

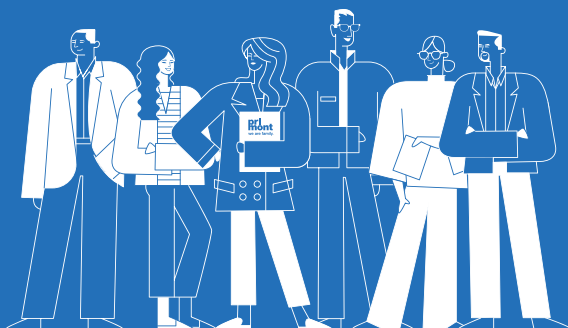
[primont.com](http://primont.com)

**YOUR HIGH-RISE  
HOMEOWNER JOURNEY.**

## EXPERTS ALONG THE WAY.

At Primont, we understand just how important buying your next new home is. It is an exciting new milestone, and your decision will become the stage for many adventures and a wealth of memorable experiences for years to come. With our innovative Futura lifestyle program, you can buy with confidence, knowing that your home has been specifically built to grow with you. Let's take a look through what you can expect during your homeowner journey!

**INSTAGRAM @PRIMONT\_HOMES**  
**FACEBOOK @PRIMONTHOMES**



### **SALES REPRESENTATIVE**

Your Sales Representative is the expert in the sale and is available to review suite features, the floorplan and the sales agreement for your new home.

### **CUSTOMER CARE COORDINATOR**

Your Customer Care Coordinator is here to answer any questions you may have during your homeownership journey. If you need information, they'll get it for you.

### **DESIGN CONSULTANT**

Your Design Consultant is your guide to personalizing your home, taking you through our pre-selected standard and upgrade packages to find the perfect fit for your lifestyle and budget.

### **CONSTRUCTION & PROJECT MANAGER**

Your community has a dedicated Project Manager to ensure collaboration between the municipality, trades and consultants. Additionally, we have a team of Site Supervisors who are always on-site to coordinate and drive the work.

### **CONDOMINIUM PROPERTY MANAGER**

Your Condominium Property Manager coordinates all aspects of your building/ community common areas, ensuring all residents' needs are met.

# YOUR HIGH-RISE HOMEOWNER JOURNEY.

## 1 TIME OF PURCHASE

**POINT OF SALE SELECTIONS** Point of Sale Selections allow high-rise residents like yourself to choose things like the floorplan, level and new view that best suits their needs and preferences. Some other examples of Point of Sale Selections include electric or standard car parking, locker or storage room, and suite finish/ colour package options.

**FINANCING AND LAWYER INFORMATION** This is the point where we coordinate your closing and finalize the sales agreement. For this, we're going to need your financing information and your lawyer's contact information. When you meet with the Sales Representative, be sure all your information is up-to-date and that your lawyer has notifications of any changes (this is all needed 90 days before receiving your keys).

## 3 VISITING THE DESIGN STUDIO

**LOOKING GOOD** Our design team curates the finish packages for high-rise suites to create three standard colour options for you to choose from. Optional upgrades may be available through the Design Studio, coordinated with our construction program.

## 4 CONSTRUCTION AND PROJECT MANAGEMENT

**SITE SERVICING** This is the start of something big! Municipal approvals for your innovative new community/building are either complete or in the process of being finalized. With this, underground services will begin installation, followed by infrastructure installations such as road access and utility connections (phone, cable, electricity and natural gas).

**ROOF TOPPING** The completion of a condominium's roof is a significant milestone in the construction process, and your final tentative occupancy date will be set shortly after the roof topping.

## 2 INTRODUCTION TO CUSTOMER CARE

**CUSTOMER CARE COORDINATOR** Every Primont community has a dedicated Customer Care Coordinator to support you along your purchasing journey. Your coordinator is your point of contact for everything Primont, from updating your contact information or your lawyer's, to construction questions and project updates, they will get what you need. (NOTE: Your Customer Care Coordinator is not involved in your Purchase Agreement).

**CONSTRUCTION PROGRESS UPDATES** Be sure that Primont has your current contact information so we can keep you informed with regular building updates as there can often be revisions to the occupancy date.

**NEWSLETTERS AND SOCIAL MEDIA** Primont provides a quarterly newsletter to our homeowners with information that ranges from construction updates to lender programs, to upcoming sales releases and more. Follow us on social media as well to stay up-to-date on all the latest news.  
**Instagram @Primont\_homes**  
**Facebook @PrimontHomes**

## 5 OCCUPANCY

**PRE-DELIVERY ORIENTATION** In the weeks leading to receiving your keys, a Primont Customer Care Representative will take you through your home, showing you all its future-proof features and providing you an opportunity to identify any items, features or systems that need to be addressed.

**OCCUPANCY DATE** This is the day you receive the keys to your new home! We highly recommend scheduling your moving day to take place the day after collecting your keys, as it is likely that you will pick them up in the late afternoon.

**INTERIM OCCUPANCY** Did you know that you are able to live in your new home prior to taking legal title of the property? During this time, Primont will collect interim occupancy fees, as a mortgage cannot yet be applied to the property. As a note, your warranty begins the day you receive your keys.

**FINAL CLOSING** Final closing will be underway once we have met our registration obligations. Once we have registered the building, final closing can take place. At this point, we will notify your lawyer so you can make preparations for your mortgage (if applicable) and take legal title of your home.

## 6 AFTER-CLOSING SERVICES

**30-DAY WARRANTY FORM** Within the first 30 days of your occupancy/closing, if you feel there are any outstanding items that need to be addressed in your home, you may submit a 30-Day Warranty Form to Tarion and a Customer Care Warranty to Primont – this is part of your new home warranty. If you do submit a form, our Customer Care team will arrange any follow-up inspections or repair days with you. This appointment will take place during regular business hours.

**SERVICE WORK (IF REQUIRED)** If you submit a 30-Day Warranty Form, we will review the request and schedule work days to address any items in your home. We strive to schedule as few work days as possible and will aim to have all work done before the 3 month anniversary of your move-in day.

**1-YEAR WARRANTY FORM** Should you have any concerns with your home during the first year of living in your new home, you may submit a 1-Year Warranty Form to address them. This form must be submitted within the last 30 days of the first year in your home.

**SERVICE WORK (IF REQUIRED)** Should you submit a 1-Year Warranty Form, we will review the request and schedule work days to address any items in your home. We strive to schedule as few work days as possible while completing all repairs in a timely manner. For any trade related issues, you will be contacted by the contractor for access to your home.

**CUSTOMER SATISFACTION SURVEY** Approximately 45 days after your occupancy/closing date, you will receive a survey asking about your experience with Primont. We hope you take the time to fill this out as your opinion and feedback mean the world to us – helping us to continually better the Primont experience.

