.m.).

Maintaining Walks and Driveways

Driveways

Baywood Homes ensures sufficient gravel is spread at the time of occupancy. Gravel driveways require occasional raking to smooth out wheel marks caused by heavy vehicles. After construction of your new Baywood home, you can expect the earth around the home to settle within one (1) year. As it is beyond the control of the builder, the ONHWP and Baywood Homes do not warrant settlement of the ground. If needed once sodding is completed, Baywood Homes will re-level and 'top off' the gravel driveway on a one-time basis.



A grace period of one (1) year allows for settlement to occur, which better sustains a paved driveway.



Tips:

- It is suggested not to pave, interlock, or lay a concrete driveway during the first year of occupancy as further settlement may occur. Waiting to complete your driveway will allow the ground to sustain it.

Walkways

Walkways are concrete slabs placed from the side of the gravel driveway to the main entry door, providing easy access to the front of your home. Seasonal weather conditions such as frost penetration can cause finished walkways and homeowners' driveways to crack or raise, which can cause changes in the direction of surface drainage. Affected areas may return to their original state in warmer weather. These changes are beyond Baywood Homes' control and are not a warrantable item under the Ontario New Home Warranty Program. If needed once sodding is completed, Baywood Homes will re-level the walkway on a one-time basis.



Tip:

- Baywood Homes advises you not to use salts and solvents which can harm concrete surfaces. The resulting damage is not covered by Baywood Homes' warranty or that of the ONHWP.

Basement and Garage Walls

The basement and garage walls are made from poured concrete. The curing period of concrete can be up to one (1) year. During this time, do not be alarmed if you notice any visible signs of settlement, in the form of hairline cracks. Instead, it is suggested you monitor visible cracking and take note if they become larger, as well as the presence of water penetration. If this should happen, please note this on your Customer Service request form for review (see appendix).

Masonry

The exterior of your new Baywood home may be finished with baked clay brick material. The manufacturer guarantees baked clay brick will:

- retain its structural integrity;
- protect the home through Canadian climatic weather conditions;
- retain its natural beauty, color, and texture.

All brickwork is sealed with mortar. It is advised you monitor the sealant as mortar joints may form hairline cracks. Although hairline cracks are not a cause for concern, water penetration may result. If persistent, contact Baywood Homes Customer Care for assistance.

Weeping Holes

All masonry walls contain weeping holes. These are openings located at the bottom of exterior brick, found on top of the foundation wall and under window brick sills. Weeping holes should not be covered over or filled. The holes allow for the passage of condensation or incidental moisture to the outside through the wall face and over the base flashing, the facing of the roof valley.



Tip:

- Avoid placing any type of landscaping near the weeping holes. Leave at least six (6) inches of leeway below the foundation wall so the weeping hole is unobstructed.

Exterior Siding

The exterior envelope may have a high quality siding made of vinyl. The exterior finish is durable for Canadian climate conditions and has a manufacturers warranty of 25 years.

Due to the moisture content of the home, the lumber under the vinyl may have visible signs of shrinkage. Moisture in wood siding contributes to most exterior paint damage. As a result of the lumber shrinking, the vinyl siding will have slight waving that will not affect the structural integrity.



Tips:

- You can clean vinyl siding with a garden hose and mild detergent.
- Keep barbecues away from the vinyl siding material as barbecuing heat can cause damage.

Exterior Painting

Regular painting of the home's exterior is recommended to maintain its original appearance.



Exterior Trim

Some homes offered by Baywood Homes have exterior wood trim around doors, windows, and roof lines. These areas are primed and painted. As the painted surface is exposed to exterior weather conditions, homeowners should have a regular maintenance program for these areas.



Tip:

- It is suggested you re-paint the home's exterior trim on a regular basis to maintain its original appearance. For best results, do not paint in cold or damp weather.

Caulking

Exterior caulking is a sealant to prevent water and air penetration into the interior of the home. This sealant is placed around window openings, piping, and other protrusions found in walls and exterior openings. It is suggested you conduct an annual check of the exterior caulking as it is exposed to weather conditions and deterioration will occur. Deteriorated areas should be re-caulked using quality caulking compounds.



Tip:

- Before applying caulking, clean the surface of dirt and debris. Use a putty knife to remove the original caulking.

Wood Decks and Hand Rails

Wood Decks

The exterior deck is constructed with pressure treated wood. Sun decks have regular traffic and are exposed to sand, rain, grit, snow, and sunlight. Wood decks should have ongoing care and maintenance to preserve their life.



Tip:

- Treat the wood deck with a special protective coating.

Hand Rails

Certain homes will require a steel handrail on a concrete porch. Exterior railings are primed and painted for Canadian climate conditions. In time, the exterior paint will deteriorate and/or need preventative maintenance.



Tip:

- When repainting the handrail or when deterioration of paint occurs, clean off any rust spots with a steel brush. Brush away any peeling surface(s), re-prime, and then coat the railing with a rust proof paint.

Weather-stripping

All windows and doors come with a rubberized weather-stripping sealer. This sealer prevents air infiltration, dust and water penetration into the home. It is suggested you annually inspect the weather-stripping throughout your home to ensure a proper seal exists.



Tips:

- Lubricate all weather stripping with a silicone-based lubricant.
- Do not paint over weather-stripping.

Outside Hose Connection

If the garden hose connection has a valve inside the home, it must be shut off and drained from the inside before winter begins. To prevent freezing and bursting of the pipes, a garden hose should never be left connected during winter or freezing weather conditions. Ice forming in the hose may damage either the hose or the hose faucet.



Tip:

- To turn-off exterior hose bibs, including the hose bib located in the garage, close the valve found on the inside of the home in proximity to the exterior hose bib connection.

Main Shut-Off Valve

The main shut-off valve for water closure is attached to the water meter, located in the basement in either its utility room or front area. The main shut-off valve controls the water flow from the water main below street level into your home.



Tip:

- To stop any major leak, it is suggested you turn off the main valve, located at the water meter.

Roof

The roof on your home should provide many years of service with proper maintenance. Homeowners should handle any storm-related damage immediately, as these occurrences are beyond the warranty coverage of ONHWP and Baywood Homes' responsibility (see appendix).

Check for loose, broken, or missing shingles after heavy windstorms. Maintenance repairs should be made immediately to prevent leakage causing serious damage to the home's interior.

Although care has been taken by the manufacturers, please remember that minor imperfections such as slight colour variations in shingles cannot always be avoided. However, slight colour shading differences in asphalt roofing is normal and does not affect the roof's durability. Minor variations in the roof's level may be observed. Puckering roof sheathing or raised shingles can occur between nails during normal expansion.



