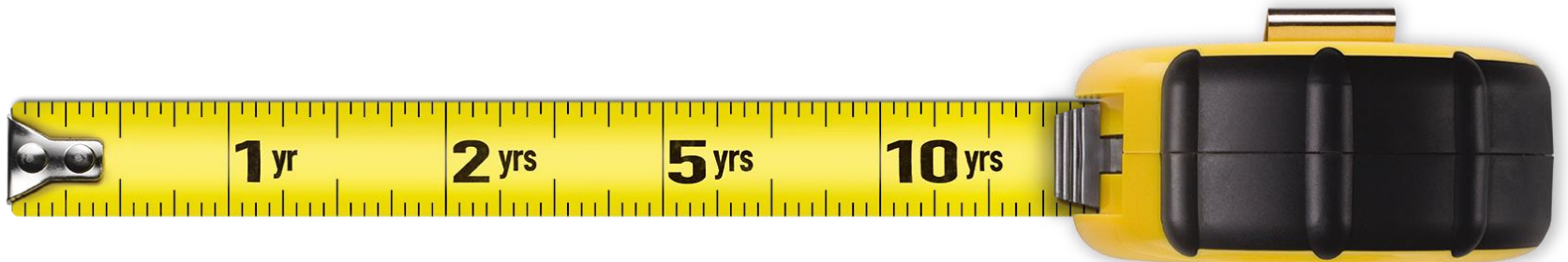


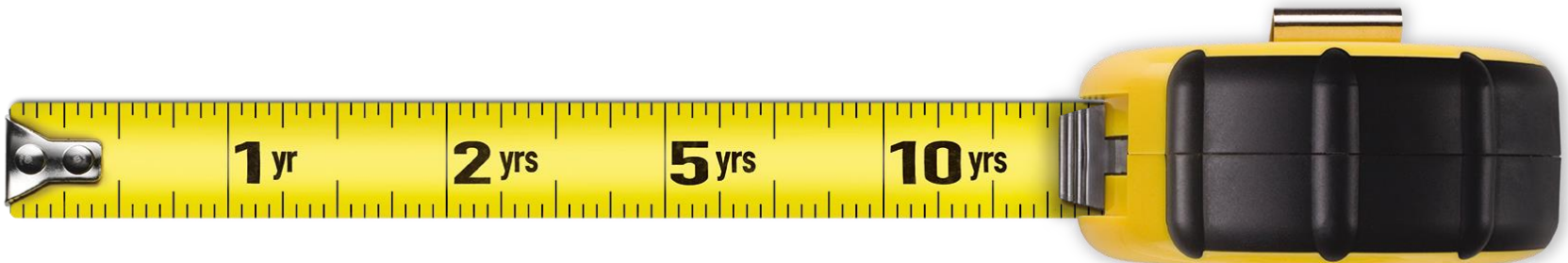
# Construction Performance Guide

## For New Home Warranty in Alberta



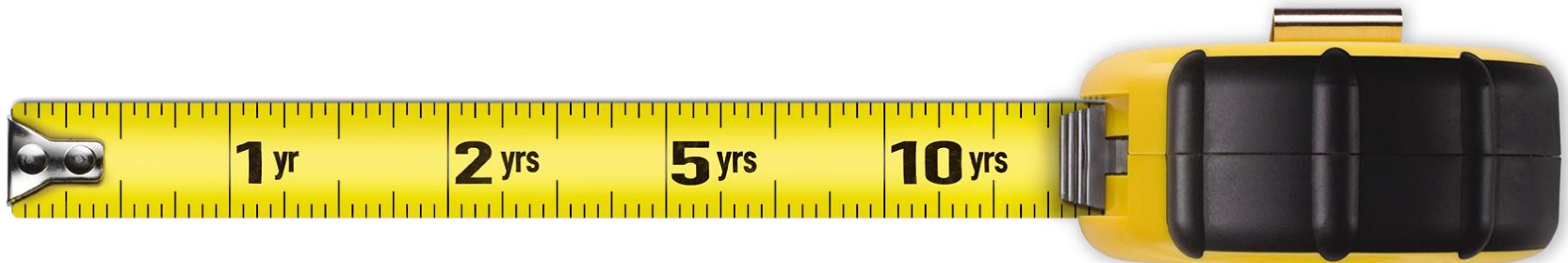
# Role of the Guide

- The *Construction Performance Guide for New Home Warranty in Alberta* is a key component of the public education activities of the New Home Buyer Protection Office.



