



A Mattamy Welcome Package  
**TO HELP YOU FEEL RIGHT AT HOME**

**mattamy**HOMES

**Everything you need to know**, want to know, and should know about your new Mattamy Home and your journey towards home ownership can be found in the pages of this booklet. Please read each section carefully so you will become familiar with everything you are about to experience as a Mattamy Homeowner.

When you buy a new home from Mattamy Homes, we want it to be a satisfying experience. We never forget that it is your home and we actively seek your participation in building it. You will be invited to meet with our team members at various stages of the homebuilding process—we are here to help, every step of the way.

From the onset, we want you to be well prepared to make all the selections that help to determine the final “look” of your new home. We want to help you make all the right decisions about the features, so that the home reflects your personal taste and the final result will be everything you expected.



We also want you to understand what to expect during the entire construction process, leading up to your final Closing Day. There is patience involved when you buy a new home. It takes a significant length of time to build your home because of the many steps in the process.

The construction period is not just a “waiting game”, it is rather your opportunity to plan ahead, and to get actively involved in making all the decisions that help to determine the character of your home.

When construction reaches the framing stage and again at closing, you will have an opportunity to tour your home, and get a firsthand look at the quality features built into your home.

For more details on the exciting new journey you have embarked upon, we invite you to continue reading and learn in greater depth about the specific steps you are about to take, together with us.

Thank you for entrusting us to build your home. Welcome to the exciting new home process and welcome to the Mattamy family.



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# What To Expect **AT THE DESIGN STUDIO**

Mattamy Homes offers all of our Homeowners a state of the art Design Studio with an extensive range of available Included Features and Personal Choice Options, along with a friendly, knowledgeable Design Studio Team to help make your new house a 'Home'.

**Design Studio Open House...** As homeowners, we encourage you to visit our Design Studio Open House to consider the many opportunities to personalize your home. Our Open House Team will be happy to provide you with a tour of the Design Studio and will answer general questions that will assist you with your selections. We encourage you to visit the Open House as many times as you need prior to your appointment. This will help you be more prepared and confident about the selections you will make at your Design Appointment.

**Your Design Appointment...** Your Design Consultant will be in touch with you to schedule your appointment which will take place during business hours. Your original appointment date is an important date to keep as rescheduling reduces the flexibility to give you the most convenient choice of time and date. Our construction timelines require that we provide your selections to our site and trade partners well in advance - please keep your appointment date!

**Children In The Design Studio...** The Design Studio is an unsupervised area and we strongly recommend that you make alternate arrangements for your children. This will allow you, as well as the other Homeowners visiting the Design Studio, to focus on the many important choices and decisions involved with your new home selections.



**Appliances...** If you are thinking about purchasing built-in appliances and/or will be ordering appliances for your kitchen that require changes to the standard sized openings, we do require that you bring the appliance specifications with you to your first Design Studio Appointment.

Any changes to the standard sized spaces provided must be ordered with the appliance specifications attached to the order.

Kitchen Appliance Information: Standard Appliance Cabinet Spaces\*

**Fridge:** 36" wide x 71" high\*

**Free standing stove:** 30" wide\*

**Dishwasher:** 24" wide\*

**7 Day Confirmation Period...** After your appointment is complete, we will provide you with a copy of your Agreement for Optional Extras. The 7 day confirmation period allows you the time to ensure you are happy with your decisions. After the confirmation period, we will not be able to make changes to your order. To avoid disappointment, it is important to take the 7 days to review in detail the choices you have made.

**Payment Options...** Mattamy Homes offers several flexible payment options including amendment to the purchase price. When you spend \$1000 or more, you can add the cost of your options to the purchase price of your home and pay just 35% of the cost up front. We accept Visa, Mastercard, American Express, Interac and Cheque. You can also divide the 35% payment into three installments. The first installment is due at the design appointment with the second and third installments payable by post-dated cheques - the final payment is due 4 months prior to closing. Please bring your cheque book to the appointment should you wish to take advantage of this great option.

**\*Note:** All dimensions are approximate. Some spaces may only accommodate apartment size appliances; confirmation period and payment options may change from product type and community. Please ask your Design Consultant.



