



HONEYFIELDTM
COMMUNITIES

HOMEOWNER'S
MANUAL



Congratulations on the purchase of your new Honeyfield Home!

Our goal is to create a distinctive urban environment, where attention to detail in the design of both the homes and the community is a priority.

The Honeyfield team offers this Manual to help Homeowners maintain their new home.

Please read this Manual thoroughly and use it as the most important tool in your new home.

Thank you for purchasing a Honeyfield Home!

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WARRANTY HIGHLIGHTS

Your new Honeyfield Home is backed by the Tarion new home Warranty Program. A summary of the warranty protection is provided below for your convenience.

One Year Warranty Protection

- The home is free from defects in work and materials, is fit to live in, and meets the Ontario Building Code requirements for one year from the date of possession.

Two Year Warranty Protection

- Water seepage through the basement or foundation walls.
- Defects in materials and workmanship including windows and doors so that the building envelope prevents water penetration.
- Defects in workmanship and materials in the electrical, plumbing and heating delivery and distribution systems.
- Defects in workmanship and materials that result in the detachment, displacement or deterioration of exterior cladding leading to detachment or serious deterioration.
- Violations of the Ontario Building Code's health and safety provisions.

Seven Year Warranty Protection

Major Structural Defects defined as:

- Any defect in materials or work that results in the failure of a load-bearing part of the home's structure, or
- Any defect in materials or work that significantly and adversely affects your use of the building as a home.



INSPECTIONS AND SERVICE PROCEDURES

Pre-Delivery Inspection (PDI)

You will be contacted prior to your closing date for your mandatory Pre-Delivery Inspection (PDI). This 1 hour walk-through & inspection will be completed with a Honeyfield Homes Service Representative. The appointment is scheduled at least one day prior to your closing date during normal business hours.

During this appointment, a Honeyfield representative will walk-through the entire home with you and point out important items relating to the safe operation and maintenance of your new home. Emergency Information and Contacts will be reviewed.

You will also be required to sign the mandatory paperwork required by the Tarion warranty corporation; namely the Pre-Delivery Inspection form (PDI) and the Certificate of Completion and Possession (CCP) form.

We encourage every person named as an 'Owner' in the Purchase & Sale Agreement to attend this important inspection. A mutually convenient 21 Day Warranty Appointment will also be scheduled at this time.

'21 Day' Warranty Appointment

On the day of your Pre-Delivery Inspection (PDI), we will be scheduling your '21 Day Appointment' with our new home Service Technician to address any warrantable items that come up after your first PDI Inspection.

Please use our '21 Day Service Appointment' Form to keep an on-going list of issues that you would like us to address at your upcoming '21 Day' Appointment and forward it to our service department at least three business days prior to your scheduled appointment. We will review the list in detail and if necessary, contact you for clarification.

'11 Month' Warranty Appointment

Homeowners may experience some issues after their '21 Day' Warranty Appointment. These are often best addressed after a home has been allowed to 'settle in' for a year.

Please use the '11 Month Service Appointment' form to keep an on-going list of issues that you would like us to address at the 11 Month Appointment with our Service Technician. Our Service Department will be contacting Homeowners prior to your 11 month anniversary to schedule this appointment. Please forward your '11 Month Service Appointment' Form at least one week prior to your service appointment date.

During the first year there are items such as nail pops and settlement cracks in drywall, which may occur in various areas throughout the house. As a courtesy, Honeyfield Homes will send a work order to our drywall trade partner to repair these items once only. The repairs will not be



sanded or painted. Therefore, should you wish this repair work to be done, please indicate this on your '11 Month Warranty Form'.

Customer Care Department Procedures

We will endeavour to complete the items on your PDI, 21 Day or 11 Month Warranty Appointments as soon as possible during or immediately after each appointment. However, occasionally, due to material shortages, trade availability and weather conditions, some items may not be able to be addressed on a timely basis. If this occurs, we will notify you as soon as possible and advise you accordingly.

All warrantable issues for every Honeyfield Home are tracked to completion on our computerized service program. Warranty work will be undertaken during normal business hours during the week.

An adult - authorized to sign work orders and over the age of 18 - must be present during all service appointments. Service Technicians or Trade Partners are not authorized to enter homes unless pets are leashed (i.e. dogs) and secured (i.e. cats, lizards, birds, etc) – regardless of size and without exception.

Emergencies

Certain severe conditions constitute an Emergency situation. These include:

1. Total loss of heat between Sept 15 and May 15
2. Gas Leak
3. Total loss of electricity
4. Total loss of water supply
5. Total Sewage blockage
6. Plumbing leakage that requires complete water shut-off
7. Major collapse of any part of the home's exterior or interior structure
8. Major (not trickling) water penetration on the interior walls or ceiling;
9. A large pool (not minor standing water) of water inside the room
10. Any other situation where the home is uninhabitable for health or safety reasons.

For any of the above, take immediate steps to protect your safety and property first. Then assess the problem and take corrective measures. If an Emergency arises during business hours, immediately contact our Customer Care department.

For after hours Emergencies, contact the respective utility or trade partner. In addition, let our Customer Care Department know immediately that you required Emergency After-Hours Service.

HOUSE EXTERIOR

Survey

A lot survey plan is prepared prior to closing and a copy is delivered to your solicitor at the closing by the Builder's solicitor. It is critical that Homeowners refer to this survey received on closing when erecting their fences, so as to ensure legal property limits are preserved and protected.

Fences

It is the responsibility of the Homeowner to abide by any fencing restrictions that may be noted in the Agreement of Purchase and Sale, Closing Documentation, Registered Restrictions and Covenants, Subdivision Agreement, and local by-laws. It is strongly recommended that Homeowners do not erect fences until at least one year after sod has been laid.

With the exception of fences required under the Subdivision Agreement, Honeyfield Homes does not erect fences between individual Homeowner's properties. Where we are required to erect acoustical or other fences, please be advised that these are normally installed towards the end of the project. Your patience is appreciated as we follow our construction schedule.

