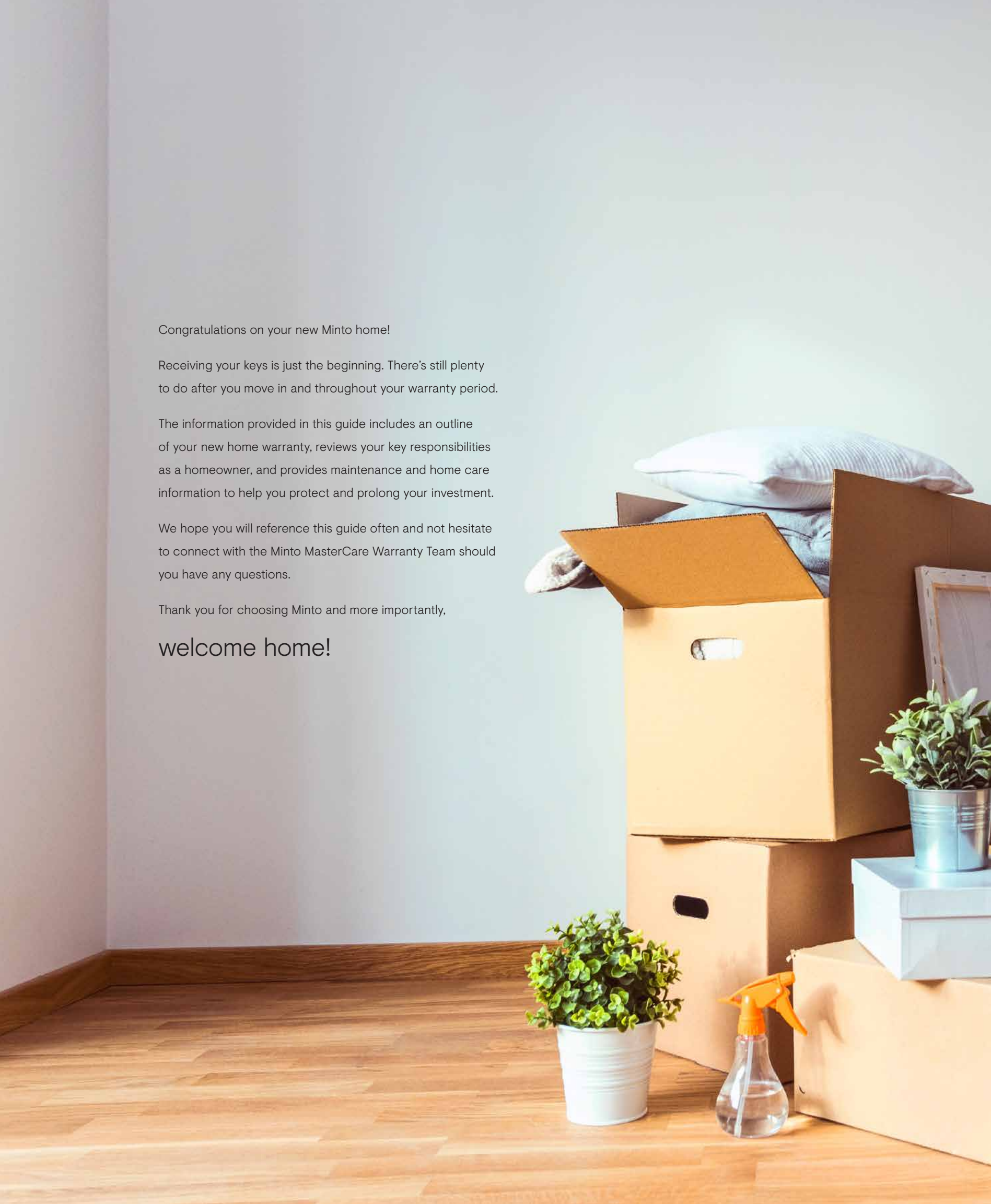




**minto**  
Communities

## Homeowner move-in and home care guide

**MASTERCARE**



Congratulations on your new Minto home!

Receiving your keys is just the beginning. There’s still plenty to do after you move in and throughout your warranty period.

The information provided in this guide includes an outline of your new home warranty, reviews your key responsibilities as a homeowner, and provides maintenance and home care information to help you protect and prolong your investment.

We hope you will reference this guide often and not hesitate to connect with the Minto MasterCare Warranty Team should you have any questions.

Thank you for choosing Minto and more importantly,

**welcome home!**

## Table of contents

<b>Moving-in: your first 90 days</b>	<b>2</b>
Taking possession of your new home	3
Move-in day	3
Once you’ve moved in	4
To do list: your first 90 days	6
<b>Your new home warranty</b>	<b>8</b>
Minto MasterCare Warranty Team	9
Tarion and your new home warranty	9
Warranty work day and repairs Q&A	13
<b>Homeowner responsibilities</b>	<b>14</b>
Your participation in the warranty process is key	15
Protecting your investment: critical home care tips	15
To do list: seasonal maintenance	19
<b>Your interior features and finishes</b>	<b>24</b>
Electrical and telecommunications	25
Plumbing	27
Mechanical ventilation	30
Interior finishes	32
<b>Important contacts</b>	<b>36</b>

# Moving-in: your first 90 days

The big day when you receive your keys is finally just around the corner! This guide will help you through the first 90 days of living in your new Minto home, and highlight key items to remember.

