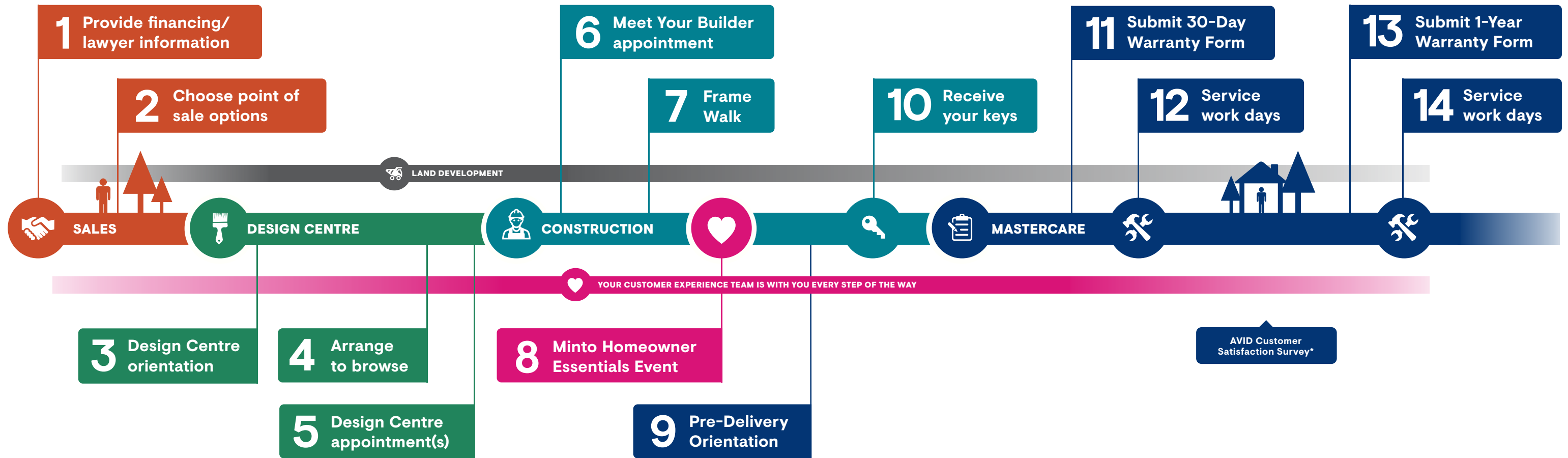


# Minto Homeowner Journey

## FREEHOLD



### SALES

Final sales agreement

- 1 Provide financing/lawyer information**  
To coordinate your closing and finalize the sale, we need your financing information. Our Sales Representatives require up-to-date contact information and notifications of any changes for the lawyer facilitating your closing.
- 2 Choose point of sale options (if applicable)**  
Depending on the construction stage and type of home, you may have the opportunity to choose some options with your Sales Representative.

### DESIGN CENTRE

Design selections

- 3 Design Centre orientation**  
Learn about the Design Centre process, available selections, payment methods, and how to prepare for your appointments.

- 4 Browse design selections**  
You can browse the Design Centre prior to your selection appointments. Even if you choose not to visit, you can prepare for your appointment by keeping a file of ideas that inspire you.
- 5 Design Centre appointment(s)**  
Your Design Consultant will help you to understand the value of the features in your home, and choose design selections and finishes that are suitable to your lifestyle and current design trends. Depending on our construction schedule, we will reach out to you at the right time to schedule your appointment with your dedicated Design Consultant.

### LAND DEVELOPMENT

Community design, utility installation, road construction, street trees

- Final municipal approvals for your community are either complete or in the process of being finalized
- Underground services are being installed
- Roads are being constructed
- Infrastructure for utilities (telephone, cable, electricity and natural gas) are being installed.

