

# WELCOME HOME



## HOMEOWNER RESOURCE BOOKLET



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## INTRODUCTION

Congratulations on the purchase of your new Tower Hill Home in New Seaton.

We would like to take this opportunity to welcome you to the neighborhood!

We pride ourselves on constructing homes of the highest quality and providing to our homeowners a first-class experience.

No home is maintenance free.

Proper and timely maintenance may extend the life of many of your home's components and systems to protect your investment.

These recommendations are intended to provide to you a basic understanding of the maintenance requirements of your new home.

Please contact the specific product supplier/manufacturer should any other questions arise.

Undertaking maintenance is not for everyone.

If you are uncomfortable with any specific maintenance task, you may want to hire a professional.

Please be aware that if you have young children in diapers do not flush diapers, baby wipes (even if they say flushable), feminine products or large items down the toilet, as this can create a clog at the sewer main.

On behalf of our entire team at Tower Hill Homes, we thank you for the opportunity to welcome you to your new home!

## UTILITY INFORMATION

Hydro, water, and natural gas consumption is individually metered, and billed directly to the homeowner.

Metering equipment has been installed in your home which allows you to monitor and control the costs for the services supplied to your home.

Homeowners are responsible for paying their hydro, water, and natural gas consumption directly to their submetering provider. You will receive a copy of your utility bill in approximately two weeks prior to its due date.

### **HYDRO:**

Elexicon Energy  
Customer Care: 1-888-420-0070  
Website: <http://elexiconenergy.com>

### **WATER:**

Region of Durham  
Utility Finance: 905-666-6211  
Website: <http://durham.ca/en/living-here/water-billing.aspx>

### **GAS:**

Enbridge Inc.  
Customer Connections Contact Center: 1-888-427-8888  
Website: <http://www.enbridge.com>

## ADDITIONAL SERVICES

### **Garbage / Recycling Collection**

Please note that the City of Pickering collects all garbage and recycling **on Fridays at 7:00 am**.

For more information on waste management programs, visit [durham.ca/waste](http://durham.ca/waste), email [waste@durham.ca](mailto:waste@durham.ca), dial 311 (within regional limits) or 905-668-7711 (toll-free 1-800-667-5671) or download the Durham Region Waste App.

### **Canada Post**

Please feel free to visit the Canada Post depot located at 1740 Kingston Road, Pickering, Ontario L1V 1C6 to pick up the keys to your onsite mailbox.

Canada Post is open Monday to Friday, between the hours of 9:00 am to 5:00 pm (closed on weekends).

You will need to bring a PHOTO ID and a copy of your warranty certificate for proof of possession.

## IN HOME EMERGENCIES

### **What is considered an emergency?**

An emergency occurs when you have total loss of water, electricity or heat.

Should you have any of the above, it is considered to be an emergency and we will make every effort to correct it immediately.

### **Who do I call if I have an emergency during regular business hours?**

Please reach out to our Customer Service Team at 905-251-2724 or email anytime at [customerservice@towerhill.ca](mailto:customerservice@towerhill.ca).

During regular business hours, Monday to Friday between 8:30 am - 4:00 pm.

### **Who do I call if I have an emergency after hours, weekends or holidays?**

- Total Loss of Water - Shut Off - Region of Durham Water 905-576-9991 or 311
- Total Loss of Electricity - Elexicon Energy 1-866-579-6819
- Total Loss of Heat – Furnace - Grace Mechanical 416-823-2963 or 416-823-4732
- Plumbing Leaks - Nova Plumbing 905-738-0390
- Gas Emergency - Enbridge Inc. 1-866-579-6819
- Hot Water Tank - Vista Services 1-855-663-2577

## MANAGING YOUR WARRANTY ONLINE

### **How to submit warranty claims through Tarion**

We recommend that you register with the “My Home” online portal through Tarion at <http://www.tarion.com> to efficiently submit, monitor and manage your warranty claims.

If you have questions that you cannot find answers to on Tarion’s website, please call them directly at 1-877-982-7466.

If you are unsure about your rights under your purchase and sale agreement or the *Building Code Act*, you may wish to seek the advice of your lawyer.

### **Who do I contact for Tarion builder warranty inquiries?**

Please reach out to our Customer Service Team for all Tarion builder warranty related inquiries at [customerservice@towerhill.ca](mailto:customerservice@towerhill.ca).

## MAINTENANCE CHECKLIST

### Winter Home Maintenance Checklist

- Check for excessive snow on roof and arrange for removal if necessary;
- Check and ensure air intakes and exhausts are clear of snow;
- Remove snow and ice from roof overhang and vents.

### Spring Home Maintenance Checklist

- Check attic, basement and crawl spaces for leaks or moisture;
- Check eavestroughs and downspouts for debris;
- Check roof for loose or cracked shingles;
- Check driveways and walks for frost damage;
- Check exterior finishes for signs of deterioration (peeling paint, loose siding, cracks)
- Remove snow and ice from roof overhang and vents;
- Inspect water heater for leaks;
- Turn on exterior water supply;
- Plan landscaping to avoid soil settlement and water ponding.

### Summer Home Maintenance Checklist

- Check sealing around windows and doors for air or water leaks;
- Check and clean air conditioning unit;
- Check and clean exhaust fans;
- Inspect driveways and walkways for chipping or cracks;
- Fertilize lawn.

### Fall Home Maintenance Checklist

- Drain and shut off exterior water supply;
- Test smoke alarms and carbon monoxide detector;
- Check exterior finishes for signs of deterioration (peeling paint, loose siding, cracks);
- Check and clean air ducts;
- Check and reset ground fault circuit interrupter (GFCI);

- Check air ducts, remove covers and vacuum dust from vents;
- Check and clean the heat recovery ventilator (HRV); wash or replace the filter;
- Check windows and screens are operating properly;
- Check condition of roof shingles, flashing and chimney caps are sealed properly;
- Check garage door and tracks for deterioration and lubricate bearings;
- Check doors and locks for proper closure and locking;
- Inspect and clean fireplace and chimney dampers;
- Inspect floor drains to ensure trap is filled with water;
- Clean or replace furnace filter;
- Clean humidifier and check for condensation and proper humidity levels;
- Lubricate weatherstripping;
- Winterize landscaping and remove leaves.

## **Plumbing**

- Only flush toilet paper down the toilet;
- Do not flush diapers, baby wipes (even if they say flushable), feminine products or large items down the toilet, as this can create a clog at the sewer main;
- Many blockages can be resolved by using a plunger first.