

MAISONS  
**LEMAY**  
HOMES

# Homeowners

Care Guide



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## Introduction

### **Welcome to your new Lemay Home.**

Please find in this Homeowners Care Guide some general guidelines that highlight the most popular subjects regarding a new home and its maintenance. You must also refer to manufacturers' operation and maintenance manuals/guidelines for specific information regarding their products and/or systems.

Tarion's website link below also brings additional and valuable information regarding a new home maintenance as well as, what to inspect and which actions to take with each change of season: <https://www.tarion.com/homeowners/your-warranty-coverage/maintaining-your-new-home>

Lemay Homes contact information and afterhours emergency contact is also included within. Further to this, there are also important sections which explain what constitutes an emergency and which specific type of emergency situation may require a new homeowner to use a self-chosen third-party company to do repairs still covered under the warranty.

E. & O.E.

## Service - Contact and information

### Regular business hours:

Consult website for exceptions such as holidays and summer hours:

<http://www.maisonslemayhomes.ca/en/contact-us/contact-info>

- **Head Office** (Mon. to Fri. 9am-12pm)  
**613 746-6430**  
[service@maisonslemayhomes.ca](mailto:service@maisonslemayhomes.ca)

## URGENT\* Service only –Contact and information

### After Hours Emergency Contact

Weekdays (12pm to 9pm)

Weekends and Holidays (9am to 5pm)

or

**Regular business hours Emergency contact** if a Lemay Homes representative cannot be reached at above telephone number during regular business hours:

Call and leave a message (in English) 343-548-1177

and

send an email titled “Urgent” to [service@maisonslemayhomes.ca](mailto:service@maisonslemayhomes.ca)

*Note:* When you are leaving your telephone message **please speak slowly and clearly** and do not forget to **leave your contact information, address, and a brief description** of the urgent issue. Lemay Homes will call you back as soon as possible.

\*Also, please read the following sections titled:

- “**Urgent service - Important first steps to take**”
- “**Urgent service – Definition/What constitutes an urgent service**”.

Website: <http://www.maisonslemayhomes.ca/en/contact-us/#x-section-service-request>

## Urgent service - Important first steps to take

### Step 1:

- **If PLUMBING/WATER DAMAGE related:** *Immediately shut off the main water valve in your basement. Then proceed with the steps below.*
- **If GAS burning and/or GAS SMELL related:** *Stay calm. Immediately evacuate all occupants and pets out of the home.*
  - *If you **smell gas** (no fire), if possible, leave the door open to ventilate the house.*
  - *If **gas is burning**/there is a fire, **from a neighbor's telephone, CALL 9-1-1.***
  - *If you smell gas, **from a neighbor's telephone, CALL the emergency "GAS" telephone number at Enbridge: 1-866-763-5427***

*Then proceed with the steps below.*

### Step 2:

- **CALL and SEND an email as per Urgent\* service only – contact and information on previous page.**

### Step 3:

**IF you fail to reach and communicate with Lemay Homes representative** in a reasonable amount of time after following the steps above:

- **CALL Tarion for guidance** 1-877-9-TARION (1-877-982-7466)  
Mon-Fri 8am-5pm (EDT) [customerservice@tarion.com](mailto:customerservice@tarion.com)

**AND/OR**

- **CALL the appropriate sub-trade** as noted on the following list in the section titled "Urgent Service – Other sub-trade contact information".

**IF the problem is not related to any of the sub-trades** on the following list **and in the failure to reach and communicate** with Lemay Homes,

- **CALL a Third-Party\* repair company of your choice** but please take note of the following section titled "Third-Party Company Usage Policy".