Tip:

- Asphalt shingles are soft on warm days and can be easily damaged by people walking on its surface. Avoid unnecessary traffic on the roof when possible and review your roof for damage after heavy storm conditions.

Soffit, Eavestroughs & Downspouts

The eavestroughs are installed along the roofline and downspouts are placed in predetermined locations to direct the water flow to the ground. Should it become clogged with debris or ice, it will not function properly and water damage may result.



Tip:

- Keep eavestroughs and downspouts free from obstructions such as debris, leaves, and paper .

Ice Damage on Roofs

Ice damage occurs annually in some parts of Ontario but can happen unexpectedly in others. The formation of ice damage on the eavestrough of sloping roofs often causes water to back up under the shingles and leak inside the home. Snow melting on the roof and freezing at the eaves contributes to ice damage. When temperatures fall rapidly, melted water run-down can freeze at the uninsulated overhangs of the roof and cause additional damage.



Tip:

- When ice damage does occur, temporary relief can be obtained by clearing the snow off the roof, particularly at eaves and air vents by removing ice formations from the eaves and valley ends. Take care not to damage the shingles and air vents in the process.

Garage Floor

Generally, it is not possible to prevent concrete garage floors from cracking due to shrinkage. The cracking of the garage floor is in the form of hairline cracks and should not be cause for alarm, as it will not affect the structural integrity of the floor. It is advised to monitor for cracking. If you start to notice that cracks are becoming larger during the warranty period, please contact Baywood Homes for assistance. Cracks in the garage floor are considered warrantable by the ONHWP and Baywood Homes if they are significant and affect the structural integrity.

You should not be alarmed to find a white powder appear on areas of the garage floor. Salts in the concrete mix are carried to the surface when water evaporates in the curing process. The salt deposits do not impair the strength of the concrete, and the powder spots should disappear in time.

Note: The ONHWP does not warrant road salt damage to the garage floor.



Tip:

It is suggested you use a concrete sealer on the garage floor. Contact a reputable paint dealer about products suitable for your garage floor. Sealing can be done once the garage floor has cured, preferably in warm weather conditions.

Rear Yard Basin-Drainage Patterns and Grading

If your property has a rear yard catch basin, it is your responsibility to maintain drainage in the spring and fall. It is advised you remove leaves and debris to allow proper flow of water. You should also cut grass and other growth as weeds which can cover surface drainage swales. Removing these obstructions will allow for water to flow freely in the basin.

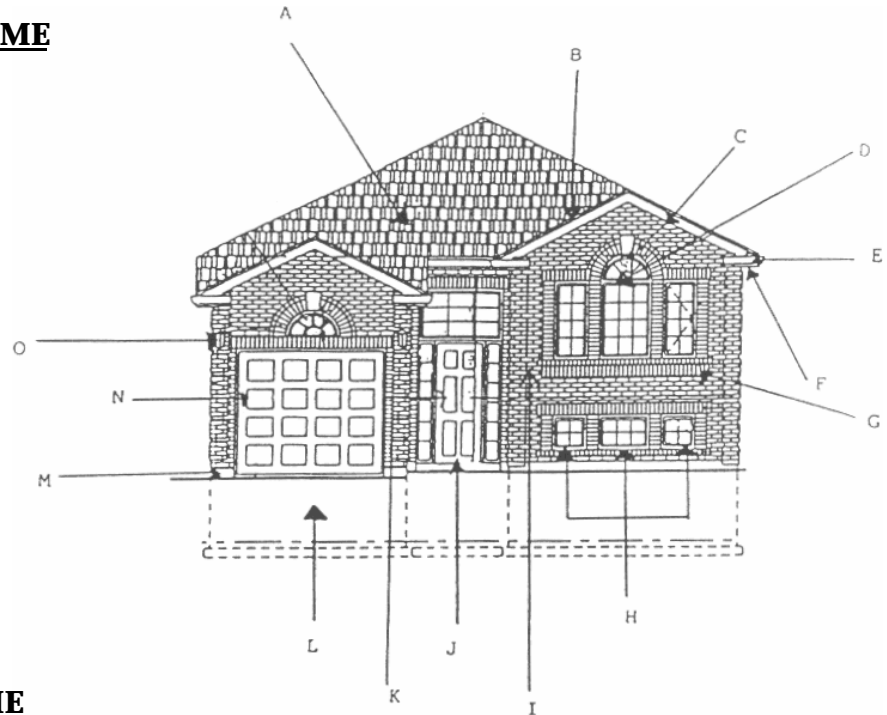
COMPONENTS OF YOUR NEW HOME: EXTERIOR

(Elevation may not be exactly as shown. Variations apply according to customer design.)

Please refer to this diagram to become more familiar with the exterior components of your new Baywood Home and aid you in home maintenance. This will also help you in identifying exterior items in any Customer Service request(s) you may make during the warranty period.

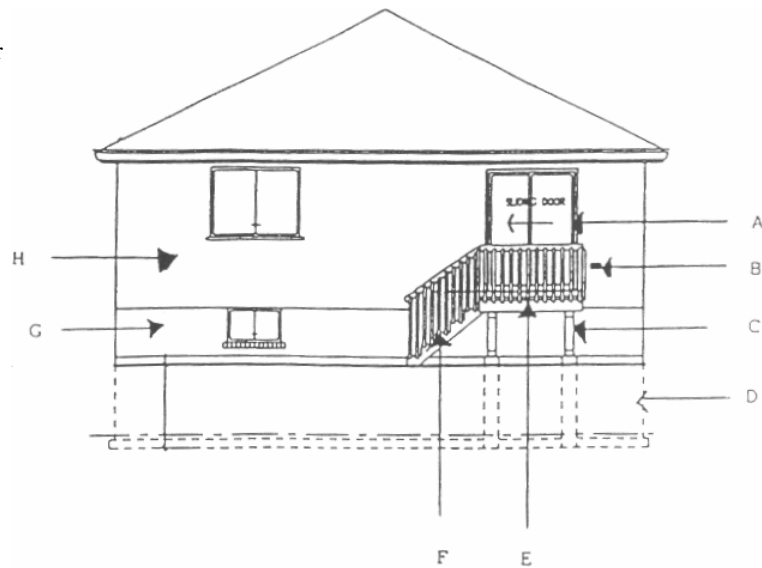
FRONT OF THE HOME

- A. Roof Shingles
- B. Roof Valley
- C. Fascia
- D. Windows
- E. Eavestrough/Gutters
- F. Soffit
- G. Brick Sill
- H. Basement Windows
- I. Bricks
- J. Concrete Sill
- K. Metal Entry Door
- L. Gravel Driveway
- M. Foundation Wall
- N. Wood Clad Garage Door
- O. Exterior Light Fixtures



