



Frequently Asked Questions

Are concrete cracks covered?

Cracks resulting from normal shrinkage and settlement processes are common in all concrete construction. Under the structural defect warranty, the Program may inspect any crack(s) for possible coverage. Alone, crack(s) in the foundation are not considered a structural defect.

Are drywall cracks covered?

Normal cracks in drywall are not considered defects in materials, labour or design. Under the terms of the structural defect warranty, the Program may inspect drywall cracks for evidence of a load-bearing component of the home failing to provide support. In making this determination, factors causing the movement are examined.

What about telepost adjustments?

The normal drying processes of the home, and the soils beneath the home, often result in slight movements of the telepost footings in relation to the perimeter footing of the home. The Program considers telepost adjustment to be a homeowner maintenance responsibility. See the Program's *Guide to the Care and Maintenance of your New Home* for information on adjusting teleposts.

How important is grading?

Settlement of the soils around the home in conjunction with nearby downspout or sump discharges may allow surface water to enter the home through cracks or water may migrate to the footing level, which can result in movement of the home. The management of surface water is a homeowner maintenance responsibility. Please review the Program's *Surface Water Management* brochure.

What about basement leakage?

Often basement leakage is directly attributed to improper surface grades. Correction of these items alone is often sufficient to address the leakage problem. If this is not successful, repair of the crack may also be required. Concrete cracks can be repaired from the interior or from the exterior; this is a homeowner maintenance responsibility. Please review the Program's *Surface Water Management* brochure.

What about other water leakage?

Although water leakage alone is not a structural defect, situations may arise where leakage into a roof or load bearing wall cavity will potentially threaten the structure of the home, if left uncorrected. Note that it is the homeowner's responsibility to remove excessive accumulations of ice and snow from eaves, valleys and roof vents during prolonged cold periods. A structural defect caused by improper maintenance by the homeowner is not covered by this warranty.

For further questions regarding any aspect of your warranty coverage, please contact a Client Service Representative at 1 800 352 8240 or at contactcentre@anhwp.com