## Urgent Service – Sub-trades contact information

### PLUMBING:

**Plumbing:** when there is a major risk of water damage, **immediately shut off the main entry water valve to the home located in the basement** or the appliance's water valve (if applicable):

- Axel Plumbing: **819 246-3520**

**GAS:** if e.g. you smell gas, **have all occupants leave the home immediately and call from a neighbor's home** the gas supplier in your region: Enbridge: **1-866-763-5427**

**HEATING/COOLING & WATER HEATER** (See sticker on appliances (also look on air exchanger/HRV)):

- **PURCHASED** water-heater &/or furnace:

- (SEE STICKER ON APPLIANCE): Parent Heating & Cooling: **613 739-4515**

- **RENTED** water-heater:

- (SEE STICKER ON APPLIANCE): Home Reliance Home Comfort: **1-888-837-1451**  
EMAIL: [cambuilderdesk@reliancecomfort.com](mailto:cambuilderdesk@reliancecomfort.com)

### ELECTRICAL:

**Electricity:** *if the whole neighborhood has lost its electrical supply*, call your region's electrical supplier: Ottawa Hydro: **613 738-6400** (Power outage and information: 613 738-0188)

**Electricity:** *if only your home experiences electrical problems:* S & S Electric: **613 748-0432**  
(after regular hours select **option: 8** for 24h service)



## Urgent service – What constitutes an urgent service

*(In reference to Tarion's HIP-Homeowners Information Package):* A warrantable deficiency within the control of your builder that, if not attended to immediately, would likely result in imminent and substantial damage to your home and/or substantial risk to the health and safety of its occupants. E.g.: Total loss of heat between September 15 and May 15; Gas leak\*\*; Total loss of electricity\*\*; Total loss of water supply\*\*; Total sewage stoppage\*\*; Plumbing leakage that requires complete water shut-off; Major collapse of any part of the home's exterior or interior structure; Major water penetration on the interior walls or ceiling; A large pool of standing water inside the home; Any situation that in Tarion's opinion makes the home uninhabitable for health or safety reasons.

*\*\*Emergency due to the failure of a municipality or utility are not covered under warranty.*

## Third-party company usage policy

Homeowners are reminded to always contact Lemay Homes first for all service-related issues. Do not contact third-party service companies for non-urgent items still covered under warranty as Lemay Homes cannot be held responsible for these charges. In the event of a warranted urgent service when Lemay Homes cannot be reached, is not responding to your call and/or email in a reasonable amount of time, and the other previous steps have not yielded the help needed, this is a reminder that, as per the Tarion HIP (Homeowners Information Package), only the cause of the urgent problem may be repaired by a third-party service company of your choice. You must advise Lemay Homes Head Office and/or Sales Office at the very next opened business day to report the damage.

You may wish to know, however, that after the new home warranty period is over, the owner may certainly contact the sub-trade/contractor/service company of his/her choice as the charges are then owner's responsibility.

## Air conditioner

- Have your unit professionally serviced annually.
- Follow the manufacturer's instructions and maintenance guidelines.

## Air exchanger

- Have your unit professionally serviced annually.
- Follow the manufacturer's instructions and maintenance guidelines.
- Clean or change the filter according to manufacturer recommendations. This will make the furnace/mechanical system more energy efficient and use less energy.
- Clean the exterior air intake.
- The air exchanger is an important ventilation component of an energy efficient home.
- The air exchanger should run continuously at low speed except during extreme exterior temperature conditions during which time it should be temporarily turned off until the extreme conditions have lifted.
  - E.g. During the warmer months, you may have to close the air exchanger during very hot and humid days and turn it back on during the evening when the exterior temperature and humidity drops down.
  - E.g. During the winter months, you may have to turn the air exchanger off if it is extremely cold outside but the next day, when the temperatures rise, the air exchanger must be turned on again.
- The high-speed setting of the air exchanger is generally only used for a short period of time when a quick fresh air exchange is desired after e.g. larger gathering of people, extra cooking (or e.g. smell of fish) ...
- The air exchanger uses the furnace fan to circulate the air in the home hence requiring the furnace fan to run continuously.

## Asphalt

- Obtain a vehicle street parking permit from your Municipality (if this is required by the Municipality and you have a vehicle that will need to be parked on the street) for the duration of the work period and curing time. (Note: This also applies for the preparation work and curing time for the cement street curbs.)
- The paved entrance is meant for cars or light utility vehicles but not for heavy loads such as trailers or large vehicles. Heavy loads will damage the asphalt surface. Sharp objects such as bicycle or motorcycle stands may sink in the asphalt especially during hot weather.
- Dry land steering your vehicle may leave wheel tire marks especially during hot weather.
- Salt & de-icing chemicals may damage the paved surface. Use sand or fine gravel instead.
- Gas and oil damages asphalt. Rinse and clean adequately immediately upon appearance of oil or gas stains.

