

COVID-19

SAFETY PROCEDURES AT YOUR HOMEOWNER ORIENTATION

We're Working Together to Serve You Better



As a home builder, creating strong, resilient communities is what we do. We've been preparing to resume in-person Homeowner Orientation (PDI) appointments so that when you're ready to visit, so are we. Our staff and offices may look a little different right now, but we remain committed to delivering the same level of quality, service, and care that you have come to expect from Tridel.

Your safety is our top priority.

Before your visit, rest assured that our Customer Care Representatives will only meet with you if:

- They have not been outside Canada in the last 14 days.
- They have not experienced any symptoms of COVID-19 (fever, cough, sore throat, difficulty breathing).
- They have not provided care to or been in contact with someone with COVID-19 or someone with COVID-19 symptoms.
- They do not have any concerns that they have potentially been exposed to COVID-19.

For your safety and ours, you will be asked the following questions before your visit:

- Have you been outside Canada in the last 14 days?
- Have you experienced any symptoms of COVID-19? (fever, cough, sore throat, difficulty breathing)
- Have you provided care to, or been in contact with someone with COVID-19 or someone with COVID-19 symptoms?
- Are you concerned that they have potentially been exposed to COVID-19?

If you answer "yes" to any of the questions, we will conduct the Pre-Delivery Inspection on your behalf. An in-person appointment will not be possible at this time.

We've taken the following steps to protect you and our team when you visit your new home and community:

- No more than one (1) homeowner may attend the Homeowner Orientation appointment. They will meet with one (1) Customer Care Representative. **If accommodations are required, please speak to one of our teammates when they reach out to you to schedule your appointment.*
- Customer Care Representatives will remain at least 6' (2 m) away from customers at all times.
- Your Homeowner Orientation will be limited to a Pre-Delivery Inspection, a tour of the community moving path and a tour of your parking and/or locker, if applicable. A virtual amenity tour will be provided after your appointment. A Home Care & Warranty Review can be scheduled after your home has interim-closed.
- The Customer Care Representative will end the appointment if safety becomes a concern. This could include a participant displaying symptoms of COVID-19, or not following the safety procedures established in this document.

If you have any questions, please contact us at 416-661-9394 or ask@tridel.com.