## Taking possession of your new home

### Keep in touch on the big day

On the day you are scheduled to receive your keys and take possession of your new home, we recommend you keep in close touch with your legal representation. Your lawyer is the best source for updates on progress, to help resolve or answer any last minute questions and advise you when your key can be picked up. The Minto Construction Team will also contact you to arrange a late afternoon meeting at your new home to hand over your keys. Please make sure we have up to date contact information including your mobile phone number and email address.

### Expect your keys in the late afternoon

Typically, new homeowners receive their keys between 3pm and 5pm on the day they are scheduled to take possession or close. Keys can be signed over to you as soon as we have notice from both your lawyer and Minto’s lawyer that all requirements and obligations have been met and duly registered to ensure you are in proper legal possession of your home. Congratulations!

#### KEEP IN MIND

From experience, we always recommend that you schedule your moving truck the day after you are slated to receive your keys. This accounts for the late afternoon key exchange and the occasional legal or circumstantial hiccup that, although rare, can bump a closing to first thing the very next morning. We’d hate to see your moving truck waiting for hours outside a new home that you can’t yet access.

## Move-in day

### Plan your move

We recommend you check the construction progress near your home when you attend your Pre-Delivery Orientation (referred to as PDO in this guide). If there are still a lot of homes under construction nearby, you may want to schedule any large moving trucks or deliveries for later in the day or weekends to avoid Trade construction traffic.



**We will keep you informed by email**

Your Customer Experience Coordinator will advise you by email of any work that may be disruptive, such as curb installation, driveway paving, etc., that may occur on or near your moving day. We always do our best to provide as much notice as possible and include anyone who is scheduled to move in around that time.

Once you’ve moved in

**Exterior work may still be in progress**

We know how excited our homeowners are to move-in and that is why we deliberately schedule and prioritize completing the inside of your home first so you can take possession and receive your keys as soon as possible.

This may mean that seasonal work such as grass, curbs, sidewalks, fences, pathways, roads, and parks as well as some exterior aspects of your home, such as caulking or painting, may still be awaiting more seasonable temperatures for completion.

**Living next to a construction zone**

As is the case with any home in a new community, there is likely to be ongoing construction activity in or around your property for many months after you move in. Although our job sites undergo a significant transformation once the first homeowner receives their keys, a large portion of the community remains an active construction site.

Safety is our priority, so we ask you to be mindful of the activities listed to the right and take appropriate precautions.

We always work to minimize the impact of our construction on our homeowners and thank you for your cooperation and understanding as we complete your neighbours’ homes.



Building a New Neighbourhood: Know what to expect in the first year after you move-in

- No grass, trees, curbs, or sidewalks
- Roads that are dirty, dusty, and muddy
- Gravel driveway or parking with ‘ramping’ from the street to the curb
- Additional foot and vehicle construction traffic and Trade parking on the street
- A temporary/base layer of asphalt on your street or parking lot (a finish layer to come later)
- Construction noise during permitted hours – we are always respectful of noise by-laws
- Fire hydrants, curbs and manholes that seem ‘too high’ out of the ground
- Designated/fenced off pedestrian pathways for your safety
- Mailboxes in temporary locations



To do list: your first 90 days

In order to protect your new home warranty, here is a checklist of what to do in your first 90 days in your new home.

1 to 2 weeks before you receive your keys	
✓	Contact Canada Post at <a href="http://www.canadapost.ca">www.canadapost.ca</a> to obtain your new postal code and apply for your mailbox key
✓	Check in with your lawyer and financial institution to ensure you have everything required
✓	Contact utility and service providers (water, gas, hydro, Bell, Rogers, etc.)
✓	Start changing your address on your ID, at work, your bank, etc.
Day 1 – key day!	
✓	Receive your keys!
✓	Review any items that you identified at your PDO with your Minto Construction Team member and confirm if they have been addressed to your satisfaction
✓	Do a reading of your utility meters and record the numbers so you can double check at your first billing
Your first 7 days	
✓	If anything from your PDO remains incomplete or is not yet scheduled for repair, connect with your Minto Construction Team member to schedule
✓	Register your new home warranty with Tarion at <a href="http://www.tarion.com/myhome">www.tarion.com/myhome</a>
✓	Contact the City of Ottawa to receive your vouchers to pick up your free recycling bins
25 days in your new home	
✓	Live in your home and note any items of concern. Expect to find some warrantable items you'd like Minto to address. Keep a list
✓	Complete your <i>30-Day Warranty Form</i> on the Tarion 'MyHome' website noting any warrantable items you'd like Minto to address. Please also send a copy to the Minto MasterCare Warranty Team. Make sure you submit before your 30-Day deadline to protect your warranty

