

Warranty Scene

DECEMBER 2016



Message from the CEO

On behalf of the team at Atlantic Home Warranty, I want to thank all of our Members for their continued support in 2016.

Despite the negative chatter about our Industry this year, new home starts by our Members in Atlantic Canada resulted in Warranty enrollments for 2016 exceeding the number of homes enrolled in 2015. That is a positive result in anyone's books!

To our Members who continue to support us year after year, we are proud to have you in our Program and thanks for your confidence in us to provide Warranty products to your customers. We would also like to welcome 21 new Members to our Program in 2016:

Marcoux Construction	Onsite Management Inc.	Offbeat Homes
JDR Construction	BL Brennan Build Group Inc.	Moose Mountain Construction Ltd.
A & M Construction	Levis St. Design Group Ltd.	Gaudet's Home Improvements Ltd.
CJG Construction	Brad Goodsell Design & Build	Claude Hébert Construction Ltd.
Qamutik Construction	Johan Construction Ltd.	Gear Corp Ltd.
NCG Nunatsiavut Construction	Cottage Keeper—Interhab	C. Gulliver & Sons Contracting Ltd.
Dave Moreau Construction	Marchand Homes	JDMH Builders Ltd.

Wishing you a safe and happy Holiday Season and all the best for the Building Season in 2017!

Cindy Locke, CEO



The Atlantic Home Warranty Service Team
Cindy, Jenn, Oliver, Hector, Victor, Nancy & Barb

Fighting Water Ingress

Water penetration around windows and doors continues to be the primary cause of loss for Atlantic Home Warranty's Major Structural Defect claims in all four Provinces. When damage is not covered by the Warranty, liability for repairs may fall to the builder. Leakage around windows and doors can result from the work of your trades (e.g. framers, siding installers, insulators) or due to failure window or door, itself. Often, the builder is the first to receive a call from an upset homeowner.



Correct installation of doors and windows with proper flashing techniques are critical to control water ingress and prevent related damage. In reality, there are procedures and materials being utilized but there are principles to be followed to prevent water leakage.

The following key principles should be kept in mind when installing or overseeing the installation of windows and doors:

- Considering that walls are constructed with two planes of protection, the window and door installation should also have a second plane to manage and remove any water that gets past the primary seals or where the unit fails.
- Shingling methodology of the sheathing membrane layers, and the flashing elements, is the key to proper weather protection because it will shed water to the exterior and prevent leaking without the use of the tape.
- The window/door sill is one of the critical areas to protect against water ingress. A self-draining sill pan forms the second plane of protection. It can be achieved by sloping the sub-sill towards the exterior in combination with a membrane pan flashing on top of it and extending up the side jambs. The sill pan flashing needs to lap over the drainage plane (e.g. sheathing membrane) beneath the opening. There are also manufactured sill pans that provide the slope, flashing and drainage in one product.

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- Caulking the windows and doors before installation: Caulk both jamb sides and the header side only. The bottom should not be caulked to allow drainage of the sill pan.

Head flashing is another critical area but often is neglected. It is required over windows and doors; except:



- a) where the vertical distance from the bottom of the eave to the top of the trim is less than $\frac{1}{4}$ of the horizontal overhang of the eave or
- b) the window or door is designed to be installed without a head flashing. Nailing flanges and red tape are not substitutes for a shingle lapped flashing (see manufacturer's specifications).

Jamb flashing: Use designated flashing tape (not sheathing tape) to provide a proper transition between the rough opening, jamb and sheathing membrane.

Applying these principles can prevent damages like you can see in the pictures!

We wish everybody a "leak-free" 2017!

Oliver Henninger

**Warranty Service Representative,
Nova Scotia**



Members: Are You Interested in Doing Repair Work for Atlantic Home Warranty?

Being the Warranty Service Provider of choice in **Atlantic Canada** for the past 40 years, **Atlantic Home Warranty** has helped provide “**Peace of Mind**” to your homeowners in all those years... Be it with repairs for **First Year Issues** by your staff or through coverage of **Major Structural Defects (MSD)** by the warranty program for periods of 7 or 10 years, **Atlantic Home Warranty** has proven to be solidly committed to the residential industry in your area.

The fact that your homeowners know that they have recourse to getting defective items corrected in a timely fashion doesn't go without notice! Most reputable financial institutions, builders associations and government agencies such as the **Canadian Mortgage and Housing Corporation (CMHC)** will encourage homebuyers to get their new homes built by a “professional builder”, backed-up by a new home warranty provider. Your reputation in the marketplace as being a Member of **Atlantic Home Warranty** is certainly valued and trusted to say the least.

In order to maintain that credibility, you know as well as we do that any failure in products and systems can occur in any industry; and if a failure causes structural defects to a new home, then it needs to be redressed and corrected in a timely fashion. We've been there over the years to support our Members, providing “**Peace of Mind**” to your homeowners by taking concrete actions in repairing these **Major Structural Defects (MSD's)** that have occurred. Needless to say, it goes a long way in establishing and solidifying the “trust” between **Atlantic Home Warranty**, your clients - the homeowner and the residential industry, when any action is taken. We want to work with our Members and all our stakeholders in order to minimize the number of structural defects and build a final product, a new home, which is second to none.

