

FREQUENTLY ASKED QUESTIONS

A helpful guide to aid in the preparation for your Foundation and Framing Stage.

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CONSTRUCTION/CLOSING DATE

Q: Has Construction begun on my home?

A: Our Customer Care Team will inform you when construction has begun.

Q: When is my closing date?

A: Please refer to your Agreement of Purchase and Sale (APS) - Tarion: Statement of Critical Dates for the tentative occupancy dates.

Q: Is my home going to be delayed?

A: The Décor Department does not have that information. Please reach out to customercare@sorbara.com for any updates.

Q: When will I be informed if my home is going to be delayed.

A: Our Customer Care Team will inform you at least 3 months before your First Tentative Closing Date. Please refer to your Agreement of Purchase and Sale (APS) - Tarion: Statement of Critical Dates for the tentative occupancy dates.

WISH LIST

Q: What if I don't receive a wish list link?

A: Please contact one of our Décor Team members and they can resend the link. Please note, our system can only send the link to the first purchaser on title (they/you can forward the log-in details).

Q: Do the prices shown on the Wish list include tax?

A: No, the prices are all subject to HST.

Q: Some items are priced at \$0.00. Does this mean that it is free?

A: All upgrades come with a cost. If it is showing at \$0.00, the pricing may be pending. The Sorbara upgrade library is updated on a regular basis.

Q: The prices have changed since I last visited the Wish list. Can those prices be honoured?

A: Prices are subject to change. The price showing on the Wish list at the time of your appointment(s) apply.

Q: Will I continue to have access to the online wish list?

A: Immediately after the conclusion of your Foundation and Framing appointment, you will only have access to the Finishes appointment tabs on the wish list. After your Finishes appointment, you will no longer have access to the online wish list. We recommend you save a PDF version of the items you added to your wish list.

MISC. ITEMS

CUSTOM CHANGES

Q: Can I add or remove walls?

A: Certain custom changes that do not affect the HVAC layout, structural layout, or exterior of your home may be entertained in Everwell Project.

FOUNDATION

BASEMENT WINDOWS

Q: What is this upgrade? (Not applicable to Townhomes)

A: This upgrade is to increase the size of the rear windows from the standard size of approximately 30" W x 24" H to 56" W x 24" H. Window wells may be required.

Q: I have two windows in the rear of my home, does the price include both?

A: No, the price is per window.

Q: Can I increase the size of my side basement windows?

A: No, this upgrade is only for the rear basement windows.

Q: Does my home have this upgrade included?

A: If you have a Look Out or Walk Out Condition, enlarged basement windows are already included for your home.

Q: Can I add an extra window in the Basement?

A: No, we are unable to add windows.

EXTERIOR DOORS AND WINDOWS

Q: Can I add a side entrance to my home?

A: This upgrade is only available if it is showing in your plan as an optional item.

Q: What exterior doors to the backyard are included in my home?

A: Your home will include 6ft W patio glass sliders or a single swing glass door (as applicable by plan) - approximately 8ft tall.

Q: What is the difference between the French Door and the Garden Door?

A: The Garden Door has one operable door with the hinge in the middle and it includes a screen while the French Door has two operable doors and it does not accommodate a screen.

Q: Which way do these upgrade doors open?

A: They swing inwards to meet residential building code requirements.

Q: If I have a Walk Out Basement, can I only upgrade one of the two exterior doors?

A: The Ground Floor sliders can be upgraded on their own. If the Basement Floor sliders are upgraded, the Ground Floor sliders must also be upgraded as well.

Q: Can I add or move a window on the Ground or Second Floor?

A: No, we are unable to make changes to the exterior of the home.

PLAN OPTIONS

LOGGIA

Q: What is this upgrade?

A: The loggia upgrade converts your backyard to have a covered porch with a roof. This upgrade is only available for Detached homes with a Standard or Deck Grade Condition. The size varies by model type. It is finished with materials as per your Exterior Colour Package to integrate nicely into your home.

COLD CELLAR (APPLICABLE AS SHOWN ON PLANS)

Q: What is this upgrade?

A: A Cold Cellar is an unfinished and uninsulated area in the Basement that is useful for additional storage, such as storing dry and canned goods.

Q: What if I don't purchase the Cold Cellar?

A: The area will be unexcavated and inaccessible.

Q: What are the requirements to fulfill this upgrade?

A: It can only be purchased without a Sunken Foyer Condition.

Q: How do I know if I have a Sunken Foyer?

A: Your consultant will inform you during the Foundation Appointment. If the information is not available at that time and the Cold Cellar is purchased with a Sunken Foyer Condition, the cost of this upgrade will be credited back to you.

FINISHED REC ROOM & FINISHED BASEMENT BATHROOM

Q: What does this include?