**MATTAMY DESIGN STUDIO:**  
433 Steeles Avenue East, Suite 110  
Milton, Ontario L9T 8Z4

**PHONE:** (905) 203-3900

**HOURS OF OPERATION:**  
Monday through Friday 9am-5pm  
(By Appointment Only)

**OPEN HOUSE HOURS FOR BROWSING:**  
The purchaser should refer to Mattamy's website for open house hours



Mattamy Homes, and our Trade Partners, take great pride in the homes we build, and we look forward to building your new home.

## What To Expect **WITH NEW HOME CONSTRUCTION**

While it is true that we live in an age of automation, a wood frame house is still a hand built product and it is to be expected that the finished home will vary slightly. Sometimes changes can occur due to the nature of the building lot and elevation. So, even if two homes are built side by side using the same plans, they will not be identical.

Though every house is unique, all our homes are built with an equal commitment to quality in materials and workmanship throughout the entire construction process.

Your home will be built using top quality building materials. However, sometimes due to a change in circumstances or product availability, we will alter the original material specifications. If this happens, you can be sure that the substitute materials will be of an equal or superior quality. If you chose a

specific material that is no longer available, you will be contacted to make another choice.

All homes are built step by step, from the ground up, according to a logical sequence. At times, there will be a flurry of activity around your home, and other times there will be a diminished level of activity. At all times during construction, the progress of your home will be scheduled and monitored by our qualified staff of builders.

Mattamy Homes employs skilled trade partners to construct your home so you are assured of quality workmanship. Over the years, we have developed close and stable relationships with a number of highly competent contractors that build according to our specifications.

# What To Expect **AT MATTAMY UNIVERSITY**

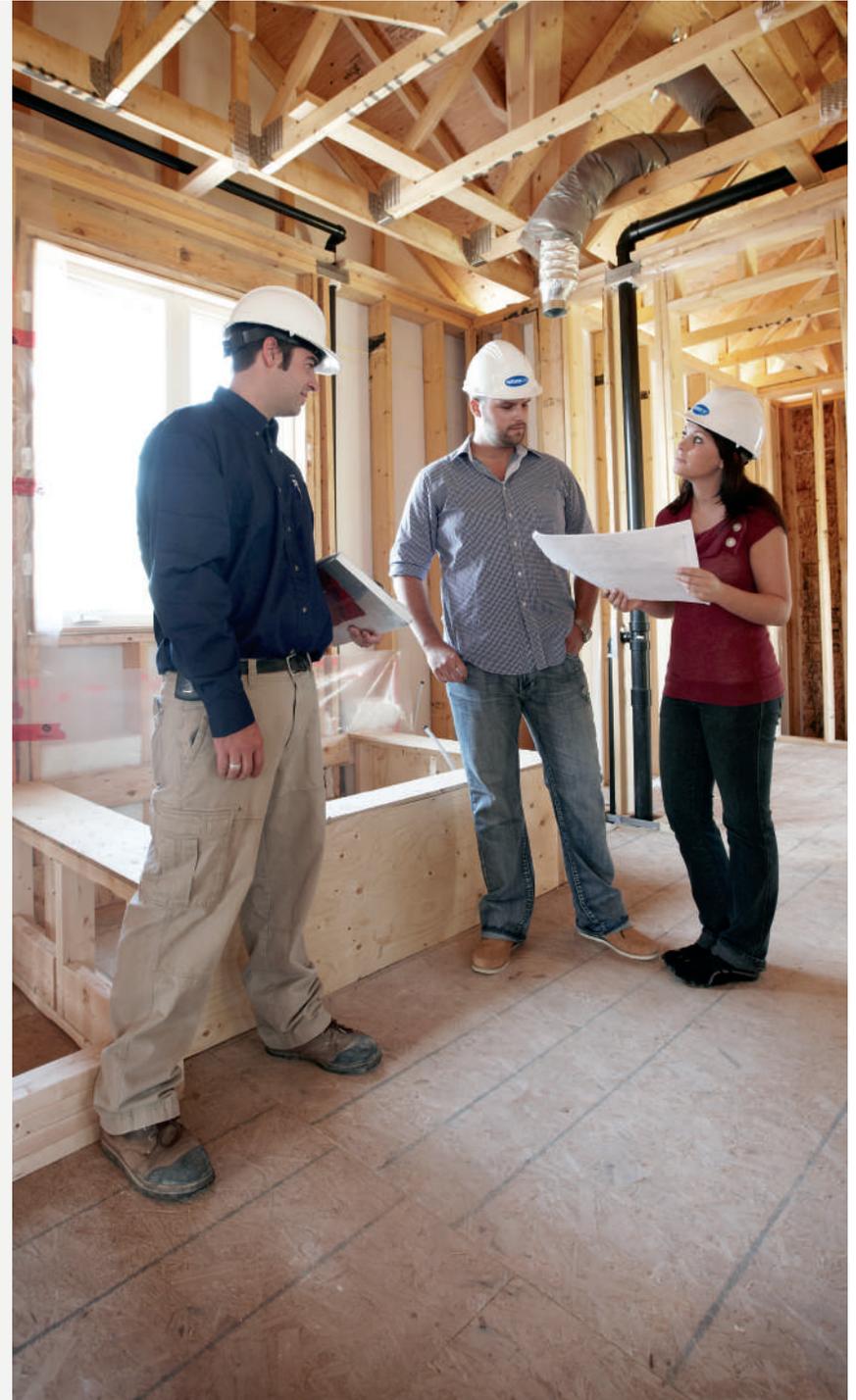
Mattamy Homes has designed a special seminar called Mattamy University (Mattamy U) to provide our new Homeowners with an overview of the building and warranty processes.