## Bathtubs and showers - acrylic

- Refer to manufacturers maintenance guidelines. In general, use a mild nonabrasive solution, such as dishwashing liquid, to avoid scratching the acrylic surface. Some household cleaners are much too strong and may damage the acrylic by scratching and removing the acrylic's luster with repeated use.
- Regular caulking maintenance is also required to avoid water infiltration.
- REFER to the section titled "Caulking" for more related information.

## Bathrooms

- Use fan continuously during baths and/or showers and leave on long enough afterwards to permit complete evacuation of humidity.
- Wipe water spills immediately.

## Cabinets and countertops

Please find below some basic maintenance guides for cabinets and/or countertops made of wood, MDF (medium density fiber panels), Thermofoil/Laminates/Melamine, granite, quartz, Corian, butcher block.

**Each type of finish requires its own maintenance therefore it is best to refer to the manufacturer's recommendations.**

In general:

- **Do not stand or sit on the countertop**
- Wipe spills immediately (to avoid staining of any type of surface and/or swelling in the case of laminated surfaces)
- Use cutting boards
- Use protective pads for hot items or appliances
- Avoid exposing the surfaces to harsh chemicals such as toilet bowl cleaners, drain cleaners, rust removers, ceramic cooktop cleaners, acidic or abrasive cleaners, oven cleaners, paint or varnish removers, products containing acetone (nail polish remover) which may mark or permanently damage the surfaces. In the event of such a spill, wipe off the excess of the product immediately and rinse several times with water, using the appropriate safety measures to avoid injury.
- Cabinet interiors should be cleaned with a damp cloth and dried immediately with a dry soft cloth.

Please find below some maintenance guidelines for some finishes:

- **WOOD & MDF:**
  - All wood surfaces require proper climate control. Excessive humidity is every surface's worst enemy.
  - **REFER to the section titled « Humidity – The Control of Relative Humidity» for more related information.**

- Regular cleaning of wood surfaces must be done with a clean, damp cloth and dried immediately with a dry, soft cloth. (Do not use detergents, strong soaps, abrasives, or self-polishing waxes.)
- **THERMOFOIL/LAMINATE/MELAMINE:**
  - Laminate countertops are not as durable as granite, quartz or solid surface materials thus common sense is required to avoid serious damage.
  - Regular cleaning of thermofoil doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth.
  - For daily cleaning of laminate countertops simply wipe with a soapy cloth and immediately wipe off any remaining residue and excess liquids with a dry cloth.
  - Avoid moisture/water/liquids on countertop seams, joints, backsplashes and sink &/or faucet openings. Dry moisture/Remove liquid spills immediately with a dry cloth.
  - Wipe up standing water/liquids immediately; to prevent from seeping around sinks, faucets, backsplashes, or seams/joints, as this may cause the material to swell, lift or separate.
  - Kettles, toasters, toaster ovens, and other heat generating accessories cannot be placed under cabinetry when in use. Also, keeping the dishwasher door open after a hot cycle wash is not recommended. Prolonged heat exposure will cause de-lamination.
  - Laminated cabinets and countertops are not heat resistant; therefore, do not expose them to direct heat (e.g. teapot, frying pans) or heat-generating appliances (e.g. toaster under upper cabinets which may damage upper cabinets; electric skillets/crock pots directly on the countertop). Always make sure that toaster and/or other heating appliances are not under any cabinets when in use, and/or use protective pads under hot appliances, teapots, etc.
  - Do not put hot items directly on the laminated surface, always use protective pads.
  - Use a cutting board for all food preparation. Do not cut directly on countertop.
  - Do not stand or sit on the countertop.
- **GRANITE:**
  - There is no warranty on the stone itself, it is a natural product and sometimes will contain fissures and small cracks that do not affect the integrity of the stone. Defects in workmanship are covered by each supplier's warranty.
  - Contact our local distributor for professional assistance if you experience any scratches or chips. Some stones are softer and more porous than others and are more susceptible to stains and scratches.
  - Remove watermarks simply by wiping with liquid soap and damp cloth.
  - DO NOT USE any abrasive cleaners or harsh chemicals for day to day care.
  - Granite withstands heat well beyond what other surfaces can, but certain stones may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. However, be advised that heat transmitted to granite will hold its temperature long after the removal of the heated cookware. Protective pads are recommended to prevent potential burns.
  - We recommend you do not cut on your granite surface as it can scratch. It is always advisable to use a cutting board

