

free

new home buyer's checklist



Congratulations on buying your new home

Your relationship with your builder and the Ontario New Home Warranty Program (ONHWP) begins the moment you sign your Agreement of Purchase and Sale (APS). Good communication between you and your builder will ensure a strong and lasting relationship.

One of the benefits of buying a new home in Ontario is the warranty protection builders provide to homeowners. ONHWP's mandate is to ensure that new homeowners receive the warranty protection they are entitled to under the Ontario New Home Warranties Plan Act. It is important to understand what the warranty covers early on so that you are prepared.

Once you sign your APS you are considered a purchaser and your deposit up to \$20,000 (plus interest if you purchased a condominium unit) is protected. While you are waiting for your home to be built, however, your builder may delay the closing of your freehold home or occupancy of your condominium. If you experience a delay in closing of your freehold home or delayed occupancy of your condominium unit and do not receive proper notice, you are protected. To file a delayed closing claim for a freehold home, you must close the sale and provide copies of out-of-pocket expenses. To file a delayed occupancy claim for a condominium home you must occupy the unit and provide copies of out-of-pocket expenses. The maximum claim is \$5,000.

Talk to the right people

After you have signed the APS, ask the builder's representative to provide the name, address, telephone and fax numbers of the person(s) to contact during the construction period. This person will help answer questions after you have signed the APS and prior to closing.

After you sign your Agreement of Purchase and Sale, the next step is the Pre-Delivery Inspection (PDI). Ask your builder's representative who to contact about scheduling your PDI and when it will take place.

It is also important to know who is responsible for any after sales service (e.g. finishing) work that may be required after you move in. Understand exactly how your builder deals with after sales service and who your key contact person will be after you move in. If your builder does

not handle after sales service problems satisfactorily, ONHWP can assist you if your problems have been documented in writing to both the builder and ONHWP, within the applicable warranty periods. For more information, visit our web site at www.newhome.on.ca or call the regional office nearest you.



contacts

PRIOR TO CLOSING CONTACT:

name: _____

tel. _____

fax: _____

e-mail: _____

PDI CONTACT:

name: _____

tel. _____

fax: _____

e-mail: _____

Pre-delivery inspection

What is a Pre-Delivery Inspection (PDI)?

The PDI is an important date for all new homeowners. It represents one of the first occasions to view your new home with your builder's representative. Spend this time learning how to maintain and operate the systems in your home. During the PDI you will also be asked to make note of any pre-possession damages or missing items. Make sure you record these conditions on the Certificate of Completion and Possession (CCP) and Warranty Certificate to verify that they existed prior to occupancy.

When you carry out the Pre-Delivery Inspection of your home with your builder's representative, it is your responsibility to document, on the CCP, anything you find in your new home that is not complete or as set out in the APS. If additional pages are added to the CCP, you should reference the attachments on the CCP, as well. You should also note any items you have accepted as is.

The CCP is an important document that can be used to verify that the conditions existed before you moved in. It also marks the official date of possession. That date establishes when your warranty coverage begins. Once your builder submits your CCP to ONHWP you will be sent a Welcome Package of information to assist you.

Be precise and thorough when you are completing the inspection. Take your time. It is a great way to get to know your new home.

Important note

You do not automatically lose warranty coverage if a problem is not listed on the CCP, but if the problem is a damaged or missing item, it will be more difficult to establish that the condition existed before you moved in. As soon as the problem is detected, remember to report it in writing to your builder and copy your ONHWP office.

AFTER SALES CONTACT:

name: _____

tel. _____

fax: _____

e-mail: _____

Pre-delivery inspection

Be prepared

It is important to have an informative and constructive inspection. Your builder wants you to be satisfied with your new home and to be aware of how your new home functions.

To help you prepare for the Pre-Delivery Inspection, ask your builder about the video From Our Hands to Yours, or contact the Greater Toronto Home Builders' Association by phoning (416) 391-3445 EXT.301, faxing (416) 391-2118 or e-mailing them at gthba@newhomes.org. The cost of the video is \$18.95 (taxes and shipping included).