45 days in your new home	
✓	Receive a call or email from the MasterCare Warranty Team who will schedule any required work day(s) to address repairs noted on your <i>30-Day Warranty Form</i>
✓	Fill out your <i>Customer Satisfaction Survey</i> – your feedback is important to us! You will receive an online <i>Customer Satisfaction Survey</i> by email from AVID Ratings Inc. We appreciate every one that is completed and use it to make positive changes to our services. We read every comment
60-90 days in your new home	
✓	Plan to be home for repair days. On average, homeowners have 2-5 work days where Minto requires access to your home to address warrantable items you have noted on your <i>30-Day Warranty Form</i> . Although Minto is permitted 120 days to address any repairs from when you submit your <i>30-Day Warranty Form</i> , we always strive to schedule work sooner. Work days require us to procure any needed materials and take some time to schedule and coordinate with the Trades, so we appreciate your patience. At Minto, we target completion within 3 months of moving in
90 days and beyond in your new home	
✓	External items that require addressing or adjustment (caulking painting, driveways, or sod) may take place beyond 90 days when the temperature/weather is more appropriate
✓	If you have any warrantable long-order items to be addressed (such as cabinets, windows, etc.), plan to be home for an additional repair day beyond your 90 day mark

# Your new home warranty

Minto stands behind our homes and communities that we build. We are here for you long after you receive your keys. Once you have moved in, the primary point of contact becomes a member of our MasterCare Warranty Team. We encourage you to familiarize yourself with your new home warranty.

## Minto MasterCare Warranty Team

### What is MasterCare Warranty?

The MasterCare Warranty Team is Minto's in-house, specially created warranty program and your primary contact after you receive the keys to your new home. Our MasterCare Warranty Team are experts in the standards set by Tarion, the company charged with administering the New Home Warranty Act, and governing home builders such as Minto for the province of Ontario.

Please feel free to reach out to the MasterCare Coordinator assigned to your community during weekday office hours to schedule any necessary appointments or answer any questions on the proper channels to record, and initiate any requests for service.

## Tarion and your new home warranty

### Your warranty

As a homeowner, you have an opportunity to fill out a *30-Day, 1-Year and 2-Year Warranty Form* (if necessary) for any items of concern that are covered under your new home warranty.



The Fitzroy, 36' Single Family Home

1-Year Warranty

- Requires a home is constructed in a workman-like manner and free from defects in material
- Protects against unauthorized substitutions
- Requires the home to be fit for habitation
- Protects against Ontario Building Code violations
- Applies for one year, beginning on the home’s date of possession

2-Year Warranty

- Protects against water penetration through basement or foundation walls
- Protects against defects in materials that affect windows, doors and caulking, and defects in work that results in water penetration into the building envelope
- Covers defects in work or materials in the electrical, plumbing and heating delivery and distribution systems
- Covers defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding)
- Protects against violations of the Ontario Building Code that affect health and safety
- Applies for two years, beginning on the home’s date of possession

7-Year Warranty

Your home’s 7-Year Warranty covers major structural defects (referred to as MSD in this guide). It begins on the date you take possession of the home and ends on the day before the seventh anniversary of that date. A major structural defect is defined as any defect in work or materials in respect of a building, including a crack, distortion or displacement of a structural load-bearing element of the building, if it:

- Results in failure of a structural load-bearing element of the building
- Materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear and resist applicable structural loads for the usual and ordinary service life of the element
- Materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling and having regard to any specific use provisions set out in the purchase agreement for the home

In addition to the general exclusions, the 7-Year MSD Warranty specifically excludes: dampness not arising from failure of a load-bearing portion of the building; damage to drains or services; and damage to finishes. You can always reference [www.tarion.com](http://www.tarion.com) or contact Tarion directly for more details about your warranty.

Service requests

We recognize that between your 30-Day and 1-Year Warranty, a more urgent warrantable item of concern could be raised. Please do not hesitate to contact the MasterCare Warranty Team should this be the case.

Your warranty responsibilities

Once you receive the keys to your new home, you have the opportunity to register with Tarion’s homeowner portal, MyHome, by visiting [www.tarion.com](http://www.tarion.com). In addition to making your submissions to Tarion, please also remember to let the MasterCare Warranty Team know so we can review and start scheduling service work days as soon as possible, and at a day or time that is as convenient to you as possible.

You have 3 opportunities to submit forms to the MasterCare Warranty Team noting any items to be addressed as part of your warranty lifecycle:

- Prior to your 30-day anniversary
- Prior to your 1-year anniversary
- Prior to your 2-year anniversary

MyHome will remind you of these deadlines. With the complexity of modern buildings, it is expected that you will have some matters to attend to, often cosmetic ones.

- Once we receive notice of any items of concerns, we will call to schedule an appointment for a service work day
- We will require access to your home to complete any necessary repairs
- We ask homeowners or friends/family to be present to sign off on the work and more significantly, to ensure you are happy with it before we consider the matter closed





## Warranty work day and repairs Q&A

### Is it normal to require repairs in my new home?

A new home is a complex, handmade, personalized piece of workmanship, involving dozens of skilled tradespeople and materials from hundreds of sources. Please expect to find a few things in your home that require us to address and know that Minto will make right any warrantable items. We work closely with you, especially in the first year of owning your new home. We typically schedule at least two work days after you submit each warranty form to ensure you receive the best service, sufficient time, and are satisfied with the work done.

### How long are repairs going to take to be completed?

Scheduling and ordering the material to address repairs does take time and it is typical for homeowners to be waiting several weeks after reporting a deficiency before a repair can be scheduled. The average material takes 6-12 weeks to arrive to our site. That is why we had you into our Design Centre more than 8 months before you moved in. We do prioritize any work that has been noted as part of your PDO or *30-Day Warranty Form*, and always work as quickly as possible to order and schedule any service request for our homeowners who have moved in. We thank you for your patience.



