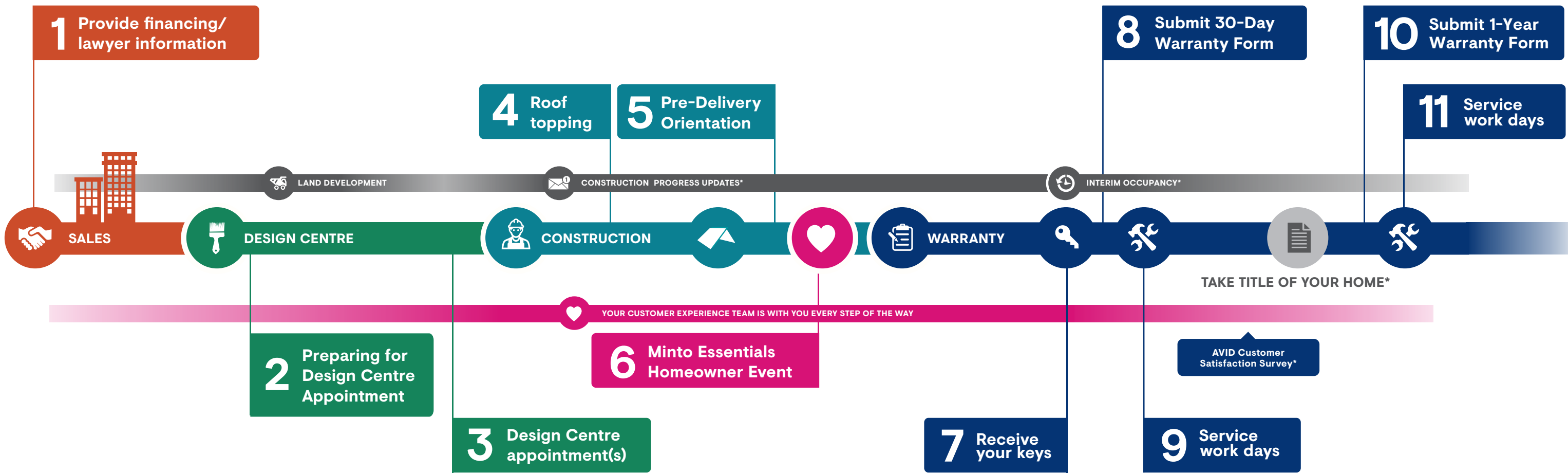


Minto Homeowner Journey

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 by accessing your community portal or Wish List. Prepare for your appointment by keeping a file of ideas that inspire you.

3

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 (up to 120 days)
- Ensure Minto has your up-to-date contact information so we can keep you informed with regular building updates

4

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.

5

Pre-Delivery Orientation

Sometime within the last two weeks before you receive your keys, your Warranty 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.

CUSTOMER EXPERIENCE

You're first point of contact

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.

WARRANTY

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

7

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.

8

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 Warranty. Your Warranty Team will then reach out to you to arrange any follow-up inspections or repair days with you. These appointments will take place during regular business hours.

9

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 condominium corporation 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.

10

Submit your 1-Year Warranty Form

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

11

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

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.

*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

Your Customer Experience Team is your first point of contact.

416-596-3456

customerexperienceteam@minto.com

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



The My Minto Home App

homeowner.minto.com

The My Minto Home app gives you 24/7 access to a rich resource centre throughout your entire journey as a homeowner. **Available online and offline!**

Search through:

- Homeowner resources
- 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 cheques
- 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
- Your Pre-Delivery Orientation



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



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 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