More helpful information

Once ONHWP receives the completed CCP from your builder, the booklet What Every New Homeowner Should Know will be sent to you. This booklet will provide you with information you need to know about the proper care and maintenance of your new home and the details about warranty protection in Ontario.

For condominium owners

If you purchase a condominium unit, the heating, mechanical ventilation, electrical systems, plumbing systems and outdoor elements may be covered under the common element warranty and will not be part of your Pre-Delivery Inspection. The common element warranty is different from your unit warranty and begins on the date the condominium declaration is registered. The condominium board of directors will complete a Pre-Delivery Inspection with the builder for all the common elements.

Understand how the systems in your home work

Learning how the systems in your home operate is one of the key benefits of the Pre-Delivery Inspection. The systems in your home include heating, ventilation, electrical and plumbing. The information that follows will assist you in learning more about these systems.

● Heating

Check the furnace and hot water heater for general damage, capacity, shut-off mechanisms and the type of filtering systems installed. Review the operation of your heating system. Locate the furnace filters and ask about their care and maintenance. Heat registers should not be located below a thermostat. Check the location and number of cold air returns to make sure they are unobstructed.

● Mechanical ventilation

Locate the switches for ventilation and circulation fans (normally placed near the thermostat). Locate supplemental fans and switches in each bathroom or in the kitchen and ensure they are operating. Make sure you understand how to achieve proper ventilation in order to avoid condensation problems which may not be covered under the warranty.

● Electrical system

Locate the main electrical panel for your home and review the function of each breaker switch and each fuse. Your new home has been equipped with ground fault circuit interrupter (GFCI) protection. The GFCI provides protection for your bathroom and outdoor electrical outlets. Ask your builder how to test the GFCI.

notes

Inspecting the interior

Inspecting the interior

○ Plumbing system

Locate the shut-off valves for the main water supply and the location of other shut-off valves throughout your home. It is your responsibility to shut off the water supply to all exterior hose bibs, prior to winter.

○ Septic system (if applicable)

If your home has a septic system, ask your builder to provide you with information on its use and maintenance. Once ONHWP receives the CCP from your builder, the booklet, *A New Homeowner's Guide To Septic Systems*, will be sent to you.

○ Plumbing fixtures

Check for chips in bathtubs, countertops and ceramics. Faucets should work properly; faucets and showerheads should be caulked; and cabinets should be securely fixed to the wall.

The top of the tub should be level. Check to see if water will run off the ledge of the bathtub onto the floor. Caulking around the tub and between the tiles should be in place.

○ Basement

Check for signs of water penetration in the basement walls. The basement floor should slope gradually toward the floor drain.

Floor joists should be made from sound lumber. Joists spanning more than 2.1 metres should have bridging between them unless an engineered flooring system has been used. Check for insulation and vapor barrier in the joist spaces. There should be double joists directly beneath the bearing partitions on the floor above and around stairway openings.

○ Doors

Doors should be well-fitted and operate as intended. Locks should be well installed and should not rattle when the door is closed.

○ Kitchen

Check for damage to countertops, cupboard doors, sinks and appliances. Cabinet doors should be properly aligned. Check spaces for standard appliances unless specific measurements were given to your builder. The space allotted for your appliances should be correct. Test the range hood fan and light. Make sure there are electrical outlets above the counter.



○ Interior finishes

Inspect the wall finishes for uneven paint coverage or shadowing through the wall material. Check banisters and pickets to ensure they are securely fastened and smooth to the touch with no rough edges, chips or gouges.

○ Closets

Doors should be secure, and open and close easily.

○ Floors

You should hear only a minimum of squeaks and notice a minimum of spring when walking on the floor. Due to the nature of wood, a wood floor will have a certain amount of unevenness. All other floor coverings should have a relatively flat surface. Examine seams in carpets and vinyl sheet goods to ensure they are tight. Joints between ceramic tiles should be well-filled with grout. Inspect sheet goods for cuts and burns, and inspect carpeting for stains or shade variations.

○ Upgrades and options

Make sure that all pre-selected upgrades and options have been installed. Inspect the ceramic tiles for surface cracks.