Easements

Most lots have easements in favour of various public utilities so that the lines may be installed and maintained as required. Prior to digging, you should contact the appropriate utility. In most communities, the utilities will stake the location of their services at no expense to prevent utility damage and risk of personal injury.

Please note that Honeyfield Homes is not responsible for any problems with buried utility and cable lines. Please contact the appropriate utility/cable company directly if you have a problem.

Your property may also be subject to easements to allow for maintenance of eaves on neighbouring properties. Please refer to the specific covenants, restrictions and easements that your property is subject to within your registered Transfer/Deed and Title to your property in general for details. If your property is subject to these easements between your house and that of you next-door-neighbour(s), please take these factors into consideration and use special care when erecting fences between the properties.

Lot Drainage & Soil Settlement

Early in the planning and engineering stages of your community, over-all grading plans are established to ensure there is adequate drainage after rainfalls and spring thaws.

There may be some variation between the original grading plans for your lot and the 'as-built' grading. These on-site modifications are made in conjunction with engineers and/or municipal engineering staff to accommodate actual site conditions. This may result in the addition/deletion

of window wells and steps, more/less pronounced swales and other revisions to accommodate site grading conditions.

However, heavy or prolonged rains may result in some standing water (ponding in depressions) for a limited period of time when the soil is saturated or during the spring thaw season. This is normal.

All newly excavated homes will experience settlement around the exterior perimeter of foundations and utility trenches. This is normal since native soil is more compact than soil that has been excavated for foundations and the installation of underground utilities (bell, gas, cable, hydro...).

Generally, the first complete freeze/thaw cycle results in the highest degree of soil settlement. Homeowners are responsible for repairing any settlement that re-directs water towards their house foundation or impedes the intended flow of surface water.

Window Wells & Rear Yard Catch Basins

It is imperative that they be kept free of leaves, snow and other debris which will impede the proper flow of water. Do not build or store items over and around Catch Basins.

Grass

From the day green grass is installed, it is the Homeowner's responsibility to keep it green!

Dormant or dead grass is often the result of a lack of watering, poor maintenance, winter kill or pets & pests. Daily watering until the grass takes root is important. After a week or two of watering, roll back a small section of newly laid sod to see if new roots have developed. When this happens, the grass has taken root and watering can be reduced to weekly, deep watering during the growing season. Shallow watering creates a shallow root system and makes the lawn susceptible to burning and disease.

Wait until your grass is approximately 4" high before cutting new grass for the first time. Remove only a third of the blade at each mowing. Regular fertilizing (3 to 4 times/year recommended) and maintenance will produce a healthy lawn. Consult your local gardening centre for additional information.

New lawns are bound to settle in uneven patches over time. A Homeowner can obtain a more uniform surface by top dressing & seeding minor settlement areas. Major settlements require carefully rolling back sod and filling in settled areas with topsoil. Water replaced sod until it roots.

Trees and Landscaping

Boulevard and/or front yard trees are typically installed a few months after the sod is installed. Homeowners are responsible for maintaining the trees and/or shrubs.

Water deeply new trees/shrubs at least two times per week for the first month and during drought periods. Soak roots just prior to freeze-up in late fall to protect them over the winter and provide needed moisture during the dormant season.

Planning and installing flowerbeds should be done with care. Here are some general rules to keep in mind: dig out garden beds 8-12" below grade BEFORE bringing in triple-mix soil. DO NOT raise the grade around the foundation of the house, DO NOT alter existing drainage of surface water and DO NOT redirect water to the foundation of the house. Local nurseries are often a good resource for all of your planting and maintenance needs.

While your Agreement of Purchase and Sale includes an apportioned fee for installation of boulevard trees and subdivision landscaping, this fee is apportioned to all purchasers equally as a community enhancement and does not guarantee that each and every purchaser will receive a boulevard tree. This is often as a result of site constraints or utility (above ground and below ground) and municipal restrictions. As such, refunds are not available.

Concrete - Shrinkage Cracks

There are two guarantees with concrete: 1) it will get hard; 2) it will crack. Concrete is made with aggregate, concrete, sand and water. Newly poured concrete (porches, garages and basements slabs & walls) will shrink approx 1/16" for every 10' of length during the hardening process. Cracks may occur shortly after pouring or a few weeks afterwards and are common and not a structural concern. If the concrete on either side of the crack has displaced significantly from a flat plane, or if the crack exceeds 6mm, it may require further investigation.

Concrete Exterior Surfaces – Porches, Stairs, Garage

De-icing compounds (i.e. salt and other materials used to melt ice/snow) used during the winter is the single biggest cause of concrete damage to concrete porches, steps and garages. While concrete is a very dense material, it will absorb water. The use of ice melting compounds during the winter causes ice to turn into water and it gets absorbed into the concrete. When the temperature drops below zero, the water absorbed into the concrete freezes and causes the concrete surface to 'pop' from the pressure of expanding ice crystals.

Constant freeze/thaw cycles created by de-icing compounds will continually weaken the surface of concrete and cause the surface to flake off and spall and is not covered by your new home warranty.

Sand (after snow clearing) is a preferred alternative to using de-icing compounds. It will not damage the concrete and provides necessary traction. Also, remember to remove winter slush (which contains salt) tracked in by vehicles from your garage to prevent damage to the concrete!

Driveways

You should remember that driveways were designed and constructed for the use of passenger cars and light commercial vans & pick-ups, not heavy trucks.

Prior to paving, gravel driveways require occasional raking to smooth out wheel ruts and settlements. Honeyfield cannot be responsible for any damage to curbs and walkways installed by Homeowners prior to driveway installation. We highly recommend that curbs be installed after paving is completed by saw-cutting the driveway edge.

Asphalt surfaces can acquire indentations, uneven patches, tire markings, flaking of surface chips or cracking edges caused by expansion and contraction, hot weather, heavy vehicles, and driveway spills.

Please be advised that paving generally occurs one year after driveways go through an entire freeze/thaw cycle to minimize settlements after installation.