- Do not apply extra weight to your granite top. Standing on the surface to reach higher placed objects or leaning on areas that have been cut out for sinks, cooktops etc., may result in cracking.
  - Do not stand or sit on the countertop.
- **QUARTZ :**
    - Although quartz is a highly durable manufactured product, it may be damaged if misused.
    - Quartz is a manufactured product typically made up of 93% Quartz and 7% resin. Defects in product and workmanship are covered by each supplier's warranty.
    - Remove watermarks simply by wiping with liquid soap and damp cloth.
    - DO NOT USE any abrasive cleaners or harsh chemicals for day to day care.
    - Contact our local distributor for professional assistance if you experience any scratches or chips.
    - Quartz will withstand heat well but may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It is important to note that quartz is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware creating a potential for burns. Protective pads are recommended.
    - We recommend you do not cut on your quartz surface as it can scratch. It is always advisable to use a cutting board.
    - Do not apply extra weight to your quartz top. Standing on the surface to reach higher placed objects or leaning on areas that have been cut out for sinks, cooktops etc., may result in cracking.
    - Do not stand or sit on the countertop.
- **CORIAN:**
    - Soapy water or ammonia-base cleaners will remove most dirt and grime.
    - Avoid exposing Corian surface to strong chemicals such as paint remover and oven cleaner. If contact of such chemicals occurs, rinse away quickly with water.
    - Scratches: Contact your local distributor or visit their website at ([www.corian.com](http://www.corian.com)) for more information.
    - Protective pads are recommended for prolonged exposure to hot items.
    - Use a cutting board for the preparation of food.
    - Do not stand or sit on the countertop.
- **BUTCHER BLOCK:**
    - Wash with lukewarm water – do not submerge in water – and immediately wipe dry.
    - Apply a fresh coat of mineral oil, or Beeswax meant for butcher block tops monthly, or as needed.
    - Do not place hot items on surface
    - Do not allow water spills or other liquid to sit on surface for a period of time. Wipe immediately.
    - Cutting on the top will mark the surface.
    - There is no warranty when installing a sink in a solid wood top.

## Caulking

- Regularly maintain the interior caulking around faucets, sinks, bathtubs, and showers in order to prevent water infiltration.
- Regularly maintain the exterior caulking around doors and windows, air exhausts, electrical outlets, garage frame, etc. Repair as required to prevent water infiltration.

## Cement

- Salt & de-icing chemicals do not agree with cement surfaces. They cause scaling of the surface. Use sand or fine gravel instead.

## Condensation

Moisture is present in all homes, but when it becomes excessive, homeowners need to take immediate action to protect their new home investment.

**Refer to the section titled “*HUMIDITY - The Control of Relative Humidity*” for more related information.**

Condensation is water that forms when warm, moist air or excessive humidity levels hit a cooler surface in a room such as a window, an interior door knob that is located on an exterior door, a cold water pipe, and/or basement concrete walls.

- Cold weather and condensation (for example- windows in the winter) can easily be fixed with these few tricks:
  - Limit the quantity of plants in the home
  - Verify dryers air exhaust pipe to assure proper connection and that they are free of laundry lint
  - Avoid lowering the interior temperature too low
  - Avoid stock piling firewood in the basement
  - Use kitchen and bathroom fans when cooking and showering/bathing and until all moisture is eliminated in the room.
  - Avoid extended showers.
  - Avoid fully closing blinds down by leaving a gap at the bottom of the window or closing curtains during the evening to permit air circulation on the glass surface of the window. This will prevent condensation/frost build up.