Inspecting the exterior

Inspecting the exterior

○ Grading

Grounds are graded with a gentle slope away from the house to direct rain and melted snow into the drain system. The grading is approved by the municipality and can not be altered by the homeowner after approval.

○ Swale

Some lots require shallow runoff trenches (swales) to help collect and drain water. Swales should be even and of a regular slope.

○ Sod

Sod may not be laid at the time you take occupancy of your new home. Local municipalities may delay this process to ensure certain subdivision requirements have been met. Once installed, you are required to maintain the sod. Ask the builder about proper care and maintenance.

○ Caulking

All windows and doors should be caulked around their frames—specifically, where the frame meets the wall of the house.

○ Exterior trim

Wood trim should have a minimum of knots and be securely fixed.

○ Brickwork

Vertical and horizontal mortar joints, between the bricks, should be completely filled. Weep holes at the bottom of the brick and above windows and doors should be free and unobstructed. Weep holes are designed to allow moisture to escape from the brick wall.



○ Windows

Try windows to ensure they open and close properly. Make sure there are no cracked panes and that all appropriate screens are in place.

○ Roof ventilation

Air vents should be situated as close as possible to the ridge of the roof.

○ Shingles

Shingles should lie flat with no corners lifting. They should extend over the roof edge by approximately 2 cm and over the edge of the fascia board at the eavestroughs.

○ Gas-proofing garage

The walls and ceiling of an attached garage, that are common with the interior of the home, should be sealed to prevent the passage of gas fumes from the garage to the interior. Although there are different ways to accomplish this, builders will typically sheet the common walls with gypsumboard and seal the joints.

○ Driveways

If your driveway is to be paved, the builder may wait until the entire subdivision has been completed.

notes

Need more information?

Know your warranty coverage

Be familiar with the deadlines for reporting problems to your builder and ONHWP. Your ONHWP office can give you additional information or help clarify a point. For more detailed information about your warranty protection visit our web site at www.newhome.on.ca, call our Toll Free Publications Line at 1-800-668-7504, or contact one of our regional offices (see back cover for a complete listing).

Keep records

Keep a copy of all correspondence with your builder. Whenever you make a complaint to the builder about an item that requires warranty service, send a copy to your ONHWP office because your warranties are time-limited.

Learn how to maintain your new home

Understanding the features of your new home and how to maintain them will go a long way toward protecting your investment. Visit the home maintenance section of our web site at www.newhome.on.ca. If you would like to receive a copy of any of ONHWP's booklets and brochures, call our Toll Free Publications Line at 1-800-668-7504. Or, you may order through the online catalogue, Order Express at www.newhome.on.ca

One-stop-shopping on our web site: www.newhome.on.ca

builder rating hotline
toll free 1.888.463.6466

publications line
toll free 1.800.668.7504

information line
toll free 1.800.668.0124

local offices
see back cover

ONHWP gratefully acknowledges the cooperation of the Greater Toronto Home Builders' Association for allowing their pamphlet, *Pre-Delivery Inspection: 21 Points to Consider*, to appear (in edited form) as ONHWP's *New Home Buyer's Checklist*.

Ontario New Home Warranty Program

Creating Consumer Confidence Through Commitment to
Consumer Protection and Builder Excellence

ONHWP was established in 1976 as an independent, private, non-profit corporation with the mandate to insure the warranty that all builders must provide to new home buyers in Ontario. The corporation is also empowered by the Government of Ontario to license and regulate the building industry and to provide consumer and builder information.

The result is that both builders and consumers in Ontario enjoy a level of industry stability and a standard of excellence that is largely unmatched elsewhere in Canada.

