

BRANTHAVEN



YOUR HOMEOWNERS GUIDE

WELCOME
HOME

THANK YOU



For choosing Branthaven.

We would like to thank you for choosing Branthaven as your homebuilder. We are excited to begin this journey with you to Live the Life™. Branthaven has a dedicated team of informed sales staff, professional interior designers, trained service coordinators, and artisan tradesmen eager to start building your new home.

Building a new home is an exciting experience and you are an integral part of the business process. You will be invited to meet with our team members at various stages as we actively seek your participation in creating a home that reflects your personal taste. This process – which while exciting – is complex with many details to be decided and arranged.

We have created this welcome guide to provide you with a step-by-step resource of what to expect and who to contact before, during, and after the construction process of your home. Please review it carefully as you embark on this new journey together with us.

We are honoured to add you to the list of valued Branthaven homeowners and look forward to working with you side-by-side as you become an expert in crafting your new home.

Steve Stipsits
President, Branthaven



CONTENT

How To Reach Us

Customer Care

customercare@branthaven.com
8:30am-4pm / Monday - Friday

Contact with questions regarding construction schedule, closing inquiries, municipal address, warranty information, community inquiries and general inquiries.

Sales Inquiries

info@branthaven.com
9am-5pm / Monday - Thursday

Contact with questions regarding agreement of purchase & sale, copies of your agreement, contractual questions, mortgages & financing, legal aspects of your agreement, and the referral program.

Design Centre

design@branthaven.com
8:30am-5pm / Monday - Friday
By appointment only

Contact with questions regarding Design Centre appointments, pricing of optional extras, agreement of optional extras, adding optional extras to your mortgage, and copies of your amendment.

Warranty Office

warranty@branthaven.com
8:30am-5pm / Monday - Thursday
8:30am-4pm / Friday

Contact with questions regarding scheduling 30 day warranty service, scheduling year-end warranty service, and new home maintenance.

- 04 Design Centre
- 06 Construction Process
- 08 Construction FAQ's
- 10 Framewalk
- 12 Home Orientation (PDI)
- 16 Full Title Closing
(Freehold)
- 18 Common Element/
Condominium Living
- 22 Occupancy Closing
(Condo/Common Element Home)
- 24 Key Release
- 26 Warranty Coverage
- 30 Your Feedback
- 32 Make a Friend a Neighbour

DESIGN CENTRE



Part of the excitement of buying a new home is making it your own by selecting features, finish materials, and colours that reflect your personal taste and how you live. This will be your opportunity at your Design Appointment, our friendly and knowledgeable Design Team will guide you through the exceptional standards, signature style and latest home materials and trends that Branthaven is renowned for.

PREPARING FOR YOUR DESIGN APPOINTMENT

Although your occupancy closing date may be months away, it is time to start thinking about how you would like to personalize your home using various features and finishes to create a home that reflects your personal taste and style.

Branthaven Homes carries hundreds of various styles, colours, fixtures, features, and finishes to consider. Everything is here to plan your dream home, however with so much variety, making selections can feel overwhelming. As you will be required to finalize selections at your design appointment there are things you can do to prepare and narrow down your choices.

- Start thinking about your wish list and must have items for your new home.
- Create a budget for these options & upgrades and talk to your mortgage broker should you require further pre-approval.
- Visit the Design Centre Open House as often as possible prior to your design appointment(s). Our Open House staff is here to give you a tour, assist with colour choices, work within your budget and answer any questions you may have.

DESIGN CENTRE APPOINTMENTS

Your dedicated Design Consultant will contact you to schedule your selections appointment(s). The selections typically occur in two stages: Structural/Exterior Selections (for single family homes) and Colour Selections. Exterior colour options for townhomes are preselected by our talented design team.

Appointments are set according to the scheduled dig date for your home. You will have one or two appointments to finalize your new homes features and finishes. Appointments are scheduled from Monday- Friday within business hours 8:30am – 5:00pm, and typically last 2-3 hours. Please ensure that you are on time and well prepared for your appointment as additional appointments will be subject to a design fee of \$150/hr.

STRUCTURAL SELECTIONS APPOINTMENT

At your Structural Selections Appointment, you will finalize selections related to basement, framing, and wiring/plumbing, including:

- Basement bath rough ins • Garage to house door
- Stairs – rails, treads, pickets • Adding a second sink
- Enlarging windows etc.

Structural “Options and Upgrades” agreement will be signed and submitted, and payment of any deposits will be required. Time permitting, we will start on your interior colour selections.

COLOUR SELECTIONS APPOINTMENT

At your Colour Selections Appointment, you will finalize your interior colour selections, including:

- Cabinetry colours • Countertops • Flooring
- Doors & trim • Lights • Fixtures & hardware • Paint

We will make any final adjustments and sign off on all your options, upgrades, and floor plans. The Colour “Options and Upgrades” Agreement will be submitted and payment of any deposits will be required.

PAYMENT TERMS

There is no deposit required on the first \$15,000 of upgrades purchased. A 25% deposit payment (Cheque, Visa or MC) is collected for all upgrades purchased over \$15,000. This is due when signing the Options & Upgrades Agreement. The remaining balance is due at the time of your occupancy closing.

