



HOME OWNER GUIDE

# New Home Troubleshooting

## BASEMENTS

**Problem:** Moisture around perimeter walls

**Remedy:** More often than not, this is caused from condensation. Running a dehumidifier and using your ventilating fan located in your main bathroom will alleviate this situation.

**Problem:** Water has penetrated into basement

**Remedy:** Check foundation walls for cracks. Inspect that outside grading is sloping away from the wall. Ensure down-pipe spout is diverting water away from foundation. Inspect irrigation system. Water should not be directed against the building.

**Problem:** Cracks on basement floor

**Remedy:** This is very normal as concrete shrinks. Cracks greater than 6mm in width should be brought to our attention.

**Problem:** Finished basements

**Remedy:** We recommend that you do not finish your basement within the first year of your possession date. Access is required to service your home during the warranty period.

**Problem:** Cold cellar does not cool in summer

**Remedy:** This is normal. Keep door open to allow cooler air to enter into room. Inspect air vent for blockage.