



Home Orientation Appointment

What you need to know.

Your Home Orientation is an incredible opportunity to see your new community and home for the very first time. It also helps you get the most out of your community and home from move-in through the years to come.

Personal introduction to your Del Property Management team and Customer Care Representative ensures you are informed of all of the critical things you need for closing, how to maintain your home and how to coordinate your move. You will also learn about how to access and enjoy all of your amenity spaces; from booking your party room to parking your car.

A WORK IN PROGRESS Since you are one of the first to visit, your community is still under construction and does not have “legal occupancy”. This means that everyone who visits must be escorted by our staff, sign a waiver of understanding (available upon arrival) and wear the appropriate safety hard-hat and shoes which are provided for your use during the appointment.

HOW TO PREPARE We recommend reviewing your Agreement of Purchase & Sale, including the finishes and features specifications as well as Personal Selections, before your visit. We'll also have a copy on hand during the appointment for easy reference.

WHO SHOULD BE THERE You. We know you are excited to share your experience with your family and friends but we cover a lot of important information and don't want you to miss any of the details. We suggest two to three people at the most, so that we can focus on what matters to you. Please keep in mind that your community does not have legal occupancy, and for safety purposes, no one under the age of 16 years is permitted on site.

SPECIAL CIRCUMSTANCES The earlier occupancy stages of a community present some disruptions to direct access or services (e.g. elevator). We always try to let you know about these in advance but it will help us to serve you better if we know of any special accessibility requirements beforehand.

WHAT TO WEAR Since we are still under construction, we recommend comfortable clothing and footwear (closed toe with socks). At the time of your appointment you will be provided with safety hats and steel toe shoes with single use personal protection liners. Your Customer Care Representative will need your shoe size in advance so they can meet up with you before you come on site. We will discuss this with you when we schedule your appointment.

PARKING There is visitor parking available within One Old Mill on the P1 level which is directly across the road from your new community. Jane subway station is also an easy walk away from the community.

PLEASE CONTINUE READING FOR IMPORTANT SCHEDULING INFORMATION.

MEETING SPOT Our Customer Care Representative will meet you within the main lobby of the One Old Mill community. Here you will be outfitted with a hard hat and safety shoes for the appointment.

We understand timing is everything and though we do have some flexibility on when your appointment can happen, it does coincide with a larger community construction schedule. So while we prefer and recommend that you be there in person, there are some options for you if you're unable to attend, are running late or need to reschedule.

CAN'T MAKE IT? Our first choice is to have you at your appointment. If your schedule presents challenges with that, we have some options. By completing the appropriate paperwork you can appoint a representative or agent to conduct the appointment on your behalf. Many of our homeowners assign a Designate early on, just in case they have a sudden change of plans. We are also able to conduct the appointment on your behalf should you request us to do so.

RUNNING LATE? Please email or call. We've set aside two hours for your appointment to allow for sufficient time. Depending on the day's schedule we may or may not be able to accommodate you, otherwise we will reschedule to an alternate day.

NEED TO RESCHEDULE? No problem as long as the construction schedule permits. Check with your Customer Care Representative on timelines. For cancellations of weekday appointments during regular business hours, we require 24 hours notice. For high demand times on weekends or after-hours, 48 hours notice is required to avoid a \$50 cancellation fee.

NO SHOW If you have not provided notice and do not show, we will conduct your appointment on your behalf and provide you with all related information and documentation upon completion.

As a courtesy, we'll provide a reminder phone call or email 1 to 2 business days prior to your appointment.

YOUR CUSTOMER CARE TEAM

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