A: The Finished Rec would be drywalled with electrical receptacles (as required by code) and overhead lighting. It would include Under Slab Basement Insulation and carpeted stairs. Please refer to the Basement Handout provided to you at point of sale for additional features and benefits. If shown on the plan, the finished Basement Bathroom must also be added with the purchase of the Finished Rec Room.

Q: Does this upgrade include finished Oak Stairs?

A: No, this would be an additional upgrade available at the Framing Stage.

Q: What are the benefits of finishing my basement through Sorbara?

A: The benefits of completing this upgrade through Sorbara are that it includes the under-slab basement insulation in the Finished areas, you don't have to wait the recommended two years to finish your basement, and it will be warranted under Tarion. You will have the peace of mind and convenience of knowing it will be taken care of and completed before you move in.

REAR YARD WALKUP (APPLICABLE AS SHOWN ON PLANS)

Q: There are three different upgrades, how do I know which one I need?

A: We offer an upgrade for the Deck, Look Out, and Standard Condition, your Agreement will note which condition you have. You can also confirm this with your Décor Consultant.

Q: Will I lose any of the basement window(s) with this upgrade?

A: Some layouts may require a window(s) to be deleted. You may refer to your layout to determine if/which windows will have to be deleted to accommodate the Rear Walk Up upgrade.

UNDER SLAB BASEMENT INSULATION

Q: What insulation is used?

A: The insulation will be 2" Rigid Foam.

Q: What does this upgrade do?

A: The under-slab basement insulation aids in making your basement more comfortable by keeping it warmer and drier.

Q: How is this upgrade installed?

A: The insulation is installed before the concrete floor is poured.

PLUMBING ROUGH INS

EXTERIOR HOSE BIBS

Q: How many are included in my home and can I add more?

A: Two are included, one in the rear of the home and one in the garage. These are for cold water only. Additional Hose Bibs may be purchased.

Q: Can I specify the location of the hose bibs?

A: The location of added hose bibs may be specified, but the included ones will be located at sites discretion.

Q: What are the benefits of a hot/cold hose bib?

A: A few benefits include washing your pets or car with a favorable temperature.

ROUGH IN 3 PCE BASEMENT BATHROOM

Q: Is this included?

A: Yes, it includes the drain lines for a future toilet, vanity, and tub.

INSULATION

Q: Why are the insulation upgrades beneficial?

A: These upgrades are helpful to keep your home warmer in the Winter and cooler in the Summer. It increases the efficiency of your HVAC system. The higher the R-value (the thermal resistance), the better the insulating properties.

Q: Why would some areas not achieve the R70?

A: Where the attic is sloped, it is more difficult to fill without compressing the insulation.

FRAMING MISCELLANEOUS

CEILING HEIGHTS

Q: What are my home's ceiling heights?

A: Basement: Approximately 8 feet.
Ground Floor: Approximately 9 feet.
Second Floor: Approximately 8 feet.

*With the exception of coffered, sloped or cathedral ceilings, and where drops are needed for structural or mechanical systems.

Q: Can I increase the height of my ceilings?

A: No, we are unable to change the ceiling heights.

Q: Does my home have bulkheads? Where are they?

A: Site conditions determine whether or not your home requires bulkheads. We do not have information on where and whether your home will have bulkheads at this time but can review this at your Finishes Appointment. We are unable to remove/relocate them.

CEILING FINISH UPGRADES

Q: What kind of ceilings do I have?

A: The Basement (if Finished), Ground Floor, and Second Floor will receive smooth ceilings in the kitchen, bathrooms, powder rooms, and finished laundry rooms. All other areas will receive textured ceilings with a 4" smooth border.

Q: What is a textured ceiling?

A: Textured refers to the commonly known term of popcorn or stippled ceilings.

DECORATIVE CEILINGS

Q: What is required for the Coffered or Waffle Ceilings upgrade?

A: Coffered or Waffle Ceilings are only available where indicated on the plan. The Smooth Ceilings upgrade is required for decorative ceilings. For the Waffle Ceilings, pot lights must be installed and the ceiling light must be removed as the wiring cannot be installed in the waffle spines.

FIREPLACE UNIT

Q: Is a fireplace included in my home?

A: Please refer to your APS (Agreement of Purchase and Sale), if you purchased a 36' or 40' lot unit, a gas fireplace is included. It will be an approximately 36" box-style gas fireplace with logs and a black trim.

Q: What is a linear gas fireplace?

A: A linear fireplace is a modern option with a linear burner and is raised from the ground.

Q: Will I still have a marble surround and mantel with the linear gas fireplace?

A: No, the linear gas fireplace will have a finished frame. The marble surround and/or mantel is not offered with the linear gas fireplace.

Q: What is a linear electric fireplace?

