

# PERFORMANCE GUIDELINES

## 1. FOUNDATION/BASEMENT

### 1.1 Efflorescence on concrete or masonry surfaces

Efflorescence is the formation of a white crystalline or powdery deposit on the surface of concrete and masonry when moisture evaporates from the surface.

Visible efflorescence is an indication that moisture has moved from the material to its surface. A certain amount of initial post-construction efflorescence is a normal condition and can be removed with a stiff brush and water.

#### Acceptable Performance/Condition

Minor amounts of efflorescence may occur on concrete and masonry surfaces after completion of the building and should be removed as part of the normal construction process.

Excessive amounts of efflorescence that recurs after construction related efflorescence has been removed may require investigation to determine the cause.

#### Warranty Coverage

12 months

15 months common property

5 years, if caused by unintended water penetration

#### Claim Response

Efflorescence not meeting the Acceptable Performance/Condition must be addressed.

### 1.2 Interior concrete surfaces are powdery

#### Acceptable Performance/Condition

Some dusting of the interior concrete surface may normally occur.

Where the aggregate becomes exposed the condition is considered excessive.

#### Warranty Coverage

12 months

15 months common property

Damage caused by improper use or maintenance not performed in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered.

#### Claim Response

Where powdering occurs exposing the aggregate, the concrete surface shall be repaired or sealed to provide a hardened, smooth surface.

The colour and texture of a repaired area may not match the surrounding concrete.

### 1.3 Interior concrete surface is flaking off - “scaling or spalling”

#### Acceptable Performance/Condition

Exposed interior concrete surfaces should not deteriorate to the extent that the aggregate is exposed under normal weathering, or use conditions.

#### Warranty Coverage

12 months

15 months common property

Damage caused by improper use or maintenance not performed in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered.

#### Claim Response

Interior concrete surfaces not meeting the Acceptable Performance/Condition must be rectified.

The colour and texture of a repaired area may not match the surrounding concrete.

### 1.4 Exposed interior concrete floor slabs are uneven

#### Acceptable Performance/Condition

Exposed interior concrete floors shall not have bumps, ridges, or depressions exceeding 12 mm (1/2") within a 3,000 mm (10') specified plane.

Concrete floors sloped to provide drainage is not considered to be a defect.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Floor slabs not meeting the Acceptable Performance/Condition should be repaired.

Repairs may include grinding, applying a topping or other industry acceptable method.

The colour and texture of a repaired area may not match the surrounding concrete.

### 1.5 Interior concrete floor is cracked

#### Acceptable Performance/Condition

Cracks resulting from normal shrinkage and minor settlement are not uncommon and are excluded from coverage.

Cracks in excess of 6 mm (1/4") in width or laterally displaced more than 6 mm (1/4") across the crack are considered excessive.

Actual crack widths shall be determined using a measuring device\* inserted inside the crack. A flat instrument placed over the crack can be used to determine vertical displacement.

\* An Allen wrench/key or a wire feeler gauge for instance may be used to measure the width of a crack.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be repaired. Depending on the extent of the defect, filler or grout is an acceptable repair.

Where repairs are necessary, colour and/or texture of the repair may not match the surrounding concrete.

### 1.6 Interior concrete floor has settled

#### Acceptable Performance/Condition

Minor settlement of concrete floors is not uncommon and is acceptable.

Where the floor meets the exterior foundation or an interior foundation, the concrete floor slab shall not settle more than 12 mm (1/2") from its original position.

The above standard applies to finished and unfinished concrete floors within a new home. Floors serving attached garages or carports which are dealt with later in this document.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Slabs that settle more than the Acceptable Performance/Condition are to be repaired. Repair may include adding a topping or other industry accepted method.

Where repairs are necessary, colour and/or texture of the repair may not match the surrounding concrete.

### 1.7 Concrete block foundation wall is cracked

#### Acceptable Performance/Condition

Cracks resulting from normal shrinkage or minor settlement are common and acceptable.

Cracks are considered unacceptable if they are:

- in excess of 6 mm (1/4") in width
- laterally or vertically displaced in excess of 6 mm (1/4")
- visibly bowed at the crack location, or
- water leakage occurs.

Actual crack width shall be determined using a measuring device such as an Allen key or wire feeler gauge. Lateral displacement shall be measured by placing a straight edge or flat instrument over the crack.

#### Warranty Coverage

12 months

15 months common property

5 years if unintended water penetration occurs

#### Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be repaired.

The colour and texture of a repaired area may not match the surrounding concrete.

### 1.8 Parging is falling off above grade

#### Acceptable Performance/Condition

Hairline shrinkage cracks in parged surfaces are common and not considered to be a defect.

Above grade parging that is separating from the concrete base or concrete block foundation is not acceptable.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Foundation parging not meeting the Acceptable Performance/Condition must be repaired.

Slight variation in the colour or texture of repaired areas is acceptable.



### 1.9 Exposed concrete foundation wall has holes in the surface

#### Acceptable Performance/Condition

Minor surface imperfections and voids in concrete are normal.

However, the exterior portion of foundation walls exposed to view shall have no holes (including honeycombing) that:

- are larger than 50 mm (2") in diameter
- are 30 mm (1 1/8") deep
- expose reinforcing, or
- result in water leakage.