## Eavestrough

- Some homeowners may choose to have eavestrough installed. In this case, it is important that they be forewarned that eavestrough may be a source of water infiltration due to ice buildup. In such instances, this may cause damages to the roofing and even void its warranty.
- If the homeowner decides to have eavestrough installed, here are a few pointers to keep in mind: 1) For multiple roof levels, drain upper roof water directly into the

eavestrough or to the ground. Do not drain water onto a lower roof since this may cause a premature deterioration of the roof. 2) The downspouts must drain the water as far away as possible from the foundation and far from the garage door sill and the asphalt driveway. 3) Clean leaves and debris from the eavestrough on a regular basis to prevent blockage and/or, ice or water buildup. 4) Consider installing a heated wire in the eavestrough to prevent ice build-up (check with the supplier if your eavestrough permit such an application).

## Electrical

- GFI outlets (bathrooms): All outlets are interconnected among bathrooms, if one outlet in one of the bathrooms jumps then this affects all bathroom electrical outlets. Therefore, find the bathroom that has the “Reset” outlet and activate accordingly.
- GFI outlets (exterior): All exterior outlets are interconnected, if one outlet jumps then this affects all exterior electrical outlets. Therefore, find the exterior outlet that has the “Reset” outlet and activate accordingly. If this does not activate the outlet, then you must proceed to the electrical panel in the basement to reset the circuit breaker. First, put the circuit breaker to « OFF », wait 1 minute, put breaker back « ON » and wait 1 minute before plugging electrical appliance back in the exterior electrical outlet.
- Electrical panel – circuit breakers: When one or more electrical outlets do not work, then you must proceed to the electrical panel in the basement to reset the circuit breaker. First, put the circuit breaker to «OFF», and then back to « ON » all the while making sure that the breaker is completely brought to its furthest position.
- Note: Some defective electrical appliances are often the cause of circuit breaks. Repair or replace the appliance in such cases.
- Smoke detectors: Clean regularly; dust can activate the alarm. Also, sometimes during the night, small insects may be the cause of the activation of the smoke detector alarm.

## Faucets – Exterior (SEE « Maintenance to do in Fall »)

## Fireplace (Natural gas)

- Have your unit professionally serviced annually.
- Refer to users’ manual for more details and specifications.
- Do not clean fireplace window with household cleaners. A product such as *Imperial Kel Kem* is a product specifically made for this use. This type of product is available at your nearest hardware store but refer to users’ manual for specific recommendations.
- Remember that the first ignition of the season may require numerous tries before the pilot light turns on. Time is needed to let the natural gas reach the ignition.

## Floors (Ceramic)

- Follow manufacturer’s maintenance care.
- Do not wash with an abrasive cleaner as this may dull and wear the surface. Use a product recommended by the manufacturer.

- Hairline cracks in the grout is normal due to slight movement of the wood in the sub-floor.

## Floors (Hardwood)

- Follow manufacturer's maintenance care.
- It is very important to control the level of humidity in the home to preserve the beauty of hardwood floors. **REFER to the section titled "HUMIDITY – The Control of Relative Humidity" for more related information.**
- Stiletto high heel shoes, heavy furniture, the sliding of furniture, or other sharp objects such as small rocks can leave indentations in the hardwood floor. Use floor protectors on the feet of furniture.
- Put protective pads under furniture legs to avoid scratches.
- Wipe up spills before they are absorbed in the wood.
- Use a manufacturer approved vinyl rug underlay if putting a rug over the hardwood floor. Rubber, foam back or plastic mats may discolor the hardwood floor.

## Floors (Other e.g. Vinyl no wax resilient, laminate, etc.)

- Follow manufacturer's maintenance care.
- Put protective pads under furniture legs to prevent scratches, dents, or cuts.
- Do not use mats or rugs with a rubber or latex backing since these backings may permanently discolor the floor
- Wipe up spills before they are absorbed in between floor seams, baseboards, or trims.
- Use only cleaning products that are recommended by the manufacturer. Harsh and other types of cleaners may cause dullness and discoloration; these may also make the vinyl become hard and brittle.