# Homeowner responsibilities

New home ownership comes with a number of responsibilities that can help prolong the life and value of your Minto home.

## Your participation in the warranty process is key

### Completing your warranty forms

One of the first things you can do to protect your new home and its warranty is to follow the process laid out by Tarion by registering at MyHome at [www.tarion.com](http://www.tarion.com). Your first obligation is to submit a list of items you may have noticed from living in your home between 25 and 30 days after your date of possession. Please also send a copy to the Minto MasterCare Warranty Team so we can schedule a work day. You will follow the same process again on your first and second year anniversaries.

### Being available for scheduled repair days

Buying a new home is a significant financial investment but we also recognize the significant investment it is in terms of time. Minto will work with you to schedule repair work days as conveniently as possible. We will coordinate to have as many Trades and workers in on the same day, to minimize the amount of time we are in your home. We do ask that you, or a trusted friend or family member, be home for these repairs, so that you can confirm they are completed to your satisfaction.

## Protecting your investment: critical home care tips

### Humidity control and ventilation

One of the most important things you can do to protect your home and its warranty is maintain proper humidity control for the current outside temperature. This is even more critical in a modern, new home that is built to Minto’s and the new building code’s air-tight and energy efficiency standards. Purchasing a hygrometer and taking readings in various areas of your home can help you effectively monitor and adjust humidity.

Maintaining the relative humidity in your home has many benefits, not only to your overall comfort, but proper humidity control can also extend the life of any wood products inside the home, such as furniture, cabinetry, and flooring. It is highly recommended, particularly during the winter months, that indoor relative humidity is monitored and that efforts are made to control the humidity levels by ventilating well; either by opening windows, using your range hood exhaust, investing in a dehumidifier, running bathroom fans and/or HRV. As a general guideline, it is recommended that relative humidity level of 35% be maintained; however, on extremely cold days, which are common in the Ottawa winter months, the number should be lowered. Some wood products and hardwoods require slightly higher or lower humidity levels, as recommended by their manufacturer. Please contact the Minto MasterCare Warranty Team for more advice.

KEEP IN MIND

Condensation and high humidity are a common cause of deficiencies in a new home and if the root cause of a deficiency is determined to be improper humidity, the item is not covered by your new home warranty. In the winter months as the exterior temperature drops and central heating is turned on in homes, moisture in the air condenses on cold surfaces such as windows and doors. Water droplets form on these surfaces and run down, which if left unchecked, can cause damage to window frames, drywall, flooring and interior trim. Damage resulting from condensation is also not covered by the home warranty, and if ignored can lead to fungal growth on wet surfaces. Water damage from condensation is unsightly, but in most cases, it can be easily repaired as long as any standing water is cleaned up and the surface is allowed to properly dry out.

Outside Air Temperature		Ideal Relative Humidity (%)
Celsius (°C)	Fahrenheit (°F)	At an indoor temperature of 21°C (70 °F)
-24	-10	25%
-18	0	30%
-12	10	35%
-7	20	40%
0	32	45%

Watering your new lawn

Watering of new sod just after its installation is critical for your new grass to survive. In the absence of adequate rain, water new grass daily to promote root development. The optimum time for watering is early morning. To ensure that you are watering enough, lift a corner of the new sod. If the soil underneath is not soaking wet, more watering is required. After two to three weeks, the grass should be well established and should then only require watering depending on the amount of rainfall. If the sod begins to turn reddish brown, more frequent watering is needed.

Maintaining your grading and rainwater run-off

The grading or shape of your land on your lot provides positive drainage away from your home and into the storm sewer system. The grading must be maintained to prevent drainage issues on your lot, and the lots of your neighbours. Lot drainage systems such as swales, (shallow ditches) and catch basins are designed to direct water away from the home. Remove leaves and other debris from the catch basin covers in the spring and fall, as well as snow and ice in the early spring. This will ensure proper drainage.

Your property has been graded for proper drainage during a normal rainfall. Heavy or prolonged rains may result in some standing water pooling in depressions or on the road adjacent to the curb when the soil is saturated, for up to 48 hours.

Winterizing your water pipes

Exterior hose bibs and faucets need to be properly drained each year before the winter season to prevent freezing pipes. Winterize your pipes every fall, before frost occurs, as burst hose pipes or damage to exterior faucets are not covered under the new home warranty. Please contact the MasterCare Warranty Team if you are not sure how to winterize your exterior faucets.

Preventing water damage

Water damage is one factor of home care many homeowners don’t think about until it’s too late. It’s important to learn the signs of a potential water problem in your home so you can avoid costly repairs.