A: A linear electric fireplace has a linear LED flame with supplemental heat and is raised from the ground.

Q: Can I add a Double-Sided Fireplace?

A: The double-sided fireplace is only available for certain models.

HVAC – AIR CONDITIONING

Q: Is an Air Conditioning Unit included in my home?

A: Air Conditioning Units are not included.

Q: What is the Make and Model of the Air Conditioning Unit available for purchase?

A: We are unable to provide the make or model for the Air Conditioning Unit as we allow our trades to purchase this through their suppliers. The appropriate tonnage is determined by HVAC specialists.

Q: Where will the A/C be located?

A: It will most likely be located at the rear of the home, however, the location is at the builder's discretion. We are unable to request a location.

Q: Is the A/C roughed-in for my home?

A: The ducts have been sized for future air-conditioning only. No further rough ins are included.

Q: Can I install the A/C after closing?

A: Yes, however, we recommend you work with a reputable supplier/installer as your Tarion warranty for your furnace may be compromised.

HVAC – GAS LINES

ROUGH-IN GAS LINE – MAIN FLOOR/BASEMENT

Q: What is this upgrade?

A: This would be the gas line for a future gas dryer in the Basement or Ground Floor.

ROUGH-IN GAS LINE – SECOND FLOOR

Q: What is this upgrade?

A: This would be a gas line for a future gas dryer in the Second Floor Laundry Room (as per plan).

ROUGH- IN GAS LINE - STOVE

Q: What is this upgrade?

A: This upgrade would be required if you plan to install a gas range/stove appliance. It includes the electrical requirements/240V outlet as well.

Q: Can I add the Gas Line for the Stove after closing?

A: Yes, however, we recommend you work with a reputable HVAC technician and electrician.

UPGRADE 1 1/4" GAS LINE

Q: What is this upgrade?

A: An increase in the size of the gas line is required when there are multiple gas appliances in your home. The standard gas line is sufficient to accommodate the included gas appliances (furnace/water tank), however, a larger gas line is mandatory when one or more gas appliances are added as an upgrade (BBQ, Stove, Dryer, Fireplace, etc). The increased gas line is required to ensure proper supply and distribution to all the gas appliances.

INTERIOR DOOR FRAMING

INCREASE 6'-8" DOOR TO 8'-0"

Q: Can I only increase the height of one door?

A: No, this upgrade must be applied to the entire Ground Floor. It is not an option on the Second Floor.

Q: Can I increase the height of the Finished Basement doors?

A: No, as the ceiling height is approximately 8 feet, this upgrade cannot be accommodated.

Q: What is the style of the door?

A: It is a Two Panel Smooth Door. Please refer to the Standards document. We also offer interior door upgrades.

Q: Does this include increasing the height of the garage entry door?

A: No, that is considered an exterior door and cannot be increased.

Q: How tall is the front door?

A: It is a 6'-8" steel insulated door complete with sidelight and/or transom (as per applicable plans).

Q: Can I add double doors for my front door?

A: We are unable to make changes to the exterior of the home.

SHOWER FRAMING UPGRADES

SHOWER NICHE

Q: What is the purpose of this upgrade?

A: A shower niche provides stylish storage for your soaps and shampoo/conditioner in the tub/shower.

Q: Where can I add a shower niche?

A: This upgrade can be added to the interior walls of bathroom alcove tubs and showers. Your Décor Consultant will review your plan and inform you if one can be accommodated at the time of your Framing Appointment.

UPGRADE SHOWER PAN TO TILED FLOOR

Q: What is the included shower flooring?

A: A white, acrylic base is including for the shower floor.

Q: What is this upgrade?

A: This upgrade will convert the acrylic base to the Standard Line 2" x 2" tiled floors. At the Finishes Stage you will have the opportunity to select the shower floor tile colour from the Standard Line options or to upgrade.

STAIRCASE

STAIRCASE BASEMENT – OAK STAIRS

Q: Can I add this upgrade?

A: This upgrade can only be purchased with a Finished Rec Room.

STAIRS MAIN – OAK TREAD W/ PAINTED STRINGER & RISER

Q: What is this upgrade?

A: The risers and stringers will be painted white which results in a more decorative staircase. The stringers and riser material changes from oak to paint grade.

Q: What is the material of my standard Ground Floor stairs?

A: Your standard includes an Oak staircase and stringers.

Q: Is the stair staining included?

A: Yes, it is included.

Q: Can I request that the stairs be left unfinished?

A: No, the stairs must receive a Clear Finish or a Stain (upgrade).

GARAGE

GARAGE DOOR OPENER

Q: What does this upgrade include?

A: It includes a keypad and a single remote. Additional remotes are available to upgrade.

Q: What are the specs of the unit?