## Floors (Carpet)

- Follow manufacturer's maintenance care.
- **ATTENTION \*\*especially for berber type carpets:**
  - **Use the appropriate vacuum cleaner attachment that will not snag the fibers,** as recommended by the manufacturer. Usually this means, **DO NOT use a vacuum rotating beater bar/brush, especially on carpet joints or near carpet cuts** usually located near wall baseboards or floor transitions because if you snag a strand and break it the whole row may come unraveled.
  - Never walk with high heels, keep pets off it with their claws.
  - Do not drag your furniture or other objects.



- Berber type carpets are made in one continuous loop a bit like a wool sweater, if you pull on one strand then one or a few rows can or will unravel.



- If a strand does come loose and/or unravels, follow a manufacturer's suggested repair method. Usually, temporarily glue down strand before any further damage is done until a proper repair can be done.

## Frame (Wood)

- During construction kiln-dried lumber was used for its framing. However, the percentage of moisture in wood fluctuates during the home's first heating season thus the shrinking of materials may be the cause of certain occurrences that do not adversely affect the structural integrity of the home. Here are some of the possible occurrences for the drying of materials:
  - thin cracks appear exposed wood « joists &/or beams »
  - small gaps between cabinets and walls
  - minor joints may open in door and window trims, baseboards, and walls
  - small gaps may appear between fireplace mantel and walls
  - squeaks of floor underlay, wood flooring and/or stairs may occur
- These types of occurrences are easily fixed by concealing with latex caulking, putty, or filler. Your nearest hardware store will be able to suggest the best material to use to conceal these occurrences.

## Furnace

- Have your unit professionally maintained on a yearly basis to assure no unpleasant surprises during the heating season.
- Follow manufacturer's instructions and maintenance guidelines.
- Clean or change the filter regularly as per manufacturer's recommendations. This will make the furnace more energy efficient and use less energy.
- Leave furnace fan running continuously (versus automatic setting) as this is an important component for proper air circulation in the home.

## Garage

- Lubricate the door system (as per manufacturer’s recommendations and using appropriate product) to promote a smooth and quiet operation. This action will improve the lifespan of the door system.

## Humidity – The Control of Relative Humidity

Refer to the section titled “CONDENSATION” for more related information.

Moisture is present in all homes, but when it becomes excessive, homeowners need to take action to control it and protect their new home investment. But it must also be noted that lowering the relative humidity too low may also affect items in the house such as, but not limited to, shrinkage cracks in trim, drywall, and hardwood flooring.

A **hygrometer** is an instrument that will help you **to monitor the relative humidity** in your home therefore it is highly recommended that you purchase, use, and refer to the readings periodically. This is an inexpensive tool available at most hardware stores.

Relative humidity is the amount of moisture/water vapor present in the air. It comes from many sources: cooking, baths/showers, laundry, dishwashing, human or pet presence (breathing/body perspiration), indoor plants, new building materials which contain a lot of humidity (such as lumber, plaster, cement, grout and masonry which continue to dry for the first twelve months after construction).

**Homeowners may also see more condensation in new homes because, in the interest of energy efficiency,** new building materials and techniques in weather-stripping, insulation, vapor barriers, etc., are used. Consequently, **exterior air is kept out, also locking interior moisture inside the home.** As a result, **moisture/condensation** created in bathrooms, kitchens, laundry room and occupants **no longer flow to the outside, unless mechanically ventilated.**

Close attention to the relative humidity level is a very important aspect of home maintenance for the benefit of its inhabitants, all wood surfaces such as hardwood floors, cabinets, furniture and sub-floor, and for the protection of your new home investment.

Homeowners should not ignore condensation/humidity. Your damp basement and foggy windows are giving you signals to reduce the indoor humidity before they cause problems that require highly expensive repairs. High humidity can damage building materials and cause mold growth.