### CONSTRUCTION

Foundation, framing, finishing, key handover

- 6 Meet Your Builder appointment**  
A construction team member responsible for your specific home will meet with you on site to review the documents we use to build your home and answer any construction questions.
- 7 Frame Walk appointment**  
A construction team member will guide you through your home during construction, once the mechanical and electrical are complete, and prior to the drywall being installed.
- 8 Minto Homeowner Essentials Event**  
One to six months prior to receiving your keys, you will have an opportunity to obtain all the information you need to prepare for receiving your keys and information specific to your community.
- 9 Pre-Delivery Orientation**  
Sometime within the last two weeks before you receive your keys, your MasterCare Inspector will lead you through a demonstration of your nearly completed home's features and systems, providing you with an opportunity to identify any items needing to be addressed.

- 10 Receive your keys on your occupancy/closing!**  
You will likely receive your keys in the late afternoon, so we always advise that your moving day should take place either in the evening or the next day.

### MASTERCARE WARRANTY

Pre-Delivery Orientation, move-in day, warranty work

- 11 Submit your 30-Day Warranty Form**  
As part of your new home warranty, within 30 days of occupancy/closing, if you feel you have any outstanding items to be addressed in your home, you may submit a 30-Day Form to Tarion and Minto MasterCare Warranty. Your MasterCare Warranty Team will then reach out to you to arrange any follow-up inspections or repair days with you. This appointment will take place during regular business hours.
- 12 Service work days (if required)**  
After reviewing your 30-Day Warranty Form, we will schedule as few work days as possible to address any items in your home. We strive to address any matters before the 3 month anniversary of your move-in day.

- 13 Complete your 1-Year Warranty Form**  
You have the opportunity to identify any concerns with your home one year after you've taken possession.

- 14 Service work days (if required)**  
After reviewing your 1-Year Warranty Form, we will schedule as few work days as possible to address any items in your home. We strive to address these matters within 6-8 weeks of receiving your 1-Year Warranty Form.

**\* Customer Satisfaction Survey**  
Minto's commitment to our customers doesn't end when you move into your new home. One of the best ways we can gauge our performance and strive to always be better is through customer satisfaction surveys. You will receive a survey 45 days after your occupancy/closing date, from our third-party customer research company, AVID Ratings, asking about your experience with Minto. We value your opinion and look forward to receiving your feedback.

Depending on the stage of construction of your new home, some of these steps may or may not be applicable.

# Questions?

Your Customer Experience Team  
is your first point of contact:



## Customer Experience Coordinator

**613.751.2888**

[customerexperience@minto.com](mailto:customerexperience@minto.com)

Your go-to contact, information source, and all-around guide who will address any questions or connect you to the right person at anytime during your journey towards home ownership.

Ask this expert about:

- The next steps in your home buying journey
- Your new community
- The status of your home
- How to update your contact information
- Utility information
- Your new civic address
- **Any questions or concerns at anytime!**

Along your Minto Journey  
you will also meet:



## Sales Representative

Your expert on the sale and closing of your home.

Ask this expert about:

- Your Agreement of Purchase & Sale (APS)
- Exterior colour package (on Single Family Homes)
- Your deposits/banking information or mortgage approval
- Providing your lawyer's information



## Design Consultant

Your guide and expert when it comes to personalizing your home from our menu of selections and additional investments, who will consider everything from your lifestyle to your budget.

Ask this expert about:

- Design Centre orientation and browsing
- Changes to your Design Centre selection appointments
- Our included finishes and optional upgrades
- Additional investments pricing and payment terms
- Questions about your selections



## Construction Team

During the construction phase of your home owning journey, you will meet the construction team lead responsible for building your specific home.