A: It is a basic unit. Brand, model and specs are not available.

Q: Can I install a garage door opener after closing?

A: Yes, a receptacle will be located in the ceiling for a future garage door opener (one per garage spot).

FRAMING - KITCHEN

ADDITIONAL PLUMBING ROUGH INS

ADD COLD WATER LINE

Q: What is this upgrade for?

A: This upgrade can be added for a fridge that dispenses water and/or has an icemaker. It can also be added for a steam oven that requires a water line.

APPLIANCE – HOOD FANS

Q: Is a hood fan included with my home?

A: Yes, a 30" wide undermount stainless steel hood fan is included in your home as it is required to meet occupancy. It has approx. 180 CFMs. Upgrades are available.

Q: What are the benefits of purchasing a Hood Fan from Sorbara?

A: There are many benefits to purchasing the Hood Fan through Sorbara. First, it will be installed by our trades. Second, you will not be voiding the opportunity to purchase the kitchen backsplash at the Finishes Stage. Third, the cost to alter the cabinets (if required) surrounding the hood fan with finished edges is waived/not required.

Q: What is CFM?

A: It refers to the cubic feet per minute in relation to the airflow - how much air a fan moves. The higher the CFM, the better the suction power it has.

Q: How many CFMs does the Standard Hood Fan have?

A: Approximately 180 CFMs.

Q: How many CFMs do the upgraded Hood Fans offered by Sorbara have?

A: Approximately 550-600 CFMs.

APPLIANCE - HVAC

8" HOOD FAN DUCT

Q: What size hood fan duct is included with my home?

A: A 6" hood fan duct.

Q: Do I need this upgrade?

A: Refer to your hood fan specifications to see if this upgrade is required.
The hood fans sold by Sorbara do not require the 8" hood fan duct.

Q: Why should I upgrade to the 8" hood fan duct?

A: The 8" hood fan duct can support higher CFMs. The higher the CFM of your hood fan, the more suction power it has. Please refer to your hood fan specifications for requirements.

APPLIANCE – SPECS & PROVISIONS

ALTER UPPERS FOR FUTURE 30"/36" CHIMNEY HOOD FAN

Q: Will I need this upgrade?

A: This upgrade is required if you have selected a Chimney Hood Fan from an outside source. The specifications (North American approved appliance) should be provided to your consultant.

Q: What does this upgrade consist of?

A: We will provide you with a narrower 24” temporary cabinet to support the standard undermount hood fan and finish the sides of the flanking cabinets. The standard hood fan must be installed in order to meet occupancy. Once you close your home, you can remove the temporary cabinet and the standard hood fan and install your chimney hood fan. Please note that the kitchen backsplash upgrade will no longer be offered at the Finishes Stage with this upgrade.

ALTER UPPERS FOR FUTURE HOOD FAN

Q: Will I need this upgrade?

A: This upgrade will be required if you intend to install a 36” range. You will need to select a 36” undermount hood fan and provide the specifications (North American approved appliance) to your consultant.

Q: What does this upgrade consist of?

A: With this upgrade, we are altering the cabinets as outlined in the specifications of your undermount hood fan. You will have the opportunity to purchase a kitchen backsplash at the Finishes Stage with this upgrade.

ALTER UPPERS FOR FUTURE OTR MICROWAVE

Q: What does this upgrade consist of?

A: When an over-the-range microwave has been selected from an outside source (North American approved appliance), the specifications must be provided to your consultant. This upgrade is required to alter the cabinets to accommodate the future over-the-range microwave. Please note that slim-line over-the-range microwaves require this upgrade as well.

Q: I have a gas range/stove, can I have an OTR microwave?

A: No, we cannot accommodate an OTR microwave with a gas range. This is a blanket Sorbara rule.

BUILT IN APPLIANCE SPECIFICATIONS

Q: What upgrades are required for a built-in appliance?

A: At the Framing Stage, you will be committing to your built-in appliances and locations. Please note that each built-in appliance may also require electrical, plumbing, gas, and cabinet upgrades. At the Finishes Stage, you will be charged for the corresponding cabinets. Please note that cooktops and rangetops will require you to purchase the countertop modification at the Finishes Stage. Your consultant will explain this more in detail at your Framing appointment if you are selecting Built-in Appliances.

PANEL READY APPLIANCES

Q: Can panel-ready appliances be accommodated in the Kitchen?

A: Appliance cabinetry panels cannot be accommodated on this project.

FRIDGE SPECS

Q: What if I don't submit specifications?

A: The standard opening for a 36” fridge will apply. Please note that your consultant may suggest a counter-depth fridge.

Q: Can I request an opening larger than 36"?

A: Yes, however, the specifications (North American approved appliance) must be submitted to your consultant and additional charges apply.