#### Warranty Coverage

12 months

15 months common property

5 years for unintended water penetration

#### Claim Response

Walls with holes exceeding the Acceptable Performance/Condition are to be repaired.

The colour and texture of a repaired area may not match the surrounding concrete.

### 1.10 Concrete foundation wall is cracked

#### Acceptable Performance/Condition

It is not uncommon for cast-in-place concrete foundation walls to have cracks resulting from normal shrinkage or minor settlement; these are acceptable.

However, cracks are not acceptable if the crack is:

- in excess of 6 mm (1/4") in width
- laterally or vertically displaced in excess of 6 mm (1/4"), or
- water leakage occurs.

Actual crack width shall be determined using a measuring device such as an Allen key or wire feeler gauge. Lateral displacement shall be measured by placing a straight edge or flat instrument over the crack.

Where crack width greatly exceeds the Acceptable Performance/Condition, or where lateral or vertical movement is evident, further investigation may be required.

#### Warranty Coverage

12 months

15 months common property

5 years if unintended water penetration 10-years for structural failure

#### Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be repaired.

Depending on the situation cracks may be repaired from the interior or exterior.

The colour and texture of a repaired area may not match the surrounding concrete.

### 1.11 Condensation in crawl space

#### Acceptable Performance/Condition

Occasional condensation in itself is not considered abnormal. Typical temporary conditions that may contribute to condensation are:

- Cool air may enter an unheated crawl space and cool interior surfaces of the space. When outdoor temperatures rise, moisture laden warm air may be carried into the crawl space and condense on the cool surfaces.
- At night in heated crawl spaces, outside air may rapidly cool foundation walls and cool the interior surface on which moisture can condense.
- If the house is left unheated, the floors and walls may provide cold surfaces on which moisture in the warmer crawl space may condense.
- Stored materials may obstruct ventilation airflow.

Crawl spaces shall be conditioned or ventilated in accordance with the Building Code.

If condensation results from a defect in design materials or labour or a Building Code violation, then action to address the defect and any related damage caused by the condensation is required.

Excessive condensation should not accumulate on crawl space interior surfaces for extended periods.

#### Warranty Coverage

12 months

15 months common property

Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or humidity levels as may be set out in maintenance documentation provided to the owner is excluded.

Ventilation requires careful management by the homeowner to maintain acceptable moisture levels.

#### Claim Response

If the condition does not conform to Acceptable Performance/Conditions construction defects that cause condensation are to be repaired as well as any consequential damage to the new home.

### 1.12 Basement wall or floor dampness

#### Acceptable Performance/Condition

Occasional or seasonal dampness on foundation wall or floor surfaces is not considered abnormal.

The management of interior humidity is required to combat condensation, and if set out in maintenance documentation provided to the owner by their warranty provider or builder it is the owner's responsibility to immediately reduce the moisture levels to those set out in the maintenance documentation in order to prevent damage. Dampness can be reduced by using a dehumidifier or by increasing the amount of ventilation to the area.

If condensation results from a defect in design, materials or labour, then action to correct the defect and any consequential damage is required under the coverage.

Also see sections on "Foundation Wall Leaks" and "Basement Floor Slab Water Leakage."

#### Warranty Coverage

12 months

15 months common property

Damage caused by dampness or condensation due to the homeowner failing to maintain adequate ventilation or humidity is excluded provided the owner was supplied with maintenance instructions.

#### Claim Response

If the condition does not conform to Acceptable Performance/Conditions it must be rectified. Construction defects that cause condensation are to be repaired as well as any consequential damage to the new home.

### 1.13 Foundation wall leaks

#### Acceptable Performance/Condition

Foundation walls shall not allow unintended water penetration.

Water leakage resulting from maintenance not being undertaken in accordance with any maintenance documentation provided to the owner or the builder, exterior grade alterations made by the homeowner, an act of nature or failure of municipal services or other utilities is excluded.

Consequential damage to personal property or any personal injury resulting from the unintended water penetration is also excluded.

The homeowner must take immediate steps to prevent damage to their property and report the condition to their warranty provider and builder.

Refer to Appendix A5 “How to Conduct a Water Test” for more information.

#### Warranty Coverage

12 months

15 months common property

5 years if unintended water penetration

#### Claim Response

Foundation walls not conforming to the Acceptable Performance/Conditions are to be repaired.

Depending on circumstances repairs can be undertaken from the interior or exterior.

Repaired concrete may not match the existing colour.

### 1.14 Basement floor slab water leakage

#### Acceptable Performance/Condition

Occasional dampness due to condensation is not abnormal.

Basement floor slabs shall not allow unintended water penetration through cracks in the slab or openings around the perimeter or other penetrations.

The homeowner must take immediate steps to prevent damage to their property and report the condition to their warranty provider and builder.

#### Warranty Coverage

12 months

15 months common property

5 years for unintended water penetration

Water leakage resulting from maintenance not conducted in keeping with documentation provided by the warranty provider or builder, exterior grade alterations made by the homeowner, an act of nature or failure of municipal services or other utilities is excluded.

#### Claim Response

Basement floor slabs not conforming to the Acceptable Performance/Conditions are to be repaired.

Subsurface investigation may be required.