- Never ignore a drip or drop. You should immediately attempt to find and stop leaks before they cause any damage
- Do not leave standing water or wet cloths on a countertop, particularly on joints or near the junction of the countertop and back splash as this can cause water damage including swelling of the subsurface of the countertop
- Wipe up spills on hardwood flooring before they are absorbed into the wood or become sticky
- Remove spills from carpeting immediately to prevent spots and stains. If stains occur do not rub the carpet surface while attempting to remove them. Stains should be blotted out with cotton cloths or paper towels



Preventing heat damage

Homes are filled with large and small appliances that make life easier, however, heat from these appliances can cause damage to homes:

- Take care when using heat producing appliances (such as a toaster) below cabinets in order to minimize the possibility of damaging the cabinets due to excessive heat
- Read the operating manual before operating a new stove or cooktop. Gas stoves have been known to damage laminate cupboards. Electric or gas range cooktops or appliance burners should not be operated without being covered with a pot or pan. Equally important, the doors of a stove or wall oven should not be left open for extended periods of time
- Hot pans or activated electrical appliances should not be placed under wall cabinets or directly on laminated surfaces - use protective insulating pads



The Stanley, 36' Single Family Home

To do list: seasonal maintenance

Taking care of your new home is an on-going process. Seasonal maintenance is essential to protect your investment and ensure you can enjoy your home for years to come. Keep this checklist handy and take care to address the following tips. Unsure how to handle it? Feel free to reach out to MasterCare for advice.

Spring	
March	
✓	Clean or replace furnace filter
✓	Check/clean Heat Recovery Ventilator (HRV); wash or replace filter
✓	Clean the mechanisms of the humidifiers
✓	Check attic for signs of moisture and even distribution of insulation
✓	If possible, carefully remove snow/ice from roof overhangs/vents
✓	Check sump pump, float and discharge line; test overall operation
✓	Test smoke alarms and carbon monoxide detectors
April	
✓	Check eavestroughs and downspouts; clean if needed
✓	Clean window wells, drainage swales or catch basins of leaves, snow and ice build-up
✓	Inspect basement or crawl space for signs of seepage/leakage and check for dampness or musty smells
✓	Check for missing, loose or cracked shingles
✓	Remove winter cover from air conditioning unit; inspect unit; vacuum or brush the outdoor coil and wash; service as needed
✓	Check driveway and walks for cracks from frost damage
✓	Check water heater for leaks, etc.

May	
✓	Open outside hose connection and check for leaks
✓	Clean and check windows, screens and hardware
✓	Clean or replace furnace filter
✓	Check/clean Heat Recovery Ventilator (HRV); wash or replace filter
✓	Check air intakes and exhaust are clear of debris, nests, etc.
✓	Check exterior finishes (siding, trim) and eavestroughs to ensure they are secure
✓	Check caulking for soundness, cracking, detachment and signs of water or air penetration
✓	Lubricate rubber or plastic weather stripping around doors and operable windows
✓	Test smoke alarms and carbon monoxide detectors
Summer	
June	
✓	Check roof flashing, valleys and vents, and check for missing/damaged shingles
✓	Check auxiliary buildings such as sheds for secureness to base anchors; loose or missing components; damage caused by rodents, etc.
✓	Check sump pump, float and discharge line and test overall operation
✓	Clean range hood filter
✓	Check exterior wood surfaces for deterioration and refinish the wood surfaces

July	
✓	Air out damp basements on dry, sunny days
✓	Clean air conditioning filter, vacuum or brush the outdoor coil and wash
✓	Clean and test all exhaust fans; lubricate if necessary
✓	Test smoke alarms and carbon monoxide detectors
August	
✓	Air out damp basements on dry, sunny days
✓	Clean air conditioning filter, vacuum or brush the outdoor coil and wash
✓	Inspect driveway and walks
✓	Inspect doors and locks
Fall	
September	
✓	Check exterior finishes (siding, trim) and eavestroughs to ensure they are secure; check exterior brick mortar joint and voids (repoint if necessary)
✓	Check movement of garage doors and lubricate moving parts as needed
✓	Check caulking for soundness, cracking, detachment and signs of water or air penetration (remove and replace with appropriate type of caulking, if necessary)
✓	Check fireplace and chimney dampers; service or clean if needed
✓	Have furnace/heating system serviced including Heat Recovery Ventilator (HRV) and humidifier
✓	Check sump pump, float and discharge line; test overall operation
✓	Check clothes dryer vent and remove lint/obstructions
✓	Test smoke alarms and carbon monoxide detectors
✓	Clean or replace furnace filter
✓	Check/clean Heat Recovery Ventilator (HRV); wash or replace filter



October	
✓	Check eavestroughs/downspouts; remove leaves and other debris
✓	Shut off exterior water supply and drain water lines
✓	Install winter cover for air conditioning unit
✓	Check roofing and flashing for signs of wear or damage
✓	Lubricate rubber or plastic weather stripping around doors and operable windows (replace weather stripping if damaged)
✓	Check caulking for soundness, cracking, detachment and signs of water or air penetration (remove and replace with appropriate type of caulking if necessary)
November	
✓	Check attic for signs of moisture and even distribution of insulation
✓	Inspect floor drains to ensure traps are filled with mineral oil
✓	Clean or replace furnace filter
✓	Check/clean Heat Recovery Ventilator (HRV); wash or replace filter
✓	Clean the mechanisms of the humidifiers
✓	Check for condensation and humidity
✓	Clean and test all exhaust fans; lubricate if necessary
✓	Test smoke alarms and carbon monoxide detectors

Winter	
December	
✓	Check air ducts, remove covers and vacuum dust from vents
✓	If possible, carefully remove snow/ice from roof overhangs/vents
January	
✓	Clean or replace furnace filter
✓	Check/clean Heat Recovery Ventilator (HRV); wash or replace filter
✓	Check and ensure that air intakes, exhausts and meters are clear of snow
✓	If possible, carefully remove snow/ice from roof overhangs/vents
✓	Test smoke alarms and carbon monoxide detectors
February	
✓	Check and ensure that air intakes, exhausts and meters are clear of snow
✓	If possible, carefully remove snow/ice from roof overhangs/vents

# Your interior features and finishes

It's important to understand the many interior features and finishes in your home, their purposes, and how best to care for them.