The final amount of all upgrades is added to the total purchase price of your home on closing and any deposits made on upgrades will be reflected as a further deposit against the total purchase price.

CHANGES

Once you sign-off on your selections you have 7 days to thoroughly review them, after that all structural and colour selections are considered final.

At this point we will immediately begin to send out orders to our trade partners. These orders cannot be revoked,

and therefore changes to the original selections can lead to mistakes by our trade partners and disappointment for you. For this reason, selections are considered to be final after the 7-day period.

In the event that you feel a change is absolutely necessary – it will be at the discretion of our trade partners and Management Team to approve the request and, if approved, the request will be subject to a minimum fee of \$500 in addition to cost changes.

Once construction begins there are absolutely no changes permitted.

DISCONTINUED ITEMS

In the event we have to alter the original material specifications of your home, due to a change in circumstances or product availability, we will source a substitute material that is of equal or greater quality. Your dedicated Design Consultant will contact you to make another choice.



Expect Personal Service. Plenty of Selections. Design Forward Style.

Branthaven Design Centre Location

720 Oval Court, Burlington ON L7L 6A9

By Appointment Only: Monday - Friday, 8:30am - 5pm

CONSTRUCTION PROCESS

Each home is precious and unique to its owner, it is also unique from a construction perspective. Two homes - built side by side, using the same plans, monitored by the same project manager will never be identical. In a highly digital and automated age, your wood frame home is one of the last hand built products, and as expected it will vary slightly from your neighbours.

While every Branthaven Home is unique - all are built with quality workmanship, superior construction, and attention to detail. You can rest assured your Branthaven home is being taken care of throughout the entire process. The following is an approximate construction timeline for your home.

ACCESS TO SITE

We understand the construction process of your home is very exciting, and we will do our best to keep you informed on the process. However due to insurance regulations and most importantly for your safety, visits to the construction site are strictly prohibited. Your first opportunity to visit your home will be at the time of framewalk accompanied by one of our trusted site supervisors.

CLOSING DELAYS

Each Branthaven Home is built on an approximate seven-month schedule and we make every attempt at meeting our targets for completion. However, as with every construction process there are factors which can cause delays. Factors which may affect the construction schedule include: involvement of the municipality, weather conditions, shortage of workers in a specific trade, strikes etc.

As these potential delays arise we work closely with all parties involved to recover as much lost time as possible and continue progress. Although it is our intention to close every home on time, some delays are unavoidable. In these cases, we will follow the TARION guidelines in notifying you of the delay.

Prior to listing your home for sale or terminating your rental agreement, we suggest you contact our Customer Care Department for the latest updates on your new home construction.



CONSTRUCTION FAQs

Frequently asked questions to help you understand the home buyer journey.

CAN I ACCESS THE SITE DURING OR AFTER CONSTRUCTION HOURS?

We understand that the construction process of your home is very exciting and will do our best to keep you informed throughout the construction process. However, due to insurance regulations and most importantly for your safety, visits to the construction site are strictly prohibited. Your first opportunity to visit the site will be when you meet the Site Supervisor for your homes' framewalk.

CAN I PERFORM WORK ON MY OWN PRIOR TO CLOSING?

Due to safety and quality assurance reasons, we cannot allow you to do any work in your new home prior to your closing date. Any independent work will be removed immediately as it disrupts the production schedule, impedes the inspections process and may potentially void your New Home Warranties.

WILL MY HOME BE AN EXACT REPLICA OF THE ONE FEATURED IN THE SALES BROCHURE?

Floor plans and exterior elevations of your actual home may be a reverse image of what is shown in the sales brochure or wall display at the Sales Centre. Refer to your Agreement of Purchase and Sale for indication of garage-left or garage-right. Building lot and elevation can affect configuration of the driveway, walkway, the number of steps, how much of the foundation is showing, and the space above the garage door. Exterior colour of townhome blocks may vary from the sales brochure as the exterior colour selection is chosen from various colour palettes to compliment the surrounding community.

IF THERE IS A UTILITY STRUCTURE ON MY PROPERTY, CAN IT BE RELOCATED?

The location of meters, phone, electrical junction boxes, and mailboxes is usually undetermined at the time of your purchase. It is the authority of the municipality, utility companies, and Canada Post to designate the final approved placement of these items. The location of these structures is identified as the most efficient location for service provided by these units and access to the units. Location of these structures cannot be changed.

ARE ALL THE INDIVIDUALS WORKING ON MY HOME BRANTHAVEN EMPLOYEES?

We take pride in working with trusted trade partners who value quality workmanship. To ensure you of Branthaven standard of construction, only qualified suppliers, trade contractors, and Branthaven Employees are permitted to perform work in your home.



THE FRAMEWALK

You have spent hours pouring over your plans, staring at the brochures – imagining what your home will look like. The frame walk is your first invitation to view your home during the construction process. The bones of your home have been set in place, and the heart of the home including the heating, plumbing and electrical distribution systems have been installed. It is an important and exciting step for all new homeowners as this will be the first time you step inside of your home.