SIGNS OF EXCESS HUMIDITY	
<ul style="list-style-type: none"><li>• <b>Water behind basement wall insulation</b></li><li>• <b>Damp concrete floors and walls</b></li><li>• <b>Wet stains on floors and walls (e.g. baseboards)</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Condensation on cold water pipes</b></li><li>• <b>Condensation on windows</b></li><li>• <b>Musty smells</b></li><li>• <b>High humidity levels on hygrometer</b></li></ul>

### In general:

- The ideal relative humidity for health and comfort is about 40-45% during the winter, and should not exceed 60% in the summer.
- **Purchase, use, and refer to a hygrometer** on each floor in your home (especially for the basement and main floor).
- **Adjust/use the ventilation/air exchanger/fans in bathroom or kitchen/mechanical equipment fans/heating/cooling/humidifier and/or dehumidifier in the home to keep the relative humidity in the normal range.**
- During spring, summer and early fall months, when the basement humidity levels are at their highest (**EVEN AFTER THE FIRST YEAR**), a dehumidifier must be used in the basement (with all of the basement doors opened and with the **furnace fan running continuously**) 24 hours a day, seven days a week.
  - Lemay Homes recommends using a properly sized dehumidifier with a hose attachment that runs to the basement floor drain. By doing so, this will permit constant drainage of the dehumidifier thus preventing the need to continuously empty the tank when it automatically shuts off when full.
  - Sometimes a dehumidifier should even be used in the basement during winter months when naturally occurring condensation/frost on materials that are in direct contact to the high contrast exterior temperature (e.g. cement foundations). By using a dehumidifier during this time, the excess humidity will be picked up as soon as the frost starts to melt. However, the relative humidity is usually lower during the winter which may require a humidifier.
- Install an air conditioner (especially if there is hardwood flooring in the home).
- Check the dryer exhaust to make sure it is well connected to the wall and that the air vent is free of laundry lint.
- Use the bathroom fan during the entire length of time spent bathing and a while longer afterwards. The use of a timer for this purpose is very practical. If there is a window in the bathroom, open it to help the air circulate and to evacuate the humidity out of the home.
- **Refer to the section titled “Air Exchanger” for more related information.**
- Set the furnace fan to run continuously.
- Do not close off or cut off the heating supply to unused rooms.
- Keep basement windows closed during the summer months.
- Heat your home adequately during the winter months.
- Avoid drying clothes indoor.
- Avoid storing your belongings in cardboard boxes in the basement.
- Tarion – other related web links:
  - <https://www.tarion.com/homeowners/your-warranty-coverage/avoiding-moisture-damage>
  - <https://www.tarion.com/news/301/how-maintain-your-homes-moisture-levels-season>
  - <https://www.tarion.com/news/371/protect-your-home-elements-winter>
  - <https://www.tarion.com/homeowners/your-warranty-coverage/maintaining-your-new-home>
  - <https://www.tarion.com/resources/videos/controlling-moisture-during-winter>

## Kitchen fan

- While cooking, use fan to evacuate humidity.
- Clean fan filter and exterior vent regularly to ascertain proper air flow.
- Wipe water spills immediately.

## Land settlement

- Land settlement is a natural occurrence.
- Maintain a proper slope around the perimeter of the home to drain water away from the foundation.

## Maintenance to do in the Spring

- TARION – Spring Home Maintenance Checklist:  
<https://www.tarion.com/homeowners/your-warranty-coverage/spring-home-maintenance-checklist>

## Maintenance to do in the Summer

- TARION – Summer Home Maintenance Checklist:  
<https://www.tarion.com/homeowners/your-warranty-coverage/summer-home-maintenance-checklist>

## Maintenance to do in the Fall

- From the basement, close all exterior water valves. Disconnect hoses or other accessories from the faucet. Open all exterior valves to evacuate leftover/standing water in the valve. This will prevent plumbing pipes from bursting.
- Replace smoke detector batteries if applicable and test the smoke detector. Batteries usually need to be replaced twice a year and the detector must be tested weekly.
- Inspect door and window weather strips to diminish cold air entry and increase efficiency.
- Inspect exterior caulking around door and window frames and apply when necessary to avoid air and/or water infiltration.
- Clean and repair eavestrough: Remove leaves and debris to prevent water/ice overflow or infiltration during heavy rain/snowstorm, and/or during periods of thaw and frost of snow/ice.
- Inspect foundation walls to prevent water infiltration during the Spring thaw. Since water is a major component of cement, it is normal that during the drying of the material that cracks appear but they do not necessarily indicate that there is a problem, since some cracks are considered normal. Therefore, a regular inspection is recommended to document the presence of new cracks when they develop
- Fill all cracks in asphalt driveway to prevent deterioration during the Spring thaw of ice/snow.
- Verify roof shingles before the first snowfall and repair accordingly to prevent water infiltrations.
- Wood fireplaces: have a professional sweep your chimney.
- Clean air exchanger filter, as well as air intake outside.