RANGE SPECS

Q: What if I don't submit specifications?

A: The standard opening for a 30" freestanding range will apply.

Q: What if I want an opening for a 36" range instead?

A: Please inform your consultant and provide the specifications. Please note that you must address your hood fan with this change and additional charges apply.

DISHWASHER

Q: What is included for the dishwasher?

A: The standard opening for a 24" wide dishwasher is included, as well as the electrical and plumbing rough-ins. Specs are not accepted for the dishwasher and we do not offer a built-in cabinet for dishwashers.

Q: What if I don't want to have a dishwasher opening?

A: Please be sure to inform your Décor Consultant at your Framing Appointment (not available as an add-on at the Finishes Stage). We offer a "Future Dishwasher Cabinet" to fill in the dishwasher opening with cabinetry. This will also delete all the electrical and plumbing rough-ins as it is against code to have them hiding behind millwork.

KITCHEN ELECTRICAL UPGRADES

20-40/ 50-60 AMP ROUGH IN FOR FUTURE BUILT-IN APPLIANCE

Q: What is this upgrade for?

A: This upgrade would be necessary should your specifications indicate your appliance requires a higher amperage or additional outlet(s).

CABINET VALANCE MOULDING & LED LIGHTING

Q: What is this upgrade?

A: This upgrade is to add lighting on the underside of the upper cabinets on a separate switch. A valance is a small trim under the cabinet uppers that covers the lights (will match your cabinets). Hidden light valance may replace the valance board depending on the fabricator on your project.

Q: Can I choose to upgrade this at the Finishes Stage?

A: No, as this is an electrical upgrade, this can only be selected at the Framing Stage.

PLANNING FOR CABINETRY ADDITIONS

DELETE STANDARD ELECTRICAL FOR ADDITIONAL CABINETRY

Q: What is this?

A: This is a note for site that is added to the paperwork whenever the kitchen perimeter is extended with base and upper cabinets, pantries, or a chef's desk. It is also noted for an appliance tower and hutches. The kitchen layout may only be revised at the Framing Stage. As you are committing to your appliances and their locations, anytime any of the items noted above are required, we must make a note to remove standard receptacles in the marked areas as per code. These options will no longer be available to add at the Finishes Stage.

Q: Can I change my mind and extend my kitchen perimeter with pantries at the Finishes Stage?

A: No, at the Finishes Stage we are unable to change your Framing Stage paperwork. We will not be able to offer the pantries as we will not know if there are electrical receptacles in the area and that would be infringing on code.

Q: If I chose to extend my perimeter at the Framing Stage, can I change my mind at the Finishes Stage?

A: No, you have committed to purchasing the cabinetry and countertop upgrades required to extend your perimeter at the Finishes Stage and the note to delete the standard receptacles in that area was added. We are unable to make any changes to your Framing Stage paperwork as said changes may prevent us from meeting code requirements.

REVISIONS TO LAYOUT

ISLAND EXTENSION COMMITMENT

Q: Can I extend my island?

A: Our clearances must be a minimum of 40" all around the island. Please ask your consultant and they can inform you if there is room to extend your island (length or width).

Q: Can I change my mind and extend my island at the Finishes Stage?

A: No, at the Finishes Stage we are unable to change your Framing Stage paperwork. We will not be able to offer any extensions to your island.

NON-REFUNDABLE KITCHEN REDESIGN FEE:

Q: Can I revise my kitchen layout?

A: Please note that there is a non-refundable fee of \$1,000.00+ plus HST for a Kitchen Redesign. The kitchen layout requested is subject to approval. Modifications to the completed Kitchen Redesign may require a new Redesign which will be subject to another non-refundable fee of \$1,000.00+ plus HST.

FRAMING - ELECTRICAL

ELECTRICAL – PANEL UPGRADES

SURGE PROTECTOR FOR ELECTRICAL PANEL

Q: What is this upgrade?

A: The surge protector is installed at the panel and covers an electrical surge at the point of entry. In theory, it protects all receptacles and anything coming back to the panel from an external surge that would otherwise “fry” or destroy any electrical component plugged into a receptacle at that time.

INCREASE ELECTRICAL SERVICE TO 200 AMP

Q: What is included in my home?

A: Please refer to your APS (Agreement of Purchase and Sale). 100 AMP electrical service is included for Townhomes and 32’ products. 200 AMP is included for 36’ and 40’ products.

Q: Can I request a higher AMP electrical service?

A: No, 200 AMP is the only upgrade option we can offer.

ELECTRICAL - LIGHTING

Q: Can I add more lights?

A: We offer additional capped ceiling light(s) that can be located over the island/peninsula. You can have the lights in the kitchen switched together or purchase a separate switch (regular or dimmer switch). You may also add a recessed vapour light for your tub/shower. One is included in your shower.

