

SORBARA

— group of companies —

# *New Home* Guide



# Your New Home Purchase

## Exterior Colour Selections (if applicable)

When you signed your Agreement of Purchase and Sale with your Sorbara sales representative, you were asked to select three options for your home's exterior colour package. While we make every effort to accommodate your first choice, this may not always be possible due to architectural control guidelines. Should we not be able to provide your first option, we will defer to your next choice respectively. Architectural control guidelines are in place to ensure we are building diverse and interesting communities. We want to ensure your homes complement one another and avoid repetition within the community.

## Standard Features & Finishes

We encourage you to take a moment to review the Standard Features and Finishes information located in your Agreement of Purchase and Sale. This is a great source of information to outline what features are included in your home and can assist you when it comes time to attend your décor appointments and in making your selections.

## Reverse Plan (Mirror Image) Lots

A 'Reverse Plan' lot refers to when a home's floor plan as viewed in the sales brochure - is flipped. If you were to view two identical homes next to each other - one on a standard plan lot and the other on a reverse plan lot - one home will appear to be a mirror image of the other (e.g. garage on left side of one home, but on the right side of the other) but otherwise they will be exactly the same. Reverse plan lots generally are required to accommodate underground utility layouts and when homes are laid out this way it also makes streets and neighbourhoods more visually appealing.

## Financing and Lawyer Information

Prior to your scheduled closing date, you will be contacted to confirm your lawyer information. If the name and contact information you provided at the point of sale changes, please contact our sales office staff.

## Updated Contact Information

During the stages of construction, you will be contacted by various members of our team to book appointments and to provide important notification with regards to your scheduled closing date. We request that you contact the sales office staff if there are any changes to your address, telephone number(s) and/or email address that you provided at the point of sale.

## Closing Costs

Adjustments are noted in Paragraph 2, Schedule "B" of your Agreement of Purchase and Sale. Please take note of this section and the additional fees to be collected on closing.

## Utilities

Once you are within 30 days of your closing date, we recommend that you begin contacting the utility companies (gas, hydro, water) to set up your accounts to ensure a smooth move in experience.

# Colours, Options & Upgrades

## Appointments, Options and Upgrades

A member of our Décor Team will be in contact with you to schedule your décor appointment where you will be meeting in person with your Décor Consultant. Each appointment can take anywhere from 2-4 hours and are held during business hours. Once this appointment is scheduled, you will also be provided with a login and password to preview our online database of included and upgrade options so you may create your "Wish List" prior to meeting with your Décor Consultant. For your convenience, you may browse images and pricing for your model specific home on your phone, tablet or computer and selections can be saved and printed at any time. The online tool also helps keep track of any additional upgrade investments for budgeting purposes. Want a friend or family member's advice? Simply email a copy of your selections with images directly from the Wish List website.

*\*Please note product availability and prices listed are subject to change.*

## The Décor Studio

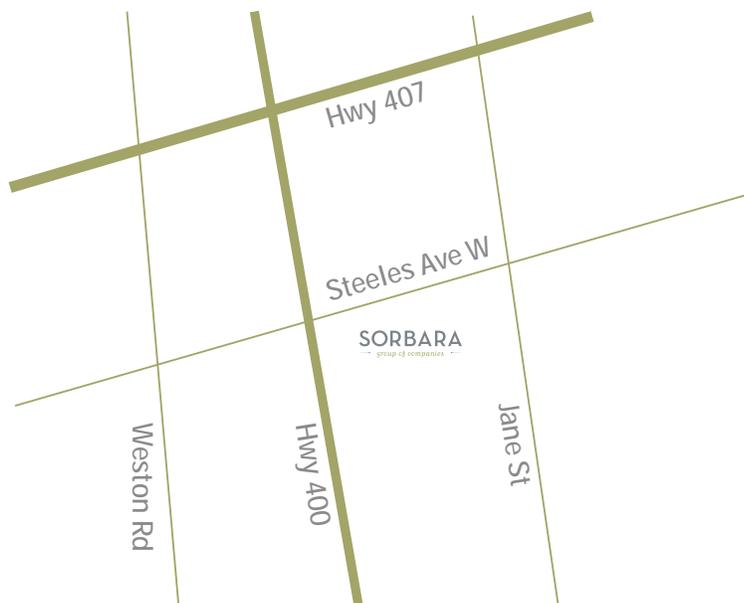
Our Sorbara Décor Studio is an inspirational space filled with current trending finishes and fixtures. Our experienced team of Décor Consultants are here to guide you through the process and provide expert advice. We are centrally located at HWY 400 and Steeles Avenue West, just north of HWY 401. Our street level entrance has been made accessible for all visitors and is in accordance with A.O.D.A.

### **Décor Studio Address:**

4291 Steeles Avenue West  
(South side of Steeles & East of HWY 400)  
Toronto, ON  
M3N 1V7

### **Hours of Operation:**

Décor Customization & Selections  
By Appointment Only  
Monday - Friday: 8:30am-4:30pm



## Confirmation Period

We want you to be confident in the decision you make at the Décor Studio. Once you have completed your Décor selections, a Confirmation Period of three business days will be provided for you to review your signed paperwork. Should you wish to make a change, simply provide written notice to your Décor Consultant. Change requests made outside of this confirmation period will not be permitted.