REAR OF THE HOME

- A. Siding Door
- B. Ground Fault Circuit Interrupter
- C. Deck Footings
- D. Foundation Wall
- E. Pickets of the Deck
- F. Railing of the Deck
- G. Brick
- H. Factory Finishing Siding

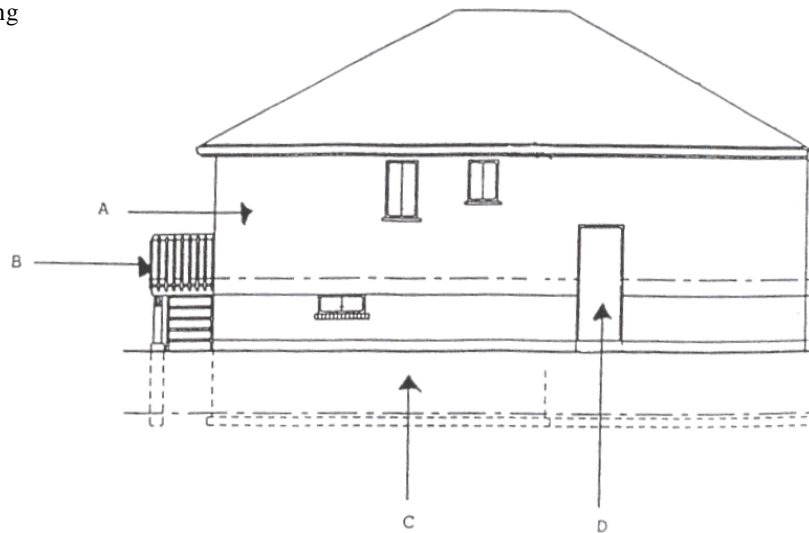


I. COMPONENTS OF YOUR HOME: EXTERIOR

(Elevation may not be exactly as shown. Variations apply according to customer's design.)

SIDE OF THE HOME

- A. Factory Finishing Siding
- B. Profile of the Deck
- C. Foundation Wall
- D. Garage Man Door



Keep everything in check by....

MANAGING YOUR NEW HOME'S INTERIOR



Here are several ways you can manage the interior of your home to maximize your use and enjoyment.

Ventilation

Understanding your new Baywood Home's ventilation system is important for controlling the indoor air quality. Air in a new home should be every homeowner's concern.

When warm air reaches its maximum water vapor and comes into contact with a surface that is sufficiently cold, condensation occurs. Daily living habits contribute to moisture levels. Condensation may soak into the roof sheathing, exterior walls, and insulation where hidden leaks release humid air to the outside.

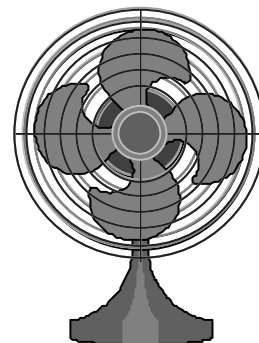
Some condensation of moisture on windows is common in the winter months. However, a build-up of condensation causing staining, rotting and molding can become a serious concern if corrective measures are not taken immediately.

This condition is more visible during the home's first winter when it is still drying out (many of the materials in construction contain moisture). You will probably need to run the ventilation and circulation fans continuously during the first year whenever the windows are closed.

Baywood Homes installs a ventilation system to protect your home against moisture damage and to provide you with fresh air during the heating season. To minimize the amount of moisture being developed in your new home, it is suggested you run the ventilation fan continuously during the first year of occupancy.

This ventilation switch is labeled and located on the main floor next to the thermostat.

Baywood Homes also installs an exhaust fan in the bathroom to control the moisture content and ventilation. When bathing or showering, it is suggested you turn the exhaust fan to control the moisture level.



The kitchen area has its share of condensation due to:

- excessive home humidity levels;
- cooking foods;
- washing dishes;
- washing the floor; and
- combustion moisture from gas ranges.

It is suggested you control the humidity level by turning on the range fan when cooking and by not letting liquids and food simmer uncovered for unnecessary lengths of time.

An indicator of the humidity level in a home is the amount of condensation on the windows. If there is an excessive build up of moisture or ice on the windows, you will need to run the ventilation system. Operating your ventilation system properly will allow you to control the humidity levels so little or no condensation appears on the inside surface of the windows.

The basement may experience condensation in the summer. In warm weather, basement areas, specifically along walls and in corners, are cool due to the surrounding earth temperature. When humid air is allowed to enter from the outside through open basement windows, it will seek out those cool areas and condensation occurs. Basement windows, in areas with this condition, should be kept open during periods of dry weather and closed during humid ones.



Tips:

- It is suggested to install a dehumidifier in your home to control the humidity levels in summer months. A humidifier is needed in the winter months.
- In the event mold and mildew persists, clean the area with a solution of one-part chlorine bleach in four parts water. Apply in well-ventilated areas using gloves. Let stand 10 to 15 minutes and rinse well. Keep surface areas dry after rinsing off the solution.

The Basement

Concrete Floors and Walls

Concrete surfaces sometimes develop pitting and superficial cracking. You should not be alarmed if a white powder appears on areas of the walls or floors. This is the result of the salts in the concrete mix which are carried to the surface when the water in the concrete evaporates in the curing process. The salt deposits do not impair the strength of the concrete.



Tip:

- It is suggested you paint the basement floor with an alkali resistant and types of paint which permit continued curing of new basement floors. This procedure reduces the dust produced by the concrete curing and daily walking traffic.

Floor Drains

A basement floor drain automatically provides replacement water for substances evaporating from the trap below the floor surface. This u-shaped trap (similar in shape to those commonly used under sinks) is designed to hold water as a seal against gases entering the basement from the sewer or private sewage disposal system. Depending on site conditions, drainage position may vary. This drain is usually located in the utility room near the furnace and hot water tank.

Note: Please be aware that this drain is installed near the utility room to collect water that may spill out of the water tank. It is not sloped to drain water from the entire floor.



Tip:

- Keep drains clear of debris. If there is sufficient build-up, use a wet-dry vacuum for its removal.