## Electrical and telecommunications

### Switched outlets

A wall switch controls one-half of a duplex electrical outlet in some areas of your home. Power will only be directed to that portion of the electrical outlet when the corresponding light switch is in the 'ON' position.

*We recommend that the switched outlets be utilized for light fixtures only.*

### GFCI protected outlets (safety feature)

A Ground Fault Circuit Interrupter (GFCI) is a safety feature on electrical outlets located near a sink or water source that prevents the risk of electrical shock. All GFCI receptacles can be tested and reset through an associated Test/Reset button on the outlet.



### Main electrical breaker panel

The breaker panel in your home contains circuit breakers and a legend to indicate the area or device it controls. When an electrical circuit becomes overloaded, the breaker opens ('breaks' or is 'tripped'), and the circuit and the corresponding area or device automatically switches off.



A circuit breaker, once tripped, must be reset to resume normal operation. Should an electrical outlet, fixture, or appliance in your home not work; check the breaker panel first to see if a circuit breaker has tripped. Circuit breakers have three positions: 'ON', 'TRIPPED' and 'OFF'. The location of your panel will be pointed out to you during your PDO.

#### RESETTING A TRIPPED CIRCUIT BREAKER

To reset a circuit breaker, first switch it to the 'OFF' position before you switch it back to 'ON'. Switching the breaker directly from 'TRIPPED' to 'ON' will not restore service.

If resetting a breaker does not restore service, please contact the Minto MasterCare Warranty Team for guidance. If there is no power to any lights, outlets or appliances, it is usually due to a power outage.



Communications outlets

Your home has multiple outlets throughout for telephone, television, and internet access.

- Telephone outlets have a white, square port for standard home telephones
- Cable TV outlets have a circular threaded port suitable for coaxial cabling
- Data outlets for wired internet access have a yellow, square port suitable for CAT-5 cabling

Capped ceiling outlets

If you have added capped ceiling outlets to your home, they will be identified as large, white plastic disks, located in the ceiling. The disk covers the wiring rough-in and anchor for your own ceiling or pendant light fixtures.

KEEP IN MIND

As construction professionals, Minto encourages you to hire a licensed, professional Electrician should you choose to replace existing light fixtures or install additional lighting in your home.

Incorrect installation of electrical fixtures or modification of the electrical supply in any way will result in the loss of warranty coverage for any of your home’s electrical issues.

Plumbing

Water-saving bathroom faucets

Bathroom vanity faucets are fitted with a specially designed aerator that significantly reduces the water consumption from hand washing, shaving, etc.

Water-saving showerheads

Showers can use a large amount of heated water. Specially selected showerheads have been installed to provide a comfortable shower while using up to 40% less water than a standard showerhead.

Water pressure may seem lower than what you have been accustomed to previously, especially if you have moved from an older home. If you have any concerns, please contact the MasterCare Warranty Team.

High-performance water-saving toilets

Toilets in your home are high efficiency toilets, allowing you to further reduce your water consumption. Each flush uses less than the maximum flow rate allowed by the Ontario Building Code. You can increase the volume of water flushed by holding the lever down for a few seconds.

Main water shut-off valves

In case of a severe plumbing leak that cannot be stopped by turning off an individual supply valve, the main water shut-off valves are located on the main water meter.

Within your warranty period please contact the MasterCare Warranty Team immediately in the event of any plumbing leak, and contact the Emergency Line (accessible from the main MasterCare Warranty phone line) if after regular business hours.



Green Feature

Water meter

Your home’s water is individually metered, ensuring that you only pay for what you use.

Individual water supply valves

The hot and cold water supply to individual fixtures such as sink faucets, toilets and dishwashers can be found directly underneath, behind, or beside these fixtures. Turn these valves counter-clockwise to shut off the water supply when needed.

Exterior hose

Most homes will have an exterior water supply to attach a garden hose.

*Prior to the winter months, ensure any hoses attached to your home are disconnected. This is critical to maintaining your warranty and your home’s longevity, as well as properly winterizing the water valve.*

Drain blockages

It is common for drains to become blocked with foreign materials such as hair or toilet paper if not regularly cleared. It is essential that shower and sink drains are kept clean, and occasionally flushed with hot water. Liquid-Plumr® or Drano® can be used sparingly to clear minor blockages or slow drains, however, frequent use is not advised.

If you have a blocked toilet, a plunger can be used to try to push the blockage through. In extreme cases, if a blockage is causing the toilet or other drains to back up and plunging the toilet does not alleviate the issue, a plumber may need to be called out to snake the drains and clear the blockage.

*Blocked drains or toilets are not a warrantable deficiency but rather a maintenance issue. We recommend you make every attempt to clear a blockage before contacting a plumber. If the matter is persistent, please contact the MasterCare Warranty Team with details of the situation.*



Leaks

In the event that you discover a leak in your home, it is important that you try to determine where the leak has originated from and shut it off at the source. It is not always necessary to shut off the water to your entire house. For example, if you determine that a leak has originated from your dishwasher or washing machine, you can shut off the water to the appliance. Once you have shut off the water, please contact the MasterCare Warranty Team to report the issue.