Exterior Siding & Brick

Brick and vinyl siding requires no maintenance. Cleaning of vinyl is done using a light detergent, a sponge/light brush mild soap with water, and a garden hose (do not power wash!!). Check and replace any damaged caulking.

Exterior Painting

Your Honeyfield Home exterior, while virtually maintenance free, has some exterior wood detailing (such as garage doors, door frames, porch trim, porch posts & railing) that is colour coordinated with the exterior elements of your home. This is an integral feature of the architectural appeal of a Honeyfield Community and cannot be duplicated without the use of wood.

Exterior wood, especially after the first year of curing, will require thorough inspection. Scrape off and sand all loose paint, re-caulk open joints, prime and repaint. Paint shops can easily match paint colour with a small chip of paint that has been scraped off.

Outdoor Caulking

Outdoor caulking, exposed to the weather, **should be checked annually**. Once the old caulking is removed, deteriorated areas should be re-caulked using a good quality caulking.

Weather-stripping

Annually inspect the weather-stripping around doors and windows to reduce air infiltration in winter and dust penetration in the summer. Adjust and lubricate rubber/vinyl weather-stripping with appropriate automotive grade products.

Outside Garden Hose Water Connections

Your home is equipped with at least two outside garden hose connections. It is very important that you remember to drain both to prevent water pipes from bursting during freezing weather. Instructions are as follows: Close inside valve(s) leading to exterior hose connections

(remember that any type of valve is closed when the handle is at 90 degrees to the pipe) and then go outside and open up the hose connection valve to drain all the water that comes out.

Any damage relating to Homeowner failure to properly drain exterior hose connections prior to freezing conditions is not warrantable.

Roof

With good maintenance, the roof on your house should provide many years of service. Inspect for loose, broken or missing shingles annually and after heavy windstorms

Wind or Storm related damage is not warrantable; therefore, maintenance repairs should be made immediately to prevent water damage to your home. Your homeowner insurance may cover storm-related damage.

Minor variations in the roof surface or 'puckering' (slight rising of the wood underneath the shingles) may occur due to the expansion of the wood under the shingles during certain conditions. This will not affect the performance or longevity of your roof.

Eavestroughs and Downspouts

Eavestroughs should be kept clean of debris and ice that prevents the flow of water into downspouts. Surface particles from asphalt shingles, washed down by rains, should be removed to increase drainage. Minor standing water in eavestroughs is acceptable.

Ice Dams on Roofs and at Eavestroughs

It's hard to believe a warm sunny day in the winter may be causing damage to your home - but it's true. That's because the run-off water from the melting snow on your roof will run down to the edge of the roof where it refreezes, forming a ridge of ice or an ice dam. As more snow melts, the ice dam grows and eventually the run-off water is trapped behind the ice dam and works its way underneath the shingles and into your home – causing damage to your home.

To minimize or prevent ice dams, use a roof rake or a wide push-broom to remove snow from the roof after major snowfalls. Avoid walking on the roof (it is both dangerous and likely to damage the frozen shingles).

If ice dams have already occurred, use a hose or warm water to cut some 'channels' through the ice dam will provide openings for the melting snow to run off the roof. This will help minimize the potential damage from an ice dam.

Damage due to ice dams is not warrantable.

HOUSE INTERIOR

Concrete Floors and Walls

Do not be alarmed if a white powder appears on areas of the walls or floor. This efflorescence is caused by salts in the concrete mix being carried to the surface with the water that evaporates in the curing process, leaving a salt deposit. This phenomenon does not impair the strength or performance of the concrete and the deposit can be readily brushed off, and should cease to form following final curing of the concrete.

Floor Drains & Basement Odours

All floor drains contain a U-shaped trap (similar in shape to those commonly used under sinks) that hold water to prevent sewer gases from entering the home. If you sense foul odours in the basement, re-prime the floor drains by pouring approximately a half litre of water in all basement floor drains. Ventilate the basement.

Wood Trim Joints Open

Shrinkage will affect the interior wood trim and you may notice some joints at the corners of windows, doors and baseboards will open slightly. These are normal occurrences and can be remedied with wood putty, plastic wood filler, coloured putty sticks or similar products when you decorate.

Drywall 'Nail Pops'

The normal drying out and shrinking of lumber, or minor settlement of the house, may push drywall nails or screws out of the wood (known as "nail pops") and cause hairline cracks and other minor defects in the drywall. Truss uplift (a bowing of the roof truss chord) can also cause cracks where the drywall joins at the walls and ceiling on the upper floor. A slight bowing is common, and it may be impossible to prevent it completely.

If the interior walls or ceilings are finished with drywall (gypsum wallboard), cracks may appear over doors, windows and archways due to shrinkage of larger sized wood members behind the drywall used to span these openings. This cracking is usually minor and rarely serious. Shrinkage cracks and nail pops can be repaired with patching compounds available in hardware stores or retail building supply stores.

Small defects, such as nail pops may occur at or near the joints of adjacent sheets of drywall and at other nail or screw locations. These too are related to shrinkage of the wood frame.

Honeyfield Homes will repair shrinkage cracks and nail pops in drywall once only, towards the end of your first year of occupancy; no sanding or repainting of the drywall patches will be done. Please report these repairs on your eleven-month report if you wish this service, as this is when most of the drying out process will be been completed.

Indoor Caulking and Grouting

Caulking and grouting are materials that shrink, dry and crack during the drying out process, therefore, they are not warranted items. They are part of home maintenance. Do not allow the caulking and grouting to detach from the original surface as it may result in leakage and damaged walls or ceilings. ***This is not covered under warranty.***

Insulation

Today's homes are required to be well insulated to meet Ontario Building Code (OBC) standards. In addition, air barriers block cold air drafts to make your home more comfortable. However, even after satisfying OBC requirements, no home is draft free. Under wind pressure, even the smallest openings will permit some air leakage.

