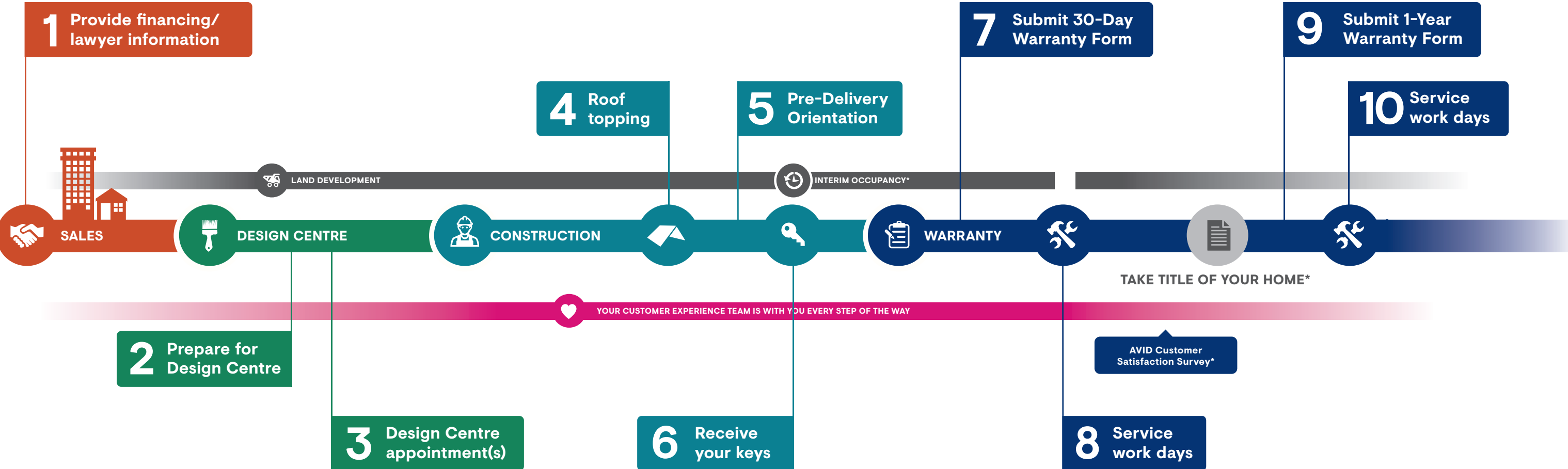


# Minto Homeowner Journey

## CONDOMINIUM



<p><b>SALES</b> Final sales agreement</p> <p><b>1 Provide financing/lawyer information</b> 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 ideally not changed within the last 90 days prior to receiving your keys.</p> <p><b>DESIGN CENTRE</b> Design selections</p> <p><b>2 Prepare for your Design Appointments</b> Take the time to learn about the Design Centre process, available selections, payment methods, and how to prepare for your appointments. Be inspired by browsing our model homes, virtual tours, and other resources and then create your wish-list.</p>	<p><b>3 Design Centre appointment(s)</b> 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.</p> <p><b>CONSTRUCTION</b> Building foundation, framing and finishing</p> <p><b>4 Roof topping</b> 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.</p> <p><b>5 Pre-Delivery Orientation</b> Sometime shortly before you receive your keys, your Minto Pre-Delivery Orientation representative 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.</p>	<p><b>6 Receive your keys! (occupancy date)</b> 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.</p> <p><b>* Interim Occupancy</b> 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.</p> <p><b>WARRANTY</b> Warranty submissions and service workdays</p> <p><b>7 Submit your 30-Day Warranty Form</b> 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 Warranty. Your 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.</p>	<p><b>8 Service work days (if required)</b> 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.</p> <p><b>* Take title of your home (final closing)</b> 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.</p> <p><b>9 Submit your 1-Year Warranty Form</b> You have the opportunity to identify any concerns with your home one year after you've taken possession.</p>	<p><b>10 Service work days (if required)</b> 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.</p> <p><b>* Customer Satisfaction Survey</b> You will receive a survey about 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.</p>
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 [customerexperience@minto.com](mailto:customerexperience@minto.com)

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
- Condo registration status
- How to update your contact information
- Utility information
- Your new civic address
- **Any questions or concerns at anytime!**



### Homeowner resources 24/7 [mintohomeowner.com](http://mintohomeowner.com)

Mintohomeowner.com gives you 24/7 access to a rich resource centre throughout your entire journey.

Search through:

- All the stages of your homeowner journey
- Condo living information
- Critical home care tips
- A library of informative videos
- Answers to frequently-asked-questions
- Articles, guides and community information

## 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)
- Condo interim occupancy checks
- Your deposits/banking information or mortgage approval
- Providing your lawyer's information



### Construction Team

At your optional Frame Walk appointment 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
- Your Pre-Delivery Orientation



### Design Consultant [OttawaDesignCentre@minto.com](mailto:OttawaDesignCentre@minto.com)

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



### 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:

- The warranty on your home
- Your 30-Day warranty process
- Your 1-year warranty process
- 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