INTERIOR POT LIGHTS

Q: Can I add a single pot light in a room?

A: For areas such as above the Main Bathroom tub, or the nook in the Mudroom, we will be able to add a single pot light. Please note that an additional switch may be required. For larger areas, such as the Great Room or Kitchen, a minimum of 4-6 pot lights will be required to frame the room completely.

LIGHTING PLAN – DESIGNED FOR YOU LAYOUT

Q: Where can I see this layout?

A: Please refer to the Foundation and/or Framing Stage email sent to you from your Décor Consultant once your appointment has been booked. You will find two layout attachments, one ending in STND - Standard Layout and one ending in D4U - Designed for You Upgrade Layout.

Q: What does this upgrade include?

A: This lighting plan includes 12-16 pot lights (as per plan) and two capped lights over the island/peninsula. The standard lighting locations have been relocated. Please note that they will be wired to existing switches. You are welcome to purchase additional switches (regular or dimmer) to wire them separately.

Q: Can I make changes to the D4U Lighting Plan?

A: No, the locations have been pre-determined. You are welcome to add pot lights to the plan without relocating the existing pot lights.

ELECTRICAL - RECEPTACLES

Q: Where are my receptacles located?

A: The location of all standard receptacles and switches is at the discretion of the electrician. They are located as per the Ontario Building Code. We do not have a layout of where the receptacles or switches will be located.

Q: How do I know where I will need to add receptacles?

A: Additional receptacles may be required if there is a specific need/purpose in a specific location. You will need to purchase any receptacles that require a raised installation.

ELECTRICAL – TV READY PACKAGE

Q: What is the purpose of this upgrade?

A: This upgrade is essential if you plan on mounting your television. It includes a recessed receptacle (choice to be raised 60", 66" or 72" above finished floor (AFF)), framing support to avoid scanning for studs and perfectly centering your television, and a ~2" conduit to feed your cables behind the drywall to your Cat6.

EXHAUST FANS

Q: Are exhaust fans already included in the bathroom?

A: Yes. Hush-tone upgrade options are also available.

LOW VOLTAGE

Q: What low voltage is included in my home?

A: 4 CAT6 telephone jack/ ethernet ports, and 1 USB receptacle are included.

At the moment, they have been located in the Great Room and Master Bedroom. You are welcome to relocate those two at no cost and/or purchase additional low voltage, if required. Please note, a receptacle should be purchased if one is required nearby.

Two Cat6 will be centrally located as access points and cannot be relocated.

RG6 (Cable Outlets) are not included are not available to upgrade.

Q: Can I add Low Voltage (RG6, CAT6, TV Ready Package) to my Unfinished Basement?

A: No, we cannot add them as there is no finished framed areas to affix these electrical items to.

CENTRAL VACUUM

Q: Is my home roughed in for central vacuum?

A: Yes, it is roughed for central vacuum. You are welcome to purchase the unit from Sorbara along the required tools.

Q: Where are the central vacuum wall inlets located?

A: The locations are determined on site conditions and cannot be requested. You can expect one in each Hallway per floor.

Q: Can I add wall or cabinet kickplate inlets?

A: No, that is not offered at this time.

CONDUIT FROM ATTIC TO THE ELECTRICAL PANEL IN THE BASEMENT

Q: What is this upgrade?

A: A Conduit is a 2" (approx.) tube that runs vertical in your home. This upgrade is helpful if you plan on adding electrical/low voltage such as pot lights and/or security cameras to your home after closing. The wiring can be run through the conduit down to your electrical panel for easier installation. Wiring should be separated by power and communication - please consider whether you require one or two conduits (side-by-side). We recommend you work with reputable electricians/technicians as your Tarion warranty may be compromised.

FRAMING – BATHROOMS & LAUNDRY

PLANNING FOR CABINERY ADDITIONS

DELETE STANDARD RECEPTACLES FOR ADDITIONAL CABINERY

Q: When is this note required?

A: This note is required if you have committed at the Framing Stage to add a linen tower or additional cabinetry at the Finishes Stage in any of the Bathrooms or the Laundry Room. These additions are only available at the Framing Stage.

POWDER ROOM SINK UPGRADES

Q: What is included in my powder room?

A: Your powder room will include a pedestal sink. Please refer to the Standards document provided to you with the email appointment confirmation. You are welcome to upgrade the style of your pedestal.

Q: Can I select this at the Finishes Stage?

A: No, the powder room pedestal must be addressed at the Framing Stage.

VANITY HEIGHTS

Q: What is this upgrade?

A: This upgrade is to increase the heights of the vanities in the bathrooms to 36" (kitchen height).

Q: Can I add this upgrade at the Finishes Stage?