Windows

During cold weather it may appear that there are drafts around adequately glazed and weather-stripped windows. With some possible exceptions, such as extreme wind conditions, the draft felt may be due to vertical air movement over the face of the window. This is convection; warm air rises and cool air drops. Another common sensation is that of a draft experienced when you are sitting or standing close to a window. This chill may be due to heat radiating from your body to a relatively colder surface, the window.

Some condensation and frost on windows will occur if high humidity is maintained inside the house during very cold weather. Please refer to the chart on page 17 for the acceptable humidity levels for your home.

California Shutters can seriously affect your home's Condensation levels on windows. Therefore we recommend that if you choose to install these shutters, they be open on a regular basis to allow for proper ventilation.

Doors

All doors, especially exterior doors, are exposed to a variety of climatic conditions (including inside humidity variations from Summer to Winter) and are subject to dimensional variations and warping. Exterior doors are naturally subjected to more extreme conditions. In Winter they must withstand the differences of heat and moisture on the inside and cold dry air on the outside. In the Summer, this situation must be reversed or equalized. ***Wood doors tend to swell in the Summer and shrink in the Winter, so do not be hasty in adjusting your doors by cutting them down.*** With some types of wood doors, warping is to be expected; variations of up to 6 mm (1/4") out of plane in any direction of the door is considered normal.

If wall-to-wall carpet is installed, sufficient clearance must be left at the bottom of interior doors to permit proper return air circulation between rooms or from all rooms to a central return air duct if so designated. The trimming of some types of interior doors is difficult and should be done by a carpenter using the proper tools.

Finish Hardware and Railings

The original finish on exterior locks and door handles will wear with time. As this occurs you might decide to remove the remaining finish with a mild scouring powder. Once a uniform appearance is obtained, you may leave the metal untreated for a natural weathered appearance or it may be polished with a silverware cleansing compound, followed by a coat of clear lacquer, which should produce a like-new appearance.

It is not necessary to use polishing compounds on interior door hardware. Wipe them occasionally with a damp cloth and polish with a soft cloth.

Provided the commonly used privacy set is installed, bathroom doors can be unlocked from the outside by punching any small, pick-like instrument such as a 51 mm (2") nail into the hole in the centre of the knob. Try this before there is an emergency.

If your railings and stairway balustrades are made of metal, the steel will rust if the protective finish is scratched. Vinyl coverings or caps commonly used on metal railings can be easily kept clean by regular washing with a damp cloth.

Rusting due to exterior metal railings that have been scratched subsequent to closing is not warrantable.

VENTILATION, HEATING AND AIR CONDITIONING

Ventilation – General

Invisible yet vital, the air in a new home should be every new Homeowner's concern.

Understanding your new home's ventilation system and its proper operation and maintenance is the first important step to not only controlling indoor air quality, but also maintaining your new home warranty. ***Problems arising from Homeowner Misuse/Neglect are not covered by your warranty.***

Some condensation of moisture on windows is common in the Winter. However, a build-up of condensation can be a serious problem if corrective measures are not taken at an early stage. Serious damage can result from staining, rotting and moulding. The problem is more acute during the first Winter when the house is drying out (many of the materials in construction contain moisture). ***You will probably need to run the ventilation and circulation fans continuously during the first year whenever the windows are closed.*** Normal living habits are additional and continuing contributors to moisture levels.

It is important to locate the switches for the main ventilation and circulation fans. These switches are normally located near the thermostat.

New homes have supplemental fans and switches in each bathroom and some homes have another switch in the kitchen or family room for additional ventilation. These switches control local moisture and odours from showering and cooking.

As required by the Ontario Building Code (OBC), a switch to operate your Main Ventilation Fan (located in the Main Bathroom) can be found near your thermostat on the main floor.

The ventilation system requires frequent maintenance to ensure its safe operation. You should establish a regular maintenance and cleaning schedule. Start by checking to see if the hoods over intake and exhaust openings outside the house are not broken or blocked, clean all grilles or filters, and replace or clean all in-duct filters. If your ventilation includes a heat recovery ventilator (HRV), remember to clean or replace the filters. Regularly clean kitchen grease filters with hot, soapy water.

Some exhaust fans need to be oiled and cleaned according to manufacturer's instructions. Always disconnect the power before cleaning fans.

An indicator of the humidity level in a home is the amount of condensation on the windows. ***If there is an excessive build up of moisture or ice on the windows, you probably need to run your fans more often.*** Operating your mechanical ventilation system properly will allow you to control the humidity levels so that little condensation appears on the inside surface of your windows.

It is especially important to operate your mechanical ventilation system during severely cold weather. Mould and mildew frequently occur when humidity levels in your home

exceed the desired maximums. A simple humidity meter can be purchased from a hardware store to help you determine the relative humidity in your home.

The following chart outlines the maximum relative humidity that can be tolerated if excessive condensation is to be avoided:

Outside Air Temperature <i>Celsius</i>	Desirable Maximum Inside Relative Humidity (%) at an Indoor Temperature of 20C (70F)
-29	23%
-23	27%
-18	33%
-12	39%
-7	46%

Note: Dehumidifiers are not a practical solution for controlling winter condensation problems.

While we have concentrated on the condensation problems common to Winter conditions, basements may experience condensation in the Summer. In warm weather, basement areas, particularly near the walls, in corners and part of the floor, are cool due to the surrounding early temperatures.

When hot humid air is allowed to enter from outside through open basement windows, it will seek out those cool areas and condense there. Basement windows, in areas where this problem persists, should be kept open during periods of dry weather and closed on hot humid days. You might also consider adding fans or portable dehumidifiers to help lessen the problem.

Living habits are an important contributing factor to moisture levels. Your family's lifestyle will determine how much moisture is generated in your home from cooking and washing.

Some new home materials can emit gases, which can affect indoor air quality. The proper use of your ventilation systems can help control these gases.

Mould and mildew can usually be controlled through the use of your ventilation system. If mould and mildew does occur, it can be cleaned with a solution of one part chlorine bleach and four parts water. Apply in a well-ventilated area, using gloves. Let stand 10 to 15 minutes and rinse well. Then keep surfaces dry.

