

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!

SALES REPRESENTATIVE

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

Instagram @Primont_homes
Facebook @PrimontHomes

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 wide selections and thoughtful options 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.

primont.com/about/customer-care
905.770.7002



After Service Sales Customer Care Construction Design Consultant Project Management



YOUR LOW-RISE HOMEOWNER JOURNEY.

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1 TIME OF PURCHASE

POINT OF SALES SELECTION At the Point of Sale, decisions on the lot, model and elevation are required, as well as selections for exterior colour packages for Singles (to ensure coordinated streetscapes). We also offer Point of Sale options which affect building permits and, as such, are only available at the time of purchase.

FINANCING AND LAWYER INFORMATION This is where we coordinate your closing and finalize the sales agreement. For this, we'll 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 been notified of any changes (this is all needed 90 days before receiving your keys).

2 INTRODUCTION TO CUSTOMER CARE

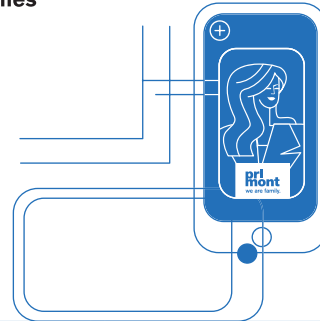
CUSTOMER CARE COORDINATOR Every Primont community has a dedicated Customer Care Coordinator to support you along your purchasing journey. Your coordinator is your point of contact for everything Primont, from updating your contact information or your lawyer's, to construction questions and project updates, 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



4 CONSTRUCTION AND PROJECT MANAGEMENT

SITE SERVICING This is the start of something big! Municipal approvals for your innovative new community 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).

3 VISITING THE DESIGN STUDIO

LOOKING GOOD Join our team of professional interior designers as they guide you through our award-winning décor studio – making sure you have everything you need to create your perfect house.



5 OCCUPANCY

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. Also, please note that you are responsible for setting up your utilities and insurance prior to receiving your keys.

INTERIM OCCUPANCY (P.O.T.L.) For homes with a Parcel of Tied Land, residents may be able to live in their 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. Ask your Customer Care Coordinator if your home has a P.O.T.L.

FINAL CLOSING Final closing will take place once we have met our registration obligations. 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, you may submit a 1-Year Warranty Form to address these. 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.

