

# Warranty Scene

Winter 2017—2018

## ***Engineering Reports, Site Validations and the Unit Enrollment***

Performance of a residential structure depends upon proper design and construction of the foundation. Atlantic Home Warranty has been involved in several cases of foundation failure and structural damage to the home due to problems with subsoil. Not only is it a Building Code requirement, but to protect you as a builder against legal action, we require .....

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## From Our CEO

On behalf of our team at Atlantic Home Warranty, I would like to thank all of our Members who have supported us over the years and in particular, for the support we saw in 2017. It was overwhelming! It is our goal to continue to provide you cost effective services that meet your needs and we have more things planned for our members in 2018 that should make the warranty process easier to manage for everyone. Stay tuned!

We wish you and your families a safe and wonderful holiday and much prosperity in the new year ahead.

Cindy

Cindy Locke CEO, Atlantic Home Warranty

## Renovation Warranty Update

Since the renovation warranty was introduced last year the uptake has been slow and spotty, this we expected. Many of our builders (of new homes) are into renovations, by choice or necessity, but they don't think of including a warranty from Atlantic Home Warranty (AHW) with their contract. Some have referenced our Construction Performance Guidelines (CPG) in their contracts as being the minimum level of performance.

So what is the problem?

We don't mind our builder referencing the CPG, however if there isn't a renovation warranty on the project it will be difficult for the builder or homeowner to effectively use the CPG.

The CPG was intended for use by AHW, a third party, with the experience and expertise to decide disputes about defective conditions. Without a renovation warranty in place we can't do this. A dispute could take a nasty turn for the worse with each side putting their own interpretation on a guideline issue.

Avoid these types of problems by using our renovation warranty to protect your homeowner and yourself. There is no additional cost if you need us to step in.

**Victor Rowe—Technical Manager, Newfoundland**

### Tips for COPS

- Always **include your Homeowner's email address**. They will receive their warranty information much sooner.
- Send in your COPS via email or fax. We do not need a paper copy . Please help save the trees!!

# Congratulations!

Please join us in congratulating the following Members who are celebrating a milestone anniversary with our organization **this year!**

## **40 Years**

Glenhar Builders  
C & M Building Contractors

## **35 Years**

Pembroke Construction Ltd.

## **30 Years**

Hage Enterprises Limited  
Jim Morash  
A.W. Allen & Son Limited  
Gregory Lee Spinney  
Can-Tech Construction Ltd  
A & J Hanna Construction  
R.J. Maillet & Son Construction Ltd.  
Harold Kaye Construction Ltd.  
Cardinal Homes Limited (NL)  
Lannon Developments  
Sullivan Contracting Ltd.  
Terry Walsh Contracting  
G.M. Contracting

Karwood Contracting Ltd

## **25 Years**

Titan Const. Serv. (1988) Ltd.  
Shore Side Carpentry Ltd.  
Tate Construction Ltd.  
Fred Hirtle's Carpentry Ltd.  
Cresco Construction Limited  
Quantum Developments Ltd.  
T & J Construction Ltd.

Neguac Construction Ltd.

W.C. MacLeod Builders

Glooscap Home Builders

Baxter & Ervin Mitchelmore

## **20 Years**

New Life Developments  
Kozy Homes Construction  
Legacy Home Builders Ltd.  
Gear's Custom Home Manufacturing Ltd.  
NJP Developments Inc.  
Vail Brothers Construction  
Leonard H. Cook's Construction Ltd.  
Legacy Home Builders Ltd.  
Bayside Wood Products Inc.  
Delta Management Inc.  
Barrett's Contractors Ltd.  
K.S.A.B. Construction Ltd.

## **15 Years**

Dynasty Development Group Inc.  
Brooks Levy Construction  
GNS Renovations Inc.  
F.H. Construction Limited  
Gallupe Commercial Holdings. Inc.  
Atlantic Post & Beam Construction  
Jean-Paul LeBlanc  
505603 N.B. Ltd. (Merlot Developments)

Quinn & McNally Const. Inc.

Yetman Bros. Limited

Geoff Murphy Services Ltd.

Mugford's Contracting Ltd.

## **10 Years**

Palatial Homes Limited  
Windward Investments Ltd.  
3099228 NS Ltd. (Parsons ICF)  
Premo Homes Ltd.  
Hospitality Homes Ltd.  
CNB Builders Inc.  
G. Austin Builders Inc.  
Colin MacPhail Construction Inc.  
MacKenzie Builder Services Ltd.  
Renco Properties Ltd.  
Platinum Construction Company Limited  
Coates Manufacturing Limited  
R & R Homes Ltd.  
Dennis Blanchard Construction  
Hanley Const. & Renovation Inc.  
Heavenly Homes Ltd.  
Shubayoga Homes Inc.  
Watton's Construction Ltd.  
NJC Holdings Inc.

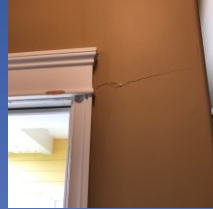
# MSD Detective

**Defect:** Movement of Floors-on-ground foundations and Concrete piers from frost action.

Inspections of homes under *Warranty* in years 2 to 7 (or 10) have detected a reoccurring defect in foundations with Floors-on-ground and/or Concrete piers impacted by frost action in winter. We can say that frost action consists of “frost heave” where the foundation is lifted from below the footing level and “adfreezing” where the frozen soil adheres to the sides of the foundation or pier and lift it as the frozen ice lenses in the ground expands. Frost action can result in substantial damage to the home’s interior finishes. However, any interior damage is not automatically a frost action issue. There should also be evidence of substantial foundation movement.