A: No, this affects the plumbing and electrical of your home. We will not be able to make any revisions to your Framing Stage paperwork.

Q: How do I know which of the two vanity heights upgrade I will need?

A: The first is for vanities 3 feet wide or less. The second is for vanities greater than 3 feet wide. Your consultant will let you know at the Framing Appointment.

FRAMING PLUMBING

Q: Can I request to keep the plumbing rough-ins and have the plumbing fixtures not be installed?

A: This is not possible as we must provide you with a completed home.

Q: Can I request the plumbing fixture(s) make, model, and/or size?

A: We are unable to confirm the exact specifications of the plumbing fixtures as they may be subject to change based on availability at the time of installation. Please refer to your appointment email confirmation to view images of the standard plumbing fixtures.

ADDITIONAL PLUMBING ROUGH-INS

ADD HOT WATER LINE

Q: What is this upgrade?

A: The hot water line upgrade can be added for future bidet attachments. The addition of a hot water line is meant for products that mix hot and cold water together before use. The hot water line should not be attached to any hand-held products that use the water directly from the line. You may require a GFCI receptacle, this is available for purchase.

ADDITIONAL STANDARD LINE SINK & FAUCET

Q: Can I add an additional sink to my bathroom?

A: If your vanity is 72" wide or more, you will be able to accommodate a second sink. Your consultant will inform you if it is possible.

CONVERT TUB/SHOWER TO FRAMELESS GLASS ENCLOSURE

Q: Does my Master Ensuite include frameless glass?

A: Please refer to your layout. All areas that are shown on plan with glass will be framed (chrome colour) as standard and can be upgraded to frameless.

FAUCETS – SHOWER/SHOWER KIT

Q: What is a shower kit?

A: A shower kit includes a hand shower with its own diverter.

Q: What are my plumbing options?

A: Option 1: You can keep the chrome standard plumbing as is.

Option 2: You can upgrade to either a chrome vanity faucet or chrome shower faucet. When upgrading both the vanity faucet and shower faucet in chrome, the same style must be selected.

Option 3: You can upgrade to a color other than chrome, the same color and style must be upgraded throughout the bathroom for the vanity faucets, shower faucets, and shower glass hardware.

*Our goal is to ensure the plumbing matches in each bathroom.

As the Shower Faucet is chosen first at the Framing Stage, this will affect what can and cannot be upgraded at the Finishes Stage.

FAUCETS – TUB FILLER FLOOR MOUNT

Q: Can I specify the location of the tub filler?

A: No, the installation is subject to site conditions and determined by the plumber.

*Please see above for colour selection options.

*Please note, the freestanding tub must also be upgraded to one that accepts a floor mount tub filler.

TUB UPGRADES

Q: Can I add a freestanding tub to the Master Ensuite?

A: No, the freestanding tub upgrades are only available for the models that already include one.

PAYMENT

Q: What are my payment options?

A: We accept Visa, Mastercard, and AMEX Credit Cards. Please be prepared to provide your credit card information at the conclusion of your appointment. It is stored in our secure TD website. Once you sign the DocuSign paperwork, your payment will be processed within 2 business days.

Q: How much will I have to pay as a deposit?

A: If your upgrades are \$2,500.00 or less before tax, you will be required to pay in full.

If your upgrades are \$2,500.00 or more before tax, you will be required to pay a minimum of 25%.
The balance will be added to your purchase price.

Q: Can I pay my remaining balance after the Framing Stage?

A: Yes, at the final stage with the Décor Department, the Finishes Stage appointment, you may pay more or all of your remaining Decor balance. An Amendment to your Purchase Price will be created at the Finishes Stage, if required.

AMENDMENTS

If required, an Amendment showing the new final purchase price to include all of your upgrades will be created at the Finishes Stage. Please note that if the balance owing is \$5,000.00 or more, you will be required to submit an updated letter from your lending institution within 30 days of your appointment. This letter simply verifies that you have sufficient funds to cover the additional costs.

Q: Can I pay my remaining balance after my appointment?

A: Yes, you will have the opportunity to make further payments through your lawyer when closing, however, we will still require a bank letter. No further payments will be accepted by the Décor Appointment.

DISCOUNTS

Q: Can I get a discount?

A: Discounts are not offered. Our upgrade prices have a low mark-up/margin to keep them affordable.

ADDENDUM CHANGES

Q: I would like to add/remove an upgrade, can I do that?

A: No, changes to existing and finalized paperwork are not permitted. If you would like to add upgrades, we must submit a request to reopen your file for those specific changes. If the request is approved, you will be subject to a minimum of \$700.00 plus HST fee per affected Addendum. Please note, once the Framing of your home has begun, the Décor Department can no longer submit new paperwork as it may cause confusion and error on site. Your file can only be reopened once.