Sump Pump

In certain municipalities, Baywood Homes is required to install a sump pump in its basements, generally found in the furnace area. This pump is designed to collect the water in the weeping tiles around the foundation, and then discharge the excess through the home's exterior wall onto the grade when the float has reached its maximum.



Tip:

- Make sure the sump pump is connected at all times. Run the pump by lifting the float to keep the motor lubricated and in working order.

Frame

The wood used to construct your home contains moisture. During the first heating season after occupancy, shrinkage caused by drying out may occur, and the following are possible results:

- thin cracks appear in exposed wood structural members (e.g. joists and beams);
- small gaps appear between cabinets or vanities and walls;
- minor joints open in door and window trim, baseboards at walls, or under door jambs and trim;
- squeaks develop in floor underlay, wood flooring, and stair steps;
- small gaps show between stairs or stair molding and the walls;
- drywall corners may show hairline cracks.



Tips:

- It is suggested that you delay decorating plans until the construction material has dried out (approximately 12 to 18 months).
- Use a humidifier and dehumidifier throughout the seasons to balance moisture and prevent cracks in the frame.

Millwork

Shrinkage may appear to the millwork, the interior wood trim. You may notice some joints at the corners of windows, doors, and baseboards will open slightly. This is a normal occurrence due to the drying out process of the home.

Drywall

If interior walls or ceilings are finished with drywall, cracks may appear over doors, windows, and archways due to the shrinkage of larger sized wooden membranes behind the drywall used to span these openings. This cracking is considered normal.

Shrinkage cracks and nail pops can be serviced with applied compound to these areas. With your permission, Baywood Homes will come into your home at the end of one year of occupancy to service these areas. However, Baywood Homes *will not sand or repaint these areas* (please refer to the *Year-End Drywall Information Sheet*; see appendix).



Tip:

- It is suggested you do not paint or wallpaper on drywall until the end of one (1) year of occupancy to allow the home to settle.

Insulation

All homes constructed by Baywood Homes are insulated to meet the Ontario Building Code standards. Please be aware that no home is completely draft free, and that seasonal maintenance is required.



Tip:

- Check if attic insulation is blown out of place. Wear gloves when making the inspection.

Windows

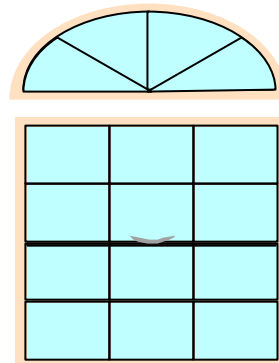
During cold weather, it may appear there are drafts around adequately glazed and weather-stripped windows. With some possible exceptions as extreme wind conditions, the draft felt may be vertical air movement over the face of the windows. This is due to convection as warm air rises and cool airdrops.



Tips:

- A silicone lubricant or petroleum jelly is suggested for use on weather-stripping and tracks of windows. If your windows slide horizontally and have weep holes to the outside at the bottom track or frame, these must be kept clean to allow drainage.

- Use a brush to remove dust, debris, or insects from window tracks on a regular basis.
- It is suggested not to paint where wood-meets-wood when a window is closed as this will cause sticking. The window is treated at the factory with a clear wood preservative to fit precisely.



Lubricate window tracks and weather-stripping.

Doors

All doors, especially exterior ones, are exposed to variety of climatic conditions, including inside humidity variations from summer to winter, and are subject to dimensional variations and warping. Exterior doors are naturally subject to more extreme conditions. In winter, doors must withstand the temperature difference from heat and moisture on the inside facing, and cold dry air on its outside one. In the summer, this situation may be reversed or of equal strain.



Doors are affected by changes in seasonal weather conditions.

As doors tend to swell in summer and shrink in winter, it is advised that you do not cut down or shave interior doors, but wait until the end of one year of occupancy. At that time, if they are excessively 'rubbing,' Baywood Homes will service those doors and make any necessary adjustments.

If wall-to-wall carpet is installed, sufficient clearance must be left at the bottom of interior doors to permit proper return of air circulation between rooms, or from all rooms to a central return air-duct, as per plan.



Tip:

- Use a humidifier in wintertime and a dehumidifier and central air conditioning unit in summer to maintain proper moisture levels in the home, and keep swelling and shrinking to a minimum.

Exterior and Interior Locks

Exterior Locks

Due to the weather conditions, the original finish on exterior locks and door handles will wear with time. When this starts to occur, you may remove the remaining finish with a mild scouring powder. You may leave the metal untreated for a natural weathered appearance or it may be polished with a silverware compound, followed by a coat of lacquer to give a new appearance.

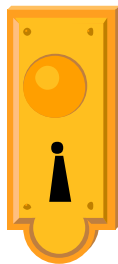
Interior Locks

The interior locks do not require polishing compounds. You should wipe the interior locks occasionally with a damp cloth and polish with a soft cloth.



Tips:

- Lubricate exterior and interior locks periodically. Lubricate interior passage sets with a few drops of sewing machine oils or other light oil on the latch bolt.



- You can maintain smooth operation of the locks by blowing powdered graphite into the keyed exterior locks and bolts.

Heating and Venting Systems

Prior to installing a heating system into a new home, Baywood Homes ensures the heating system selected will heat the home at a comfortable temperature, taking into account the climatic conditions common to your area. Heating equipment can be maintained at maximum efficiency through regular inspections according to the manufacturer's specifications. In the event that a furnace does not start, examine the following:

1. Make sure the switch is on.
2. Check your circuit breaker panel for tripped breakers.
3. Review the operating procedures in your furnace manual.

Verify the thermostat setting is higher than room temperature, otherwise the furnace will not work.

All kitchen and exhaust vents should be inspected and lubricated on a periodic basis to ensure that no blockage (i.e. leaves, debris, etc.) which could restrict air flow is apparent in their operation.



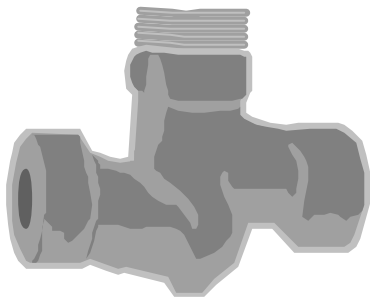
Tips:

- It is advised you become familiar with the heating system for troubleshooting and maintenance purposes. Literature is attached to the furnace and from Baywood Homes on request.
- It is recommended you do not to make any adjustments to the heating system, as any alteration/adjustment will void the two-year warranty.

- In the case of emergency, we suggest you to contact the heating contractor specified on the label of the furnace.
- Check heating system outlets and cold air returns are kept free of airflow obstructions such as carpets, drapes, and furniture for maximum performance.
- Check the furnace on a regular basis to ensure it is working order. It is suggested you replace the furnace filter at least one a year.