THIS IS YOUR OPPORTUNITY TO:

- Meet your site superintendent.
- Learn and ask questions about the construction process.
- Review the framing of the home.
- Gain insight into how the mechanical system functions, including heating, ventilating and air conditioning (HVAC), plumbing and electrical.
- Review all selections and telephone, cable and audio/video locations to make sure they've been installed according to the construction documents.
- Verify that your selections/options have been installed as per the purchase agreement.

Frame walks are scheduled between 8:00 am and 4:00 pm, Monday - Friday. You will be notified by a Branthaven Representative as to your scheduled frame walk appointment. The window of opportunity for viewing your home at this stage is limited (prior to the application of drywall) You should plan to spend approximately 1 hour with your site supervisor. Please note that the frame walk is not an opportunity to make any new changes to your home plan or design. Hard hats will be provided, and closed toe shoes must be worn during your framewalk. We understand this is an exciting time for everyone, however for safety reasons children under 16 years of age and pets are not permitted on the construction site.



YOUR HOME ORIENTATION (PDI)

You have watched your home take shape. From ground-breaking to framing, to exterior finishes, you've waited patiently and now it's time to walk inside and take a look at the fine details that make this house your home. With your occupancy date only a few days away, it's an exciting and hectic time. Before you begin living the life in your new home we would like to invite you to view your home in its finished state. The Home Orientation (PDI) is an introduction to your home and its many features and systems.

THIS IS YOUR OPPORTUNITY TO:

- View your home in its finished state.
- Learn and ask questions about the various features, functions, and systems of the home.
- Receive information about the maintenance of the systems in your home.
- Receive your Tarion Certificate of Completion and Possession (CCP)
- Review your Home Warranties and Branthaven's Warranty Guidelines Procedures.
- Identify any pre-delivery deficiencies; damaged, incomplete or missing items in your home.
- Verify that your colour selections have been completed as per the purchase agreement.

The Home Orientation follows a pre-planned agenda and a set route through the home to assure that we cover everything (allotting approximately 1 hour per 1,000 sq ft). We ask that only purchasers attend the orientation as there is a lot of valuable information presented during the orientation and your undivided attention is required. Hard hats will be provided. We ask that everyone attending wear closed toe shoes.

The Customer Care Coordinator will schedule the appointment with you as your home nears completion, typically 1-2 weeks before closing. Appointments are available between 8:30am- 2:00 pm, Monday - Friday.



YOUR HOME ORIENTATION
(continued)

WHAT IF I CANNOT ATTEND THE SCHEDULED HOME ORIENTATION?

We will do our best to arrange a mutually convenient date, however if you cannot attend the Home Orientation you may put forward any person as a designate. The designate may be another member of the family or a friend. You must fill out a designate form and forward it to the Customer Care Coordinator prior to your Home Orientation. If you cannot attend and no designate has been assigned, the Home Orientation will be conducted on your behalf by a Branthaven Representative.

SHOULD I BRING A HOME INSPECTOR WITH ME TO THE HOME ORIENTATION?

New homes are inspected by the city at various stages of construction to make sure there are no building code violations, furthermore the new home warranty covers any defects in materials or workmanship. Therefore the

cost may not be justified at this point. However, should you choose to bring a home inspector you are welcome to do so. Our home orientation will be conducted with you, as the home inspector compiles their own report which they will submit directly to you.

HOW DETAILED SHOULD I BE DURING THE INSPECTION PORTION OF THE HOME ORIENTATION?

Tarion sets guidelines on just how detailed a buyer can be during the inspection process. For example, drywall scuffs must be visible from 5 feet away, in order to be considered warrantable. Our PDI representative will walk you through these guidelines at the start of the Home Orientation.

WHAT HAPPENS WITH THE PDI FORM AFTER THE COMPLETION OF THE HOME ORIENTATION?

The completion of the PDI report is a mandatory step in fulfilling the warranty obligations of the builder.

A copy of this official report is given to the home owner after the Home Orientation, and a copy is retained by Branthaven Homes. This report will also act as a check list and you will be asked to sign-off on items as they are completed.

WHEN SHOULD I EXPECT ANY ITEMS LISTED ON THE PDI FORM TO BE COMPLETED?

We will try our best to complete all PDI items prior to your occupancy closing. However items which may require our trades partners to come back (i.e. kitchen cabinets, tiles, hardwood etc.) may have to be completed during a scheduled appointment with the homeowner post the occupancy date. PDI items are targeted to be completed within 30 days of completing the Home Orientation. Please note, in the event an item has to be replaced (i.e cabinet doors), manufacturing these items can take up to 4-6 weeks.



FULL TITLE CLOSING

(FREEHOLD HOME)

As your move in date approaches the anticipation and excitement build and although this is a very exciting time, it is important that you are properly prepared. When you purchase a pre-construction home, the type of unit you have purchased will determine how you need to prepare for your closing. If you have a purchased a Freehold Home, this checklist will ensure you are well prepared for your Full Title Closing.