This being said, **Atlantic Home Warranty**, in order to fulfill its obligations under the **Warranty Certificate**, does hire Members/Repair Contractors to do structural repair work on new homes still under warranty. The initial report for a (Continued on next page...)



Major Structural Defect (MSD) inspection is done by the **Warranty Service Representative (WSR)** in your area, who will detail the status of the situation with the home. In numerous cases, the **WSR** will make the call if a structural defect (MSD) is present or not in the home. In other scenarios, a Professional Structural Engineer (P. Eng.) is required and hired to make the call, as per our definition.

To repair a home which is impacted by a structural failure, the **WSR** in your province will write-up a **Scope of Work** document detailing the repair procedures and requirements involved to correct the home and get it back to normalcy. Any Member interested in bidding or quoting the **Scope of Work** document is welcomed...! Over the years, many Members have diligently quoted work to be done in their areas and have rendered great services to **Atlantic Home Warranty** with their quality workmanship. We are always looking for Members who would be interested in quoting Major Structural Defect repairs.

If you're a Member interested in quoting some of these jobs, please send an email showing your interest to your **Warranty Service Representative (WSR)** in your province:

Nova Scotia: Oliver Henninger - ohenninger@ahwp.org

Newfoundland and Labrador: Victor Rowe - vrowe@nf.sympatico.ca

New Brunswick and Prince Edward Island: Hector Doiron – hdoiron@ahwp.org

Finally, as a Member of **Atlantic Home Warranty**, it is always in our best interest to get your suggestions and/or comments on relevant topics for the **Warranty Scene** magazine. If you have any ideas, topics or products that could be of interest to the membership, by all means, email us at info@ahwp.org and we'll look at researching the subjects and providing updates in future editions.

Hector Doiron — Warranty Service Representative - NB & PEI

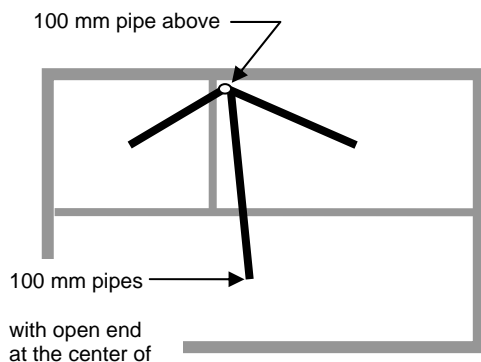
Radon Gas Ready

By now, all builders should be aware of the issues with Radon gas. In the 2010 National Building Code (NBC) cycle, radon gas mitigation details were added. This article will not go into the reasons, but it is suffice to say that Health Canada and National Research Council determined that it was an issue that needed to be addressed in new construction. For a number of reasons some jurisdictions have been slow to implement these changes. That is changing and this is a good time to review what you need to do to comply with the NBC in this regard.

Most builders like it simple, so this article will stick to a prescriptive explanation of a basic installation that complies with 9.13.4 Soil Gas Control. (The NBC also gives a performance path for those who chose to design something different) One point to note is that some people think of radon gas control as being necessary only in a basement. The NBC requirements apply to any assembly that separate conditioned space from the ground. Therefore, it also applies to slab on grade construction.

The requirements of the code do not entail a complete depressurization system but only the under floor rough-in and sealing. The exhaust fan and piping (connected to the rough-in) is the homeowner's responsibility to install if the level of radon gas rises above the acceptable level. (This can only be determined by testing after occupancy)

Consider a simple basement with interior strip footings.

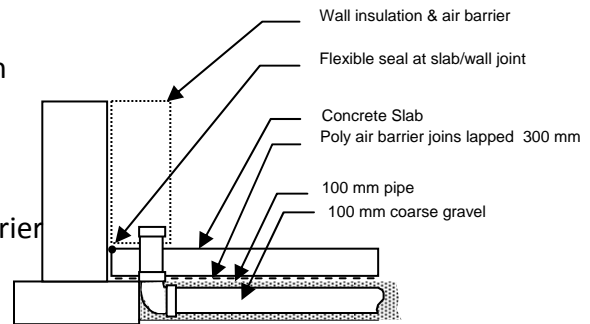


First the rough-in

- 100mm of course clean granular material under the slab.
- 100mm pipe with the inlet opening under the center of the slab. Where there are strip footings each section needs its own inlet. The pipes are tied together with one riser pipe terminated just above the floor. The termination should be at a wall, or other location where a future pipe and fan can be connected. The riser pipe is fitted with an airtight cap and marked "Radon". (Continued on next page...)

Next the soil gas ingress protection

- The below grade walls have to be protected with an air barrier system to the same requirements as the above grade walls.
- The slab also has to be protected with an air barrier system (poly) under the slab. However the joints of this air barrier do not have to be sealed, just lapped 300mm (12"). Where the slab meets the wall, the wall/slab joint is sealed with a flexible sealant.
- Where there are penetrations in the air barrier, such as pipes, columns and floor drains, they are sealed around, including the center of hollow columns. (Normally floor drains have a trap with a primer that provides a pipe seal)



As you can see the soil gas control uses mostly the materials that are already being incorporated into the home, so the additional effort and cost is small.

