


NEW HOMES & CONDOS

After you move into your new home


HUGH HERON
ON-SITE INSIGHT

Buying a new home is one of the most exciting and biggest financial lifestyle and investment steps you will ever take.

You have dreams of life in your beautiful new home, and trust me, we builders want to fulfill your expectations.

Just be sure those expectations are realistic and that you do your part when it comes to maintaining your home.

Remember that a new house is a living, breathing thing that will experience things like nail pops and small cracks as it settles.

A big advantage of buying new is enjoying the benefits of Tarion Warranty coverage, which can be fixed easily. A good builder backs the home's warranty and will take care of these fixes efficiently.

The main thing is to know what's covered, and you can find that on the Tarion website. You will also find critical information in your Home Owner's Guide.

Like a new car, your new home requires regular attention and maintenance on your part, such as replacing furnace filters and making sure your shower caulking is solid and consistent between tiles.

You know what happens if you ignore oil changes on your car — it's not a pretty picture. Chances are, you spent a lot more money on your home. Take care of it.

Remember that your builder has upheld the criteria set out by Ontario Building Code, which means your home is better built than

ever before.

For example, wrapping basements protects from water penetration, even if minor cracks occur during

settlement. For years, new home buyers preferred to wait to finish their basements for fear of water seeping in.

Nowadays, people are confident with the builder finishing the basement before they move in. In fact, a recent Heathwood Homes community in Richmond Hill included finished basements as part of the purchase price.

Of course, even good builders make occasional mistakes, and we understand that it is our responsibility to fix them. We also know that if we experience delays due to trades or supply shortages, we have to communicate with our purchasers honestly.

If you have any doubts about anything to do with your new home, ask, and be reasonable about what we can do within a given timeframe. We really are in this together, and as I've said before, builders want your new home to be perfect as much as you do.

Whatever side of the door you're on, moaning and groaning rarely works in your favour. Pleasant inquiries and responses keep things on a professional level, which is important in the long run.

Once your builder representative hands over the keys to your home, you have to work together to take care of any issues you may have. This involves a certain level of trust and cooperation.

For example, in order to fix things in a timely fashion, we may need trades people

to enter your home during weekdays.

Many homeowners want them to arrive evenings and weekends, but they do not work during those hours. The relationship between you and the builder will last at least another seven years while the Tarion Warranty is in effect.

Having written all of this, I can tell you that most new home buyers are happy, and why not?

Today's homes are designed and constructed so well that they are envied by people around the world. Our features and finishes are superb, and new home buyers have more choice and better warranty protection here than in most other major cities across North America.

The process of buying land, developing it, designing communities and homes that adhere to the necessary approvals, marketing them to potential buyers, then building them and backing their warranty is a major and multi-faceted responsibility.

I can tell you that when I drive through completed Heathwood communities and see children playing in the parks, people walking their dogs, owners caring for their lawns, trees maturing and the neighbourhood taking on a true sense of place, it's all worth it!

— *Hugh Heron is Principal and Partner in the Heron Group of Companies, President of Heathwood Homes and Chair of The Mikey Network, as well as a former Member of the Board of Directors of Canada Mortgage and Housing Corporation, and a Past President of the Toronto Home Builders' Association and the Ontario Home Builders' Association.*



Builders and buyers are in this together, and builders want your new home to be perfect as much as you do.

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