

HOMEOWNER ORIENTATION PACKAGE

THE
Grant



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What is a Homeowner Orientation?

The Homeowner Orientation is your first opportunity as a homeowner to get acquainted with the details of your new home. The Homeowner Orientation allows you to verify that all specifications have been completed in accordance with the terms and conditions of your Contract of Purchase and Sale.

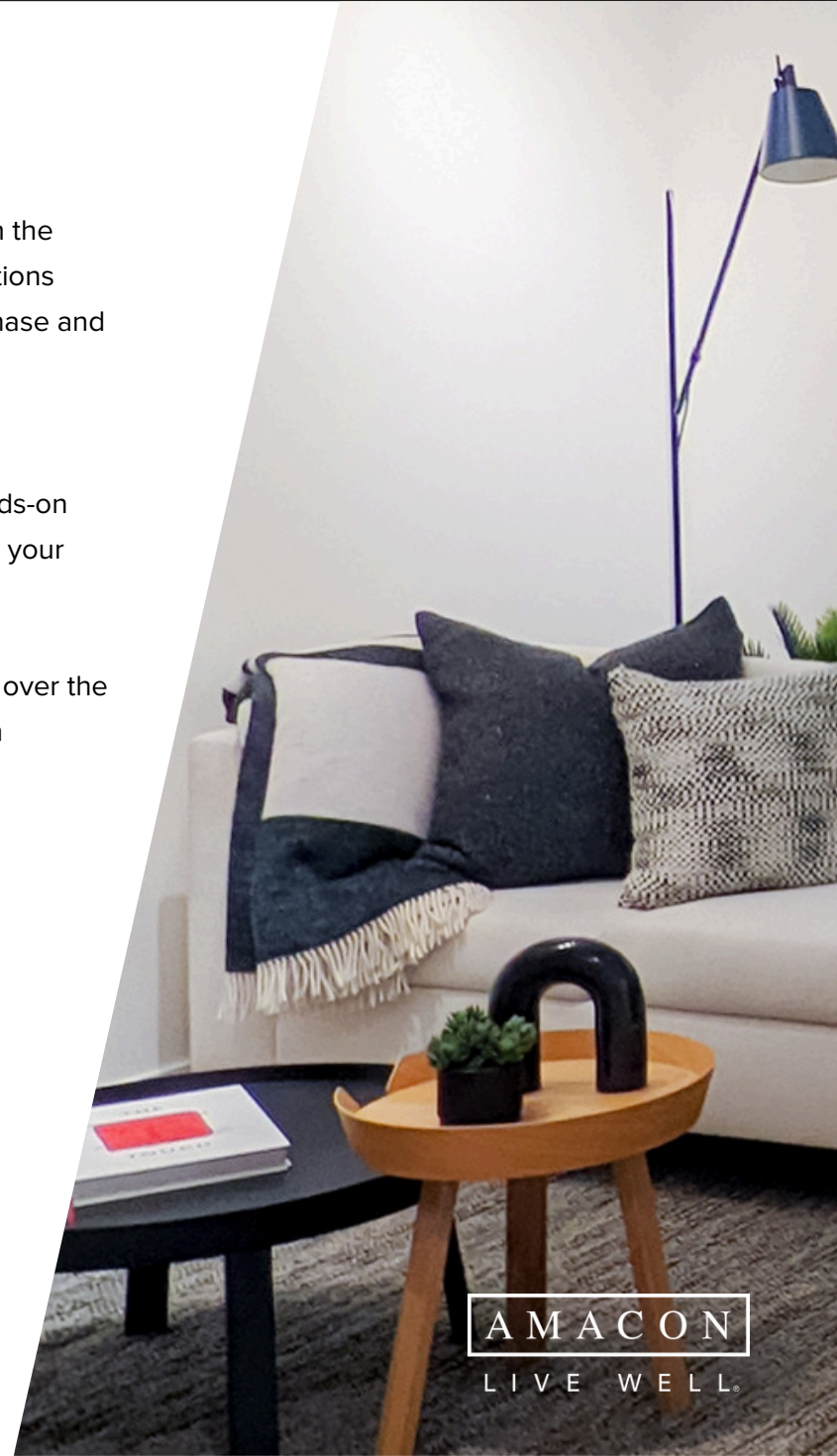
This is also an opportunity to gain knowledge about the correct technical operations and maintenance of your home, which can affect your Travelers warranty eligibility. Through hands-on learning, this orientation will assist you in becoming familiar with how everything functions in your new home and how to keep it in great condition for years to come.

Amacon strongly emphasizes the importance and value of this orientation. We have learned over the years that the time and effort put towards learning how to maintain your home has long-term benefits.

Who conducts the Homeowner Orientation walkthrough?

Home Orientation walkthroughs require special training, knowledge and communication skills. To ensure a smooth and comprehensive orientation process, Amacon has partnered with a trusted independent third-party professional company called QSee.

QSee brings a proven track record of ability and experience in conducting home orientations. A representative from QSee will be contacting you directly in the next few weeks to book your appointment for your Homeowner Orientation walkthrough.



Who can attend?

It is recommended that the homebuyer personally attends the orientation, though you may bring a maximum of one additional person. Although we appreciate how excited you are to see your new home, this is not the time to show family and friends your new home or to be distracted. No children, pets, food or drinks are permitted due to safety concerns.

If you are unable to attend your appointment, you will be required to notify your QSee Representative in writing to authorize another person to conduct the orientation on your behalf or to reschedule. QSee will require written authorization for family members, real estate agents, as well as interior design professionals, etc., to attend your appointment on your behalf.