The MasterCare Warranty Team will inspect the leak and any associated damages to your home’s finishes, and arrange for repairs as necessary. It is important that any standing water be quickly mopped up in order to reduce damage to flooring or other surfaces, and to stop the potential spread of water into other rooms. If you cannot stop the leak, try to place a pan or bucket under its source to catch the water.

Plumbing leaks are covered under warranty for 2 years, as is any associated damage to your finishes. After the expiry of the warranty coverage, damage resulting from plumbing leaks shall be the responsibility of the homeowner to resolve. Damage from spillages or improper use of plumbing fixtures or appliances is not covered under warranty. If a homeowner has removed or changed any plumbing fixture supplied and installed by Minto then the plumbing warranty will be voided and the homeowner is responsible for all associated repairs and damages.

*Damage to furniture or personal belongings from plumbing leaks are not covered under warranty. However, most home insurance policies will cover these types of secondary damage.*

# Mechanical ventilation

## Heat Recovery Ventilation unit (HRV)

The HRV delivers fresh, filtered air to your home and circulates that fresh air for improved ventilation and living comfort. Air is filtered to help reduce dust and pollutants in your home.

*We recommend you clean/replace the filter every 3 to 6 months to maintain the system and indoor air quality. The filter for the unit is located behind the lower panel.*



## Programmable thermostat

A programmable thermostat helps make it easy for you to save energy by offering 7-day scheduling capabilities to regulate your home’s temperature in both summer and winter – when you are asleep or away. The thermostat enables you to control the temperature and airflow in your home. Set the temperature to your comfort level when you’re home, and adjust lower for increased energy savings when you’re away. Here are a few recommendations:

- It is recommended that you adjust your thermostat during the winter months since you can save as much as 3% on the heating bill by lowering your thermostat just 1°C (2°F)
- Typical winter settings are 21°C (70°F) for the hours you are awake and active, and 18°C (64.5°F) when you are sleeping
- Turn your Fan Speed setting to “Auto” using the buttons at the bottom of the thermostat. This will turn off the fan when no heating or cooling is required – saving you electricity and money

Thermostats offer the single greatest and easiest opportunity to conserve energy, requiring nothing more than adjusting a switch to the desired temperature setting and reducing heating/cooling during sleeping or ‘away’ hours.



## Bathroom exhaust fans

You are reminded to turn the exhaust fan to a ON setting to better ventilate your bathrooms during showers.

*Using your bathroom exhaust fans to help control humidity is a valuable tool to maintain your home, and prevent damaging condensation.*

## Range hood exhaust

The range hood exhaust is directly vented to the exterior of the home. You should always use the exhaust fan when cooking on the stovetop to help control odours and humidity within your home, particularly during the first year when humidity control can be of great importance.

## Humidity and condensation

Maintaining the relative humidity in your home has many benefits, not only to your woverall comfort, but can also to extend the life of any wood products inside the home, such as furniture, cabinetry, and flooring. It is highly recommended, particularly during the winter months, that indoor relative humidity is monitored and that efforts are made to control the humidity levels by keeping the home well ventilated; either by opening windows, using your range hood exhaust, bathroom fans, and/or running the HRV fan when otherwise not in use. Sometimes other methods of controlling humidity may be required, such as the use of humidifiers, dehumidifiers or fans.



It is recommended that a relative humidity level of 35% be maintained, however on extremely cold days, which are common in the Ottawa winter months, the number should be lowered. Please refer to Page 16 or contact the MasterCare Warranty Team for more advice.

*Condensation and high humidity are a common cause of deficiencies in a home. In the winter months as the exterior temperature drops and central heating is turned on in homes, moisture in the air condenses on cold surfaces such as windows and doors. Water droplets form on these surfaces and run down, often causing damage to window frames, drywall, flooring and interior trim. In very cold conditions the condensation may even transform into ice build-up. Damage resulting from condensation is not covered by the home warranty, and if ignored can lead to fungal growth on wet surfaces. Water damage from condensation is unsightly, but in most cases, it can be easily repaired as long as any standing water is cleaned up and the surface is allowed to properly dry out.*



# Interior finishes

## Quartz countertops

Quartz countertops are an engineered surface made from one of nature’s hardest minerals. Quartz is combined with numerous polymers and pigments to create a natural stone look with durability that is far superior to any marble or granite surface. Quartz’s hard, nonporous surface makes it a breeze to clean. In most cases, a little soap and water, or a touch of mild detergent is all you need to maintain its lustre.

## Granite countertops

Granite and marble are natural stone products, highly regarded for their beauty. Being a product of nature, no two pieces are alike and can vary in tone, shade, veining, and calibre from piece to piece. Impact resistance also varies, and marble particularly can be chipped or cracked easily. Marble and granite are porous stone and may stain, dull and/or scratch upon abrasive contact. It is strongly recommended that homeowners apply a seal coat to any marble or granite countertops before first use to protect the stone. A seal coat should be re-applied with each year of use.