Heating – General

When the heating system of your home was selected, the rated capacity was checked to ensure the house could be heated at a comfortable temperature, taking into account climatic conditions common to your particular area. When you take possession of your home, learn everything possible about the heating system and how it functions at maximum efficiency. The energy or fuel supplier can provide this information.

With automatic heating systems, there may be the occasional failure of the controls. This does not necessarily mean there is anything drastically wrong with the system, usually a simple adjustment is all that is required. However, unless you are aware of how such adjustments are made, it is best to rely on skilled help to make the adjustment.

Heating equipment can be maintained at maximum efficiency through regular inspections according to the manufacturer's specifications. However, if your furnace does not start you should do the following:

1. Make sure the switch is on.
2. Check your fuse or circuit breaker panel for blown fuses or tripped circuit breakers.
3. Review the operating procedures in your furnace manual.
4. Verify the thermostat setting is higher than room temperature, otherwise the furnace will not turn on.

Where a warm air system is installed, ensure that the fan motor and fan unit are oiled at least twice a year according to the instructions, and that the return **air filters are cleaned and/or replaced regularly, at least monthly during the Winter heating season. Dirty filters restrict the supply of return air essential to proper operation.**

Inexpensive disposable filters can be purchased at most hardware or home speciality stores. Remember to verify the exact size of filter your furnace utilizes before shopping as there are many different sizes.

Check to see that heating outlets and cold air returns (registers) are kept free of airflow obstructions such as carpets, draperies and furniture for maximum performance.

If a furnace humidifier is installed, it must be checked frequently in Winter to ensure that the proper water level is maintained and the reservoir and plates are clean. Power humidifiers require similar attention.

Because of salt deposits from the water supply (a natural phenomenon that varies across Ontario) humidifier plates deteriorate and require replacement when they no longer effectively hold water. If the humidity in your house is excessive in the Winter (causing objectionable condensation on the windows) it may be wise to shut off the humidifier.

Sometimes you may hear snapping noises in the heating system. This sound means that the pipes and other metal components of the distribution system are expanding and contracting with the temperature changes. The noises, particularly common during start up, do not influence the heating system's performance and are to be expected.

A heating system contained in a separate furnace room should have sufficient air to operate efficiently.

Air Conditioning – General

Your home may be equipped with central air conditioning. If so, the central air conditioning system removes heat from air that circulates through the house via the same forced air duct



system as that used to heat the house in the Winter. Usually, the same thermostat is used to set the temperature in both Summer and Winter.

Resist the temptation to set the thermostat lower than the desired temperature; this will not result in faster cooling, but it will waste energy and possibly over-tax the air conditioner.

Do not cover the outside air conditioning unit or let anything, including landscaping or other objects, interfere with the flow of air around it.

Periodically vacuum or brush the outdoor coil, then carefully wash it. Do the same with the inside coil if you can reach it by opening the furnace panel at the air-handling unit. If the coil is not accessible, have it professionally cleaned during servicing. Dirty coils reduce the efficiency of the system, and dirty indoor coils encourage the growth of unhealthy moulds.

Have the air conditioner professionally cleaned and serviced every year or two, preferably before the cooling season. Servicing should include checking and, if necessary, adjusting the refrigerant levels, pump, fan and controls.

If your home has not been equipped with central air conditioning and you intend to install it or other additional equipment (such as humidifiers, dehumidifiers, air cleaners, or thermostats) on your own subsequent to closing, please ensure that it is by a reputable company that will give you a warranty.

Please be advised that Honeyfield Homes is not responsible for damage caused to your furnace as a result of after-market installation of additional equipment.

Whenever these pieces of equipment are installed, they must be electronically wired into the furnace circuitry. During the installation process, balancing dampers or the burner often get dislodged, delicate ignition components can be damaged or broken and airflow patterns can be changed. Sometimes mistakes are made and even if corrected immediately, damage may appear weeks or even months afterwards. **When having any of the above installed, ensure it is by a reputable company and ensure that taking responsibility for the balance of Honeyfield Homes Warranty is part of your contract with them.**

Forced Air Duct System

From the air-handling unit of the furnace, the blower fan blows heated air into a duct system that delivers the heat to the whole house. In an unfinished basement, hot air ducts can be seen running along the ceiling. These ducts deliver warm air to rooms in the house through one or more “grilles” (louvered or perforated covers, also called “registers”), usually located in the floor below windows. If you have central air conditioning or a heat recovery ventilator, the same duct system delivers cool or ventilation air to your house.

In addition to hot air ducts, another set of ducts returns air from the house to the furnace, with intake grilles located on an interior wall in some rooms. In inside finished walls and floors there is often a system of designated channels that are used as return air ducts. Such ducts may be simply the enclosed space between adjacent wall studs or floor joists. In an unfinished basement, where there is no drywall to enclose the framing, a section of return air duct running

toward the furnace is sometimes created simply by covering the space between two ceiling joists with sheet metal.

Do not block grilles with furniture or clothing. Grilles can usually be adjusted by hand to control the amount of air delivered to the room. If a room is too cool or too warm; try opening or closing the grille.

Dampers built into each hot air duct allow adjustments to the quantity of warm (in the Summer, cool) air delivered to different parts of the house. Use the dampers to make long-term changes, for example, if the amount of cool air needed in the Summer differs from the amount of warm air needed in Winter. The dampers are located in one of two places, inside the duct, just behind the grille in each room, or along the exposed section of duct in the basement.

Occasionally remove both the warm air and return air grilles, and vacuum as much of the ducts as you can reach. This will remove most of the dust and dirt that gets into the duct system. If your house is especially dusty, or if members of your household are sensitive to dust and other allergens, consider having the ducts professionally cleaned every five years or so.

Thermostat

The thermostat is located on a wall surface and it should be positioned to protect it from contact with heat sources such as direct sunlight, or hot air ducts and hot water pipes behind the wall. Your house will have one thermostat centrally located, which controls heat for the whole house.

