

Performance Guidelines

1 Exterior Elements / Site Work

1.1 Exterior deck is springy or shaky.

Acceptable Performance Condition:

Minor deck movement is acceptable.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Decks built by the builder that do not meet the acceptable performance conditions shall be rectified.

Remarks:

Even when installed in accordance with the *Alberta Building Code*, with all structural members including beams and joists sized, installed and fastened in accordance, slight movement may occur under normal use and is acceptable.

Decks are designed for specific loading. Overloading decks beyond the design capacity can cause stability and structural issues. Owners should consult their maintenance documentation and if necessary a professional review should be conducted before installing hot tubs or other heavy loads on decks.

Notes:

1.2 Exterior deck elevation has changed.

Acceptable Performance Condition:

Sealed deck surfaces are designed to have a positive slope away from the home. Typical sealed deck slope is 2 inches (50 mm) over 12 feet (3.65 m).

Slope is not of consequence for decks using spaced deck boards that allow for drainage.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

The builder shall rectify a sealed deck which has developed a negative slope that could direct water towards the home.

Remarks:

In multi-family construction where stacked decks exist, lumber shrinkage or settlement may affect the slope of the deck.

Frost heave or excessive settlement of deck supports due to improper surface water management by the homeowner is not considered a defect.

Decks over living spaces must comply with the *Alberta Building Code*.

See Also:

1.10 Water ponding on solid surface of deck.

Notes:

1.3 Exterior wood handrails have splinters.

Acceptable Performance Condition:

Handrail surfaces intended to be grasped shall not have splinters.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Handrails not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Splinters developing from normal wear and tear or weathering can be removed by sanding as part of homeowner maintenance.

Notes:

1.4 Spacing between adjacent deck boards is not uniform.

Acceptable Performance Condition:

Deck boards forming the walking surface shall be spaced to provide a generally uniform appearance. Variance in spacing of adjacent deck boards shall not exceed +/- 3/8 inch.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Deck boards not meeting the acceptable performance conditions shall be rectified.

Remarks:

Dimensional wood deck boards are exposed to humidity changes which will induce natural swelling and shrinkage of the wood, possibly resulting in deck board spacing that is not uniform. This is normal and acceptable.

Notes:

1.5 Movement is noticeable on exterior deck railing.

Acceptable Performance Condition:

Minor movement of exterior deck guards and railings is acceptable when designed and installed in accordance with the *Alberta Building Code*.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Deck guards and railings that do not meet the acceptable performance condition shall be rectified.

Remarks:

Slight movement in railings and guards under normal use and is acceptable.

Railings should return to their original position after being subjected to adjacent forces.

The selected design of a railing or guard can affect rigidity. Railings that are laterally supported or pinned will inherently exhibit more rigidity than railings that are not.

Notes:

1.6 Floor decking boards are split, warped or cupped.

Acceptable Performance Condition:

Floor decking boards shall be installed to be generally uniform, without distortions such as splitting, warping, and cupping; however, deck floor boards may split, warp, or cup with exposure to the natural environment.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Deck floor boards not meeting the acceptable performance condition shall be rectified. Deck floor boards shall be fastened securely to minimize warping and cupping.

Remarks:

Dimensional wood deck flooring boards are more susceptible to cracking, warping and cupping than man-made composite decking materials, and these conditions cannot reasonably be prevented in wood deck boards. Some splitting is natural.

The finish on flat woodwork is not warrantable.

When replacement boards are necessary, the builder should attempt to closely match the existing deck boards. It is acceptable that replacement boards shall look newer than existing boards.

Notes:

1.7 Fasteners stick up on deck surfaces.

Acceptable Performance Condition:

Fasteners shall be set flush or slightly recessed.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Fasteners which protrude above decking and do not meet the acceptable performance condition shall be rectified.

Remarks:

In order to minimize the volume of water that each hole potentially holds, fasteners are not deeply recessed.

Typically, the lumber dries and shrinks away from the fasteners, as opposed to the fastener rising.

The occasional protruding fastener can easily be reset as part of routine homeowner maintenance.

Notes:

1.8 Stains from fasteners exist on exterior decking.

Acceptable Performance Condition:

Builders shall use deck fasteners that are compatible with the deck material being used.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Deck fasteners not meeting the acceptable performance condition shall be replaced.

Remarks:

It is normal and acceptable for galvanized, coated, and stainless steel connectors to lose their initial luster over time.