Some planning will be necessary to ensure that the under slab rough-in pipes do not conflict with other under slab utilities and that gaps are left in strip footings to allow the pipes to pass. To ensure compliance in your area, discuss with your local building officials.

Victor Rowe—Warranty Service Representative, Newfoundland



Customer Choice Award Winners

Nova Scotia

D & S Contracting



Whitestone Builders & Renovators



FH Development Group



Featured in the pictures above are our three Customer Choice Award Winners for 2016: Melissa Campbell of D & S Contracting Ltd., Andrew Watson and Tamara Barker-Watson of Whitestone Builders & Renovators and Alaa Al-Hammadi of FH Development Group.

Newfoundland

**Reardon Construction
and Development Ltd.**



**East-Glo Electric
Limited**



Featured in the pictures above are our two Newfoundland Customer Choice Winners for 2016 : Bill White of Reardon Construction and Development Ltd and Ron Mackey of East-Glo Electric Limited.

Continuing Education Update

In 2017, the Atlantic Home Warranty training program will be streamlined, offering training opportunities to better meet the needs of our member builders and address the types of losses commonly experienced throughout Atlantic Canada in new home construction.

The Atlantic Builder Workshop series has been modified and will now include two webinars; Foundations and Water Penetration. We will continue to provide the National Building Code 4 Day Course and the Better Built House, along with any National Building Code Updates. We will also continue with the Atlantic Housing Professional Services which includes customer service and financial management seminars.

New to the Training Program is the Renovator's Workshop. The course will be mandatory for all members who are or will be using our new Renovation Warranty and is being developed in conjunction with the Nova Scotia Home Builder's Association. The course has been designed to run for 3 days and will be delivered in a classroom setting.

We encourage our member builders to stay current with the training requirements of the Program and look forward to any suggestions or recommendations you may have.

Jennifer Howard – Continuing Education Manager

Schedule of Courses for 2017

January 24—**Foundations**

January 31—**Water Penetration**

January 19—**2015 NBC Tech Update**

February 2—**Marketing & Sales - AHPS**

February 7—**Heating Basics (Part of BBH)**

February 15—**Wood Heat & Renewable Energy (Part of BBH)**

February 16—**NBC 2015 Technical Update**

February 21st -25th —****NBC 4 Day Course— St. John's Newfoundland ONLY**

February 28—**Construction Law**

March 7th to 9th—****Better Built House—St. John's, NL ONLY**

March 16—**NBC 2015 Technical Update**

March 21—**Project Management -AHPS**

March 28—**Business Management -AHPS**

Renovator's Workshop—To be announced

(**)Indicates classroom session. All other courses are completed via webinar.

Renovation Warranty for Builder Members

Remember, Atlantic Home Warranty is now offering a Structural and a Non-Structural Renovation Warranties to its Members.

The Non-Structural Warranty covers renovations without a structural component. This is a two year warranty and covers the renovation as set out in the scope of renovation that the builder submits. As with our New Home Warranty, the first year is considered the Builder's Warranty. Year 2 of the warranty covers defects arising from improper workmanship/labour, excluding water penetration. At eleven months, AHW will provide a complimentary inspection of the renovation to activate year 2 coverage. Defects arising in the second year will be covered by AHW.

Amounts of coverage are in the aggregate \$30,000 for all losses that occur over this 2 year period.

The Structural Warranty covers renovations that have a structural component. This is a five year warranty and covers the renovation as set out in the Scope of Renovation, submitted by the Builder. As with our New Home Warranty, the first year is considered the Builder's Warranty. In years 2 to 5 the warranty is limited to major structural defects, excluding water penetration.

Coverage is as outlined in our wording. Please review these carefully. Amounts of coverage are in the aggregate \$30,000 for all losses that occur over this 5 year period.

For further details contact us at 1-800-320-9880, info@ahwp.org or visit our website www.ahwp.org



Congratulations!

In addition to our awards, we give recognition to our member builders who were winners at the recent HBA award dinners held in St. John's, NL and Halifax, NS

Newfoundland: East-Glo Electric Ltd., Reardon Construction & Development, Karwood Contracting, MacIntyre Homes & Renovations, K & P Contracting, York Developments Inc., Gibraltar Development Ltd., RONA, Octagon Developments, Sheldon Colbourne of Erco Homes and Steve Porter of S & L Porter Homes.

Nova Scotia: Nature Ridge Homes, Bentley Built Homes, Denim Homes, Picket Fence Homes, Sawlor Built Homes, Whitestone Building & Renovations, FH Development Group, Blue Ridge Builders and Rooftight Construction.



40TH ANNIVERSARY

ATLANTIC
HOME
WARRANTY
—PEACE OF MIND—

Visit www.ahwp.org to see all of the home builders registered with Atlantic Home Warranty as well as the details of our new *Renovation Warranty*

(902) 450-9000 · 1-800-320-9880