The thermostat lets you control the heating in your house so as to regulate temperatures. If you have central air conditioning, the thermostat lets you control cooling as well. At a minimum, your thermostat will:

- Show the existing household temperature;
- Show the desired temperate that you have chosen (the set temperature);
- Let you adjust the set temperature; and
- If you have a forced air system, allow you to control the blower fan. In some cases, the fan switch is located on the furnace itself.

Do not set the thermostat higher for heating, or lower for cooling, than the temperature you want. For most types of heating systems, the desired temperature will not be reached any sooner, and energy may be wasted.

Keep sources of heating or cooling (e.g. portable heater, floor lamp, television or fan) away from the thermostat, as these appliances will influence the thermostat's reading of the house temperature.

Exhaust Fans

Humidity and odours are most likely to occur in the kitchen and bathroom areas. Therefore, in all new homes, regulations require some means of directly exhausting air from these rooms.

Exhaust fans may also remove air to the outside through their own dedicated duct. These fans are usually located in the kitchen or one or more bathrooms.

The kitchen fan is usually located inside the “hood” above the stove, and it is often called the “stove hood fan”. The switch for the fan is usually located on the front edge of the hood. The fan draws air from the stove into a duct leading directly to the outside. This fan will remove odours, heat and excess moisture created during cooking or boiling water. A metal mesh screen on the underside of the hood protects the fan from grease.

All bathroom exhaust fans are located either on the ceiling or high up on an outside wall, and a grille or shallow box covers it. The switch for the fan is usually either the same as the light switch, or located beside it. ***An additional switch for the main bathroom fan is located on the main floor, usually in the family/living room or dining room area. This additional switch is required by the Ontario Building Code (OBC).***

As noted in the general “Ventilation” section of this manual, you will probably need to run the ventilation and circulation fans continuously during the first year when the windows are closed.

Shallow metal hoods cap the exhaust ducts where they exit the house. At the point of exit a damper (just inside the duct) or a cover (flap or louvers over the mouth of the duct) opens when the fan is operating and closes when it is not. In this way, heat loss from the house is prevented when the fan is off.

In the Winter, occasionally check the outside duct openings to ensure that the damper or cover has not frozen shut.

Stove Hood Fan

The metal screen under the stove hood is easily removed. Take it out periodically and clean it with hot soapy water. Oil build-up will clog the screen over time, reducing the effectiveness of the fan and creating a potential fire hazard.

Bathroom Fans

If the bathroom fans are controlled by the same switch as the light, they will usually operate whenever the bathroom is in use. However, if the fan is controlled by a separate switch, be sure to turn it on when excess humidity is created, particularly during hot showers or baths. This fan can also be turned on and off using the switch located on your main floor.

Periodically brush the fan cover or wash off accumulated dust. Once a year, in the Winter, check for drafts entering through the fan duct.

PLUMBING

General

The plumbing system in your house consists of:

- Plumbing fixtures (toilets, sinks, bathtubs, etc.);
- The water supply system (bringing fresh water to each fixture); and
- The drainage system (removing waste water and sewage from the plumbing fixtures).

The water supply enters your home from a municipal water main, usually buried under the public roadway. A water meter is located in your basement and a readout is located on the outside where the water line enters the house. It records the quantity of water used by the household. Electronic metering is now common, and municipal staff can read the meter without visiting the property.

Shut-off valves are built into your water supply system at various points for use during emergencies (e.g. leaks) or during plumbing repairs.

Generally, you are responsible for the water and sewage lines on your property.

The plumbing fixtures and pipes in your new home require some common sense care to keep the system working for a long time.

Minimize the disposal of grease, fat and similar petroleum products through the plumbing system. These materials tend to accumulate in the pipes, reducing their efficiency. In addition, continuous or large-scale usage of this kind can affect municipal or private sewage disposal systems.

Never leave your house completely unheated during sub-zero weather. If the house freezes, your pipes, hot water tank and toilets may burst, causing a flood. Similarly, leave at least a little heat on in any room with plumbing, even if the room is unused.

Honeyfield Homes will not be liable for burst pipes due to the Homeowner's Misuse/Neglect in not heating the home.

Hot Water Tank

Your hot water tank is a rental unit. If you have any problems, please call the hot water tank provider.

Also please note that you are required to execute a Hot Water Tank Rental Agreement, supplied by Honeyfield Homes, prior to closing.

Sump Pump

If your home is equipped with an automatic sump pump to handle rain water, this pump must be checked periodically. This pump takes water from the weeping tiles up and out to grade level.

Fixtures

Protect the smooth, glossy surfaces on your plumbing fixtures and avoid using harsh, abrasive cleaners and soap pads that dull and wear down the fixtures making the finish dull and porous. Most household cleaners are slightly abrasive, but if used in moderation and with plenty of water, are harmless. Steel pads and some strong cleaners, however, can do irreparable damage.

Avoid scraping the surfaces with metal utensils. Even a stainless steel sink can be damaged by careless use. Do not use plumbing fixtures such as sinks, as receptacles for photographic and developing solutions. Developers can leave permanent stains.

Never step in the bathtub with shoes on. Although the soles may appear clean, they carry gritty particles, which can scratch the bathtub finish.

Exercise care in using handheld shower devices. If dropped, the device can damage the tub and the finish cannot easily be restored to its original condition.

Fixtures contain water-filled traps to prevent any sewer gases from entering the house. The traps become plugged and require regular periodic cleaning to eliminate blockages.

Faucets

Forcing faucet handles often cuts washers and causes drips and leaks. The handles should be turned just enough to stop the water flow. Loose washers frequently cause noisy faucets. Where the plumbing installation includes valves for individual fixtures, it is only necessary to close the valve to the fixture being repaired before replacing washers. Otherwise, first close the main water valve that controls both hot and cold water lines. It is usually located near the water meter.

6 Litre Toilets

Your home is equipped with ultra-low flow 6 Litre toilets, as required by the OBC. These toilets work a little differently than their predecessors. ***Do not put anything into them other than normal human waste and toilet paper.***

Occasionally the contents of the bowl will necessitate holding the handle for a longer period of time until you see that the contents of the bowl have cleared out. This ***“flush and hold”*** method works better and is more water conservation minded than the ***“double flush”*** method. Please also remember that the flush and hold method is not required for every flush.