A watermark resulting from repeated exposure to wetting and mineral deposition should not be interpreted as the fastener corroding.

Notes:

1.9 Stain colour varies on wood deck.

Acceptable Performance Condition:

The stain on a wood deck shall appear generally uniform in colour. Colour variations are acceptable when changing from a horizontal plane to a vertical plane (i.e. from a vertical guard or fence to a horizontal deck).

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Stain not meeting the acceptable performance condition shall be rectified.

Localized repairs are acceptable.

Remarks:

Exterior wood stain offers a general colour, but the final effect of colour is dependent upon the grain structure of the wood, whether it is rough sawn or sanded, whether the wood has been prepped with a primer or sealer, and especially the natural variations in the wood itself. The same colour applied to the same substrate will exhibit a difference in shade from vertical to horizontal.

Stain that is exposed to direct sunlight will tend to fade faster than those areas protected by shade. When a stain is exposed to direct sunlight, the amount and type of pigment in the stain will determine how quickly it will react. Generally, solid stains and darker coloured stains tend to fade or oxidize faster than transparent stains in lighter colours.

Some pre-finished deck boards, such as treated lumber or manufactured deck boards, may have dye lot differences. This is acceptable and not a defect.

Horizontal deck surfaces are considered normal wear surfaces. Such wear is not a defect.

See Also:

7.20 Exterior paint, stain, or clear finish blisters and peels on vertical surfaces.

Notes:

1.10 Water is ponding on solid surface of deck.

Acceptable Performance Condition:

Solid surface decks (including vinyl sheet) provided by the builder shall be designed and installed to avoid excessive water ponding. Some incidental ponding after a rain is to be expected on solid surface decks. An area of water that exceeds 4 square feet (0.37 square meters), a depth of 1/8 inch (3 mm), and remains standing in excess of 30 minutes after a rainfall is considered excessive.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Solid surface decks that do not meet the acceptable performance condition shall be rectified.

Remarks:

Edge flashing and seams that accumulate minor ponding along their length are acceptable.

Notes:

1.11 Water is ponding at or near the foundation.

Acceptable Performance Condition:

Ponding as a result of settlement or subsidence is not a defect.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

The homeowner is responsible for surface water management to ensure water does not affect the home or the neighbouring property. Any landscaping elements installed by the homeowner should not adversely affect drainage patterns established by the builder.

Notes:

1.12 Ground has settled around the home or along utility lines.

Acceptable Performance Condition:

Settling or subsidence of ground around the home or along utility lines is not a defect.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

The homeowner is responsible for surface water management to ensure water does not affect the home or the neighbouring property. Any landscaping elements installed by the homeowner should not adversely affect drainage patterns established by the builder.

See Also:

1.11 Water is ponding at or near the foundation.

Notes:

1.13 Window well is not at the correct height.

Acceptable Performance Condition:

Window wells shall be installed in accordance with the *Alberta Building Code*.

Window wells shall be installed so that the top of the window well is above finished grade a minimum of 2 inches (50 mm) and not more than 6 inches (150 mm) at the upper level.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Window wells not meeting the acceptable performance condition shall be rectified.

Remarks:

The window well should be installed deep enough so as to allow for drainage material below the lowest point of the window.

Alterations to the finished grade by the homeowner that affect window well heights are not defects. Homeowners are responsible for maintaining grades and installing landscaping to ensure window well heights are maintained.

Notes:

1.14 Lawn, trees, shrubs or plants have died.

Acceptable Performance Condition:

Landscaping, including elements such as lawn, trees, shrubs or plants, exists outside the terms of the warranty.

Where an element, such as a tree, is part of the community architectural controls, the issue is with the developer and beyond the responsibility of the builder.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

Homeowners are responsible for watering and nurturing the trees, shrubs, lawns and plants on their property. Surface water management should be an integral part of the landscape plan.

Landscaping should be considered only after all disturbed soil has consolidated or been thoroughly compacted.

Issues with trees, shrubs, lawns and landscaping are not considered defects.

See Also:

1.15 Sod/seeding not completed.

Notes:

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Acceptable Performance Condition:

Landscaping, including lawns and grass exists outside the terms of the warranty.

Where an element, such as a lawn, is part of the community architectural controls, the issue is with the developer and beyond the responsibility of the builder.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

Issues with trees, shrubs, lawns and landscaping are not considered defects.

See Also:

1.14 Lawn, trees, shrubs or plants have died.

Notes:
