



ILLINOIS
QUALITY
ASSURANCE
BUILDER
STANDARDS
FOR HOME BUILDING AND REMODELING

B u i l d e r ' s
S t a n d a r d s
S e c o n d
E d i t i o n

A Measurable Difference

The Illinois Quality Assurance Builder Standards provides, for the first time ever, new homebuyers and remodeling homeowners a way to measure the quality of the project against an industry approved set of standards

These standards create a series of performance standards that the builders and the homeowners can use to communicate and understand each others' expectations regarding the building or remodeling project. The standards address the most prevalent issues that arise between the builder and the customer before the project, and, most importantly, after the project is completed. All too often it is the undefined expectations that create the majority of the problems encountered in the building and remodeling processes. The standards will help eliminate problems before the project even begins.

Scope of the Quality Assurance Builder Standards

These standards are intended to be used as a tool by both the builder and the homeowner when questions arise regarding the new home or remodeling project. Prior to calling the builder, the homeowner should use the standards manual to determine if the particular concern is necessary. The builder should use these standards as the tool to determine what action is necessary to meet homeowner expectations created by the standards.

The standards presented were chosen to address the vast majority of the questions that arise in the course of the typical construction or remodeling process. The actual standards and the language used, along with the individual sections of the manual, were chosen to allow all parties a clear understanding of the potential issues and the standards that should be expected. It should be clearly noted that the standards do not constitute a warranty nor are they intended as a substitute for a warranty. In addition, the standards are separate and distinct from any manufacturer's warranties that may apply to materials and products used in the project. The homeowner and the builder should agree that the standards are to be included as a part of the construction and/or sales contract for the project.

Scope of Responsibilities

Typically, numerous parties are involved in a residential construction project, whether it is building a new home or remodeling an existing one. Each of these parties has specific responsibilities to fulfill. The contract documents should provide a clear statement of the agreement between the builder and the homeowner. In addition to the specific provisions of any contract, the following general responsibilities should be noted.

The Builder: For the purpose of this book, the builder (also may be referred to as the contractor) is the company named in the contract that has primary responsibility for completing the project, whether new construction or remodeling. The builder often employs others to assist him/her. In most cases, the builder is responsible for all work assigned in the contract, regardless of who actually performs the work. If the builder is acting in a special role, for instance as a construction manager, or the customer selects others to work on the project who are outside the builder's control, then the responsibility for evaluation and remedy of proposed problems may fall to other parties.

The Homeowner: The Homeowner (also referred to as the customer) is the buyer of the product or service, whether new construction or remodeling, named in the contract. The homeowner is responsible for carefully selecting the builder and reviewing the contracts to ensure they accurately represent his or her expectations for the final product. Once the homeowner accepts the project and moves into the home or occupies the newly renovated space, then he or she is responsible for routine maintenance and upkeep. Homes require a certain amount of care that is generally the homeowner's responsibility. The homeowner should note that in some of these standards the builder is not obligated to make repairs to items that fall within the homeowner's maintenance responsibilities.

The Manufacturer: Manufacturers warrant many residential construction components that may fall outside the scope of the builder's responsibilities, such as kitchen appliances, furnaces, and air conditioners. Other less obvious items may include certain types of siding, roofing, or flooring. If there is a warranty problem with one of these components, the buyer should be aware that the builder may not be responsible for the product once it is installed. If a problem occurs, the builder will often deal directly with the manufacturer and/or suppliers to have the problem evaluated and provide the homeowner with a recommended course of action. The builder's responsibility may end once he or she provides the appropriate information on how to contact the manufacturer, unless otherwise specified in the contract.

Remodeling Projects

Remodeling is the process of expanding or enhancing an existing structure. There are sometimes inherent difficulties in melding the new and old way that meets the expectations of the homeowner. Under these circumstances, suspension of the application of these standards may be necessary for the remodeling project to be successfully completed. These include, but are not limited to: the meeting of old out-of-plumb structures with new structures; the appearance of new materials near weathered, existing products; and the practical considerations for new projects to work within the limitations of an existing structure.

Because of the unique challenges of joining new with old, a remodeling contractor may build part of or the entire project outside of the scope of these standards in order to achieve the contract objectives. When it is reasonable, the builder may note and discuss a problem with the homeowner before construction. It is also normal for a builder to discover during the course of construction certain conditions that may

affect the building process and the construction performance. These conditions may require the builder to proceed using different solutions from those the standards suggest. In these circumstances the governing factor is meeting the needs of the homeowner as outlined in the contract.