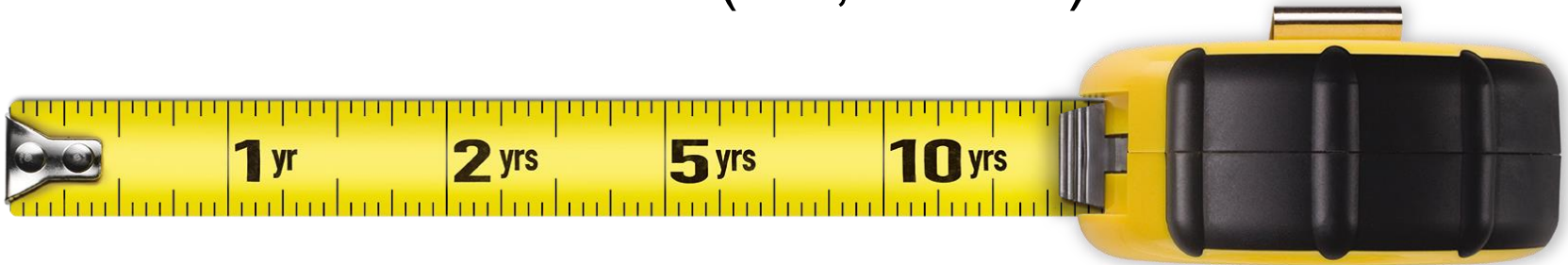
# Goals of the Guide

- To catalog issues homeowners might discover throughout the life of their home.
- To explain how homeowners can expect a particular issue to be acted on under the *New Home Buyer Protection Act* and its regulations.



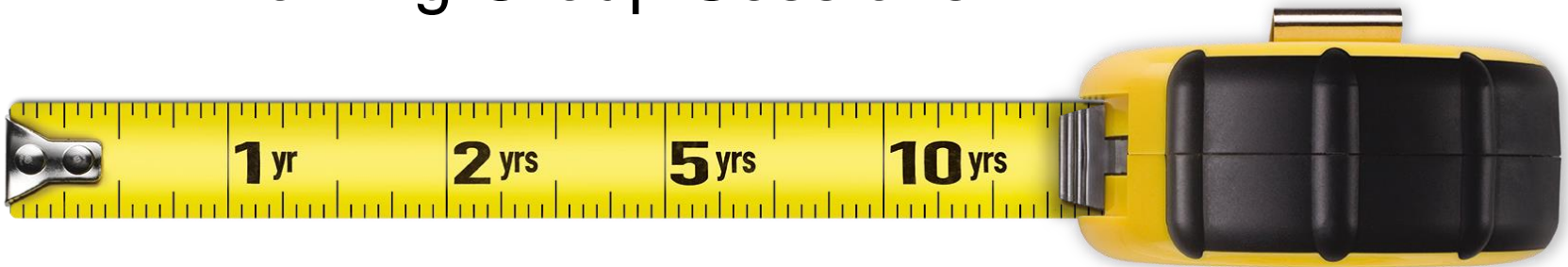
# Intended Users

- Homeowners & Homebuyers
- Builders
- Warranty Providers
- Other Stakeholders (i.e., trades)