LAWYER

- Contact your lawyer to ensure all closing arrangements are well underway.
- Contact your Branthaven Customer Care Coordinator and ensure we have your lawyer's contact information.
- Branthaven will provide your lawyer with all final closing documents approximately 3 days prior to the closing date.

FINANCING (1 MONTH PRIOR)

- If you require an Amendment to the Agreement of Purchase and Sale to reflect the total price of the home including upgrades, please be sure to request this from your design consultant, please allow 5 business days for completion.
- Contact your lender or mortgage broker to ensure all your financing is in place.

INSURANCE (2 WEEKS PRIOR)

- Contact your insurance provider to set up your home insurance

UTILITIES/SERVICES (1 WEEKS PRIOR)

- Contact all applicable utility companies (Water/Hydro & Gas) to update them with your new home address and set up your accounts.
- As part of your Agreement of Purchase & Sale you have entered into a rental agreement with a supplier for your hot water tank or tankless water heating system. You must call the applicable supplier prior to closing to assume the monthly obligations.

CANADA POST (1 WEEK PRIOR)

- Notify Canada Post that you will be moving and set up any necessary mail forwarding measures.
- If you don't already have it, you can obtain a postal code from the Canada Post website: www.canadapost.ca, or by contacting our Customer Care Coordinator
- Super-mailbox information and keys can be obtained by contacting the Canada Post Customer Service at 1-800-267-1177 who will then direct you to the appropriate local postal outlet.

PHONE & CABLE (1 WEEK PRIOR)

- Inquire with applicable providers regarding any current promotions for the new development.
- All required installation arrangements must be scheduled after closing.

APPLIANCES

- Standard appliance packages (if included in your Agreement of Purchase and Sale) or appliances purchased through the Branthaven Design Centre will be delivered and installed prior to closing.
- All independent appliance deliveries must be scheduled after closing.
- You will receive a package with warranty details and instruction for use of appliances. Your warranty is handled directly through the manufacturer of the appliance.
- We suggest that you make sure your appliances are working properly on the day of closing. If appliances are installed at the time of the Home Orientation Appointment, surface damage must be reported on the PDI Report. If appliances are delivered after closing – surface damage must be reported to the Warranty Department within one business day so the appliances can be repaired or replaced.

DELIVERIES

- Please note that you will not be able to store/install anything in your new home or on the property until you receive your keys.

COMMON ELEMENT/ CONDOMINIUM LIVING

When it comes to a pre-construction purchase of a Full Condominium Home, or a Common Element Condominium Home, it is important to understand the difference between Occupancy and Full Title Closing and be prepared for both. The two different closing stages are outlined here, along with other pertinent information related to condominium living.

OCCUPANCY DATE

The Occupancy Date is the day your home will be completed and ready for you to occupy. The date is also referred to as the Tentative Occupancy Date in your Agreement of Purchase and Sale. The time between your Occupancy Date and your Full Title Closing is referred to as the Occupancy Period. During the Occupancy Period, you will be responsible for paying occupancy fees, utilities, and insurance on your personal belongings. There is no way to say with certainty how long the Occupancy Period will last, but in our experience it can range anywhere from 6-12 months. Once the Condominium Corporation is registered with the Land Registry Office, the Occupancy Period will end and the unit can now be transferred

to the buyer, which is referred to as the Full Title Closing. Full Title Closing typically takes place 2-4 weeks after the registration of the Condominium Corporation.