## Payment of Additional Upgrade Investments

Sorbara offers several payment options for upgrades purchased at the Décor Studio. Payment will be accepted by cheque, debit, VISA or MasterCard and must be in the name of the title holder(s). Payment options are noted in general below and will be discussed in further detail by your Décor Consultant:

- Addendum amounts under \$2,500 must be paid in full at the time of your appointment.
- Addendum amounts over \$2,500 will have the option to pay in full, OR provide 3 equal payments by post-dated cheque, OR provide a 25% deposit with the remaining balance due at time of closing. An executed Amendment to the Agreement of Purchase and Sale, accompanied by verification of approval of financing from a financial institution, will be required for any deposit payments.



# Home Construction

The Sorbara Group of Companies is committed to building you and your family a home you'll be happy to call your own. With a careful attention to detail, our construction team is focused on delivering a high-quality home that both you and Sorbara can be proud of. Our aim is to not only meet, but surpass your idea of what a quality home from the Sorbara Group should look and feel like.

The construction of a new home is a complex process requiring significant pre-planning and consultation with professionals, as well as the local municipality prior to the start of any construction activities. Once our site team begins construction of your new home, they must navigate weather, manpower, scheduling, and a series of checks/inspections (both internal & external) to ensure your home is built properly and on time. Our site team is committed to delivering your home complete to your specifications and on time for your scheduled Pre-Delivery Inspection (PDI). While it's difficult to guarantee that every home we build will be free from minor deficiencies – you have our promise that we'll strive to rectify as much as possible prior to you and your family taking possession.

The Sorbara Group is going to work with you to ensure your satisfaction because – above all else- we want your home buying experience to be as pleasing and enjoyable as possible. The following pages are geared to provide you an overview of the construction process that assists us in delivering your home safely, complete, and on time.

## The Building Permit

Prior to receiving a Building Permit, our construction team must submit for each individual lot, a set of detailed working drawings, engineering calculations, HVAC system layouts, including any other documents as required. These are submitted to the local Building Department for review, comment and approval by municipal examiners. All home plans must comply with current Ontario Building Code & Municipal By-Law requirements prior to the issuing of a permit. Your home will be built in strict accordance with these requirements as set out on the building permit.

# On-Site Inspections

Upon issuance of the building permit, construction on your new home can begin. As this stage progresses, your home is subject to a series of inspections and walk-throughs to ensure it is built as designed and approved. We've provided a brief synopsis for you to review below, as follows:

1) **Municipal Inspections:** The following inspections are carried out by the municipal building inspectors to ensure the home that is built matches what was approved and meets Ontario Building Code standards. These inspections include (but aren't limited to):

- **Footing Inspection:** This inspection occurs prior to pouring the concrete footings – this step ensures your home is founded on stable soil and in the correct location. Once your footings have been poured we will notify you via email that construction has commenced on your home.
- **Backfill Inspection:** Ensures the foundation was built correctly and that all sub-surface drainage systems (e.g.: dampproof layer, weeping tiles) have been installed correctly.
- **Mechanical/Electrical Inspections:** Assess and confirm the home's HVAC, plumbing and electrical systems have been installed correctly and according to approved engineering calculations/drawings where applicable.
- **Framing Inspection:** Ensures that your home is built in accordance with approved architectural plans, is structurally sound and complies with the Ontario Building Code requirements.
- **Insulation Inspection:** Confirms that the insulation has been adequately installed throughout the home and the air-barrier system are compliant with Ontario Building Code requirements.
- **Final/Occupancy Inspection:** Once your home is complete, this inspection ensures the mechanical, plumbing, and electrical systems are installed and functioning correctly and that all completed work throughout the home meets both municipal and Ontario Building Code requirements.

2) **Other Inspections:** While the following inspections are not required for code compliance, we feel they are an equally important part of the process, helping ensure final build quality and homeowner satisfaction.

- **Sorbara Framing Inspection:** This is an internal quality-control measure and focuses on ensuring walls and floors are straight & true, dimensions are correct, and that the final built home will meet our stringent quality requirements.
- **Frame-Walk Appointment:** This is your first opportunity to tour your new home and get a feel for the space and layout prior to the installation of drywall and finishes. The primary purpose of the frame-walk is to allow you an opportunity to see and share in the excitement of construction on your home. Our construction team will reach out to you directly to schedule an appointment when your home is ready for a frame walk.
- **Sorbara Quality Assurance (Q.A.) Inspection:** The Sorbara Group employs a dedicated Quality Assurance professional whose sole focus is to assess and ensure every home built meets our strict quality requirements and is one we'll be happy to put our company's name on.

## Construction Safety

As much as we appreciate our purchaser's interest in their new home – and we understand the buying of a new home is an exciting experience – construction sites are dangerous places and we ask that you please refrain from visiting the site without an appointment.