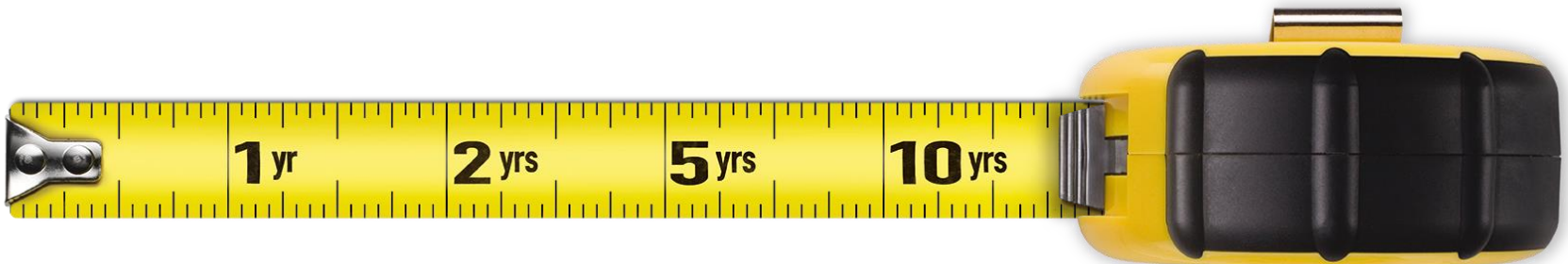
# Development

- The Guide is the end result of a two-year project begun in October 2012.
- Three-stage development process:
  - ✓ Research
  - ✓ Consultation
  - ✓ Working Group Sessions



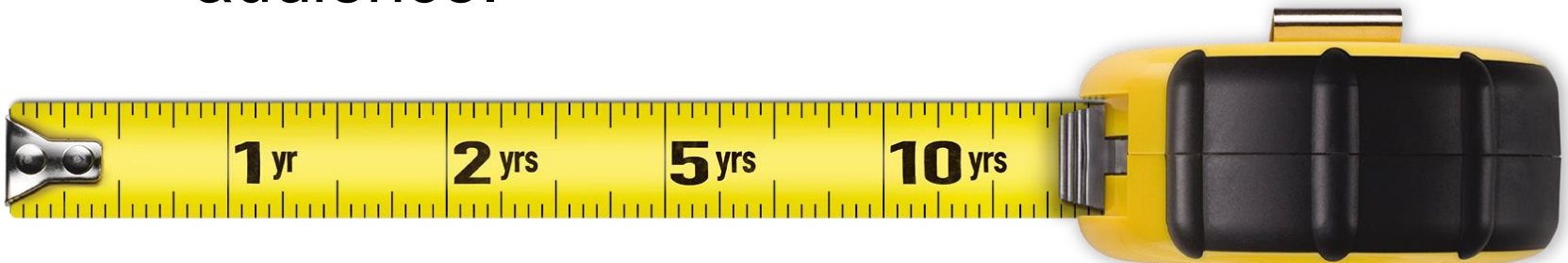
# Research

- Analysis of the performance guides used by the warranty providers operating in Alberta at the time the project began.
- Analysis of a selection of performance guides from British Columbia, Manitoba, Saskatchewan, and Ontario.



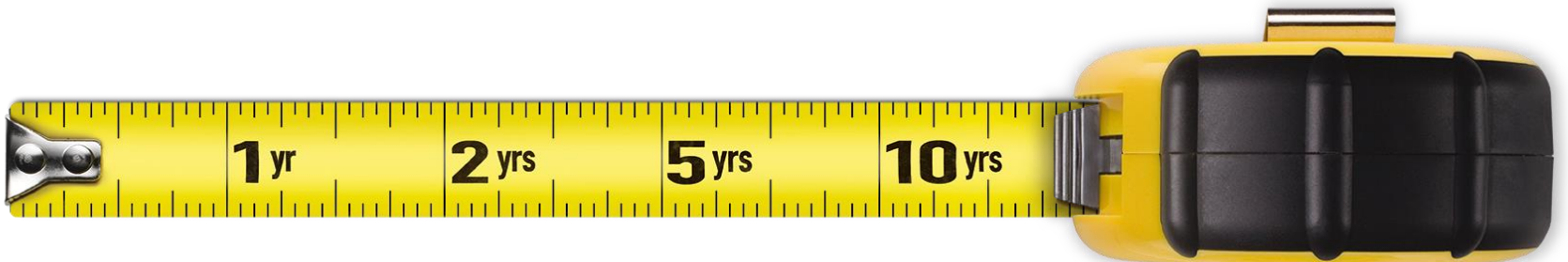
# Consultation

- Stakeholder consultations were held in 2013 to develop:
  - ✓ a consolidated catalog of issues applicable to residential construction in Alberta,
  - ✓ a standard template for catalog entries, and
  - ✓ additional content of use to the intended audience.



