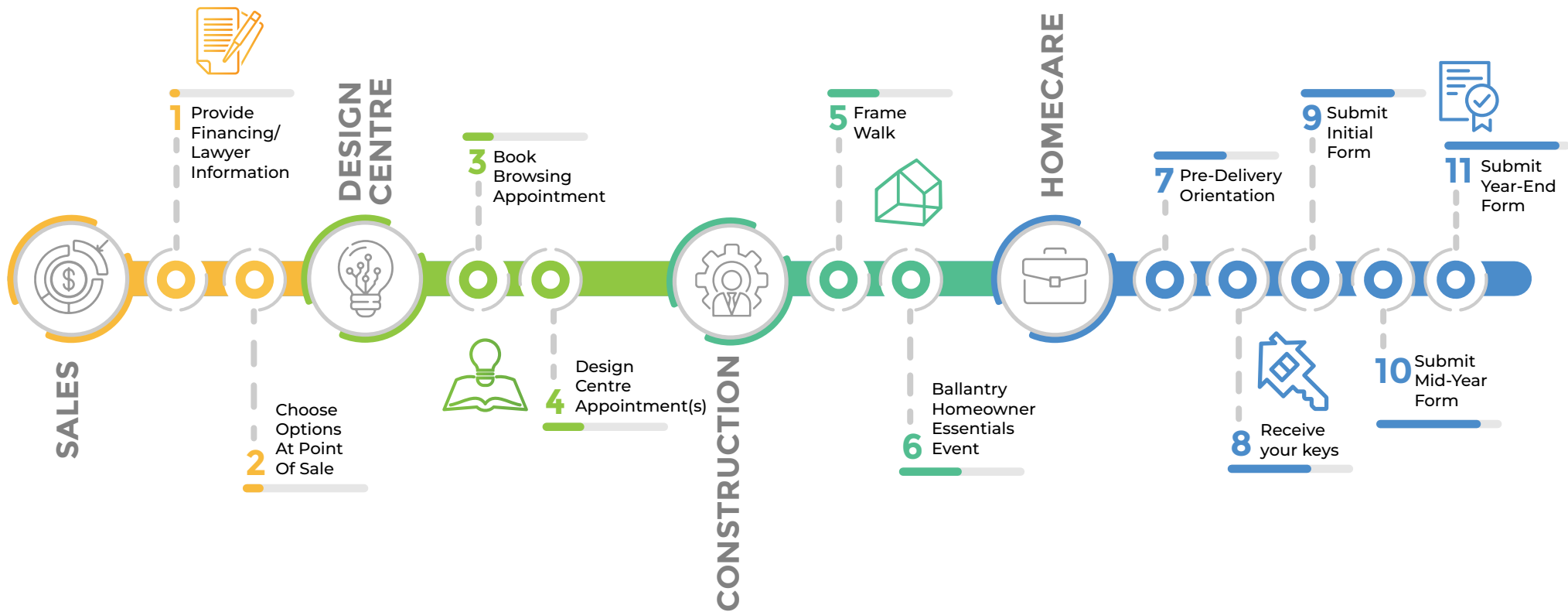


HOMEBUYER JOURNEY

LOW RISE RESIDENTIAL DEVELOPMENTS



HOMEBUYER JOURNEY

LOW RISE RESIDENTIAL DEVELOPMENTS

SALES

Final Sales Agreement

1 Provide Financing/Lawyer Information

At this point we will require your financing information to coordinate your closing and finalize your sale. Please give our Sales Representatives up-to-date contact information and notify them of any changes with the lawyer handling your closing – this information is needed 90 days prior to you receiving your keys.

2 Choose Point Of Sale Options (If Applicable)

This is the point where, depending on the construction stage and your type of home, there may be an opportunity to choose options with your Sales Representative.

DESIGN CENTRE

Design selections

3 Browse Design Selections

Prior to your selection appointments, you can browse through our Design Centre. You may find it helpful to keep a file of ideas that you find inspiring.

4 Design Centre Appointment(s)

At the appointment, your Design Consultant will help you choose design selections and finishes that are suitable to your style and also give you advice on trends and upgrades that may best increase your future resale value.

LAND DEVELOPMENT

Community Design, Utility Installation, Road Construction, Street Trees

- Final municipal approvals for your community

are either complete or in the process of being finalized.

- Underground services are being installed.
- Roads are being constructed.
- Infrastructure for utilities (telephone, cable, electricity and natural gas) are being installed.

CONSTRUCTION

Foundation, Framing, Finishing

5 Frame Walk Appointment (If Applicable)

This is where you first get to walk through your actual home. Once the mechanical and electrical rough-ins are complete, when the frame is up but before the drywall is installed, a construction team member will guide you through your home.

6 Ballantry Homeowner Essentials Event

Between one and six months before you receive your keys, you will have a great opportunity to obtain all the information you need for your new home and your community.

HEMOCARE WARRANTY

Pre-Delivery Orientation, Move-In Day, Warranty Work

7 Pre-Delivery Orientation

Approximately two weeks before you get your keys, a Ballantry representative will demonstrate your home's features and systems, giving you the chance to identify any items needing to be addressed.

8 Receive Your Keys

This is the moment you've been waiting for – your closing date, when you can take occupancy of your new home. This often happens later in the afternoon so it's best if you

plan your moving day for the evening or the next day.

9 Submit Initial Form

Within 30-days of occupancy/closing, if you feel you have any outstanding items to be addressed in your home, you may submit a 30-Day Form. A Ballantry Representative will contact you to arrange any follow-up inspections or repairs, which will take place during regular business hours.

10 Submit Mid-Year Form

Your next opportunity to submit any new or outstanding items on the mid-year form. This form should be submitted six months after the date of possession.

11 Complete Year-End Form

During the first year of occupancy after you've taken possession, you have the opportunity to identify any concerns with your home.

Customer Satisfaction Survey

Ballantry's commitment to our customers doesn't end when you move into your new home. One of the best ways we can gauge our performance and strive to always be better is through customer satisfaction surveys. You will receive a survey 45 days after your occupancy/closing date, from our third-party customer research company, AVID Ratings, asking about your experience with Ballantry. We value your opinion and look forward to receiving your feedback.

Depending on the stage of construction of your new home, some of these steps may or may not be applicable.