Q: Can you waive the fee to reopen the file?

A: We are unable to waive the fee.

FINISHES STAGE

Q: How can I prepare for this appointment?

A: Please review your Features and Finishes Document to refresh yourself on what is included in your home. Be sure to visit the online Wishlist to view the upgrade options offered. The Wishlist is a great tool to use for budgeting purposes - photos have been added as an aid but they may differ in person! If your appliances require cabinet or countertop modifications, please refer to the Finishes Stage - Acknowledgment paperwork. Look through magazines or Pinterest to determine what your style and colour preferences are.

Q: It is hard to envision the upgrades shown on the Wishlist, can I make an appointment to see the samples before my Finishes Appointment has been booked?

A: Our Décor Studio is by appointment only. We will not be able to accommodate visits prior to your Finishes Appointment.

Q: Can I bring family, friends, or pets?

A: The individuals on title are the only ones that may attend the Finishes Appointment. We may only permit those on title to attend the appointment. Where there is only 1 named purchaser, another person may accompany to support and assist in decision making. Any additional persons will be asked to wait in the Lobby. Please submit a request outlining the relationship and reason for additional individuals not on title to decor@sorbara.com.

Q: Should I bring my child(ren) to the Finishes Appointment?

A: The Finishes Appointment may last up to 3 hours, which can be exhausting for children. In order to focus on the matters pertaining to your home, we recommend they do not attend. The Décor Studio is not suitable for children.

FINISHES - KITCHEN

STONE COUNTERTOPS

Q: What are our standard countertops in the Kitchen?

A: The standard countertops offered are stone. Sealing is not included.

Q: Can the countertops on the island (as per plan) be a different selection from the perimeter?

A: No, they must be the same countertop selection for both the perimeter and the island.

Q: Can I choose a laminate countertop?

A: Yes, we can offer laminate countertops to ease removal after closing, however, charges will apply (credit is not offered).

KITCHEN SINKS

Q: Can I chose a different colored sink?

A: Yes, we offer a Silgranit sink that comes in a variety of colors - the color selected must coordinate/blend with the countertop selected or plumbing.

KITCHEN BACKSPLASH

Q: Is backsplash included in the kitchen?

A: No, however, upgrade options are available with the exception of the Future Chimney Hood Fan Provisions.

FINISHES - FLOORING

Q: What are the standard floorings included throughout?

A: 13"x13" Ceramic Tiles in the Foyer, Powder Room, Bathrooms, and Finished Laundry - upgrade Options available. In areas where the tile is continuous between rooms, the same tile selection must be selected.

40 oz Broadloom Carpet in all Bedrooms and Bedroom Level Hallways - upgrade options available.

*The same carpet selection must be made where applicable throughout.

Hardwood Flooring in Main Floor (excluding tiled areas) - upgrade options available.

*The same Hardwood flooring selection must be made throughout.

*The flooring direction cannot be chosen and is determined on site.

Q: Can I request the carpet/flooring/tile not be installed?

A: No, we must provide you with a completed home.

Q: Can I downgrade my Hardwood Flooring in the Main Floor to Laminate or Vinyl?

A: No, Laminate and Vinyl is only available for Finished Basements.

Q: Can I request the stairs not be stained or finished?

A: No, we must finish the stairs.

FINISHES – POWDER ROOM/PRIMARY ENSUITE/MAIN BATH

BATHROOM ACCESSORIES/MIRRORS

Q: Can I request to keep the bathroom accessories but not have them installed?

A: No, if opting to keep them, we must install them.

Q: Are the vanity mirrors glued?

A: Yes, they are glued.

VANITY COUNTERTOPS

Q: What countertops are included in the bathrooms?

A: A Stone countertop and undermount sink(s) are included in the Primary Ensuite. Laminate countertops are included in all other Second Floor bathrooms. You have the option of upgrading to stone countertops, however, the undermount vanity sinks and finished stone edge must also be purchased.

TILES

Q: What is the standard tub/shower wall tiles included?

A: 8" x 10" Ceramic Tiles.

Q: Are the Shower Ceilings Tiled?

A: No, this is available to upgrade.

FINISHES - MISC

INTERIOR DOORS

Q: Can I upgrade my interior doors?

A: You will have the opportunity keep the standard door style or upgrade at your appointment. The pricing is per door. For Level 2 Doors - these must be applied throughout the home. For the Level 3 Fashion Forward Door - these may be added to the room(s) of your choice.

INTERIOR PAINT

Q: What is the standard paint?

A: One coat of primer and two coats of flat-finish paint is included on all walls and most ceilings throughout in a builder white colour.

Q: Is upgraded paint available?

A: Yes, you may select from one of 5 colour packages. A single colour cannot be chosen. Paint Packages cannot be revised.