Plumbing

Prior to taking occupancy of your new home, the plumbing has had a municipal inspection to ensure and enforce the Ontario Building Code requirements. Plumbing consists of the assembly of pipes and fitting together to supply drinking water, provide for the disposal of wastewater, and to protect the health and safety of people using the system.



Tips:

- It is advised not to alter the plumbing in your new home. Any alteration or additions to your plumbing system (e.g. installing a water softener) will null and void the plumbing warranty of the ONHWP on your new home.
- It is suggested you minimize the disposal of grease, fat, and similar petroleum products through the plumbing system. These materials tend to accumulate in the pipes, reducing its efficiency, and, with time, affect the municipal or private sewage disposal systems. Disposing of these products in this manner could also null and void the plumbing warranty of the ONHWP on your new home.
- Avoid putting obstructive objects in toilets such as brushes or diapers that can block proper flow and use.

Fixtures

It is suggested you protect the smooth, glossy surfaces of the plumbing fixtures by not using harsh or abrasive cleaners and soap pads which wear down the plumbing fixtures, leaving the finish dull and porous. Most household cleaners are slightly abrasive, but if used in moderation and diluted with enough water will be relatively harmless. This is also applicable to stainless steel sinks, bathtubs, and toilets. It is advised you avoid scrapping the surface with metal utensils and exercise care in its use.

Bath Tubs & Bathroom Sinks

Fixtures contain water-filled traps to prevent sewer back-up and gases into the home. The traps can become plugged and require regular cleaning to eliminate blockage.



Tip:

- In the event an accident occurs after closing which chips or defaces the sink, Baywood Homes suggest you purchase a touch-up enamel kit from your local plumbing supply store.

Hot Water Tank

Hot water and overheating are the principle causes of tank lining damage. If super heated water is needed for special purposes, remember to reset the tank dial back to normal when done. Turn the water temperature down or switch it off before going on vacation.

If the cold water is clean and hot water is discoloured, the most likely cause is sediment in the tank. This can usually be drained by using the tap at the bottom of the tank. The sediment has an insulating effect, especially with immersion type elements, which causes the heater to operate longer than necessary and results in higher consumption and fuel costs.

Be careful as water in the tank is hot. Shut off the gas to the hot water tank before you drain it. In addition to being a safety precaution, shutting off the power will save the heating elements from possible overheating and burnout when no water is in the tank.

Every hot water storage tank is equipped with a pressure relief valve at the top of the tank. This is a safety device designed to open if the water pressure exceeds its rated working pressure. Never tamper with it.



Tip:

- It is suggested you contact Enbridge at 1-888-447-4911 if you are experiencing difficulties with the hot water tank, as it is on a rental basis.

Ceramic Tiles in Bathroom Areas

Baywood Homes installs ceramic tiles in the shower and the tub enclosure as a standard feature in all of its homes. Due to the drying out process in your home, you will encounter separating between the grouted tile joints and the bathtub. This is caused by shrinkage. It is suggested you immediately fill the gap with a tub sealer or water-proofed silicone sealer compound that is flexible and mildew resistant.



Tips:

- Check the silicone in the bathroom periodically to prevent water damage.
- Drying off tiles after use will prevent mildew and deterioration of grout.

Electrical System

Similar to the plumbing in your new home, the electrical system has been approved by a qualified inspector to ensure everything is operating properly in compliance with the Ontario Building Code, and is free from defects in material and workmanship.

If you encounter an electrical outlet failing to work, it usually means a circuit breaker has tripped. Some examples of overloading a particular circuit are:

- short circuits from worn appliance cords;
- defective plug connections;
- start-up load from some electrical motors;
- the Ground Fault Circuit Interrupter has tripped in the bathroom (see section below).

In the event there is 'no' power to an electrical outlet, it is advised you check the breakers in the basement panel. If the breaker is set to the 'on' position, you should set it to the 'off' position, and then switch back to the 'on.'



Tips:

- Do not to make any alternations to the electrical work in your new home as it will void your warranty with the Ontario New Home Warranty Program and Baywood Homes.
- Check the circuit breaker panel when an outlet is not operating.

Ground Fault Circuit Interrupter (GFCI)

In your new home, Baywood Home is required to install a Ground Fault Circuit Interrupter (GFCI) in the interior and exterior electrical outlets. The GFCI has a shock protector which is a sensitive switching device that controls current flow in an electrical circuit. If a GFCI detects a leak that causes a shock or fire, it instantly interrupts or shuts-off the current to the tools or other devices plugged into it. For this reason, a GFCI is installed on the exterior of your home to prevent hazardous accidents.

A GFCI is also installed in one of the bathrooms but is connected to all of those in the home. It is advised for the homeowner to check and ensure the GFCI receptacles has the 'r' button pressed in.

Appliances

Upon moving into your home, it is suggested you check all the major appliances (i.e. refrigerator, stove, dishwasher, etc.) are in proper working order. As homeowner, you are responsible to read all instruction books and manufacturer's warranty information. Follow the operating procedures suggested by the manufacturers.

If you encounter any difficulties with these new major appliances, please contact Baywood Homes' Head Office for the correct referral.

Smoke Alarms

Smoke alarms have been installed in your new home to comply with the current building standards and to help ensure safety. The alarms are wired to the electrical system and do not need batteries for operation. In the event of a power failure, the smoke alarm will hold an electrical charge for one (1) to two (2) hours of continued operation.



Tip:

- It is advised you periodically test your smoke alarm by pressing the illuminated indicator button on the facing of the alarm.

Cabinets

One of the most visible finishings are the cabinets installed in the kitchen and bathroom(s). It is suggested you exercise care in cleaning and handling the cabinet.



Tips:

- Clean all the cabinet doors regularly with a damp, clean, soft cloth and dry immediately with a dry, soft cloth.
- Clean off any excess water immediately.
- Do not use detergent, strong soap, abrasive, or self-polishing waxes on cabinets.

Counter Tops

The counter tops installed in the kitchen and bathrooms are laminated with plastic. As homeowner, you should perform regular cleanings to preserve its finish.



Tips:

- Hot pans or activated electrical appliances should not be placed on laminated surfaces. Use a protective or insulating pads to avoid overheating.
- Never use abrasive cleaners or steel wool to clean surfaces.
- Common household bleach should not be allowed to remain on the surface.
- Do not use the surface as an ashtray or cutting board.
- Avoid a concentration of water or wet cloths at or near seam(s) of the kitchen countertop. If the seam(s) swell due to water penetration, both Baywood Homes and the ONHWP will exclude this from the warranty coverage.
- Clean with a damp, soapy cloth. Rinse thoroughly with clear water.

