



PARADISE
CLIENT  CARE

NEW HOME
GUIDE

CONGRATULATIONS ON YOUR NEW HOME

Everyone at Paradise Developments is pleased to congratulate you to your new home, and welcome you to our growing Paradise Developments Community.

Paradise Developments understands that you may find some additional minor deficiencies throughout your home that were not noted during your Pre-Delivery Orientation. These types of minor deficiencies are normal and can be noted on your Tarion 30-Day Statutory Warranty Form. To ensure your 30-Day Statutory Warranty Form is received and processed correctly, please ensure the following;

- All service requests must be in writing on the Tarion 30-Day Statutory Warranty Form.
- All forms must be submitted to Paradise Developments and Tarion New Home Warranty to initiate service.

It is important to recognize how to prepare your home for changing weather conditions and to perform the appropriate maintenance within your home. Paradise Developments has prepared this helpful 'New Home Guide' to ensure the suggested steps are taken to maintain your home over the years.

We would like to thank you for choosing Paradise Developments to be part of your new home buying experience.

Sincerely,
Paradise Developments



Anthony Iamonaco, B. Arch. Sci
Client Services Manager
Client Care Manager

PRODUCT SPECIFIC *exterior maintenance tips*

ROOF

- ✓ Winter conditions can cause frequent freezing and thawing of roof snow, which can form ice dams on the roof. These should be cleared away or they can cause melt-water to back up under roof shingles resulting in leaks and shingle damage.
- ✓ Ice dams are not covered under warranty and are a homeowner maintenance issue.
- ✓ Inspect your shingles and roof regularly to prevent water damage.

PORCH AND CONCRETE STEPS

- ✓ Paradise Developments does not recommend that any salt/calcium or ice melt products be used on the concrete porch or steps, as it may cause deterioration which is not warranted.
- ✓ Sand can be used as an effective alternative product and is less abrasive to concrete.
- ✓ Normal settlement and shifting of patio slabs and steps are not warrantable and is part of homeowner maintenance to adjust after grading and sodding is complete.



EXTERIOR PAINT AND FINISHES

- ✓ High quality paint or stain is applied to all exterior wood surfaces of your home.
- ✓ All paints and stains, particularly dark colours, will eventually degrade due to exposure to sunlight and weather. Should you wish to touch up your exterior paint, your Customer Care Team Specialist will be happy to let you know which colours have been used on your home.

LAWN CARE

- ✓ Although sod may appear brown when first laid, proper care and watering will provide you with a healthy lawn.
- ✓ Sod may go into a dormant period during the hot summer months, but normally returns with the cooler weather and proper maintenance.
- ✓ Avoid watering your lawn during hot mid-day sun.

PRODUCT SPECIFIC *interior maintenance tips*



QUARTZ COUNTERTOPS

- ✓ Quartz is a hard, nonporous surface that makes it simple to clean. In most cases, soap and water or a mild detergent is all that is required to maintain its luster.
- ✓ Adhered materials like food, gum, or nail polish can be scraped away with a plastic putty knife: any marks left by the blade can be removed with a non-abrasive cleaner. Thoroughly rinse the surface with clean water to remove residue.
- ✓ stones, Quartz can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface.

ENGINEERED & HARDWOOD FLOORING

- ✓ Clean your hardwood floors with a vacuum cleaner, dry dust mop or with a well wrung out mop
- ✓ Wipe up spills immediately.
- ✓ Use floor protector pads under furniture to avoid damages and guard the floor.
- ✓ All wood flooring expands in the humid summer weather and shrinks in the dry winter weather, use dehumidifiers and humidifiers to regular your conditions.
- ✓ Small gaps or floor squeaks can be a result of normal settlement or humidity levels in the home. Any significant problems with the flooring should be reported to the Client Care Team.

GRANITE & MARBLE COUNTERTOPS

- ✓ Granite is a natural products with unique characteristic variations such as grain, colour, particulates, fissures and pits.
- ✓ Every slab is different.
- ✓ Naturally occurring fissures are non-weakening marks that are filled with clear resin.
- ✓ In order to maintain the surface of natural stone it requires regular cleaning with approved cleaning materials.
- ✓ There may be permanent damage to the counter if oils, dish detergent, grease, acidic foods, harsh cleansers or chemicals and/or dirt accumulate.
- ✓ Water rings may also form, from water left to sit on the natural stone surface. Clean & wipe dry and allow time for the air to naturally dry the area.
- ✓ Counters can scratch with improper use.
- ✓ Cutting Boards are strongly recommended and will help prolong the life of your knives too. Trivets are also recommended for use with items, hot pots and pans or small counter appliances that reach very high temperatures.
- ✓ Paradise Developments recommends natural stone surfaces are sealed at least once a year. Areas of more frequent use may require additional sealing throughout the year.

SPRING SEASON TIPS

- ☐ Change furnace filter (monthly basis)
- ☐ Check for ground settlement around foundation and fill where needed
- ☐ Check smoke and carbon monoxide detectors (change batteries annually)
- ☐ Clean around AC compressor units (always leave 12" clearance around the unit)
- ☐ Inspect air conditioning unit for proper operation
- ☐ Inspect granite & marble countertops; re-seal as needed
- ☐ Inspect exterior paint, stain or siding, putty and caulking
- ☐ Inspect exterior plumbing fixtures for any signs of leakage
- ☐ Inspect shower and tub caulking; re-caulk as needed
- ☐ Inspect eaves and gutters; clean as needed
- ☐ Lubricate door hinges with silicone spray
- ☐ Turn on all water supply to exterior hose bibs.