FULL TITLE CLOSING DATE

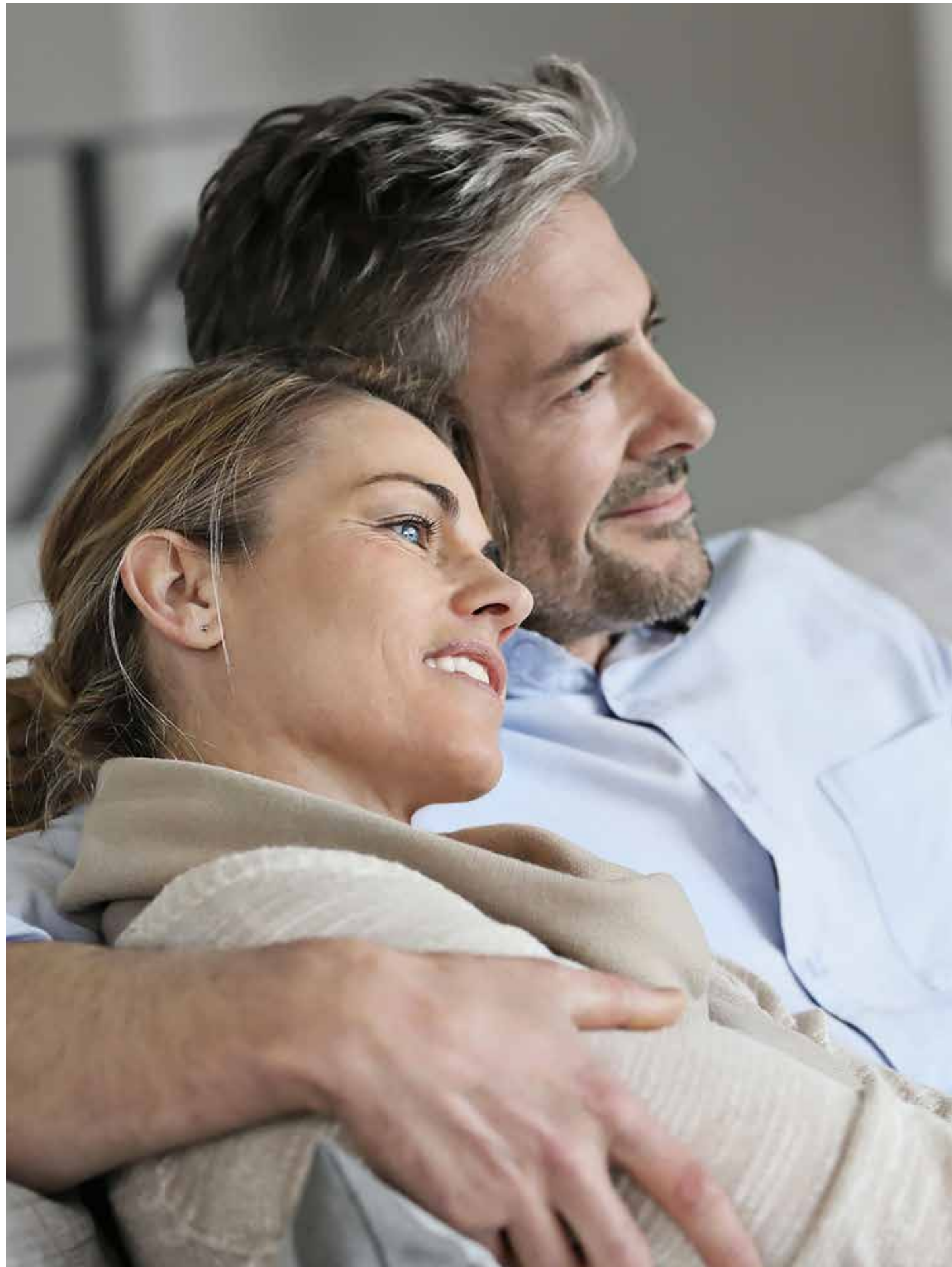
The Full Title Closing Date is the date you will receive ownership of your home. Branthaven will notify your lawyer of the Full Title Closing Date, providing at least 2 weeks' notice to get your finances in place. Your lawyer will receive the Statement of Adjustments (SOA), deed/transfer of title to your home in exchange for your payment of the outstanding balance. At this point you will stop paying Occupancy Fees, your mortgage funds will be advanced, and you will begin paying your mortgage and maintenance fees.

OCCUPANCY FEES

Occupancy Fees are monthly payments made during the Occupancy Period. Occupancy Fees are comprised of three components:

- 1. Estimated Property Taxes (apportioned monthly)
- 2. Maintenance Fees
- 3. Interest on unpaid balance of Purchase Price – at a rate prescribed by the Condominium Act





COMMON ELEMENT/ CONDOMINIUM LIVING

(continued)

CONDOMINIUM DOCUMENTS

As part of your Agreement of Purchase and Sale we have included the Condominium Documents, which include the Condominium Declaration, by-laws & rules. Together these documents detail the rights, responsibilities and rules each owner is required to adhere to – therefore it is important to familiarize yourself with these documents.

PROPERTY MANAGEMENT

Branthaven will contract an external company as the Property manager who will be responsible for the daily operations of the condominium. They are in place to assist you with any condominium – related concerns, and are responsible for the maintenance, repairs, and upkeep of all the common elements. Once the Condominium Corporations Board of Directors is established, the Property Management will take direction from the Board of Directors. They will work closely together to prepare budgets, collect maintenance fees and enforce the rules of the Condominium Corporation as set out by the Board of Directors.

**CONDOMINIUM CORPORATION/
THE BOARD OF DIRECTORS**

Once the Condominium is turned over to condominium Corporation by Branthaven, the Board of Directors will be elected by suite owners, and will be composed of volunteer residents. The Property Management will take direction from the Board of Directors. They will work closely

together to enforce the Declaration-by-laws and rules set-out in the Condominium Documents, prepare budgets, and address resident concerns.

RULES & REGULATIONS

All condominium and common element subdivisions are governed by rules and regulations to ensure safe, comfortable, and enjoyable living. Specific rules can be found in the Condominium Documents, please note these rules and regulations are subject to change through the direction of the Board of Directors.

MAINTENANCE FEES

When purchasing a condominium, you are buying one unit within a multi-unit residential community. Each unit is individually owned, but all unit owners share joint ownership of the common elements. Monthly Maintenance Fees cover maintenance of these areas. Common elements and the applicable maintenance fees are set out in the condominium documents/disclosure, provided to you along with your Agreement of Purchase and Sale.

IMPORTANT

As you do not legally own the unit during the Occupancy Period you cannot sell the unit within the Occupancy Period. It is also imperative to note that you are not permitted to lease during the Occupancy Period. Therefore, advertising of the unit for sale is not permitted until Full Title Closing.

