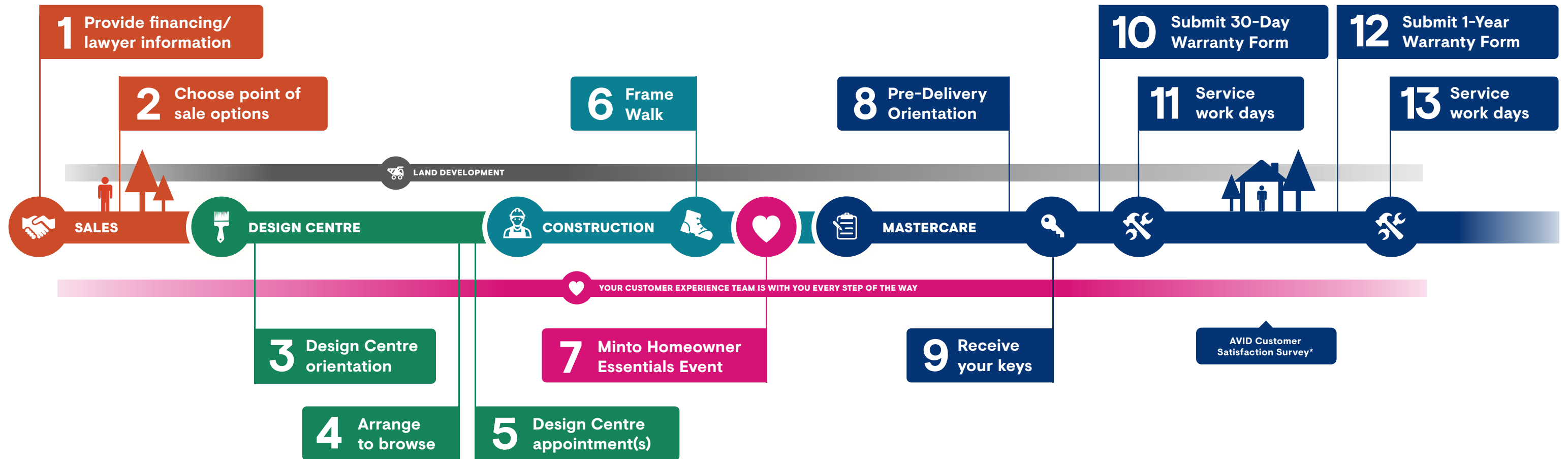


# Minto Homeowner Journey

## 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

- 6 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.
- 7 Minto Homeowner Essentials 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

- 8 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.

- 9 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.
- 10 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.

- 11 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.

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

- 13 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

**416.913.2119**

[customerexperienceteam@minto.com](mailto:customerexperienceteam@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