



## McKEE HOMES

### WHAT HAPPENS NEXT? – WARRANTY F.A.Qs.

Welcome to your new home! The moment you have been waiting for has arrived! Once you begin to settle in you may have some questions about what happens now that you are living in your home.

Your Warranty Team is ready to communicate and resolve issues during the first year comprehensive warranty of the materials and workmanship of your new home. There are 2 Scheduled warranty reviews that we recommend take place in the first year, at 60 days from possession, and at 11 months from possession. Unlike a car where you can just drop it off and come back later, the warranty process in a new home is more complex, but we endeavour to complete all work as agreed in a timely fashion.

**McKee Homes Office: 403-948-6595 (open weekdays 8 am - 4:30 pm )**

*Allison & Trisia are Warranty Administrators for McKee Homes Ltd. and coordinate our Warranty Technicians and Contractors for any work which may be required at your new home over the course of the warranty period.*

Below is a sample of some frequent questions, in which we hope will help answer concerns you may have.

**How quickly can I expect items noted on the walkthrough/orientation to be completed?**

We will strive to complete all items before you move in, if the orientation was completed a week prior, however, some items may not be completed due to unavailability of product, or weather conditions. If the orientation and possession are on the same day, then a Trade's day will be needed (*Answer #6*), but we will correct items as quickly as possible or convenient to you. Generally speaking, we would aim for completion of any walkthrough items within three weeks of your possession, again barring weather or material shortages/back orders.

**Since I have moved in, I have noticed some things not noted during my walkthrough/orientation. What should I do?**

The Orientation/Walkthrough document is your "report card" of the home to Alberta New Home Warranty, and McKee Homes, and the basis for determining whether any new concerns are warrantable, or not. If you notice anything new after you move in, please start a list of them that we can review on the 60 day appointment. If an emergency issue arises during non-business hours, please contact the trade directly, from the contact list we placed by your electrical box in the Utility room.

**How do I know if an item requires warranty or is within acceptable tolerances?**

When building your home, we follow the guidelines of the Alberta Government Construction Performance Guide, and the Alberta Building Code. Items which do not meet these standards would be considered as items requiring attention. Some items will require the discretion of your warranty technician to determine whether additional work is required.

**Some exterior items are not finished or started yet. What should I expect for this work?**

Some of the elements of your Home/Lot are considered seasonal items, and can be completed when weather permits. Concrete flatwork and grading are generally only completed in summer months, while painting, parging, and stonework can be completed on warm days during fall/winter months. An information guide is included with your Orientation package. It is important to note that once the grading and loam (topsoil) are complete, if the developer of your community has additional involvement with your landscaping or trees, this will proceed in due course as per their schedule. We are not part of this process but the community developer's website should provide additional info for you.

**What is included in my warranty?**

Your home warranty is legislated by the Alberta government's New Homebuyer's Protection Act, which all residential homebuilders adhere to. There is a comprehensive 1 year warranty on the workmanship and materials of the home, 2 years on the delivery systems (Plumbing, heating, electrical), 5 years on the building envelope – which are the components of the home which separate the climates (interior – exterior), and 10 years on the structure of the home. McKee Homes and Alberta New Home Warranty Program, (your 3<sup>rd</sup> party warranty provider) work together to ensure any deficiencies or defects in materials and workmanship are corrected in the time frames specified above.

**How do warranty appointments work?**

The items needing attention in your home are communicated to your Warranty Administrator, the Warranty Technician would inspect the items and determine if the item is warrantable, and how it can be corrected. The Warranty Administrator generates requests to the trade partners to correct the concern where needed. At this time it is decided whether workers ask for an appointment with the homeowner directly, or a "Trade's Day" appointment is best.

**What is a Trades Day?**

A Trades' Day appointment is a date and time suitable to you (Homeowner) in which we have all work completed at the same time, to shorten the time and inconvenience, that workers are in your home. The Warranty Technician is there for the duration of the appointment, to direct the trades as to what is needed, and also could do some of the items as well. We give our trades 2 weeks notice for all appointments, so they can schedule themselves to attend, and to have all supplies/product ready for them.

**What is a 60 Day appointment and how should I organize one?**

You will receive a letter asking for an appointment for a 60 day inspection, in which the Warranty Technician meets with you to go over the systems of your home, answer any questions about the home, and also inspect items from a checklist on the home we have prepared. If there are items that need to be addressed from this inspection, an appointment is set up to correct them (usually 2 weeks later). Both 60 day and year-end appointments are voluntary – they do not affect your new home warranty, rather they are a chance for us to help educate and review any systems or features of your home with you.

**What is a Year End appointment and how should I organize one?**

You will receive a letter close to the end of the year, in which it asks you for an appointment. This is our chance to review the homes' systems again, and answer any concerns you may have on the home. It is also the time when settlement issues are most likely addressed, now that the home has gone through its' four seasons since possession.

**What is considered an emergency that I need to report in between the two appointments?**

Any interruption in service, water, heat, lights not working are emergency items, also any items that could cause damage or harm to you (the residents) such as a loose railing, doors or locks that don't work. Please contact us with any concern, and we can address it promptly.

**What do I do if the emergency happens during non-business hours?**

The Plumbing and Heating companies have a 24 hr. emergency numbers to contact them, which is on the sheet put in the basement, next to your electrical panel. If it is utility related, contact your utility provider. If it is anything else that is not an emergency, please call our office and leave a message

**How soon can I start my landscaping, and what is a Lot Grading Certificate?**

You cannot landscape until you have a Lot Grade Certificate. A Lot Grade Certificate is required by the City of Airdrie, it is the approval document that means the grading on your lot passes the Surface Water Management By-law. We include an information pamphlet from the city in your orientation documents. Once you receive that approval, you can begin landscaping and fence building etc. Once you have the “topsoil” installed and levelled on your site, a survey will confirm the ground conditions meet that approved in planning by the City of Airdrie and the developer. Minor adjustments will be dealt with quickly and the site confirmed and a “field level pass” issued to us. The survey company engineer will then draft what is called “Schedule D”. This document is sent to the city for their files, and allows that you can now landscape.

**What are my responsibilities in my home’s maintenance?**

As a new homeowner, you do have certain responsibilities in the maintenance of your home. Our Care and Maintenance Guide provides you with that information. Things like furnace filter replacement, sealing of driveway/sidewalk, checking attic insulation, managing moisture and condensation, are covered in it.

**If I decided to leave a key with you for convenience of work completion during the warranty period, (I would have signed a form for this at possession if I chose to do this) how and when do I get it back?**

Loaning us a key is a voluntary process, and you can ask for it back at any time. Our Warranty Technician can bring it to your home, or you can pick it up from our office.

Please again accept our thanks for choosing us for the privilege of building your home and we wish you every happiness.

Sincerely,

***Elaine McKee Doel***

Elaine McKee Doel  
President

**The Warranty Team**

Andy Morrell – Warranty Manager – [andy@mckeehomes.com](mailto:andy@mckeehomes.com)  
Trisia Beaudin – Warranty Administrator – [trisia.beaudin@mckeehomes.com](mailto:trisia.beaudin@mckeehomes.com)  
Allison Fadden – Warranty Administrator – [allison.fadden@mckeehomes.com](mailto:allison.fadden@mckeehomes.com)  
Robin Noseworthy – Senior Warranty Technician  
John Harder – Warranty Technician