As the length of the Occupancy Period is difficult to determine and we understand the position of many of our investors wanting to lease the units, Branthaven will provide special permission to investors upon fulfilling the conditions set out in the Amendment for Tenancy Allowance. Conditions include, but are not exclusive to requirement of additional deposits, and detailed screening of the tenants, etc. Please contact our Customer Care Department if you wish to review these conditions.

OCCUPANCY CLOSING

(CONDO/Common Element Home)



PREPARATION FOR OCCUPANCY CLOSING

LAWYER (1 MONTH PRIOR)

- Contact your lawyer to ensure all closing arrangements are well underway.
- Contact your Branthaven Customer Care Coordinator (60 days prior to avoid penalty) and ensure we have your lawyer’s contact information.
- Branthaven will provide your lawyer with all final closing documents approximately 3 days prior to the interim Occupancy Date.

FINANCING (1 MONTH PRIOR)

- Prior to the Occupancy Date contact your lender/ mortgage broker for a firm mortgage approval.
- Once you have been notified that the Condominium Corporation is registered, contact your lender to begin the process of activating your mortgage for the Full Title Closing Date.

INSURANCE (2 WEEKS PRIOR)

- During the Occupancy Period you are required to maintain homeowner’s insurance coverage for your personal contents, as well as any upgrades to the unit, as these are not covered by any Corporation Policy or under the Builder’s Insurance/Warranty. It is also advised to obtain a personal liability policy in an amount you consider appropriate.
- Post Full Title Closing, depending on what is covered under your Condominium Corporation Policy, you will likely be required to attain full home coverage after you take ownership of the property, please consult with your Property Manager or Customer Care Coordinator to verify what will be covered under the Condominium Corporation.

UTILITIES/SERVICES (1 WEEK PRIOR)

- Utility services must be maintained by the homeowner during the Occupancy Period - contact all applicable utility companies (Water/Hydro & Gas) to update them with your new home address and set up your accounts.
- As part of your Agreement of Purchase & Sale you have entered into a rental agreement with a supplier for your hot water tank or tankless water heating system. You must call the applicable supplier prior to the Occupancy Date to assume the monthly obligations.

CANADA POST (1 WEEK PRIOR)

- Notify Canada Post that you will be moving and set up any necessary mail forwarding measures.
- Obtain your postal code from the Canada Post website: www.canadapost.ca
- Super-mailbox information and keys can be obtained by contacting the Canada Post Customer Service at 1-800-267-1177 who will then direct you to the appropriate local postal outlet.

PHONE & CABLE (1 WEEK PRIOR)

- Inquire with applicable providers regarding any current promotions for the new development.
- All required installation arrangements must be scheduled after Occupancy.

APPLIANCES

- Standard appliance packages (if included in your Agreement of Purchase and Sale) or standard appliances purchased through the Branthaven Design Centre will be delivered and installed prior to the Occupancy Date.
- All independent appliance deliveries must be scheduled after the Occupancy Date.
- You will receive a package with warranty details and instruction for use of appliances. Your warranty is handled directly through the manufacturer of the appliance.
- We suggest that you ensure your appliances are working properly on the day of key release. If appliances are installed at the time of the Home Orientation Appointment, surface damage must be reported on the PDI Report. If appliances are delivered after occupancy closing – surface damage must be reported to the Warranty Department within one business day so the appliance can be repaired or replaced.

DELIVERIES

- Please note that you will not be able to store/install anything in your new home or on the property until you receive your keys.

KEY RELEASE

Welcome to your new home.

On this day a brand-new key unlocks a brand-new home – and marks a beautiful milestone! The following are preliminary details of what to expect that day and how to prepare for your move.

Branthaven cannot release keys until we officially receive notice from our lawyer that all legal and financial requirements have been completed, this usually takes place in the afternoon. You will likely get your first call from your lawyer stating that the transaction is complete, however it is imperative that you wait to hear from us before heading to the site.

A Branthaven Representative will call you to inform you that your keys are ready for pick up and schedule a pick-up time with you at the home for that afternoon. If for any reason your unit does not close by 4pm, alternate arrangements will be made to pick-up your keys at a future time.

Unlock the door.
You're now ready
to Live The Life.™



MOVING

While settling into your home you may have questions about when items on the exterior of your home will be completed or when you can begin to make changes in your home, we have created a short list here of the most common queries, as always you can contact our Customer Care Coordinator

SCHEDULING MOVING TRUCK

Key release typically occurs in the late afternoon/early evening – please schedule your moving truck for the following day.

ACTIVE CONSTRUCTION

Depending on where your closing date falls in the overall schedule of the community, there may be ongoing construction activity in or around your home after you move in, while we complete neighboring homes and finish building your community. While we always try hard to minimize any inconveniences to our homeowners, heavy machinery, dust/debris, traffic and noise are unavoidable during the community completion. You should also be prepared for some temporary disruptions, limited site access, and possible road closures within the community. We ask that you exercise caution at all times, and thank you for your patience. Should you have any questions or concerns regarding site conditions please do not hesitate to contact your site supervisor.