For further information, please see the pamphlet “A Homeowner’s Guide for Your Bathroom”, which is enclosed in the back of this Homeowner’s Manual.

Outdoor Faucets

The water supply to your outdoor faucets, including the one in the garage, must be turned off from inside our basement prior to cold Fall weather when freezing can occur.

Turn off the water from the inside lines located in the basement and then open the exterior tap to drain any remaining water in the line. When it is fully drained, close the exterior tap.

Do not turn exterior water back on in the Spring until there is positively no possibility of frost/freezing.

Honeyfield Homes is not responsible for pipes that have burst due to Homeowner's failure to complete the above noted Fall maintenance. Nor is Honeyfield Homes responsible for any secondary damage, regardless of fault, as set out by ONHWP.

Noisy Pipes

Noise in the pipes can be caused by a variety of reasons. Among the most common is a worn washer, a loose part in a faucet or stem in the hot water pipe. The condition causing noisy pipes should be corrected promptly because sometimes the noise is accompanied by vibration. A strong vibration can cause fittings to loosen and leak.

Clogs

When the drain pipe from a bathtub, sink or shower becomes clogged, there are several steps that may be taken to open up the drain:

- Use a plunger;
- Use a plumber's snake; or
- Use of chemicals (***as a last resource***)

Plunger

Use a plunger first. The rubber cup of the plunger should cover the drain opening and the water should come well over the cup edge. Working the plunger up and down rhythmically 10 to 20 times in succession will build up pressure in the pipe and do more good than sporadic plunges. If there is an overflow outlet located in the sink, plug it with a piece of cloth. When working on a double sink, be sure to close the other drain.

Plumber's Snake

If the plunger does not work, use a plumber's snake. These can be rented, or purchased from a hardware or plumbing store. Turn the handle of the snake in the same direction when removing it as you did when inserting it. This will keep any matter attached to the snake from coming loose before it is removed.

Using of Chemicals

Although it is sold commercially as drain cleaner, never use caustic soda to open a drain. It will combine with the grease from soap, food or wastes to form an insoluble compound. Potash lye or caustic potash may be added to finish opening a drain, but never use them on a completely clogged drain. They may take as long as overnight to work, and if you have to open the trap, the chemicals would be a hazard.

WARNING: Because potash lye and caustic potash are highly corrosive, always pour them into the drain slowly to prevent spattering. Never pour water into the chemicals. Wear old clothes, rubber gloves, and goggles or safety glasses. Never use a plunger on a drain after chemicals have been added as the water may splash and cause personal injury or damage nearby surfaces.

NOTE: If the toilet backs up during the first two weeks of occupancy, notify the Service Department immediately. They will have a plumber check the system. However, if the blockage is caused by Homeowner Misuse/Neglect, you will be charged for the service call. After the first two weeks, clogs causing back-ups are Homeowner Maintenance matters.

ELECTRICAL SYSTEM

General

Many advanced electrical features are contained in your new home. When electrical outlets fail to work it usually means that a fuse has blown or a circuit breaker has tripped. ***Overloading a particular circuit, short circuits from worn appliance cords, defective plug connections or a start-up load from some electric motors (motors require more current to start than to maintain operation) are common causes of a blown fuse or tripped circuit breaker.***

Before calling an electrician, check your fuse or circuit breaker panel. We recommend you locate this panel and identify all circuits in writing on the panel soon after moving in, before an emergency occurs.

If your stove does not work, the fuses in the stove (refer to the manufacturer's manual) should be checked as well as the main circuit breaker or fuse panel.

If the same circuit fails repeatedly, this is a warning for you to locate the cause. If it is the result of a short circuit as opposed to appliance overload, an electrician should make repairs. Many fires occur each year from misuse of electrical equipment. Avoid alterations to your wiring by amateurs. Contact an electrician or recognized appliance service agent.

The main electrical switch, which you can use to shut off the power to the whole house, is usually found at the electrical panel.

To reset a breaker, move it first (if in the middle position) to the "OFF" position, then back in the opposite direction to the position marked "ON".

Appliances

Carefully read all instruction books and manufacturer's warranty papers that come with electrical appliances and follow the operating procedures recommended by the manufacturers. Contact local service agents if difficulties arise. File all warranty cards with the manufacturers.

Ground Fault Circuit Interrupter (GFCI)

Your new home has been equipped with ground fault circuit interrupter (GFCI) protection in the powder room and an outdoor electrical outlet at the rear of the house. The GFCI protects you from electrical shock caused by a ground fault in your electrical tools or appliances. To ensure that the GFCI functions properly, test it monthly as directed in the operating instructions.

COUNTERTOPS AND CABINETS

Plastic Laminates

Following are some practical tips for preserving the finish on your countertops:

1. Hot pans or activated electrical appliances should not be placed on laminated surfaces. Use protective insulating.
2. Abrasive cleaners or steel wool should never be used.
3. Common household bleach should not be allowed to remain on the surface.
4. Do not cut vegetables etc... directly on the countertop
5. Avoid a concentration of water or wet cloths at or near the junction of the countertop and backsplash or other joints.
6. Clean with a damp, soapy cloth. For stubborn stains use a non-abrasive household cleaner, rinsing thoroughly with clear water.

Water damage at countertop seams is not warrantable.

Manufactured Marble

Marble sinks and countertops are durable but require the same general care as plastic laminates. ***Abrasive cleaners and other chemical preparations should not be used on highly polished surfaces as they may cause scratching and discolouration that is not covered by your new home warranty.***

Treat your kitchen cabinets as you would any fine piece of furniture. Any grease that splatters on them should be wiped off immediately. If the cabinets are finished with a plastic laminate, the instructions outlined in the section "Plastic Laminates" apply.

FLOOR AND WALL FINISHES

Ceramic & Stone Tiles

Shower and tub enclosures should never be used without a shower curtain or door to prevent water from running onto the bathroom floor.