**Type of damage:** Drywall cracking, interior doors

offset, finish wood trims broken & cracking, kitchen cabinets detached from wall, along with foundation shifting. For pier foundations, there may be no visible damage to the piers.



**Cause:** Surface water and soil saturated with water lying next to the foundation and/or pier. Water can be pointed out as the main culprit causing “frost action”. Other factors also have to be present, freezing temperature, fine grained soil, reduced or no heat from the structure. If the excessive moisture in the soil can be eliminated,

any frost action will be minimal. The amount of moisture a site can tolerate is dependent on the temperature, soil type, and heat. At this site, the lack of grading and roof water directed against the foundation caused saturation of the soil leading to frost heave and adfreezing.



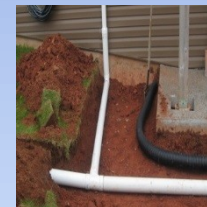
**Solution:** Proper drainage of the surface water and ground water.

The **National Building Code (2015)** states in **Article 9.14.2.1.(1)**: *“Unless it can be shown to be unnecessary, the bottom of every exterior foundation wall shall be drained by drainage tiles or pipe laid around the exterior of the foundation in conformance with Subsection 9.14.3 or by a layer of gravel or crushed rock in conformance with Subsection 9.14.4.”* This includes Floors-on-ground in **Article 9.16.3.1**.

**Actions:** To prevent such movement



- Providing proper drainage and grading to keep the soil dry.
- Connect down spouts to a separate system.
- Install skirt of insulation laid horizontal, to frost protect shallow footings.
- Provide insulation or granular layer on the exterior face of piers and walls, to help prevent ad freezing. (no heat from the structure)



**These measures will help prevent and eliminate “frost heave” and “ad freezing”. Case solved...!**

**Hector Doiron—Technical Manager, New Brunswick**



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# ***Customer Choice Award Winners 2017***

## ***Nova Scotia***



Featured in the pictures above our 2017 Customer Choice Award Winners:  
Joey Arenburg (Left) and Dan McGee of Palmer Homes and Cottages (Right)

## ***Newfoundland***



Featured in the pictures above are our 2017 Newfoundland Customer Choice Winners :  
Val Caines of Eagle Construction Co. Limited (Left) and Warrick Butler of Butler Quality Contracting Limited (Right)

## Engineering Reports, Site Validations and the Unit Enrollment

(Continued from cover page...) that you get a Geotechnical Engineer involved if you plan to build on suspicious grounds. This service is much less expensive than a foundation failure and its aftermath.

The National Building Code of Canada (NBC) mandates that footings are to be constructed on undisturbed soil, rock or compacted granular fill only. If the bearing capacity of the soil underneath the footings of a proposed structure consists of expansive or low strength soils (less than 75 kPa) or permafrost you must retain the services of a Professional Engineer to design a solution as the construction of the footing no longer falls within Part 9 of the NBC. Similarly, if the unsuitable soil is removed and replaced or additional soil is needed to bring the building footprint to the footing grade, an engineer is required to design and supervise the construction of the compacted “structural fill”. This insures the bearing capacity of the “structural fill” is 75 kPa or greater. If there is any doubt, the engineer will require additional measures. .



In order to enroll homes that are built on structural fill, Atlantic Home Warranty requires an **Engineer's report**, stating that they have designed and inspected the construction of the structural fill and that they certify it has the bearing capacity to support the proposed structure. Another requirement is that the Engineer fills out the **AHW Site Validation Form**. Both the report and the form must have an Engineer's stamp, which is signed and has their insurance policy number indicated in the space provided on the stamp.

Make sure to review the Engineer's report before submitting any paperwork and proceeding with the construction. In some cases the Engineer indicates that the site must be re-inspected or that, for example, the footings have to be increased in size.

It should be noted that these requirements are for your protection, as well as the protection of all of our warranty members.

Please be sure to submit all information to us at the same time as the Unit Enrollment, as this will eliminate delays in processing.

**Oliver Henninger, Technical Manager, Nova Scotia**



## Continuing Education Winter 2018

### WEBINARS—Start at 6:00 pm (6:30 in NL)

January 9, 2018—NBC 2015 Update  
January 18, 2018—Water Penetration  
February 6, 2018—NBC 2015 Update  
February 13, 2018—Foundations  
February 15, 2018—Water Penetration  
March 6, 2018—NBC 2015 Update  
March 13, 2018—**Business Planning**  
March 15, 2018—Water Penetration  
March 22, 2018—**Project Management**  
April 10, 2018—Water Penetration  
April 12, 2018—**Construction Law**  
Financial Management—TBD

### Classroom Sessions—Start at 8:30 am, unless otherwise specified

**January 24-26, 2018**—NBC 4 Day Course, Corner Brook, NL

**February 27, 28 & March 1, 2018**—Better Built House Course, Corner Brook, NL

\*Location of training is to be announced at a later date.

\*\* Dates for Webinars which are part of the Better Built House will be announced at a later date

For all updates regarding training, please watch your email and our website.

We have had a lot of success this past year in getting most of our members current in their training, although there are still some that require some Continuing Education sessions to remain in good standing. If you think that you may be one of these members, please feel free to contact me and get signed up.

New in 2018, we will be offering some new “information sessions” that can be accessed via your telephone, laptop or computer. We will be updating our members on the new construction products that are available, in order to make your job that much easier.

**Jennifer Howard—Continuing Education Manager, Halifax, NS**

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