DRIVEWAY

Branthaven uses a 2-coat process for paving the driveways. The base coat will be applied within the first few months of the closing date. We'll schedule the paving of the top coat in the warmer months of the following year in order to deliver a better-quality product with a longer life expectancy. Please note you will not be able to park your vehicle on the driveway for at least 48 hours.

SOD

Branthaven will lay down high-quality sod during the seasonal months, between May and November. The regular care and maintenance will be the responsibly of the homeowner. The lawn should be watered generously on a daily basis beginning from the day it's laid.

FENCE INSTALLATIONS

Fencing by Branthaven, as per the community sketch, will be installed prior to community completion. Additional fencing can be installed after final grading approval.

Grading approval is a two-step process; first an engineer hired by Branthaven approves the grading, the report is sent to the Municipality which then performs their inspection and approves the grading. This process may take up to two years. In the event a fence is installed prior to grading approval and the municipality requires necessary grading repairs in that area-removal of the fence may be required and the onus to reinstall the fence will be on the homeowner. Condominium owners should consult with the condominium board prior to installing fencing to ensure there are no restrictions.

AIR CONDITIONING

Modifications to your HVAC system, such as installing an air-conditioning unit through a third party during the warranty period could possibly void the warranty on your furnace, for example, if the installation causes damage to existing components. If you would like to have the AC in place for closing you can purchase one through Branthaven, otherwise It is strongly recommended to wait one-year before installation, and always make certain you are hiring a reputable and insured contractor. Please check the municipal regulations regarding the placement of the condenser unit. These regulations usually call for air conditioning unit to be placed at a certain distance from the property line, away from your neighbours' windows or outdoor living space.

BASEMENT RENOVATIONS

We recommend that you wait at least two years after closing to do any basement renovations. Your home is warranted against water penetration for 2 years after your occupancy closing date, therefore any finishing will be removed and not restored if a leak should occur.

GARAGE DOOR OPENER

Modifications to your garage door, such as installing a garage opener through a third party during the warranty period could possibly void the warranty on your overhead garage door(s). It is strongly recommended to wait one-year before installation, and always make certain you are hiring a reputable and insured contractor.

DRAWINGS/SURVEY

The survey of your property will be included in your closing package. Drawings for your home are available at your local Municipality's Building Department Office.

WARRANTY COVERAGE

We will provide you with the details on your warranty coverage at the time of your Home Orientation (PDI). Here is a brief overview of the Tarion New Home Warranty, more specific details can be found at www.tarion.com



30 Day Checkpoint

Your 30 Day Warranty Coverage forms part of the 1 Year Warranty Coverage. It's common to notice new items requiring warranty attention after you've moved in. We recommend that as you settle into your home you keep a list of any items covered within the first year that may require warranty service and submit these items on the 30 Day Warranty Form. In addition to the new items discovered you may also include items that were listed on your Pre-Delivery Inspection Form that may not have been addressed yet, as well as new items that you have discovered. Items which are not covered under the 30 Day Warranty are, but not exclusive to, hard surface damage, damage cause during moving, alteration made by homeowner, and damages caused by lack of proper maintenance.

1 Year

During the first year the various natural materials in your home have conditioned and settled. As a result you may find additional items that may need our attention under the one-year warranty coverage.

Branthaven Homes warrants your home to be free from defects in materials and workmanship for one year from date of possession. The following items are warranted to be free from defects in materials and workmanship:

- | | |
|--------------------|--------------------------|
| • Air Conditioning | • Sinks |
| • Carpets | • Fireplace |
| • Flooring | • Bathtubs / Showers |
| • Cabinets | • Suite Hardware / Locks |
| • Countertops | • Interior Doors |
| • Caulking | • Interior Faucets |
| • Grouting | • Interior Walls |

All warranty service requests must be submitted online at www.myhome.tarion.com, by the one year anniversary date.

2 Year

Branthaven Homes warrants your home for two years from the date of possession, covering any: structural defects, water penetration, plumbing , electrical/heating distribution systems and exterior cladding.

Examples of specific events covered under this warranty:

- Water penetration through the basement or foundation walls
- Defects in materials/workmanship in relation to electrical, plumbing, heating delivery and distribution systems.
- Defects in materials/workmanship which cause the detachment, displacement, or deterioration of exterior cladding.
- Major structural defects.

This warranty coverage begins on the date you take possession and ends on the day of the second anniversary.

7 Year

Tarion warrants any major structural defects for 7 years from the date of possession. Once the two-year warranty provided by Branthaven Homes expires, all structural claims must be submitted directly to TARION is writing.



WARRANTY

Relax you're covered – it's time to enjoy your home.



THE NEW HOME WARRANTY PROGRAM GIVES YOU PEACE OF MIND

Branthaven is committed to honoring the terms and conditions of the Tarion New Home Warranty Program. Your warranties begin from the date marked on your Certificate of Completion and possession (CCP), which is also your Occupancy Date. The warranty of the Common Elements starts once the condominium is registered. In order to take advantage of your warranty coverage you must submit your Warranty Forms during the appropriate deadlines through your Tarion MyHome Account.