Floor and Floor Finishes

Ceramic Tiles in Common Areas

Ceramic tiles are durable, but may crack or chip if heavy objects fall on it. For this reason, it is recommended you take care in handling objects in these areas.



Tip:

- Use a damp mop with mild soap and water to clean the floor, and immediately dry off any excess water.

Hardwood Flooring

Hardwood floors are made from a kiln oven dried wood material but are subject to the natural process of shrinkage and expansions. Low inside humidity in winter, especially near heating outlets, will cause the wood to separate slightly. High humidity levels will cause expansion and may lead to cupping or swelling in the center of the board. These conditions vary with the seasons.

Parquet or laminated wood block flooring may make cracking or popping noises as it expands and contracts. Homeowners should not be alarmed. High relative humidity may cause this flooring to lift during humid weather when the home is closed, particularly during the summer months.



Tips:

- Avoid using excessive water and harsh detergents to clean the hardwood floor.
- It is suggested not to wax the hardwood floor if it has been sealed with a clear lacquer.
- If you plan to leave your home for an extended period of time, maintain a constant moisture balance in the hardwood flooring to help prevent surface shrinking and cracking. It is recommended you use a humidifier in winter, and a dehumidifier and central air conditioner in summer. Use ventilation fans throughout the year to maintain proper moisture levels in your new home.

Resilient/Vinyl Flooring

To preserve the even surface of tile or vinyl sheet flooring, you should guard against indentations made by furniture legs by using glides or furniture cups, available at hardware stores. Metal domes should not be used on furniture legs, as they will mark the flooring. It may take a short period of time for floor tile adhesive to completely set in place. Normal foot traffic and furniture weight will aid the process.



Tip:

- Use a recommended brand name cleaner for your resilient flooring.

Carpeting

It is suggested you begin maintaining the carpets upon occupancy so they will keep their original appearance in the years to come.



Tips:

- Begin daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- Immediately clean and remove any spills to prevent spots and stains.
- Seasonal cleanings of the carpet surface help remove oily film on carpet fibers.
- Thoroughly vacuum your carpets with your vacuum cleaner properly adjusted for the removal of embedded dirt. This should be done on a weekly basis.
- It is suggested that a professional cleaning every one (1) to two (2) years will enhance the carpet's appearance and performance.
- In order to avoid indentations, do not use metal domes on furniture.

Baywood Homes Warranty Coverage

(In compliance to the standards of the Ontario New Home Warranty Plan Act)



Baywood Homes warrants the following for a period of one (1) year from the date of possession:

- ⇒ Free from defects in workmanship and material.
- ⇒ The home is fit to live in.
- ⇒ Structure of home meets the Ontario Building Code Requirements.



Baywood Homes warrants the following for a period of two (2) year from the date of possession:

- ⇒ Any water seepage through the basement or foundation walls.
- ⇒ Defects in material and workmanship (i.e. caulking, windows, doors) that obstruct the building envelope in the effective prevention of water penetration.
- ⇒ Defects in materials and workmanship in the electrical, plumbing, and heating delivery and distribution system.
- ⇒ Defects in materials and workmanship which result in the detachment, displacement, or deterioration of exterior cladding, leading to detachment and/or serious deterioration.
- ⇒ Violations of the Ontario Building Code's health and safety provisions.



Baywood Homes warrants the following for a period of seven (7) years from the date of possession:

- ⇒ Any defects in materials or workmanship that result in the failure of a load bearing part of the home's structure.
- ⇒ Any defects in materials or workmanship that significantly and adversely affects your use of the home.

Baywood Homes Non-Warrantable Items

(In compliance to the standards of the Ontario New Home Warranty Plan Act)

- ⇒ Defects in materials, design, and workmanship in anything supplied by the owner.
- ⇒ Secondary damage caused by warrantable defects (e.g. the item under warranty causes damage to personal property of the homeowner).
- ⇒ Normal wear and tear (e.g. defects arising from condensation, contraction, expansion etc.).
- ⇒ Normal shrinkage of materials caused by drying out after construction.
- ⇒ Damage caused by dampness or condensation due to failure by the owner to maintain adequate ventilation.
- ⇒ Damage resulting from improper maintenance (e.g. sod damage due to lack of watering).
- ⇒ Alterations, deletions, or additions made by the homeowner (e.g. water softener).
- ⇒ Soil settlement and exterior grading around the home or along utility lines. However, soil settlement under the building foundation itself is covered.
- ⇒ Damage resulting from an Act of God (e.g. wind, rain, hail, freezing, and other acts not reasonably within the control of Baywood Homes).
- ⇒ Damage caused by insects and rodents.
- ⇒ Damage caused by municipal services or other utilities.
- ⇒ Surface defects in workmanship and materials specified and accepted in writing by the owner at the date of possession.
- ⇒ All damage (i.e. scratches, chips, scrapes, stains, etc.) not listed on the Pre Delivery Inspection (PDI) sheet.
- ⇒ Any special agreement between the homeowner and the homebuilder which is subject to a warranty of guarantee given by its manufacturers or suppliers, regardless of the terms and/or conditions limiting said guarantee.
- ⇒ Minor drafts at door and window openings and/or at electrical outlets and baseboards.
- ⇒ Locating survey pins and boundary lines.
- ⇒ 'Winterkill' in lawns or damage resulting from animals or lawn furniture.
- ⇒ Death of a mature tree.
- ⇒ Damage to driveways caused by heavy or sharp objects or petroleum products.
- ⇒ Depressions on driveway of up to and including six inches (6"), surface unevenness, flaking or surface stones, cracking at the edges on any asphalt driveway or boulevard installation.