Drying the tiles after use will help prevent mildew and deterioration of grout.

Ceramic or stone tile floors may crack or chip if heavy objects are dropped on them.

Easy to maintain with an occasional damp mopping of mild soap and water, ceramic and stone tile floors should not be covered in excessive water.

Ceramic or stone tiles that crack within the first year because of settlement or shrinkage will be replaced. However, Honeyfield Homes will not take responsibility for breakage due to Homeowner's Misuse/Neglect. Variations in manufacturer dye lots mean that, in making repairs, it is not always possible to get a perfect match with the original tiles. Honeyfield Homes will not replace whole floors or walls to avoid a slight mismatch.

Hardwood Flooring

Humidity

Hardwood floors are made from kiln dried material but are subjected to the natural process of shrinkage and expansion. Low inside humidity levels in Winter, especially near heating outlets, causes the wood to separate slightly. High humidity levels create expansion and may lead to cupping or swelling in the centre of the board. These conditions vary with the season and may be related to the time of year when the floor was installed.

Parquet or laminated wood block flooring can make cracking or popping noises as it expands and contracts. Homeowners should not be alarmed. High relative humidity may cause this type of flooring to lift during hot, humid weather when the house is closed, particularly during a holiday period.

Where excessive humid or dry conditions exist, it is advisable that you install a humidifier and/or dehumidifier with a humidistat control.

Discolouration

Aging and direct exposure to sunlight will cause changes in the colour of your hardwood flooring. Over time, lighter stain colours such as white or grey will show more discolouration than will darker stain colours.

Discolouration due to areas covered by rugs or areas where sufficient window coverings are not in place, are not warrantable items under the terms of the ONHWP.

Cleaning

Cleaning can be made easier by using a good hardwood floor cleaner. *Excessive water and harsh detergents are harmful to hardwood.* Clean with a vacuum cleaner, dry dust mop or with a well wrung out damp mop. Wipe up spills immediately with a well-wrung out damp cloth and dry wipe at once. ***Water left standing on hardwood floors will damage them and will void the warranty.***

Polyurethane floors are not scratch-proof. Dirt and grit will abrade the surface and wear off the finish. Remove daily by sweeping or vacuuming. To protect your floors from denting, scratching and tearing, put glides, rests or protector pads under furniture and appliances. Do not drag or drop heavy objects on the floor. Narrow high-heeled shoes can also damage your floors. ***Homeowner Misuse/Neglect or damage is not warranted.***

Please note that variations in manufacturer dye lots mean that, in making repairs, it is not always possible to get a perfect match with the hardwood. Honeyfield Homes will not replace whole floors to avoid a slight mismatch.

Floor Squeaks

Every effort is made during the construction of your house to ensure that the floors are quiet. This includes nailing and screwing of the sub floor to the joists. However, some shrinkage will occur in the wood framing as the house dries out, mostly during the first year of occupancy. This shrinkage may result in localized squeaking in the floor.

Excessive noisy floors can be repaired, however, Honeyfield Homes will repair floor squeaks once only, and only at year end. We suggest that you noted your floor squeaks in writing in your eleven-month service request form and be sure to submit same before the end of your first year.

Carpeting

Carpeting and rugs are relatively easy to care for. A simple regular care plan, including regular vacuuming, will go far in maintaining your carpet's original appearance for many years.

Bubbling or rolling will be repaired once only, at year end, therefore, it is suggested that you include any problem areas on your eleven-month report, if you require this service.

NEW HOME FEATURES

Fireplaces

Reduce heat loss from your home by keeping the damper closed when the fireplace is not in use. Be sure fireplaces and other open flame appliances are never left unattended while in operation. Water appearing in the firebox may not necessarily be a defect, but the result of rain falling directly down the flue.

Carbon Monoxide Detectors

Your home is equipped with a carbon monoxide (CO) detector, which requires periodic checking. High concentration levels of carbon monoxide can cause death. If your CO detector alarm sounds, call the fire department. Open up all doors and windows to get fresh air into the house and turn off your ventilation system, including all exhaust fans. Also leave the house until the fire department advises that it is safe to re-enter.

Smoke Alarms

Your home is equipped with hard-wired smoke detectors on each floor. You should make yourself familiar with the testing procedures for these detectors.

Ground Fault Circuit Interrupter (GFCI)

Your new home has been equipped with ground fault circuit interrupter (GFCI) protection in the ensuite bathroom and an outdoor outlet at the rear of the house. The GFCI protects you from electrical shock caused by a ground fault in your electrical tools or appliances. To ensure that the GFCI functions properly, test it monthly as directed in the operating instructions.

Central Exhaust Fan

A switch is placed near your thermostat to operate the exhaust fan in our main bathroom. **This is required by the Ontario Building Code (OBC).**

It is highly recommended that you run your exhaust fans continuously during the first year of occupancy.

WARRANTY LIMITATIONS

The following is a list of some of the items that are not covered under the Ontario New Home Warranty, please see page 10 of your homeowner information package (HIP).

1. Defects in materials, design and workmanship supplied by the Homeowner.
2. Secondary damage caused by defects such as property damage and personal injuries.
3. Normal wear and tear.
4. Normal shrinkage of materials caused by drying after construction.
5. Damage caused by moisture or condensation due to failure by the Homeowner to maintain adequate ventilation.
6. Damages resulting from improper maintenance or Homeowner negligence. For example, dampness or condensation caused by the Homeowner failing to maintain proper ventilation levels.
7. Alterations, deletions or additions made by the Homeowner.
8. Settling of soil around the house or along utility lines, other than soil settling beneath the footings of the building.
9. Damage caused by the Homeowner, tenants and/or guests.
10. Damage resulting from floods, war, Acts of God, wars, riots or vandalism.
11. Damage caused by insects and rodents, except where construction is in contravention of the OBC.
12. Damages caused by municipal services or other utility companies.
13. Surface defects in workmanship and materials specified and accepted in writing by the Homeowner at the date of possession.