

## 5. ROOFS

### 5.1 Roof ridge has sagged

#### Acceptable Performance/Condition

Roofs shall be constructed to ensure the ridge does not sag under normal design conditions in accordance with the Building Code.

#### Warranty Coverage

12 months

15 months common property

10 years for structural defects

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder additions, deletions or alterations made by the homeowner is excluded from coverage.

Heavy loads of ice and snow can damage a roof. Normal home maintenance should include professional removal of heavy build-up of ice and snow.

#### Claim Response

Roofs not meeting the Acceptable Performance/Condition are to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

### 5.2 Roof trusses or rafters are bowed

#### Acceptable Performance/Condition

Roof framing members shall be sized and installed in accordance with the Building Code.

Some deflection due to normal loading and bowing due to normal drying of wood framing materials is acceptable.

Heavy loads of ice and snow can damage a roof.

Excessive bowing of roof framing should be investigated.

#### Warranty Coverage

12 months

15 months common property

10 years for structural defects

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Normal home maintenance should include professional removal of heavy build-ups of ice and snow.

#### Claim Response

Roof framing members not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.3 Roof appears wavy

#### Acceptable Performance/Condition

Roof sheathing shall be sized and installed in accordance with the Building Code.

Roof sheathing shall be installed with proper joint spacing and support.

Some waviness between framing members may occur even when sheathing is properly installed.

Frost patterns on a roof can give the appearance of waviness without the condition existing (e.g. frost outline on sheathing joints and over roof framing members).

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Roof sheathing not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.4 Wind-driven snow or rain entering through attic vents

#### Acceptable Performance/Condition

Attic vents must be designed and installed to:

- prevent the entry of rain, snow under normal weather conditions, and
- be in accordance with the Building Code.

During heavy storm conditions, some precipitation may occasionally be driven into roof vents and is not a defect.

#### Warranty Coverage

5 years, if wind-driven snow or rain entering through attic vents causes or is likely to cause material damage to the new home

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Defective material or improper vent installation resulting in unintended water penetration must be rectified.

### 5.5 Roof or flashing leaks

#### Acceptable Performance/Condition

Roofs and their associated flashings shall not allow unintended water penetration under normal weather conditions.

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

Homeowner must take steps to prevent damage to their property and should immediately report water penetration to their warranty provider and builder.

#### Warranty Coverage

5 years, including unintended water penetration that causes or is likely to cause material damage to the new home

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Roofs or associated flashings that allow unintended water penetration not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

## 5.6 Inadequate attic ventilation

### Acceptable Performance/Condition

Attics shall be ventilated in accordance with the Building Code.

Roof vents should be kept free of obstructions. Inadequate attic ventilation can lead to heat and moisture problems.

Snow covering roof vents can obstruct ventilation.

### Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

### Claim Response

Attic or roof vents not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.7 Ice build-up on the roof

#### Acceptable Performance/Condition

Ice and icicles are a natural occurrence on roofs.

Ice dams and icicles may occur when the roof surface is warm enough to melt the snow but the air temperature is cold enough to re-freeze the melt water. Natural weather patterns, building exposure, roof design and elevated attic temperatures, due to both the insulating effects of snow accumulation on the roof and air leakage from the interior of the building, can contribute to ice forming on roofs.

This condition is covered only where there is a Building Code violation.

Professional removal of build-ups of ice and snow can help reduce the likelihood of water leaks.

#### Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Conditions not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.8 Roof shingles blown off

#### Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Roof shingles shall be installed according to the Building Code and the manufacturer's specifications, and must resist design wind force or gusts.

#### Warranty Coverage

24 months for cladding detachment, or material damage to the new home

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, extreme wind conditions, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Roof shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.



### 5.9 Tabs on shingles are not aligned

#### Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Slight variation in the appearance of the roof is acceptable.

Shingles shall be installed in accordance with the Building Code and manufacturer's instructions.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.10 Asphalt shingles not sealed

#### Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Asphalt shingles and self-sealing asphalt shingles shall be secured according to the Building Code and manufacturer's specifications.

Self-sealing asphalt shingles installed during cold temperatures should seal when warmer temperatures return. In the short term, unsealed shingles should not affect the weather protection provided by the roof.

#### Warranty Coverage

12 months

15 months for common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Asphalt shingles not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.11 Shingle edges are curled or cupped

#### Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather.