- ⇒ Minor cracks in concrete floors, porch, or patio slabs due to normal shrinkage in concrete materials.
- ⇒ Surface pitting, superficial cracking, and marbling in concrete.
- ⇒ Minor efflorescent (white powder) on concrete and brick walls. No warranty applies for cleaning normal dirt accumulation on brickwork.
- ⇒ Damage to concrete slabs, walks, and garage floors caused by salt or calcium products.
- ⇒ Sanding, painting, or wall papering of finishing at time **Year-End Drywall** service.
- ⇒ Cracking of toilet bowl or separation between floor and toilet caused by over-tightening of bolts by purchaser.
- ⇒ Minor tool marks and blemishes in trim and other mill work surfaces.
- ⇒ Minor variations in color, shading or wood grain on panels and trim.
- ⇒ Plumbing stoppages other than those caused by construction debris up to a period of one month.
- ⇒ Damage of plumbing fixtures due to abrasive cleaners or careless use.
- ⇒ Replacement of faucet washers and 'o' rings.
- ⇒ Exact color match of any replacement material.
- ⇒ Uneven flooring within building standards.
- ⇒ Minor settlement in home (floors, walls, roofs, ceiling, etc.)
- ⇒ Shrinkage of caulking around windows, kitchen counter-tops, back splashes, tub enclosure, and bathroom vanities.
- ⇒ Exterior maintenance on the flashing around vent stacks and chimneys in roof are excluded from warranty and are the responsibility of the homeowner to maintain.
- ⇒ Any damage caused by the improper installation of automatic garage door openers, not installed by Baywood Homes, shall void service protection to these items and installations.
- ⇒ Any replacement brickwork required, including mortar cracking and spalling, will be done at the option of Baywood Homes and the purchaser acknowledges that the color match to the bricks originally installed cannot be guaranteed.
- ⇒ Any special agreement made between the homeowner and sub-contractor/supplier without the consent of Baywood Homes.
- ⇒ Items not reported in writing to Baywood Homes within your warranty time period.

Pre-Delivery Inspection (PDI) Completion Form

Date: _____

Lot #/Com.: _____

Closing Date: _____

Name: _____

Tel #: _____

I/We _____ the homeowner hereby acknowledge that all items listed on the Pre Delivery Inspection Form have been completed in proper workmanship manner and in compliance with the standards of the Ontario New Home Warranty Program and Baywood Homes.

Date

Signature of Homeowner

Signature of Homeowner

<p>Note: Due to exterior weather conditions and construction scheduling, exterior items may not be complete. For any new deficiencies, please refer to beginning of the guidebook.</p>
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Year End Drywall Information

The natural movement of lumber causes visible signs of shrinkage and minor settlement, which are beyond Baywood Homes' control. The most common are drywall cracking, nail pops, tape roll, and defects that appear other than those of a structural nature.

Although these signs of settlement are not covered by the Ontario New Home Warranty Program, Baywood Homes will come to your home once during the warranty period or at the end of one (1) year occupancy to service the drywall settlement deficiencies.

This agreement gives consent by the homeowner to Baywood Homes to provide this one-time access to your home. Please sign below and return along with **Anniversary Service Requests** Form (see appendix). **Please be aware that no sanding and/or painting will be done in areas which are serviced.**

PLEASE TEAR OFF HERE AND RETURN TO HEAD OFFICE

I/We _____ the homeowner hereby authorize Baywood Homes to come into my home during the warranty period or at the end of one (1) year of occupancy to service the drywall settlement deficiencies. I understand that **no sanding and/or painting will be done to those areas which are serviced.**

Signature of Homeowner(s)

Date

Please contact the homeowner at the address below to arrange an appointment:

Name: _____

Street: _____

City/Province: _____

Community: _____

Lot #: _____

Telephone #: _____

Possession Date: _____



Homeowner Information Sheet

Name (1): _____

Name (2): _____

Community: _____ Lot: _____

Address:

Street: _____

City: _____ Postal Code: _____

Telephone: (*important*)

Home #: _____

Work # Name (1): _____

Work # Name (2): _____

E-mail address: _____

Times Available:

Monday	Tuesday	Wednesday	Thursday	Friday
From:	From:	From:	From:	From:
To:	To:	To:	To:	To:

Example:

From: 9am
To: 5pm

Note:

Please forward this information sheet along with the PDI completion form to head office. The following information will be issued to sub-contractors in order to expedite service. All telephone numbers are kept strictly confidential.

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SUGGESTED ANNUAL HOME MAINTENANCE SCHEDULE

January

ACTIVITY COMPLETED

20 ____ 20 ____ 20 ____

- | | | | |
|--|-------|-------|-------|
| 1. Clean furnace filter and HRV | _____ | _____ | _____ |
| 2. Check furnace fan belt | _____ | _____ | _____ |
| 3. Check water heater | _____ | _____ | _____ |
| 4. Check exhaust fans | _____ | _____ | _____ |
| 5. Clean range hood filter | _____ | _____ | _____ |
| 6. Clean humidifier | _____ | _____ | _____ |
| 7. Remove snow and ice from roof overhang
and vents | _____ | _____ | _____ |
| 8. Check and reset GFCI | _____ | _____ | _____ |
| 9. Test smoke alarms and CO detectors | _____ | _____ | _____ |

February

- | | | | |
|---|-------|-------|-------|
| 1. Clean furnace filter and HRV | _____ | _____ | _____ |
| 2. Clean range hood filter | _____ | _____ | _____ |
| 3. Check inside surfaces | _____ | _____ | _____ |
| 4. Annual Safety Check | _____ | _____ | _____ |
| a) Door Locks | _____ | _____ | _____ |
| b) Smoke Alarms | _____ | _____ | _____ |
| c) Window Locks | _____ | _____ | _____ |
| d) Potential Fire hazards | _____ | _____ | _____ |
| 5. Clean humidifier | _____ | _____ | _____ |
| 6. Remove snow and ice from roof overhand and vents | _____ | _____ | _____ |
| 7. Check and reset GFCI | _____ | _____ | _____ |
| 8. Test smoke alarms and CO detectors | _____ | _____ | _____ |

March

- | | | | |
|---|-------|-------|-------|
| 1. Clean furnace filter and HRV | _____ | _____ | _____ |
| 2. Check attic | _____ | _____ | _____ |
| 3. Check sump pump (if installed) | _____ | _____ | _____ |
| 4. Clean range hood filter | _____ | _____ | _____ |
| 5. Clean humidifier | _____ | _____ | _____ |
| 6. Remove snow ice from roof overhang and vents | _____ | _____ | _____ |
| 7. Check and reset GFCI | _____ | _____ | _____ |
| 8. Test smoke alarms and CO detectors | _____ | _____ | _____ |