We invite you to participate in this 2-hour educational seminar, which occurs on a weekday evening. This session is structured to cover topics of general interest to you including:

1. Introduction to the Community Building Team.
2. Meet your neighbours.
3. What to expect during construction.
4. Scheduled Homeowner Visits: the Framewalk and the Pre-delivery Inspection Appointments.
5. Getting ready for your Closing Day.
6. Warranty Service: 30 Day and Year-End Warranty Service appointments.
7. Community Development Status.

Watch for your invite, approximately 3-5 months prior to your closing date, and let us introduce you to the team in charge of building your new Mattamy home!

If you have any questions pertaining to Mattamy U, please contact your Customer Care Coordinator directly or at [service.halton@mattamycorp.com](mailto:service.halton@mattamycorp.com)



# What To Expect **AT THE FRAMEWALK**

There are two occasions when we will invite you to tour your new home. The first is the Framewalk, which takes place once the framing of the house has been completed, and the heating, plumbing and electrical distribution systems are in place. The Framewalk is generally held around 2 months before your closing date.

Construction sites are dangerous places. For your own safety and due to insurance regulations, we request that you not be on the construction site unless accompanied by a Mattamy representative. Mattamy Homes cannot be responsible for any injury that occurs during unaccompanied visits to the construction site.

Plan to spend 30 minutes or so with your Builder, walking through your home at this stage of construction—prior to drywall installation. A Mattamy Homes representative will call you directly to

schedule your Framewalk, which will take place between the hours of 8:00am and 3:00pm, Monday through Friday.

## **A Framewalk Is An Opportunity For You To:**

- Meet your Builder.
- See what is behind the walls, prior to the walls being covered with drywall.
- Review options you have ordered through our Design Studio.
- Ask your Builder any questions you may have about the construction of your home.

Please note that at this Framewalk stage, there is no opportunity to make any new changes to your home plan or design, including any additional Personal Choice Options.



Your Framewalk is optional. Not every home will receive a Framewalk if the building process doesn't allow it, or if you are unavailable when we try to contact you. If that happens, a visit to see your new home can be arranged directly with your Builder at another time.

**Keeping in mind that your Framewalk takes place in an active construction environment, we ask that you follow these guidelines for your visit:**

1. Please dress appropriately for a construction site. Protective headgear (Mattamy will supply) **MUST** be worn at all times.
2. We are concerned about your children's safety, therefore children are not allowed to accompany you during the Framewalk appointment.
3. All questions should be directed to your Builder, and not to a trade partner.
4. Participation in a Framewalk requires that you sign a waiver to acknowledge appropriate safety practices.

If you have any questions regarding your Framewalk, please contact your Community Construction Office or Customer Care Coordinator for further guidance.





# What To Expect At **THE PRE-DELIVERY INSPECTION (PDI)**

## **What Is A Pre-Delivery Inspection?**

Your Pre-Delivery Inspection, otherwise known as the PDI, is the second time you will formally be invited to visit your home during the building process. This orientation usually takes place within the week prior to your closing date. You will be contacted by your Community Warranty Service Office to schedule your PDI appointment, which can be any time between the hours of 8:00am and 3:00pm, Monday through Friday. This appointment takes about 1 to 2 hours to complete.