Regional offices

Corporate Office

5160 Yonge Street, 6th Floor
TORONTO ON M2N 6L9
(416) 229.9200
Toll Free: 1.800.668.0124
Fax (416) 229.3800
E-mail: info@newhome.on.ca
Web site: www.newhome.on.ca

Condominium Office

(Serving all of Ontario)
1091 Gorham Street, Unit B
NEWMARKET ON L3Y 7V1
(905) 836.6715
Toll Free: 1.888.803.9913
Fax (905) 836.0314

East Central Region

*(Serving the areas of Durham;
Haliburton; Muskoka;
Northumberland;
Peterborough; Simcoe;
Victoria; York)*
1091 Gorham Street, Unit A
NEWMARKET ON L3Y 7V1
(905) 836.5700
Toll Free: 1.800.263.1299
Fax (905) 836.5666

Eastern Region

*(Serving the areas of
Frontenac; Hastings; Lanark;
Leeds & Grenville; Lennox &
Addington; Ottawa-Carleton;
Prescott & Russell; Prince
Edward; Renfrew; Stormont,
Dundas & Glengarry)*
1600 Scott Street, Suite 400
OTTAWA ON K1Y 4N7
(613) 724-4882
Toll Free: 1.800.688.4345
Fax (613) 724-3669

Northeast Region

*(Serving the areas of Algoma;
Cochrane; Manitoulin;
Nipissing; Parry Sound;
Sudbury; Timiskaming)*
1895 LaSalle Blvd.
SUDBURY ON P3A 2A3
(705) 560.7100
Toll Free: 1.800.387.7861
Fax (705) 560.7111

Northwest Region

*(Serving the areas of Kenora;
Rainy River; Thunder Bay)*
1205 Amber Drive, Suite 206
THUNDER BAY ON P7B 6M4
(807) 345.2026
Fax (807) 345.2014

Southwest Region

*(Serving the areas of Brant;
Elgin; Essex; Haldimand-
Norfolk; Huron; Kent; Lambton;
Middlesex; Oxford; Perth;
Waterloo; Wellington)*
140 Fullarton Street,
Ground Floor
LONDON ON N6A 5P2
(519) 660.4401
Toll Free: 1.800.520.HOME (4663)
Fax (519) 660.3556

West Central Region

*(Serving the areas of Bruce;
Dufferin; Grey; Halton;
Hamilton-Wentworth; Niagara;
Peel; Toronto)*
2 County Court Blvd., Suite 435
BRAMPTON ON L6W 3W8
(905) 455.0500
Toll Free: 1.800.455.4484
Fax (905) 455.0169

Need more information?

Ontario New Home Warranty Program

If you have a question, require clarification, need updated information, or would like to receive any of ONHWP's publications, call your nearest ONHWP office or visit the web site at www.newhome.on.ca. You may also call our Toll Free Information Line at 1.800.668.0124, our Toll Free Builder Rating for After Sales Service Hotline at 1.888.463.6466 or our Toll Free Publications Line at 1.800.668.7504.

Canadian Mortgage and Housing Corporation (CMHC)

Ontario Regional Office
For questions, publications or instructional videos call 1.800.668.2642 or visit their web site at www.cmhc-schl.gc.ca

Canadian Bankers Association

To order consumer publications call 1.800.263.0231 or visit their web site at www.cba.ca

Law Society of Upper Canada

If you would like help selecting a lawyer, call the Law Society of Upper Canada's lawyer-referral service. In the Greater Toronto Area (GTA) call (416) 947.3330, outside of the GTA call toll free at 1.800.268.8326 or visit their web site at www.lsuc.on.ca

Greater Toronto Home Builders' Association (GTHBA)

To order the PDI Video for \$18.95 (includes all taxes, shipping and handling) contact the GTHBA at 20 Upjohn Road Toronto, Ontario M3B 2V9 Telephone (416) 391.3445 x301 Fax (416) 391.2118 or E-mail them at gthba@newhomes.org

Ontario Home Builders' Association (OHBA)

The local association of Ontario Home Builders can help you with a builder reference check. Contact OHBA at 20 Upjohn Road Toronto, Ontario M3B 2V9 Telephone (416) 443.1545 Fax (416) 443.9982 Toll Free 1.800.387.0109 or visit their web site at www.homesontario.com

Municipal Building Department

Your municipal building department is an excellent source for information on all aspects of building in your area. Call your local municipal office for any municipal services.