- TARION – Fall Home Maintenance Checklist:  
<https://www.tarion.com/homeowners/your-warranty-coverage/fall-home-maintenance-checklist>

## Maintenance to do in the Winter

- TARION – Winter Home Maintenance Checklist:  
<https://www.tarion.com/homeowners/your-warranty-coverage/winter-home-maintenance-checklist>

## Roof

- Verify roof shingles after heavy rain or snowstorms so that damaged shingles may be repaired immediately to avoid water infiltration.
- Verify that all roof ventilation is not blocked by debris and/or snow to assure proper air circulation in the attic. If some vents are blocked, obtain professional help to remedy this situation. If such event occurs and that the removal of debris or snow is not done promptly, this may result in an accumulation of condensation in the attic space thus causing even more serious problems.
- After strong wind or snowstorms, verify that the insulation has not been pushed away due to wind or snow infiltration through the soffit aeration holes. In such circumstances, remove the snow and replace the insulation as is supposed to be. Be careful while in the attic because any pressure put against the drywall of the ceiling below may crack, collapse, or cause personal injuries.
- Attics are not created to be a storage area. This excess weight may cause undue stress on the joists thus be the cause of cracks in the ceiling below, prevent proper air circulation, and have other consequences.

## Sod maintenance

- Obtain a watering permit from your Municipality if this is required.
- **Water:** From the first hours and during the first few days after the installation of the new sod, watering is extremely important to promote proper rooting. This means that you must ascertain that the water has soaked the first few inches of soil beneath the sod to encourage root growth deeper into the earth below (***this can be checked by lifting a corner of sod – if the soil is dry or not wet enough, there is an insufficient amount of water***). Remember that **after the initial installation YOU CAN NOT OVER WATER** your sod initially because the roots will not have yet had the chance to set/take hold into the soil below. ***\*\*\*In extreme drought conditions, increase the watering needs accordingly.***
  - Week 1 :
    - Day 1 to 7 water enough to soak the first few inches of soil.
  - Week 2:
    - Day 8 to 10 water enough to soak the first few inches of soil.
    - Day 11 to 14 reducing watering to once per day, making sure to soak the top ¼ inch of soil.

- Week 3:
  - Day 15 to 20 reducing watering to once per day, making sure to soak the top ¼ inch of soil.
  - Day 21 + reducing watering to every other day, making sure to soak the top 1/2 inch of soil.
- Week 4 approximately:
  - When your sod has been growing for about four weeks, the roots should be established enough to reduce watering to once or twice per week.
- **Fertilizer:** Most sod is fertilized prior to harvesting, so it usually does not need to be fertilized for at least 30 to 60 days after installation. After a minimum of 30 days, you may apply a granular fertilizer with a nitrogen, phosphorous, potassium. Water the lawn thoroughly after application.
- **Mowing:** New sod should not be mowed immediately. Typically, you should mow your new lawn about seven to 14 days after installation, but not if the grass is less than 3 inches tall. Ideally, new sod should grow to at least 4 inches before mowing. Avoid cutting it too short. Make sure your mower blade is sharp and never cut more than one-third of the blade length.
- **Use:** Avoid walking on your new sod for at least 10 days and keep foot traffic to a minimum for three to four weeks after installation. New sod needs to establish its roots and disturbance can affect the success of this process.
- **Reminder:**
  - A deep watering is more valuable than a few small waterings to promote proper root growth.
  - **Once the roots are deeply rooted, DO NOT OVER WATER** because then, at that point, this will prevent proper air circulation to the root system.

## Water heater:

- Refer to the manufacturer's or rental company's maintenance guidelines.

**NOTES:**