Ask this expert about:

- How your home is constructed
- What sustainability features are built into your home
- Any technical questions you may have



## MasterCare Warranty Team

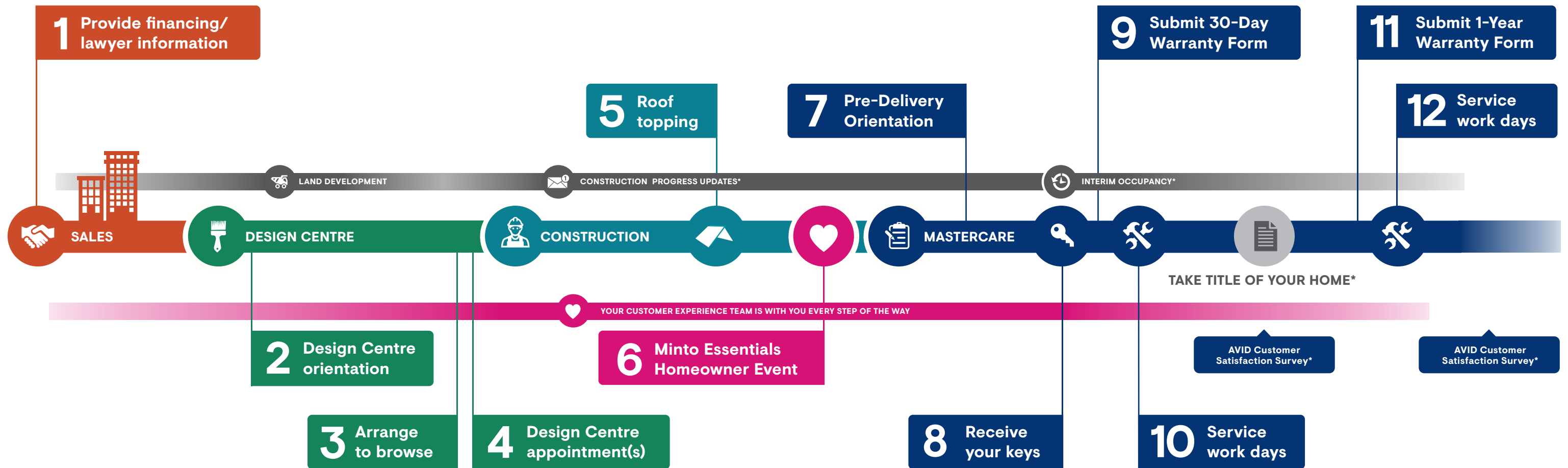
Once you receive your keys, our new home warranty experts are there to support you and address any warranty items or answer questions about home maintenance and operation.

Ask this expert about:

- Your Pre-Delivery Orientation
- The warranty on your home
- Your 30-Day Inspection
- Your Annual Inspection
- Questions about Tarion

# Minto Homeowner Journey

## CONDOMINIUM



### SALES

Final sales agreement

1

#### Provide financing/lawyer information

To coordinate your closing and finalize the sale, we need your financing information. Our Sales Representatives require up-to-date contact information and notifications of any changes for the lawyer facilitating your closing – this information is needed 90 days prior to you receiving your keys.

### DESIGN CENTRE

Design selections

2

#### Design Centre orientation

You'll learn about the Design Centre process, available selections, payment methods, and how to prepare for your appointments.

#### \* Site Servicing

- Final municipal approvals for your community/building are either complete or in the process of being finalized
- Underground services are being installed
- Infrastructure such as road access and utility connections (phone, cable, electricity and natural gas) are being installed

3

#### Arrange to browse

You can browse the Design Centre prior to your selection appointments. Even if you choose not to visit, you can prepare for your appointment by keeping a file of ideas that inspire you.

4

#### Design Centre appointment(s)

Your Design Consultant will help you to understand the value of the features in your home, and choose design selections and finishes that are suitable to your lifestyle and current design trends. Depending on our construction schedule, we will reach out to you at the right time to schedule your appointment with your dedicated Design Consultant.

### CONSTRUCTION

Building foundation, framing and finishing

#### \* Construction progress updates

- With condominiums, there are often revisions to the occupancy date up until just after the roof of the building is installed
- Ensure Minto has your up-to-date email address so we can keep you informed

5

#### Roof topping

The completion of the roof is a significant milestone in a condo's construction progress and your Final Tentative Occupancy Date will be set shortly after this milestone.