*Do not use any harsh or abrasive cleaning products such as Windex®, vinegar, lemon, lime, or anything with ammonia or bleach to clean marble or granite.*

## Laminate flooring

Laminate flooring can be durable and beautiful, with careful maintenance:

- Sweep or vacuum your floor often to remove loose dirt and grit before it scratches the surface of the floor. Do not clean your laminate floor with water or with a mixture of wax or cleaner such as Murphy® Oil Soap; these solutions can dull the finish and permanently damage the floor
- Wipe up spills before they are absorbed into the wood or become sticky. Spilled liquids or water from cleaning can be easily absorbed into laminate flooring boards and will ruin the finish and integrity of the flooring
- Use products made or suggested by the flooring manufacturer for cleaning and maintaining your laminate floor; most retailers of hardwood flooring stock the appropriate floor care products.
- Use floor protectors on the feet of furniture to avoid scratches
- When moving furniture or appliances, slip a blanket or piece of carpet face down under each foot and slide the furniture carefully
- All laminate floors are subject to indentation. Rolling wheeled furniture or appliances over the floor will dent the boards

*We recommend you do not use rubber backed floor mats or area rugs, as they can stick and thereby damage the finished surface of laminate flooring.*

## Engineered hardwood flooring (upgrade)

Engineered hardwood flooring has a similar composition to laminate flooring, however, instead of a printed vinyl surface there is a thin veneer of real wood. No two pieces of engineered hardwood will have the same appearance, and the finished look is like a real hardwood floor. Engineered hardwood flooring should be maintained using the same steps as laminate flooring, however, because there is only a thin veneer of wood on the top layer, engineered hardwood typically has less resistance to impact, abrasion, or pressure than laminate flooring.

## Ceramic and porcelain tiles

Ceramic and porcelain tiles are specified throughout your home as flooring and wall tiles in your bathrooms, backsplash tiles in your kitchen, and in some homes there are flooring tiles in the laundry room or closet. Ceramic and porcelain tiles are highly durable, stain and scratch resistant and easy to clean, although they can be chipped or cracked if struck with a blunt object.

## Marble surfaces and tiles (upgrade)

Marble tiles and countertops are a delicate natural stone, and no two tiles will be alike. Marble flooring and wall tiles require a lot of attention to maintain their appearance as they can be easily scratched, stained, chipped, or cracked without proper care. Marble flooring and wall tiles should be annually sealed to protect the stone from stains, and gradual dulling of the polished finish. If marble flooring tiles have been specified, it is also recommended that they be professionally polished and sealed regularly.

*Do not use harsh or abrasive cleaning products such as Windex®, vinegar, lemon, lime, or anything with ammonia or bleach to clean marble tiles.*

## Laminate cabinetry

All kitchen and bathroom cabinetry is composed of dense fibreboard with a printed laminate surface. Cabinetry can be easily cleaned with a damp cloth and mild detergent or multi-purpose cleaner. Kitchen utensils can scratch cabinetry surfaces easily, but scratches are also easy to repair with a colour touch up kit available from most hardware stores.

Painted/lacquer cabinetry (upgrade)

Painted/lacquer finish cabinetry is a premium finish that requires extra care with regular use. It is important not to use cleaning solutions or products that could damage or dull the painted finish. Use a damp paper towel with diluted vinegar or all-purpose cleaner to clean the surface, and quickly dry with paper towel. Chipped or scratched painted cabinetry is extremely difficult to repair.

Wall and ceiling paint

All interior paints are low VOC (Volatile Organic Compound) latex paints, selected for their high quality and health benefits.

Finishing and trim carpentry

Interior doors, door casings, and baseboards are coated with semi-gloss paint, making marks and scuffs easy to clean with a damp cloth and mild detergent.



# Important contacts

## East End Communities:

MasterCareEast@minto.com

## Barrhaven Communities:

MasterCareSouth@minto.com

## Mahogany Community:

MasterCareMahogany@minto.com

## West End Communities:

MasterCareWest@minto.com

## High Rise Condominiums:

MasterCareHighRise@minto.com

## Minto MasterCare Warranty

Monday to Friday: 8:00am – 4:00pm

Summer Hours:

Monday - Thursday: 8:00am - 4:00pm

Friday: 8:00am - 1:00pm

(613) 782-2310

## Hydro Ottawa

Monday to Friday: 8:00am – 8:00pm

Saturday: 9:00am – 3:00pm

(Excluding statutory holidays)

(613) 738-6400

CustService@hydroottawa.com

## Hydro One

Monday to Friday: 7:30am – 8:00pm

Saturday: 9:00am – 3:00pm

1 (888) 664-9376

CustomerCommunications@hydroone.com

hydroone.com

## Enbridge Gas

Service: 24 hours a day, seven days a week

Billing and other enquiries: Monday to Friday:

8:00am – 6:00pm

General Inquiries: 1 (877) 362-7434

Emergencies (smell of gas, broken gas pipe, etc.):

1 (866) 763-5427

CustomerCare@enbridge.com

## City of Ottawa

Monday to Friday: 8:30am – 4:30pm

3-1-1 or (613) 580-2400

Tax and Water Customer Service line:

(613) 580-2444

ottawa.ca/en/residents

## EnerCare

Monday to Friday: 8:00am – 6:00pm

1 (866) 449-4423

Connections.Care@enercare.ca





Your MasterCare Team is here for you:



**OTTAWA | MASTERCARE**  
613.782.2310



E.&O.E. August 2018