

HOME ORIENTATION PREPARATION

Preparing for your Homeowner Orientation

- Your **Homeowner Orientation (HOO)** is usually scheduled 1 to 4 weeks before your closing day
- It is scheduled during normal business hours while both Customer Care and Construction personnel are on-site. If you have a schedule that makes this difficult, we can arrange an after-hours or weekend appointment.
- If you think you may not be able to attend your HOO, you have the ability to appoint a **Designate** (such as your Broker or family friend over 18 years of age) by filling out our **Designation of Agent Form** and returning it to us. Please be sure to inform your Designate that you've given them this important responsibility and that they are available to conduct the appointment on your behalf.
- **Safety First** waiver – Depending on when your HOO appointment is, if you are one of the first to visit, your community may still be under construction in certain areas or we may not have been granted legal occupancy by the City. For those times, we will need a signed Safety First waiver for everyone attending. We will also require everyone to wear the appropriate safety hard-hat and shoes which we provide you for use during the appointment.
- **What to Wear:** Since we have a lot of ground to cover and are often still under construction in many areas of the community, we recommend comfortable casual clothing and footwear (closed toe with socks).
- **Who Should Attend:** We suggest two to three people at the most so that we can focus on important matters. It also can become difficult to cover all the areas in the community with young children. Depending on the community, we may also have an age restriction.
- Also, review your all your paperwork in advance. You can also access your documents (i.e., personal upgrades, Purchase Sale Agreement (PSA), etc.) online at MyHome.Tridel.com

What to Expect on the Day of Homeowner Orientation?

- How long does it take? We generally set aside 1 to 2 hours for your appointment
- It is a Three-Phase Process conducted by your Customer Care Representative:

1| Tour of Your New Community

- Meeting your **Lifestyle Management Team** – Property Management and Concierge Teams
- A walk-through of the common areas and amenities
- Tridel's Built Green Built for Life features
- Community Living
- Life safety systems (on-site defibrillators, what to do in a community emergency and more)
- Quick Start Neighbourhood Guide (nearest banks, dry cleaners and more)

2| Orientation on Use and Care

- Briefing of how systems and appliances work
- Proactive home maintenance including what to do when you're away or in an emergency
- Appliance use and care
- Parking and locker review
- Exclusive Tridel Partner deals and discounts just for you (Rogers, Grocery Gateway, KitchenAid and more)

3| Pre-Delivery Inspection (PDI)

- The PDI is a requirement set by Tarion to give homeowners the chance to review and inspect their new home before closing and identify any issues **before moving** into their new home
- An Inspection form will be filled out by Tridel – your Tridel Customer Care representative will note any items you flag as issues on this form
- Tridel and Tarion warranty coverage review, and requesting in-suite service from Tridel

Next Steps to Legal Closing and Move-In

- Legal closing and picking up your keys
- Elevator booking and moving in
- Registering with your Property Management team
- Community registration and final closing
- Homecare and maintenance review (a quick review of “everything” to help after you have moved in)