SUMMER SEASON TIPS

- ☐ Change furnace filter (monthly basis)
- ☐ Check if pest control is necessary around your home
- ☐ Check drain swales for proper flow
- ☐ Check smoke and carbon monoxide detectors (change batteries annually)
- ☐ Inspect caulked areas; re-caulk as needed
- ☐ Inspect and clear downspouts/splash pads for proper drainage
- ☐ Inspect shower and tub caulking; re-caulk as needed
- ☐ Inspect weather stripping on all doors
- ☐ Test GFCI receptacles
- ☐ Test alarm system (if applicable)



FALL SEASON TIPS

- ☐ Change furnace filter (monthly basis)
- ☐ Check smoke and carbon monoxide detectors (change batteries annually)
- ☐ Check furnace for proper functioning (don't wait until it gets cold!)
- ☐ Clean eaves, gutters and downspouts of all debris
- ☐ Inspect roof for damaged shingles (from a ladder, do not walk on your roof!)
- ☐ Inspect dryer vent clean out lint and debris
- ☐ Inspect granite & marble countertops; re-seal as needed
- ☐ Test gas fireplace operation (Note: First time use, run for at least one hour)
- ☐ Clean out window weep holes
- ☐ Turn off all water supply to exterior hose bibs. Drain all bleeder caps

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WINTER SEASON TIPS

- ☐ Change furnace filter (monthly basis)
- ☐ Check drainage yard swales for proper flow
- ☐ Check smoke and carbon monoxide detectors (change batteries annually)
- ☐ Test GFCI receptacles
- ☐ Check all window weep holes for debris; clean if dirty



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PRODUCT SPECIFIC MAINTENANCE TIPS



DRYWALL

- Cracked drywall and nail pops are issues of normal settlement and drying of construction materials that are common in most new homes and are typically not covered by the Taron Warranty Corporation.
- Drywall cracks and nail pops can be repaired as a “courtesy” by Paradise Developments if noted on your Year End Warranty Form. These courtesy repairs are normally limited to once per house and does not include sanding and repainting of the affected drywall.

CAULKING AND GROUT

- Caulking around tubs, sinks, counters and thresholds helps prevent water penetration to the surfaces beneath.
- Periodic inspection and maintenance is essential to avoid damage, as caulking will deteriorate over time.
- Any local hardware store can provide you with all the information and tools you need to get this maintenance successfully complete.
- Small cracks in the grouting between tiles are a result of normal shrinkage.
- It is important to clean spills quickly to avoid staining the grout.

UNFINISHED BASEMENT AND GARAGE

- Hairline cracks are caused by normal settlement that is common in most new homes.
- No action is required unless the crack is either leaking water or is greater than 4mm in width.
- If either of the above cases are noticed, please contact your Client Care Team immediately.

WINDOWS AND GLASS DOORS

- In the winter months, you will see condensation on your windows, which does not indicate a problem with the window seals.
- In the summer months, condensation can form on the cool surfaces of your basement walls and cold cellar.
- Increasing the air circulation throughout the home will help alleviate condensation buildup.
- Humidity levels in the home should not exceed 60% or fall below 30%, as this could result in damage to your home which is not covered under warranty.
- To monitor the humidity in your home, we suggest you use a good hydrometer and a dehumidifier if levels are too high, and a humidifier if humidity levels are too low.
- All Paradise Developments’ homes include a Heat Recovery Ventilator (HRV), it is suggested the HRV be run regularly to help maintain humidity levels within the home.

CAUSES OF CONDENSATION:

- Day to Day Living – 4 Occupants will create approximately 1 ½ gallons of moisture daily.
- Drying of building materials. (Drywall, Paint, Concrete, etc.)
- Hanging clothes to dry inside your home.
- Use of gas appliances. (Stove, fireplace, etc.)
- Bathing/Showering without a fan.
- Large number of plants within the space.
- Aquariums.
- Heavy curtains or shutters restricting airflow around windows.

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TROUBLE SHOOTING TIPS

WATER PIPE LEAKS – NEAR TUB/SINKS/TOILETS

1. Turn off the valve below the fixture or the main water shut off valve in the basement.
2. Stop using the bathroom or fixture in question.
3. Restrict the water leak from continuing and dry any excess immediately.
4. Contact the Paradise Developments Client Care Team immediately by phone and email.

HOT WATER TANK – LACK OF HOT WATER

1. Ensure that the circuit breaker on the electrical panel in the basement is in the “ON” position.
2. Contact your Hot Water Tank rental company for service. Paradise Developments is not responsible for the repair given, this is an agreement between the homeowner and the rental company.

CO2 DETECTOR – NOT WORKING

1. Ensure that the circuit breaker on the electrical panel in the basement is in the “ON” position.
2. Vacuum for dust.
3. Contact the Paradise Developments Client Care Team immediately by phone and email.

FURNACE/CENTRAL AIR UNIT – NOT WORKING

1. Ensure that the circuit breaker on the electrical panel in the basement is in the “ON” position.
2. Contact the Heating and A/C contractor (available 24 hours daily) listed in your Paradise Developments emergency contact list.