Asphalt shingle edges and corners need not be completely flat in order to perform their function. However, edges and corners that curl or cup to expose the uncoloured portion of the shingle below are not acceptable.

Adequate attic ventilation is necessary to prevent excessive solar heat build-up in the attic that can contribute to curling and cupping.

#### Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear is not covered.

#### Claim Response

Asphalt shingle edges and corners that curl or cup not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.12 Uneven roof sheathing causing surface irregularities

#### Acceptable Performance/Condition

Roof sheathing shall be installed according to the Building Code and the manufacturer's specifications.

Roof sheathing shall provide a smooth even surface, free from excessive thickness variations, holes, and debris that produce visible irregularities in the finished roof. Variations in the sheathing surface should not be uneven to the point where they adversely affect the performance or the service life of the shingles.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Roof sheathing not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.13 Roofing fasteners are exposed

#### Acceptable Performance/Condition

The primary role of roofing is to protect the building from the weather as part of the building envelope.

Shingles shall be installed according to the Building Code and manufacturer's specifications.

The overlying shingle must cover fasteners to ensure adequate weather protection.

Sealant applied to roofing fasteners is acceptable if an overlap cannot be achieved.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Roof fasteners not meeting the Acceptable Performance/Condition are to be rectified.

### 5.14 Water is trapped under roofing

#### Acceptable Performance/Condition

Water shall not become or remain trapped under roofing or membranes.

#### Warranty Coverage

12 months

15 months common property

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Conditions not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.15 Roll roofing is blistered

#### Acceptable Performance/Condition

Roll or other membrane roofing may blister under normal weather conditions or due to installation method.

Blistering that results in unintended water penetration are not acceptable.

#### Warranty Coverage

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Roll roofing or other membrane roofing not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 5.16 Standing water on a flat roof

#### Acceptable Performance/Condition

Unless otherwise designed, flat roofs shall be constructed to drain water. Flat roofs typically are slow to drain and should be constructed to accommodate standing water over the short term.

Some areas of standing water after rainfall are normal, but should not remain for more than 48 hours after rainfall has stopped.

Standing water on roofs designed for water retention is acceptable.

#### Warranty Coverage

5 years, if resulting in unintended water penetration

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Conditions not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.



### 5.17 Eavestroughs or downspouts leak

#### Acceptable Performance/Condition

Water contained by eavestroughs and downspouts shall not leak at joints.

Rain water or condensation dripping off the outside of eavestroughs and downspouts can be mistaken for leakage.

#### Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded from coverage.

Cleaning of eavestroughs and downspouts should be considered as a regular maintenance item that, if left unattended, can result in leakage and in some situations clogged drainage.

#### Claim Response

Eavestroughs or downspouts not meeting the Acceptable Performance/Condition must be rectified.

Seasonal conditions may delay the timing of repairs.

### 5.18 Eavestroughs overflow during normal rain

#### Acceptable Performance/Condition

Eavestroughs shall be installed in accordance with good industry practices and slope to downspouts or drains.

During normal rain conditions, eavestroughs should drain effectively but a minor amount of standing water in eavestroughs is considered normal.

Eavestroughs overflowing due to abnormal heavy rains, debris blockage, or physical damage not caused by the builder is not covered.

#### Warranty Coverage

12 months

15 months common property

Damage resulting from an act of nature is excluded.

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded from coverage.

Cleaning of eavestroughs and downspouts should be considered as a regular maintenance item that, if left unattended, can result in overflow and in some situations clogged drainage.

#### Claim Response

Eavestroughs not meeting the Acceptable Performance/Condition must be rectified.

### 5.19 Skylight leaks

#### Acceptable Performance/Condition

Skylights shall be installed in accordance with the Building Code and manufacturer's specifications and shall not allow water penetration.

Condensation on the interior surfaces of a skylight may occur if the indoor relative humidity is high. Condensation is not considered indicative of roof or skylight leakage.

To test for water penetration, refer to Appendix A5 "How to Conduct a Water Test."

#### Warranty Coverage

5 years, if resulting in unintended water penetration

10 years if resulting in structural failure or structural damage that materially and adversely affects occupancy of the new home

Damage resulting from maintenance including humidity control not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

#### Claim Response

Skylights not meeting the Acceptable Performance/Condition shall be repaired.

Seasonal conditions may delay the timing of permanent repairs.