HOW TO SET UP YOUR TARION MYHOME ACCOUNT

In order to manage your coverage, you must register for Tarion's web-based service by creating a Tarion MyHome Account.

You can register for an account at www.myhome.tarion.com.

Please note you will require the Home Enrollment number located on your Certificate of Complete and Possession.

This account will help you manage important warranty deadlines, submit Warranty Forms, and keep track of all correspondence between you and Tarion.

IMPORTANT STEPS TO MAINTAINING YOUR WARRANTY COVERAGE & ELIGIBILITY

Submitting your warranty forms on time will ensure you don't lose your warranty rights. Please note Tarion will only accept one form per period, and will not accept late submissions.

Communicate regularly with your designated Branthaven Warranty Coordinator in regards to any questions or concerns you may have.

Allow Branthaven access to your home during regular business hours to make any necessary repairs.

Ensure proper year round maintenance of your home and its many features, finishes and systems.

If you have purchased this home as an investment and will not be moving in right way, it is imperative that you ensure proper maintenance in the absence of the unit being occupied on a daily basis. Regular weekly visits to the home and its proper up-keep and maintenance will also help maintain your homes insurance coverage.

WARRANTY PROCESS

Once you submit your Warranty Form through your Tarion MyHome Account, it will be sent to Branthaven Warranty Department.

Your Warranty Coordinator will reach out to you within a few days to set-up a Warranty Assessment with one of our Warranty Technicians.

The Warranty Technician will go over your list with you and determine which items are covered under Tarion Warranty.

Once the Warranty Assessment is complete we will make every attempt at reconciling all warranty items as promptly and efficiently as possible. At times, we will need to coordinate services with our trade partners, for this reason we reserve a 120-day period from the submission date of your Warranty Forms to resolve all items.

EMERGENCIES

Our Warranty Service Team is pleased to assist you with all you warranty concerns during regular business hours.

Should an emergency arise outside of these hours and you may require more immediate assistance, please call the afterhours Emergency Service (number will be provided at the Condominium Orientation). Examples of emergency situations include:

- Complete loss of heat during winter months
- Complete loss of electricity
- Complete loss of water
- Water penetration into the condominium home
- Plumbing leaks

We will respond as soon as possible and help you manage the situation until we can address it during the next business day with the original contractor. Any item not mentioned above is not considered an emergency and should be filed on the appropriate Warranty Form or communicated to your Warranty Coordinator who will be happy to assist you during regular business hours.

Important: For fire, gas leaks and carbon monoxide leaks please contact your local Fire Department, gas utility provider, or 911.

We will provide you with details on your warranty coverage at the time of your Condominium Orientation of the Tarion New Home Warranty. More specific details can be found at www.tarion.com

Branthaven is committed to building your dream home. To help us ensure you are delighted with your new home and home buying experience, we have joined forces with a Research Firm seeking reviews of the home building industry. After all, the best ways to evaluate our overall performance is through customer reviews.

YOUR REVIEW

You will have two opportunities to review us, the first at 30 days post-possession, which will give you a chance to review your buying and design experience, site staff, home delivery experience and of course, all the home features. Your second opportunity to review us will be at 12 months' post possession where you can confidently provide feedback about your overall experience.

At Branthaven we pride ourselves on the homes we build and the service we provide along the way – however there is always room for improvement. Your feedback will help in our efforts to understand what our homeowners want, how our product is received, and the level of service we provide. As we will only use the information you have provided to improve the quality and efficiency of our products and services – you can rest assured that the information you provide in your reviews will be kept confidential by our Research Firm as well as Branthaven. Your name will not be added to any distribution lists.

You Could Win a \$50 Gift Card.



When you return a completed survey to Branthaven, you will automatically be entered to win a monthly draw for a \$50 VISA gift card. Each builder review you complete, Branthaven will donate on your behalf towards Make-A-Wish® Canada, helping make wishes come true for kids with critical illnesses.

Thank you for your feedback.



You're now the proud owner of a Branthaven home. You know the satisfaction that comes with buying and living in a condominium community that has been designed by a quality builder with impeccable standards.

Why not share your pride with a friend? Tell them how your dream has come true and bring them to a Branthaven sales centre to see for themselves. Then, to say thank you, we'll give you and your friend \$500 each if they purchase. What could be more rewarding? A Branthaven home and a friend who is a neighbour.

MAKE A FRIEND A NEIGHBOUR

Should your friend or relative buy a home in any of the Branthaven communities, both you and your referral will each receive \$500 upon the referrals firm sale and clearing of deposits. To be valid, you must bring your friend to any Branthaven Sales Centre and fill out a Make a Friend a Neighbour Certificate with a Sales Representative. A Sales Representative will prepare a voucher for Head Office to process payment. This voucher must be completed in full, signed by a Branthaven Sales Representative and must be original. No photocopies or faxes will be accepted.

*Make A Friend A Neighbour is not applicable to broker sales.

BRANTHAVEN



Home At Last.

Branthaven.com

720 Oval Court, Burlington ON L7L 6A9 T. 905 333 8363 F. 905 333 1720