ACTIVITY COMPLETED

April

20____ 20____ 20____

- | | | | |
|--|-------|-------|-------|
| 1. Check eavestroughs and downspouts | _____ | _____ | _____ |
| 2. Clean furnace filter and HRV | _____ | _____ | _____ |
| 3. Clean humidifier | _____ | _____ | _____ |
| 4. Inspect basement or crawl spaces | _____ | _____ | _____ |
| 5. Check roof for loose or cracked shingles | _____ | _____ | _____ |
| 6. Check driveways and walk for frost damage | _____ | _____ | _____ |
| 7. Clean range hood filter | _____ | _____ | _____ |
| 8. Check water heater | _____ | _____ | _____ |
| 9. Plan landscaping to avoid soil settlement and water ponding | _____ | _____ | _____ |
| 10. Check and reset GFCI | _____ | _____ | _____ |
| 11. Test smoke alarms and CO Detectors | _____ | _____ | _____ |

May

- | | | | |
|---|-------|-------|-------|
| 1. Inspect fences | _____ | _____ | _____ |
| 2. Ensure ground slopes away from house | _____ | _____ | _____ |
| 3. Check caulking for air and water leaks | _____ | _____ | _____ |
| 4. Lubricate weather-stipping | _____ | _____ | _____ |
| 5. Check exterior finishes | _____ | _____ | _____ |
| 6. Check windows and screens | _____ | _____ | _____ |
| 7. Check septic system (if installed) | _____ | _____ | _____ |
| 8. Lawn preparation and weed control | _____ | _____ | _____ |
| 9. Check and reset GFCI | _____ | _____ | _____ |
| 10. Test smoke alarms and CO detectors | _____ | _____ | _____ |

June

- | | | | |
|--|-------|-------|-------|
| 1. Inspect air conditioning | _____ | _____ | _____ |
| 2. Check roof | _____ | _____ | _____ |
| 3. Check outbuildings | _____ | _____ | _____ |
| 4. Check doors | _____ | _____ | _____ |
| 5. Clean range hood filter | _____ | _____ | _____ |
| 6. Septic system (cleaning if necessary) | _____ | _____ | _____ |
| 7. Fertilize lawn | _____ | _____ | _____ |
| 8. Check and reset GFCI | _____ | _____ | _____ |
| 9. Test smoke alarms and CO detectors | _____ | _____ | _____ |

July

- | | | | |
|--|-------|-------|-------|
| 1. Air out damp basements on dry, sunny days | _____ | _____ | _____ |
| 2. Clean air conditioner | _____ | _____ | _____ |
| 3. Check exhaust fans | _____ | _____ | _____ |
| 4. Clean range hood filter | _____ | _____ | _____ |
| 5. Check water heater | _____ | _____ | _____ |
| 6. Check and reset GFCI | _____ | _____ | _____ |
| 7. Test smoke alarms and CO detectors | _____ | _____ | _____ |

August

ACTIVITY COMPLETED

20 _____ 20 _____ 20 _____

- | | | | |
|--|-------|-------|-------|
| 1. Clean air conditioner filter | _____ | _____ | _____ |
| 2. Ensure ground slopes away from house | _____ | _____ | _____ |
| 3. Air out damp basements on dry, sunny days | _____ | _____ | _____ |
| 4. Clean range hood filter | _____ | _____ | _____ |
| 5. Inspect driveway and walks | _____ | _____ | _____ |
| 6. Inspect doors and locks | _____ | _____ | _____ |
| 7. Check and reset GFCI | _____ | _____ | _____ |
| 8. Test smoke alarms and CO detectors | _____ | _____ | _____ |

September

- | | | | |
|--|-------|-------|-------|
| 1. Check exterior finishes | _____ | _____ | _____ |
| 2. Check garage door tracks and lubricate bearings | _____ | _____ | _____ |
| 3. Check caulking | _____ | _____ | _____ |
| 4. Plant new lawn | _____ | _____ | _____ |
| 5. Check fireplace and chimney | _____ | _____ | _____ |
| 6. Fertilize lawn | _____ | _____ | _____ |
| 7. Clean range hood filter | _____ | _____ | _____ |
| 8. Check basement or crawl spaces | _____ | _____ | _____ |
| 9. Have furnace, humidifier and HRV serviced | _____ | _____ | _____ |
| 10. Check clothes dryer vent | _____ | _____ | _____ |
| 11. Check and reset GFCI | _____ | _____ | _____ |
| 12. Test smoke alarms and CO detectors | _____ | _____ | _____ |

October

- | | | | |
|--|-------|-------|-------|
| 1. Check windows and screens | _____ | _____ | _____ |
| 2. Drain exterior water lines | _____ | _____ | _____ |
| 3. Check roof including shingles, flashing and vents | _____ | _____ | _____ |
| 4. Check weather-stripping and lubricate | _____ | _____ | _____ |
| 5. Check doors | _____ | _____ | _____ |
| 6. Check septic system | _____ | _____ | _____ |
| 7. Clean range hood filter | _____ | _____ | _____ |
| 8. Winterize landscaping and remove leaves | _____ | _____ | _____ |
| 9. Clean furnace filter and HRV | _____ | _____ | _____ |
| 10. Clean water heater | _____ | _____ | _____ |
| 11. Check eavestroughs and downspouts | _____ | _____ | _____ |
| 12. Clean humidifier | _____ | _____ | _____ |
| 13. Check and reset GFCI | _____ | _____ | _____ |
| 14. Test smoke alarms and CO detectors | _____ | _____ | _____ |

SUGGESTED ANNUAL HOME MAINTENANCE SCHEDULE

November

ACTIVITY COMPLETED

20 ____ 20 ____ 20 ____

- | | | | |
|---|-------|-------|-------|
| 1. Check attic | _____ | _____ | _____ |
| 2. Inspect floor drains to ensure trap is filled with water | _____ | _____ | _____ |
| 3. Clean range hood filter | _____ | _____ | _____ |
| 4. Clean furnace filter and HRV | _____ | _____ | _____ |
| 5. Check for condensation and humidity | _____ | _____ | _____ |
| 6. Check and reset GFCI | _____ | _____ | _____ |
| 7. Test smoke alarms and CO detectors | _____ | _____ | _____ |

December

- | | | | |
|---------------------------------------|-------|-------|-------|
| 1. Check air ducts | _____ | _____ | _____ |
| 2. Check snow on roof | _____ | _____ | _____ |
| 3. Clean furnace filter and HRV | _____ | _____ | _____ |
| 4. Clean range hood filter | _____ | _____ | _____ |
| 5. Clean humidifier | _____ | _____ | _____ |
| 6. Check and reset GFCI | _____ | _____ | _____ |
| 7. Test smoke alarms and CO detectors | _____ | _____ | _____ |

NOTE:

HRV - HEAT RECOVERY VENTILATOR
GFCI - GROUND FAULT CIRCUIT INTERRUPTER