## **The Pre-Delivery Inspection Is Your Opportunity To:**

- Become familiar with your new home.
- Receive an explanation of the various features and functions of the home.
- Learn about general maintenance items of the home (eg. Furnace, hot water tank, thermostat, fireplace, exhaust fan operation, etc.)

- Complete the Tarion enrollment certificate.
- Review Mattamy's warranty guidelines and procedures.
- Identify any pre-delivery deficiencies in your home.

Our objective is to repair all noted defects or deficiencies as quickly as possible so that you can settle in and enjoy your new home.

After we repair the items identified during the PDI, you will be asked to sign off and confirm they have been completed to your satisfaction.

If you have any questions pertaining to the scheduling of your PDI appointment, please contact your Customer Care Coordinator.

If you have any questions pertaining to the scheduling of outstanding PDI items after closing, please contact your Community Construction Office.



# What You Need To Know **ABOUT CLOSING DELAYS**

Each home is normally built on an approximate four-month construction schedule, but no home is built in isolation. Instead, all the homes in a community are placed on an overall construction schedule, to allow for the most efficient and logical flow of construction.

Mattamy Homes is committed to meeting our targets for completion and we understand that delays inconvenience everyone. However, some delays are beyond our control. Many factors have an impact on the scheduling of construction, including the involvement of the municipality and utilities in developing a community so that construction can begin. Unscheduled delays may occur due to weather conditions, shortages of building materials, or due to a shortage of workers in a specific trade (including strikes).

Although it is our intention to close every house on time, Mattamy Homes will follow the **TARION** guidelines in the case of a closing delay.



Please refer to your Agreement of Purchase and Sale, Tarion Addendum, for more details or visit [www.tarion.com](http://www.tarion.com).

**Please contact your Customer Care Coordinator** directly or at [service.halton@mattamycorp.com](mailto:service.halton@mattamycorp.com), if you have any questions pertaining to the closing date of your new home.



# Preparing For Your Closing

## ...IN ADVANCE

### Lawyer:

- In the weeks before closing you should be in close contact with your lawyer to ensure all closing arrangements are well underway.
- Please ensure that we have your lawyer's contact information. If not, please provide this information to your Customer Care Coordinator.
- Your lawyer will receive all final closing documents 2 to 5 days prior to your closing date via a secure online database.

### Utilities:

- We strongly recommend contacting all applicable utility companies approximately 1- 2 weeks prior to your closing date, to update them with your new home address and contact information.

- Please be sure to contact Hydro, Phone, Cable, Water, and Gas companies.

### Appliances:

- If you have a standard appliance package (included in your Agreement of Purchase and Sale), Mattamy Homes will deliver and install your appliances prior to closing.
- If you choose to upgrade any of the 3 standard appliances (included in your Agreement of Purchase and Sale), it will be your responsibility for delivery and installation of these upgraded appliances, after closing.
- All your independent appliance deliveries must be scheduled after closing.

### Canada Post:

- Remember to notify Canada Post that you will be moving.

- You can obtain your municipal address and postal code by calling your Customer Care Coordinator, or by visiting the Canada Post website: [www.canadapost.ca](http://www.canadapost.ca) (Please note: Mattamy Homes is not notified of your postal code prior to its availability on the website).
- Information about your super-mailbox and key can be obtained by contacting Canada Post's Customer Service directly at 1-800-267-1177 or visiting your local postal outlet.

### Security System:

- The activation of your security system, if installed by Mattamy Homes, will need to be arranged by you after closing.



# CLOSING Day

At last your new home is complete and it's time to celebrate! Follow our tips below for a smooth Closing Day and then begin enjoying your new home.

## Obtaining Your New Home Key:

- Your Builder will give you the keys to your new home on your Closing Day.
- In most cases, we will pre-arrange a specific time for you to meet your Builder and pick up your keys on your Closing Day.
- As soon as you have your keys you can start moving in. However, for peace of mind you may choose to schedule your movers so they will arrive at your new home in the late afternoon or the following day.
- Just a reminder that the Construction and Warranty Service Offices close at 5:00pm Monday through Thursday, and 4:00pm on Friday.
- When storing items in the basement of your new home, be sure to keep boxes off the floor. The reason is that the foundation walls are still retaining water from construction and will take roughly 2 years to completely dry.
- If you are unable to pick-up your keys before the construction office closes, please contact us immediately and we can make alternate arrangements for key pick up at our nearest Sales Office for your convenience.

We wish you many happy years in your new Mattamy home.