# Consultation

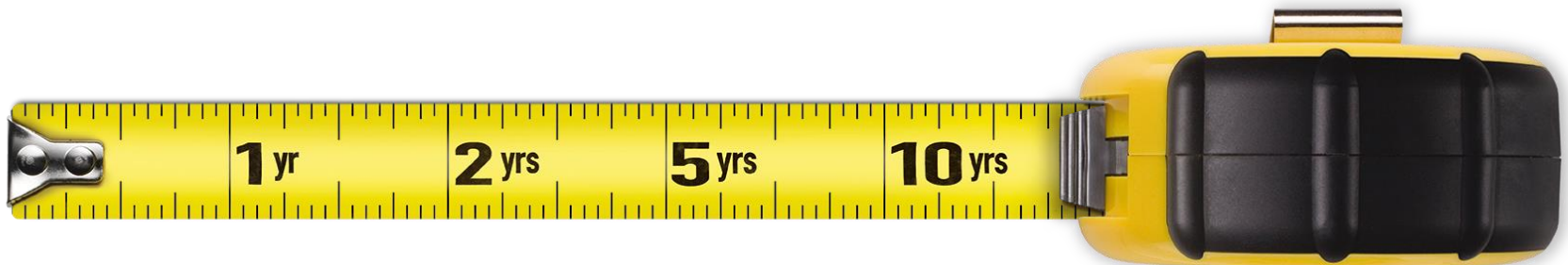
- The consultations included stakeholders from:
  - ✓ The home warranty industry
  - ✓ The residential construction industry
  - ✓ Alberta Municipal Affairs
  - ✓ Treasury Board & Finance





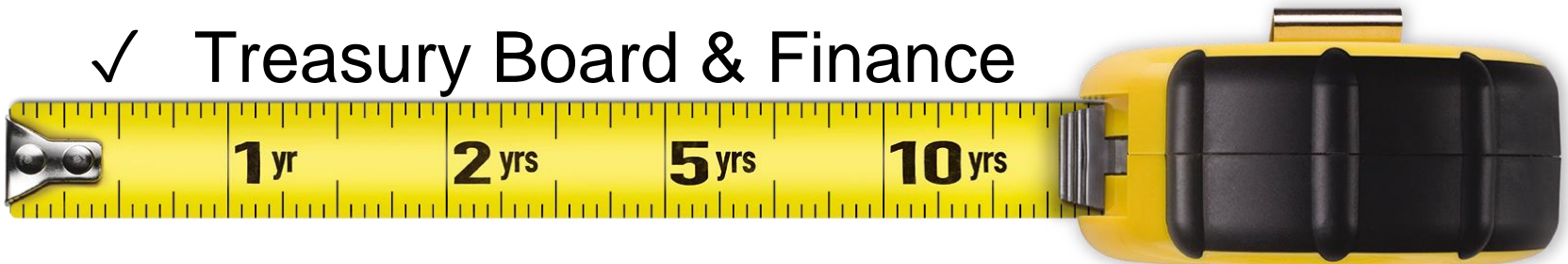
# Working Group Sessions

- A series of working group sessions were held in 2014 to:
  - ✓ refine each catalog entry and
  - ✓ finalize the content of the Guide.



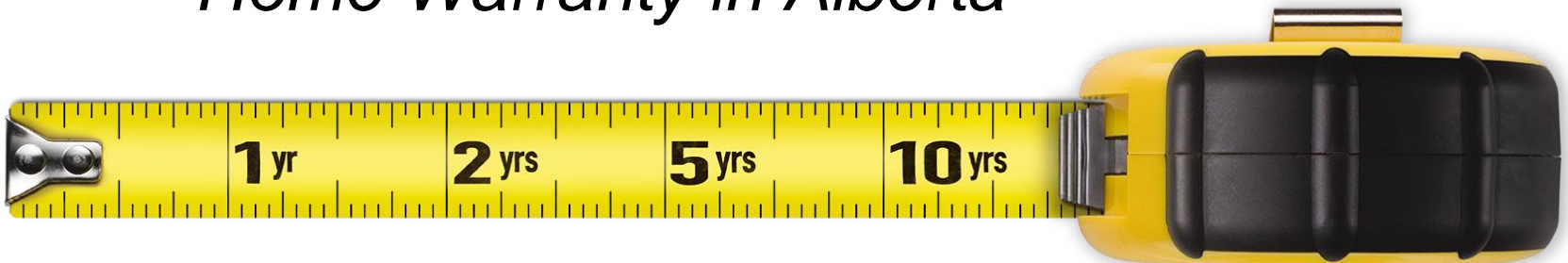
# Working Group Sessions

- The working group sessions included representatives from:
  - ✓ The home warranty industry
  - ✓ The residential construction industry  
(including the Modular Housing Association – Prairie Provinces)
  - ✓ Alberta Municipal Affairs
  - ✓ Treasury Board & Finance



