

Taking over your new home

A thrilling experience! How to ensure your home is a source of pleasure now and for many years to come.

The hard work is done! What a an exciting and rewarding experience it is when you finally take over your new home. After you've settled-in, your home will begin to do so also, and there are some remaining issues that need addressing.

Remaining Issues

Minor issues may have be itemized during the pre-possession inspection by you and the builder. They would have been listed on the certificate of completion and possession you signed, and anything remaining should be dealt with. Discuss them and time-lines for their completion with your builder.

After-sales service

Occasionally, problems emerge after you take possession. Your builder's after-sales service policy will state what's covered by warranty the first and future years and how you should go about getting service. Be sure you know how to handle emergency issues and requests. Professional builders should do regular follow-up calls to ensure your satisfaction and to schedule general service if needed. Most service issues are dealt with professionally and within a reasonable time-frame, but if necessary the third-party warranty provider can intervene.

The Home's First Year

It is very common for new homes to go through some changes in the first year due to drying and settling. Due to drying and shrinking, basement walls/floors, and partition drywall may crack, nails may pop, and hardwood could develop squeaks. This is all normal and not a construction

defect. In fact, your home will continue to contract and expand with changing humidity. Discuss you builder's policy in dealing with these issues.

Getting to know your new home

New homes often come loaded with the latest in convenience and technology. Learning all about your new home's systems and features will help you get the most out of them, care for them for maximum performance and lifespan, and keep warranties valid. Get as much literature as possible, and read it.

Warranties

Be sure to obtain all the product and subcontractor warranties, read them, and follow the maintenance schedules.

Caring for Your New Home

Like anything else, proper care and maintenance will extend the life and quality of all products and features in your home and save you time and money in the long run.

During the pre-possession inspection your builder will have explained how to operate and maintain all of your home's systems including alarm, heating, cooling, electrical, water, and telecommunications, etc. It's a good idea to review these early on (and periodically), particularly the ones not often used so you won't be caught off-guard in an emergency. You can save yourself time and even money by becoming familiar with and following the troubleshooting guidelines before calling for help.

New homes are easier to clean and maintain than ever before. Modern surfaces and finishing products require very little care but it can be most important to read the manufacturer's guidelines to learn what you should and should not do to them.