6

#### Minto Essentials Homeowner Event

One to six months prior to receiving your keys, you will have a great opportunity to obtain all the information you need for your new home and your community.

### MASTERCARE WARRANTY

Pre-Delivery Orientation, move-in day, warranty work

7

#### Pre-Delivery Orientation

Sometime within the last two weeks before you receive your keys, your MasterCare Inspector will lead you through a demonstration of your nearly completed home's features and systems, providing you with an opportunity to identify any items needing to be addressed.

8

#### Receive your keys! (occupancy date)

You will likely receive your keys in the late afternoon, so we always advise that your moving day take place either in the evening or the next day.

#### \* Interim Occupancy

Prior to taking legal title of the property, you are able to live in your new home. Your warranty starts the day you receive your keys. During this time, Minto collects interim occupancy fees since a mortgage cannot yet be applied to the property.

9

#### Submit your 30-Day Warranty Form

As part of your new home warranty, within 30 days of occupancy/closing, if you feel you have any outstanding items to be addressed in your home, you may submit a 30-Day Form to Tarion and Minto MasterCare Warranty. Your MasterCare Warranty Team will then reach out to you to arrange any follow-up inspections or repair days with you. This appointment will take place during regular business hours.

10

#### Service work days (if required)

After reviewing your 30-Day Warranty Form, we will schedule as few work days as possible to address any items in your home. We strive to address any matters before the 3 month anniversary of your move-in day.

#### \* Take title of your home (final closing)

Final closing will take place when we meet all our registration obligations. Once the building has been registered, final closing will take place. Your lawyer will be notified so you can start preparing for your mortgage (if applicable) and take legal title of your home.

11

#### Submit your 1-Year Warranty Form

You have the opportunity to identify any concerns with your home one year after you've taken possession.

12

#### Service work days (if required)

After reviewing your 1-Year Warranty Form, we will schedule as few work days as possible to address any items in your home. We strive to address these matters within 6-8 weeks of receiving your 1-Year Warranty Form.

#### \* Customer Satisfaction Survey

Minto's commitment to our customers doesn't end when you move into your new home. In many ways, it's just beginning because we want you to be completely satisfied. One of the best ways we can gauge our performance and strive to always be better is through customer satisfaction surveys. You will receive two surveys, about 45 days and one year after your occupancy/closing date, from our third-party customer research company, AVID Ratings, asking about your experience with Minto. We value your opinion and look forward to receiving your feedback.

Depending on the stage of construction of your new home, some of these steps may or may not be applicable.

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Ask this expert about:

- The next steps in your home buying journey
- Your new community
- The status of your home
- Condo registration
- How to update your contact information
- Utility information
- Your new civic address
- **Any questions or concerns at anytime!**



## Sales Representative

Your expert on the sale and closing of your home.

Ask this expert about:

- Your Agreement of Purchase & Sale (APS)
- Condo interim occupancy checks
- Your deposits/banking information or mortgage approval
- Providing your lawyer's information



## Construction Team

Your Customer Experience Coordinator can obtain any answers for you from the Construction Team. Once you move in, you will likely encounter Minto team members working to complete your neighbours' homes.

Ask this expert about:

- How your home is constructed
- What sustainability features are built into your home
- Any technical questions you may have



## Design Consultant

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## MasterCare Warranty Team

Once you receive your keys, our new home warranty experts are there to support you and address any warranty items or answer questions about home maintenance and operation.

Ask this expert about:

- Your Pre-Delivery Orientation
- The warranty on your home
- Your 30-Day Inspection
- Your Annual Inspection
- Questions about Tarion



## Condominium Property Manager

Once you move in, your condo Property Manager is responsible for coordinating all aspects of the shared or common spaces of the condo, and act on behalf of residents as directed by the condo board.

Ask this expert about:

- Anything related to the common/shared spaces of the condominium such as parking, amenities, or landscaping
- Move-in coordination
- Building maintenance and security
- Condo by-laws or rules
- How to run for election on the condo board