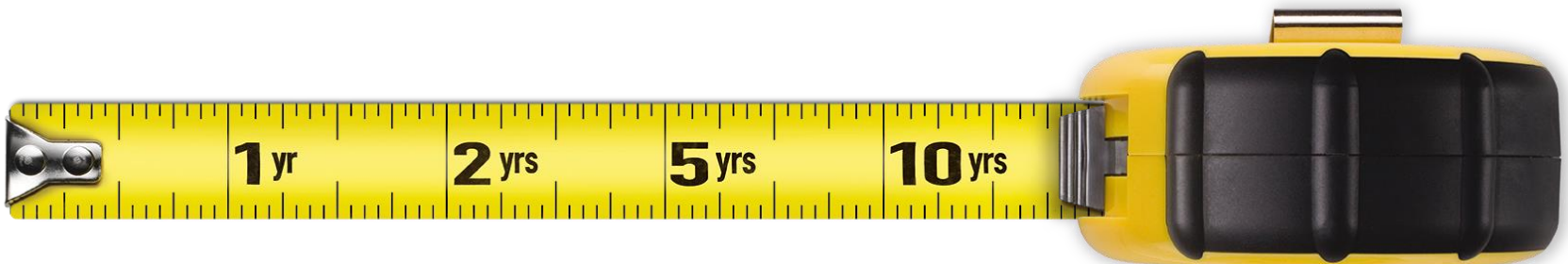
# Naming the Guide

- Working title:
  - ✓ *Workmanship & Materials Performance Guide for Residential Construction in Alberta*
- Final title:
  - ✓ *Construction Performance Guide for New Home Warranty in Alberta*



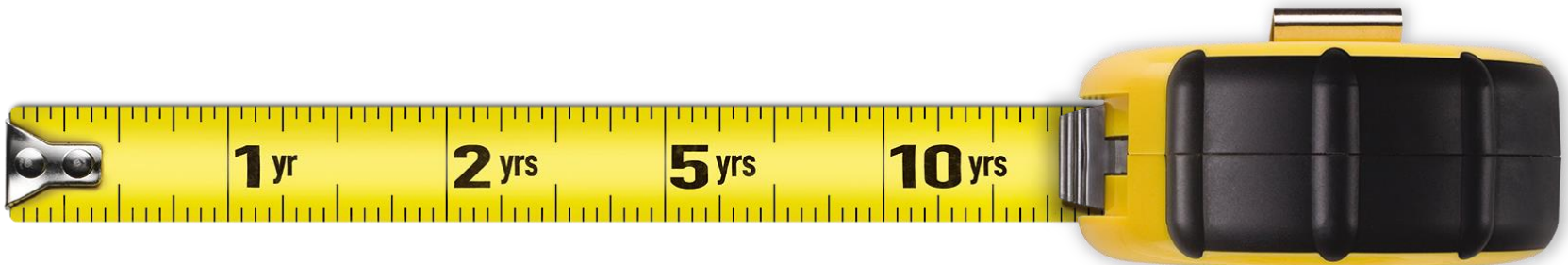
# Introductory Material

- Summarizes key aspects of the legislation, such as coverage types and exclusions.
- Explains the roles and responsibilities of homeowners, builders, and warranty providers in resolving issues with the home.



