

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.

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.

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

WHAT TO WEAR Come as you are! We cover a lot of ground as we actively walk about your community and home and we want you to enjoy the tour so we strongly recommend comfortable shoes and clothing.

PARKING Parking will be available off of Eva road at designated parking spots within the courtyard. Should those spots be taken there is additional parking available underground with access through the Concierge.

MEETING SPOT The community Concierge will notify the Customer Care team of your arrival and your Customer Care Representative will meet you in the Lobby.

PLEASE CONTINUE READING FOR IMPORTANT SCHEDULING INFORMATION.

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 and TARION with all related information and documentation upon completion.

As a courtesy, we'll provide a reminder phone call or email one business day prior to your appointment.

YOUR CUSTOMER CARE TEAM

Tel: 416-645-8795

Email: westvillagecc@tridel.com