# After You **MOVE IN**

In most cases, when you move into your new home your Community will still be under construction. Many of your future neighbours' homes will be at various stages of completion. For several months, construction crews will be working in your area and your street may be busy with activity. Mattamy strives to complete adjacent homes quickly to lessen any inconvenience. While we do our part to keep the area as clean and safe as we can, your community is still a busy place. Caution and common sense should be exercised by all members of your family.

The first step in the final completion of your Community is the installation of street curbs and sidewalks. Next follows driveway paving. We use a 2-coat process for paving your driveway. This gives you a hard surface to park your vehicle on shortly after you move in, while correcting any settlement of the base coat when the top coat is applied, usually about a year later.

Sod (or grass) is laid seasonally between the months of May and October. If your home closes during this time, you will likely receive your sod within 3 months of your Closing Day. If your home closes between November and April, you will receive your sod within the first 3 months of the following sod season (i.e. in May, June, or July).

As you get settled into your new home, you will likely want to start making plans for landscaping your property and installing fencing. Before installing your own fencing, please call us to find out if your lot grading has been certified. Also keep in mind that most municipalities have strict regulations about placing any landscaping in the municipal boulevard, which is a 5-6m strip of land between the road and your property line. This includes any changes to widen your driveway with asphalt, paving stones, or other hard surfaces. If you are unsure about what is acceptable, please call your Customer Care Coordinator.

More information is available on these and other topics by visiting us online at: [www.mattamyhomes.com](http://www.mattamyhomes.com)

# WARRANTY

## 1 Year Warranty:

- Mattamy Homes warrants your home to be free from defects in materials and workmanship for one year from your date of possession (Closing Day).
- All warranty service requests must be submitted in writing or online, by the 30th day and/or one year warranty anniversary date.
- Warranty service requests can be sent by fax or completed online at [www.myhome.tarion.com](http://www.myhome.tarion.com).

To ensure effective and efficient service, there are two scheduled warranty service appointments during the first year, at the 30-day milestone and the year end.

## 2 Year Warranty:

- Mattamy Homes warrants your home for two years from the date of possession, covering any: structural defects, water penetration, plumbing electrical/heating distribution systems, and exterior cladding.

## 7 Year Warranty:

- TARION warrants any major structural defects for seven years from the date of possession.
- Any structural claims being made after 2 years are to be submitted directly to Tarion, in writing.
- A major structural defect is defined by Tarion as: Any defect in materials or work that results in the failure of a load-bearing part of the home structure, or any defect in materials or work that significantly and adversely affects the use of the building as a home.

## Emergencies:

- Any emergencies during regular business hours should be reported directly to your Community Warranty Service Office immediately.
- Emergencies are defined as major water penetration, major plumbing leaks, complete loss of electricity and complete loss of heat in the winter months.
- For emergencies outside of business hours, Mattamy's After Hours Emergency Support Line can be called at 1-877-MATTAMY (628-8269) and a Mattamy Representative will return your call and provide further guidance.
- Please contact your Warranty Service Office or Customer Care Coordinator if you have any questions pertaining to the warranty of your new home.

# A QUICK REFERENCE

## Sales Office:

*Call with questions regarding:*

- Agreement of Purchase and Sale
- Exterior Colour Packages
- Copies of your Agreement
- Mortgages and Financing
- Legal aspects of your Agreement
- Architect's Choice Options

## Design Studio:

*Call with questions regarding:*

- Open House Hours
- Your Design Studio Appts.
- The Agreement for Optional Extras
- Adding Optional Extras to your mortgage

## Construction Office:

*Call with questions regarding:*

- Your Framewalk
- Scheduling of your outstanding P.D.I. items, after closing

## Warranty Service Office:

*Call with questions regarding:*

- Scheduling Appointments for your 30 Day/Year-End Service
- Warranty Service Requests
- Emergencies after closing
- New Home Maintenance
- General questions about your warranty coverage

## Customer Care:

*Call with questions regarding:*

- Status Of Closing Date
- Construction Schedule
- Mattamy University
- Contractual Questions
- Municipal Address
- Scheduling of Pre-Delivery Inspection
- Warranty Information
- Sod Schedule
- Driveway Paving
- Community Inquiries
- Anything else you need to know about your new home