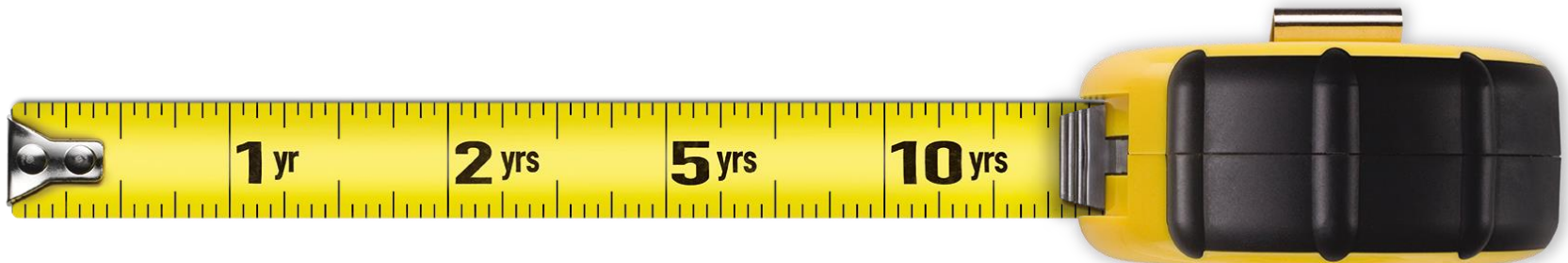
# Issue Catalog

- A catalog of issues homeowners might discover throughout the life of their home.
- Not meant to be comprehensive or exclusive.



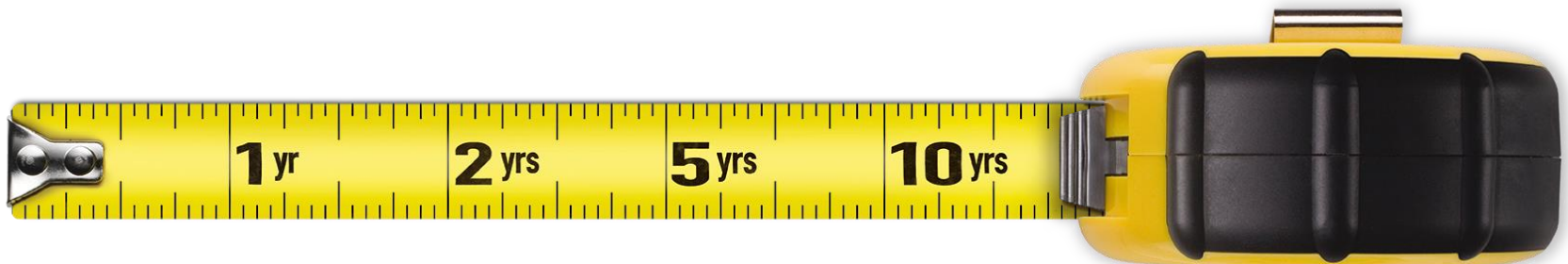
# Chapters

- |                                   |  |
|-----------------------------------|--|
| 1: Exterior Elements / Site Work  | 10: Flooring / Hardwood                |
| 2: Concrete                       | 11: Flooring / Carpet                  |
| 3: Masonry and Manufactured Stone | 12: Flooring / Laminate                |
| 4: Carpentry / Framing            | 13: Tile and General Flooring Issues   |
| 5: Carpentry / Finish             | 14: Roofing                            |
| 6: Doors and Windows              | 15: Fireplaces / Plumbing / Electrical |
| 7: Finishes / Exterior            | 16: Interior Climate Control           |
| 8: Gypsum Wallboard               | 17: Multi-Unit                         |
| 9: Flooring / Resilient           |  |



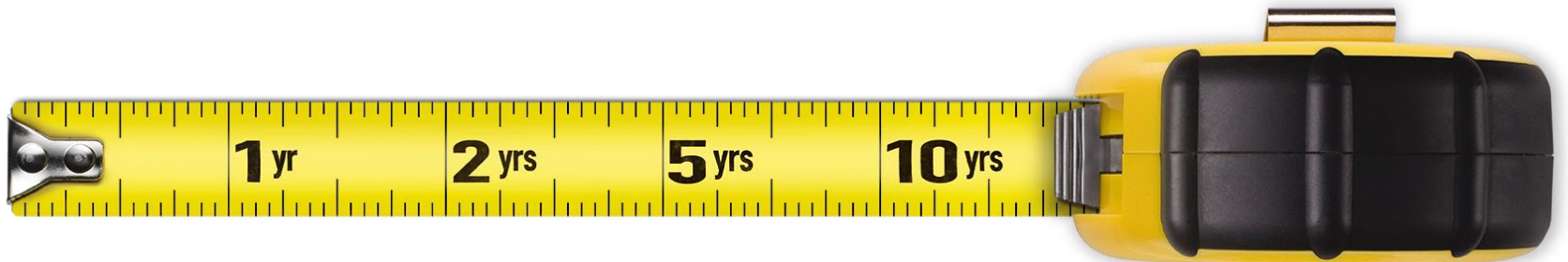
# Parts of an Issue Entry

- Description of an issue as it would be observed by the homeowner.
- Minimum acceptable standard of performance for the components of the home associated with the issue.
- Relevant warranty coverage(s).
- Action to be taken to resolve the issue.
- Additional information.