For your own safety and due to OHSA (Ontario Health & Safety Act) and insurance regulations, we kindly ask that you not be on the construction site unless accompanied by a Sorbara employee. The Sorbara Group of Companies cannot be held responsible for any injury that occurs during unaccompanied visits to the construction site.

## Possible Delays

We will always strive to complete your home by your First Tentative close date. We understand the amount of coordinating and scheduling that is involved to close on your new home. However, there is always the possibility of an unforeseen delay when building a new home. In the event that we have to delay your current close date, you will be delayed in accordance with the Tarion guidelines. We encourage you to review your Tarion Statement of Critical Dates (located in your Agreement of Purchase and Sale) for further details regarding the possibility of a delay, or you can also visit the Tarion website at [www.Tarion.com](http://www.Tarion.com). Please feel welcome to keep in contact with your Customer Care Concierge as they can provide updates as we move forward with construction.

## Pre-Delivery Inspection

You will have the opportunity to inspect your home with a Sorbara representative prior to your close date. This is a formal inspection where you will document any warrantable deficiencies and pose any questions you may have about the performance and maintenance of your home. You will also receive your Certificate of Completion and Possession at your inspection, please ensure you provide a copy to your lawyer as they will require it for closing. A Sorbara representative will contact you directly to schedule your Pre-Delivery Inspection. Please note all PDI's are scheduled during regular business hours.

## Driveway and Sod Installation

Our site Construction team endeavours to complete as much exterior work as possible prior to you and your family moving in. While the team is at times able to complete both your driveway and lay sod prior to your taking possession - depending on the season and overall stage of construction on your street - there is a good chance that one or both of these items will not be completed for your closing date. Large groups of homes must be completed by the builder before any curbs and sidewalks can be poured and fine grading around your home (to help establish good drainage) can be completed. Once this work is approved, driveways and sod work can begin. Our Construction Team will notify you when this work is scheduled to begin and how you can help make it a smooth and easy process.

# Warranty Service

Your new home is covered under warranty through Tarion Warranty Corporation for seven years. You have the opportunity to further review and report on your home by completing your 30-day Tarion warranty form, 1-year warranty form, and 2-year warranty form. Please ensure you have registered for “My Home” on the Tarion website. This online portal is your easiest and most direct way to submit your warranty forms. You will require your Tarion Enrolment number to register - it can be found on your Certificate of Completion and Possession.

## 30-Day Warranty Form

Your 30-day warranty form can be submitted to Tarion and our Warranty Service team within 30 days from your close date. Here you can list any new warrantable items that may have appeared since closing. Once your form has been received by our warranty team, they will reach out to you directly to arrange an appointment for inspection and determine what actions are required. We will make every effort to address any deficiencies as efficiently as possible.

## 1-Year Warranty

At your 1-year anniversary you will be able to submit your 1-year warranty form. Please note this form must be submitted before the end of your first year of possession. Your warranty covers:

- Workmanship and Material
- Electrical, plumbing and heating delivery and distribution systems
- Water Penetration
- Exterior Cladding
- Major Structural Defects

Submitting your warranty form, and scheduling service will follow the same process as your 30-day warranty form.

## 2-Year Warranty

At your 2-year anniversary you will be able to submit your 2-year warranty form. Please note this form must be submitted before the end of your second year of possession.

Your warranty covers:

- Electrical, plumbing and heating delivery and distribution systems
- Water Penetration
- Exterior Cladding
- Major Structural Defects

Submitting your warranty form, and scheduling service will follow the same process as previous forms.

## 7-Year Warranty

At your 7-year anniversary you will be able to submit your 7-year warranty form. Please note this form must be submitted to directly Tarion in writing. Your warranty covers:

- Major Structural Defects

**For more information on your Home Warranty, please visit the Tarion website at [www.Tarion.com](http://www.Tarion.com).**

## Emergencies

For any emergencies that occur during regular business hours, they should be reported directly to our Warranty Service Office. An emergency is a complete loss of electricity, complete loss of heat (winter months), major plumbing leaks or major water penetration. If there is no response or the emergency arises outside of business hours, please refer to the emergency contacts below for a prompt response.

## Emergency Contacts

### **Head Office (Business Hours)**

905.850.6154

### **24-Hour Emergency Service (After-hours)**

416.253.1331

## Service Appointments

When our Warranty Service team has received your complete Tarion Warranty Form, our Warranty Service Office will arrange for service and generate the appropriate work orders for our in-house service technicians and/or tradespeople.

A representative from Sorbara Group of Companies will contact you to book an appointment to enter your home to inspect the deficiencies for materials needed and warrantable validity. Once complete, we will contact you to book service appointments. This appointment will be within regular working hours (8:00am- 5:00pm). If you are unable to be home for your service appointments, you have the option to provide Sorbara with a key to allow our site team to complete any outstanding items while you are out.

## Missed or Cancelled Appointments

Should you need to cancel a service appointment, please notify the Warranty Service Office at least 24 hours in advance. A second appointment will be scheduled with our Service Department upon notification of the cancellation.