## MATTAMY HOMES:

433 Steeles Avenue East, Suite 110  
Milton, Ontario, L9T 8Z4

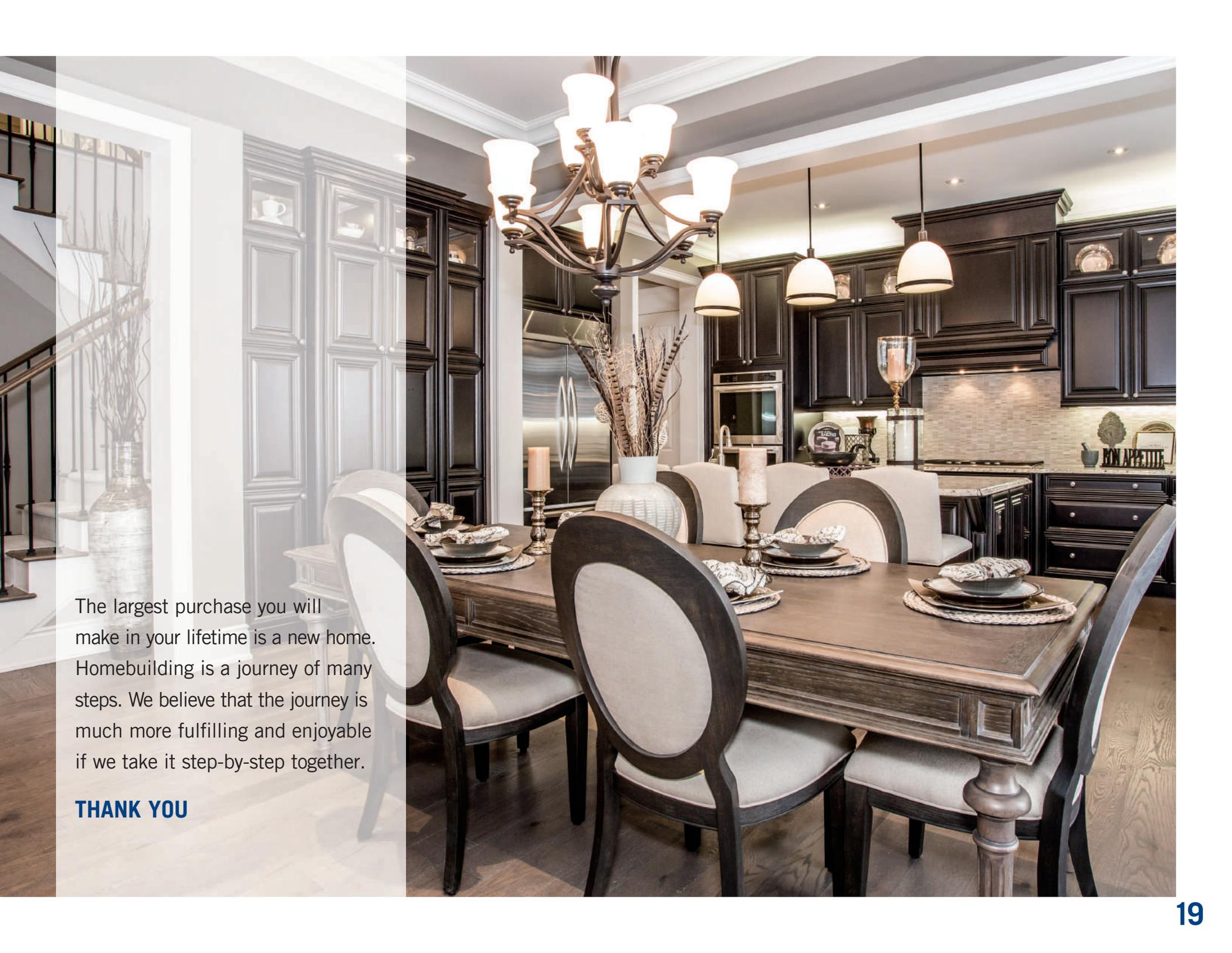
**PHONE:** (905) 203-3900

**FAX:** (905) 203-3901

Your Customer Care Coordinator can assist you throughout the construction process and can also direct you to the right person to call. Please contact your Customer Care Coordinator directly or by email: [service.halton@mattamycorp.com](mailto:service.halton@mattamycorp.com)







The largest purchase you will make in your lifetime is a new home. Homebuilding is a journey of many steps. We believe that the journey is much more fulfilling and enjoyable if we take it step-by-step together.

**THANK YOU**



**MATTAMYHOMES.COM**

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