# Completion & Distribution

- First edition completed in November 2014.
- Released in December 2014.
- Available online as PDF.





# Downloading the Guide

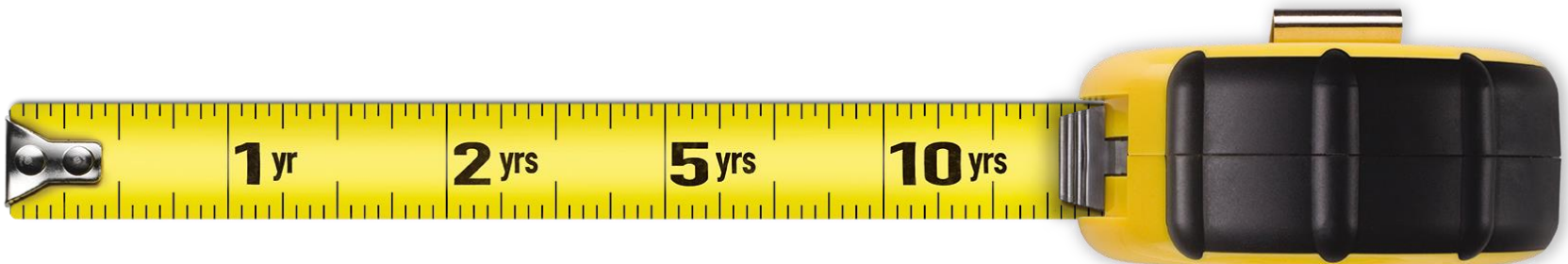
Municipal Affairs >

Codes & Permits >

Home Warranties >

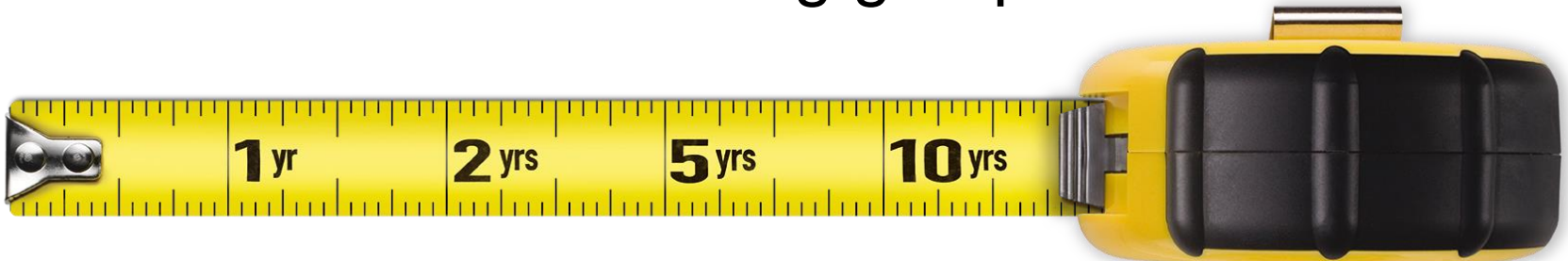
Performance Guide

[http://municipalaffairs.alberta.ca/home\\_warranties\\_performance\\_guide.cfm](http://municipalaffairs.alberta.ca/home_warranties_performance_guide.cfm)



# Review Process

- First Edition Review:
  - ✓ Review feedback 3 months after release
  - ✓ Update the first edition within 6 months after release
- Long-Term Review:
  - ✓ Every 3 years
  - ✓ Stakeholder working group sessions



# Submitting Questions & Feedback

- Email:

✓ [performance.guide@gov.ab.ca](mailto:performance.guide@gov.ab.ca)

- Phone:

✓ 1-866-421-6929