How to Use this Standards Manual

This manual is divided into sections generally organized according to the usual sequence of events in the construction process. Each section typically includes a general introduction and major categories containing individual construction standards. Most of the standards contain all or most of the following components:

Observation: A description of a particular circumstance that may raise a question regarding the quality of materials or workmanship.

Standard: The specific criterion for acceptable workmanship.

Builder's Responsibility: A description of the repair work by the builder that may be necessary to meet the standard.

Homeowner's Responsibility: *(Optional)* A description of a particular homeowner's maintenance responsibility if it warrants special consideration.

Discussion: *(optional)* An explanation of unique factors pertinent to the observation, standard, builder responsibility, or homeowner responsibility.

These standards have been determined by researching information provided by the National Association of Home Builders, national and local trade organizations and associations, national and local industry experts, and a review committee of builders, suppliers, subcontractors, laborers, manufacturers, and homeowners. The standards have been approved by the Home Builders Association of Illinois (HBAI) as being reasonable according to all available information reviewed at the time this publication was written. Any and all changes or amendments will be included in revised copies as necessary.

General Information

In Illinois, construction is governed by a process that requires all work to be done in compliance with locally approved, applicable building and related codes. If any conflict arises between these standards and the codes, as a matter of law, the code requirement will take precedence over these standards.

These performance standards apply only to contract work as specified in the contract documents, plans, and specifications for the project as provided by the builder. They do not apply to designs, plans, materials, or workmanship that are supplied by the homeowner or outside the scope of the particular project. It should be noted that the responsibilities as listed in this manual are only applicable during the service period for the particular job or the part of the job addressed in each standard.

The corrective measures and suggested methods of repair listed in this manual are not the only remedies to the observations mentioned. There are many acceptable methods, which may depend on such criteria as available resources, weather conditions, building codes, regional practices and standards, extent to which an observation is considered a problem, or financial restraints.

Service Period

The service period, as used in these standards, is defined as a period of one year from the date of closing and/or final acceptance of the project, unless otherwise agreed to by the builder and the homeowner and noted in the contract. On occasion, these guidelines refer to a period, such as the time of closing or the time of installation, other than the service period. The tolerance for such a guideline is typically controllable by the builder up to a certain point in time. After such a point in time, variables may affect the work performed and cause changes that are greater than the tolerance but that cannot be controlled by the builder.

For Additional Information

Your local association and the Home Builders Association of Illinois (HBAI) are available to answer any questions you may have regarding the development and use of these standards. Additionally, users are encouraged to provide comments and suggestions regarding their experiences with the standards. Responses should be submitted in writing to the Home Builders Association of Illinois, 112 W Edwards, Springfield, IL 62704. Comments will be considered in future editions of this book.

This publication is design to provide accurate and authoritative information in regard to the subject matter covered. It is published with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional person should be sought.

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- 8 15 Siding is bowed

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- 8 17 Siding color is fading
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- 8 21 Siding is cut crooked
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Wood Decks

Background

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Background

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- 14 2 Carpeting loosens or stretches
- 14 3 Spots or minor fading are visible on the carpet
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- 14 5 Excessive lippage at the junction between carpet and hard surface flooring

Resilient Flooring

Background

Definitions

- 14 6 Nail pops appear on surface of resilient flooring
- 14 7 Tears in the surface of resilient flooring
- 14 8 Depressions or ridges appear in resilient flooring because of subfloor irregularities
- 14 9 Resilient flooring loses adhesion
- 14 10 Seams or shrinkage gaps show in resilient sheet flooring
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- 14 12 Patterns on roll vinyl flooring are misaligned
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- 14 14 Corners or patterns of resilient floor tiles are misaligned

Wood Flooring

Background

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- 14 16 Strip wood floor board is cupped
- 14 17 Excessive lippage at junction
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Ceramic Tile, Brick, Marble and Stone Floor

Background

Definitions

- 14 23 Tile brick, marble, or stone flooring is broken or loose
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- 15 4 Wooden door panel splits
- 15 5 Door rubs on jambs or latch does not work
- 15 6 Door drags on carpet or other floor covering
- 15 7 Door edge is not parallel to door jamb
- 15 8 Door swings open or closed by force of gravity

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- 15 13 Opening between molding and adjacent surface
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Background

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- 15 23 Cabinet door will not stay closed
- 15 24 Color variations of stained woodwork
- 15 25 Cabinet doors do not align
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Background

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Background

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Background

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