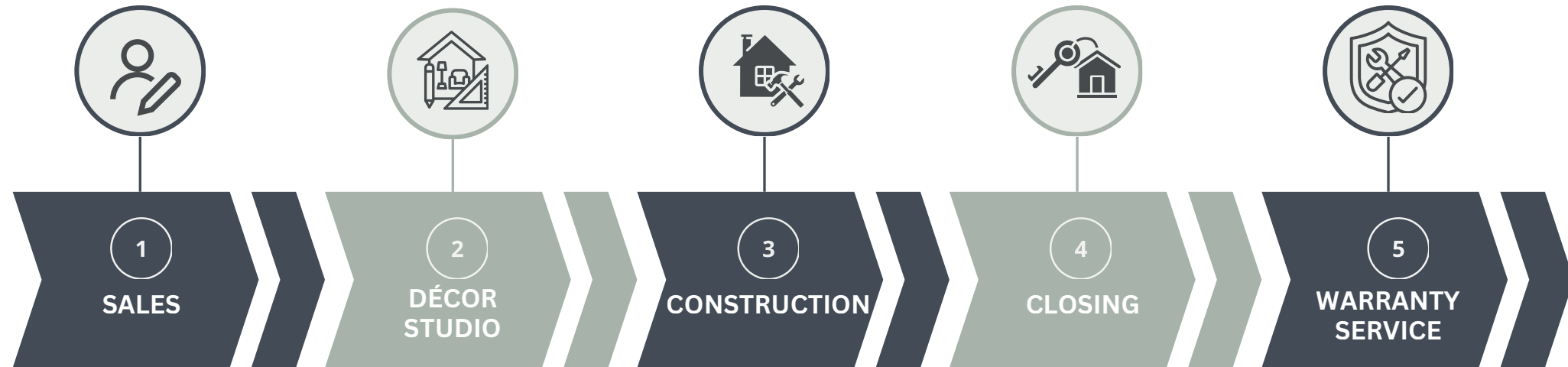


# SORBARA HOMEOWNER JOURNEY



- Registration
- Sales Office
- Agreement of Purchase and Sale (APS)
- Firm-Up

- Selection Appointments and Wishlist Access
- Executed Amendment
- Pre-Close Survey

- Commencement of Construction
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- PDI Appointment

- Preparation
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- Tarion Forms
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- Site Updates

## 1 SALES

### REGISTRATION

- Register for your selected community online or in person.
- A sales agent will contact you to discuss the community, product availability and to arrange an in person sales appointment.

### SALES OFFICE

- Meet with your Sorbara sales agent to discuss preferences, review floor plans and explore available models and product offerings.

### AGREEMENT OF PURCHASE AND SALE (APS)

- Provide two pieces of government-issued ID and a bank draft for your initial deposit.
- Once you've selected your model and lot, your Agreement of Purchase and Sale (APS) will be drafted and reviewed with you.
- The 10-day conditional period begins once you sign your agreement.
- Share a copy of your APS with your lawyer for review and obtain mortgage pre-approval as part of your agreement conditions.

### FIRM-UP

- Once the 10-day conditional period ends, your agreement becomes firm.
- You will receive a congratulations email confirming your firm-up, along with access to the Homeowner Central Portal and an introduction to your Customer Care Concierge.
- All your sales documents will be available on the portal for easy access.

## 2 DÉCOR STUDIO

### SELECTION APPOINTMENTS AND WISHLIST ACCESS

- The Décor Studio Coordinator will contact you to schedule your Foundation and Framing Selection Appointment.
- You will receive access to the Décor Wishlist, where you can explore potential selections and upgrades.
- Afterward, your coordinator will reach out to book your Finishes Selection Appointment.

### EXECUTED AMENDMENT

- Once your selections are finalized and purchased, you will receive your executed Décor Amendment, which will also be published on the Homeowner Central Portal.

### PRE-CLOSE SURVEY

- After completing the sales and décor steps, you will receive a Pre-Close Survey to share feedback and rate your experience.
- Your responses help our teams continuously improve the homeowner journey from start to finish.

## 3 CONSTRUCTION

### COMMENCEMENT OF CONSTRUCTION

- You will receive notice of construction commencement announcement in their portal once excavation has begun.

### FRAME-WALK

- You will receive an invitation to complete a Frame-Walk inspection of your home during the framing stage – the first of two opportunities to view your home before closing.
- During the visit, you'll meet with a Sorbara team member to review your home's layout, verify your Foundation and Framing upgrades, and share in the excitement of seeing your new home take shape.

### DEPOSIT CONFIRMATION

- Deposits to date can be confirmed and reviewed in your portal.

### PREPARING FOR YOUR MOVE

- A preparation guide for moving in and arranging utilities, mail, and other helpful tips will be posted on the portal within the month before closing.

### PRE-DELIVERY INSPECTION

- You will receive an invitation to their Pre-Delivery Inspection within two weeks of closing.
  - The second of two opportunities to view the home before closing.
- During this inspection, you will review home systems and discuss/identify any areas of concern.

## 4 CLOSING

### PREPARATION

- You should have all necessary documentation provided to their solicitor within the week prior to closing.

### KEY RELEASE

- Lock box codes will be released to your solicitor and to you directly via the portal or email upon closing.
  - Closings most often take place between 1pm-5pm.
  - Lock boxes will be left on the door of the home.

### MEET YOUR WARRANTY TEAM

- After closing, you will be introduced to your new main point of contact, the Warranty Service Coordinator.

### SAFETY NOTICE

- A safety notice is sent to all homeowners to provide tips of moving into a new home community with active construction.

## 5 WARRANTY SERVICE

### TARION FORMS

- Your home is covered by Tarion Warranty. You have four formal opportunities to report warrantable items to Tarion (Initial Form approx. 1 month after closing, Mid-Year Form at 6 months after closing, the Year-End Form at the one year anniversary, and at the Second Year mark).

### SERVICE REQUESTS

- You can connect with your warranty service coordinator for any questions you have in between Tarion forms.

### HOMEOWNER FEEDBACK SURVEYS

- You will also receive a Welcome Home survey approximately 60 days after closing, and an Anniversary survey approximately 390 days after closing.
- Homeowner feedback helps our teams improve experiences through all areas.

### SITE UPDATES

- Site updates will be posted to the homeowner portal as completions are scheduled (ex. sod installation, driveways, road topcoat, etc.).

\* Some timelines and variations may differ. Speak to a Sorbara representative for more info. E. & O.E.