

Chantal Andrade

From: Grahme Walsh
Sent: December-13-12 10:58 AM
To: Cheryl MacDonald
Subject: RE: 4065 Brickstone Mews, #1401, MISSISSAUGA, L5B0G3 (H1752042)

December 13th 2012

Re: Residences at Parkside Village – Tower One
Unit 1401
4065 Brickstone Mews

Thirty Day Item # 23

Thank you for the e-mail. I have reviewed the file associated with this unit and have been advised by the Customer Care Inspectors that the Homeowner recorded that there was damage on the hardwood floor. Upon inspection the homeowner denoted two (2) areas of gapping that has occurred within her floor and not the noted damage.

I have had a discussion with the Hardwood Installation Company and agree with their assessment that the floor is highly susceptible to the relative humidity of the unit. As per the CPG, item 12.20 - Amacon is inclined to monitor the width of the crack during both the heating and cooling season.

The Homeowner will be advised that they have the responsibility to ensure that adequate levels of humidity are maintained throughout the unit – as per the CPG – to prevent permanent, irreversible damage, the indoor humidity levels through humidification, ventilation, air conditioning or dehumidification must be maintained. The Homeowner will be provided a humidity manual.

As for now, Amacon will not be dealing with this item, and will reassess at the status of the floor once a full heating and cooling season is completed. If the gap remains, then Amacon will take steps to rectify the gapping

Thank you for your cooperation

GRAHME WALSH
Manager, Construction Contracts/ Customer Care

A M A C O N

L I V E W E L L

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From: Cheryl MacDonald [<mailto:Cheryl.MacDonald@TARION.COM>]
Sent: Thursday, December 13, 2012 9:17 AM
To: Grahme Walsh
Subject: 4065 Brickstone Mews, #1401, MISSISSAUGA, L5B0G3 (H1752042)

Good Morning Grahme,

Ms. Ratnarajah called to say that item number 23 on her 30 Day form states damages to hardwood in the front area. It really is an issue of spacing of the hardwood. When the contractors came out they said they will address it on the Year End because it never stated spacing but damages. May I ask if she has to wait now to get this issue addressed or can this be addresss now as a 30 Day form issue?

Thank you again Grahme,

Regards,

Cheryl MacDonald
Customer Service Analyst
Tarion Warranty Corporation
416-229-3844 ext 3158
1-877-982-7466 ext 3158
cheryl.macdonald@tarion.com

Homeowners:

Register at "MyHome", our Homeowner Portal and you will have convenient, online access to all of your official Tarion home information. You can submit your Warranty Forms through MyHome and Tarion will remind you of important warranty dates. It is a better way to manage your new home warranties. Register now at <https://myhome.tarion.com/>
If you need help to register on-line please call me and I'll be happy to assist you.

Legend:

■ Revisions and/or New Items

12.20

1401
* Monitor
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CONDITION

CRACKS DEVELOPING BETWEEN STRIPS OF HARDWOOD OR PARQUET FLOORING

Acceptable Performance/Condition

Cracks resulting from joints that remain open in excess of 2 mm over the length of the strip are not acceptable.

Warranty

One-Year - Work and Materials

- Cracks resulting from *normal* shrinkage of materials due to drying after construction, damage caused by *normal* wear and tear or improper maintenance is excluded from the statutory warranty.

Action

Cracks greater than the acceptable condition shall be *repaired*.

Remarks

Hardwood and parquet flooring are natural wood products and therefore are highly susceptible to changes in indoor relative humidity, which may cause dimensional changes in the flooring material. To determine warrantability, the width of the crack should be measured during both the heating and cooling seasons.

The *homeowner* has a responsibility to maintain indoor humidity levels through humidification, ventilation, air conditioning or dehumidification to prevent permanent, irreversible damage. A hygrometer can be used to monitor indoor humidity levels. Areas around heat registers and those exposed to concentrated sunlight may be more susceptible. Wood filler may be used for *repairs*.

See also

n/a

Notes

Words in italics are defined in the "[TERMINOLOGY](#)" section on page 16.