

## Your Warranty

### The First Year in Your New Home

Your new home at University District is complete and ready for your occupancy. However, during the first year there may be some minor adjustments that need to be taken care of. For the first year your new home is covered by our comprehensive warranty that is regulated by The Homeowner Protection Act and is supported by *National Home Warranty*, the third-party warranty provider.

During construction and right through to the end of the first year, Bluesky Properties (UD Lands) Inc. and Bluesky Properties (UD South) Inc. will make every effort to warrant the quality and satisfaction of our product.

### Construction Inspections

In addition to our own quality control inspections, architects, city inspectors and other consultants, inspect the building throughout the construction process to ensure all work is being completed with care and according to The Building and Municipal Codes and our specifications.

### Pre-Occupancy Orientation

Next, a representative of BlueSky Customer Care will guide you through a homeowner orientation. At this time, any items needing attention will be identified and listed on the Pre-Occupancy Inspection Report and signed by both parties. Our representative will then make repairs or adjustments as required based on the report.

### Six-month Service Request

During the next six months after possession, we recommend that you document any concerns you have as you identify them. At approximately six months after your occupancy forward your concerns to our office. A representative of BlueSky Customer Care will contact you to arrange a review of your concerns with you during regular business hours. Our representative will make repairs or adjustments as required under the terms and conditions of the Residential Construction Performance Guide as covered by the Home Warranty Insurance in British Columbia.

### Year-end Service Request

Towards the end of the first year of your one-year Workmanship and Materials Warranty, we again recommend that any concerns you have documented be forwarded to our office. Please find and follow the instructions found in your Homeowners Manual. A representative of BlueSky Customer Care will contact you to arrange a review of your concerns with you, during regular business hours. Our representative will make repairs or adjustments as required under the terms and conditions of the Residential Construction Performance Guide as covered by the Home Warranty Insurance in British Columbia.

If you are not in agreement with the corrective measures taken or the standards, National Home Warranty or the Homeowner Protection Office will assist you with your concerns.

### Your Role as a Homeowner

Your role during the first year is very important. There are five things you should keep in mind to make certain your warranty serves you well.

1. Read all operation manuals that were supplied with your home. It is recommended although not essential that you fill out any warranty cards that were provided with the appliances.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make repairs. Of course, you should feel free to paint and otherwise decorate your home as you wish.
3. Use and maintain all equipment properly as recommended in their respective manuals. This is especially true regarding your humidity control, kitchen fans and other moisture control devices within your home. Please read the "Homecare and Maintenance" chapter of this manual for more details.
4. Keep informed of the work of your Strata Council, especially regarding the warranty for common areas. Remember that the common area warranty starts with the first possession or occupancy of the first home. Thus, the expiry for the common area warranty will be different than the expiry for residential homes.
5. If you wish an item to be covered by your warranty and corrected by Bluesky Properties (UD Lands) Inc. and Bluesky Properties (UD South) Inc., please do not attempt the repairs yourself, or contract anyone else to do the work. Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.

### Warranty Information

The Homeowner Protection Act regulates the residential construction industry. Builder licensing and mandatory home warranty coverage came into effect July 1, 1999. The standard for home

warranty coverage has been established by the act and is commonly referred to as a 2-5-10 New Home Warranty.

Home warranty is an insurance product. Only an insurance company that has been approved by the Financial Institutions Commission can provide the warranty coverage. Home warranty is a regulated insurance product designed for the benefit of new homeowners.

The warranty coverage is as follows:

- First twelve months – coverage for any defect in materials and labour within the home.
- First fifteen months – coverage for any defect in materials and labour in the common property of a multi-unit building.
- First twenty-four months – coverage for any defect in materials and labour supplied for the gas, electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home or common property.
- Five years – This warranty provides coverage for the building envelope for up to five years against unintended water penetration such that it causes, or is likely to cause, material damage to the new home.
- Ten years – This is for structural defects:
  - Any defect in materials and labour that results in the failure of a load bearing part of the new home, and
  - Any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.