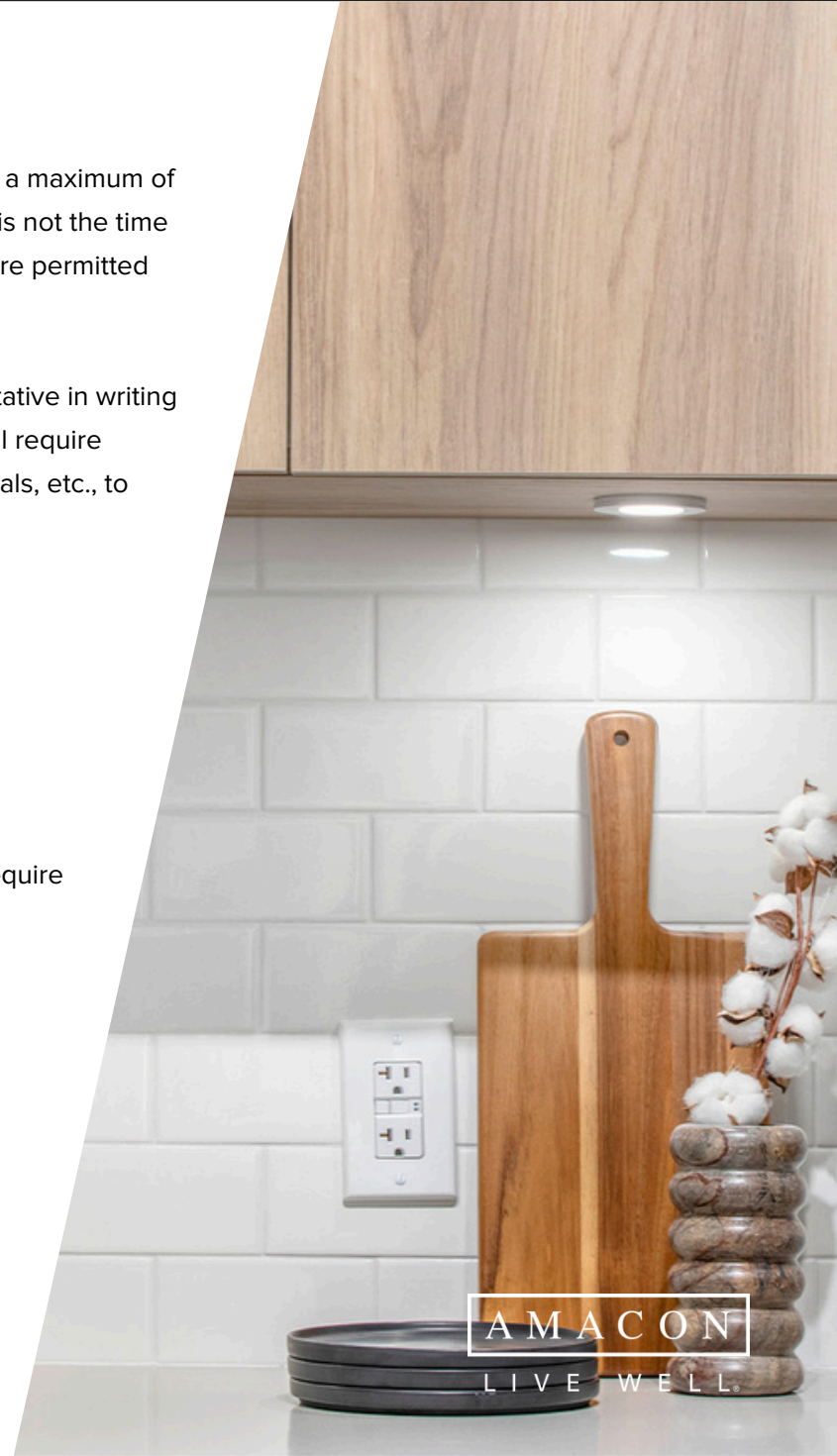
As a courtesy, we will provide a reminder email prior to your appointment.

How to prepare?

You should review your Contract of Purchase and Sale, including the features and finishes specifications and your colour selection. We remind you to dress appropriately for the occasion, including wearing proper footwear. Remember you are on an active construction site that may require use of stairs, and at times wear of protective equipment such as a hard hat, which Amacon will provide.

What will we review during my Home Orientation?

During your Homeowner Orientation a QSee Representative will review workmanship and finishes in your new home with you. They will address any concerns you may have and ensure you are familiar with the locations and proper functioning of the various systems and equipment within your home. Any deficiencies identified during this process will be documented and addressed before your possession date. Some repairs may take a little longer if material is required.



Who deals with concerns?

Any concerns regarding the in-suite finishes or deficiencies of your home post completion must be submitted in writing to Amacon Customer Care, within the designated warranty period. Verbal reports will not be accepted.

To ensure that all requests are addressed promptly, please provide the Amacon Customer Care with a detailed written documentation of outstanding concerns. When reporting a concern, please use the Homeowner Request Form(s). You can access the Homeowner Request Form(s) online at www.amacon.com/customer-care/homeowners/

Written documentation may be submitted via email to:

Contact: Amacon Customer Care
Telephone: 604-602-7700
Office Hours: Monday – Friday, 8:30 AM – 5:00 PM
Email: customercarevan@amacon.com

Who is the Strata Management Company?

West Coast Property Management Ltd. has been appointed as the strata management company for The Grant. West Coast Property Management Ltd is an independent firm chosen for their expertise, knowledge, resources, and professionalism in managing large condominium developments.

West Coast Property Management Ltd will be providing a detailed Welcome Package to all homebuyers at possession, providing essential information and resources to ensure a smooth transition into the community.



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DOCUMENTATION

Deficiency Documentation Form

Any concerns you have during your Homeowner Orientation will be carefully documented and recorded on your Deficiency Form. You will be required to sign this form and will be provided with a copy for your records upon completion of the Home Orientation.

"Schedule D" Warranty Commencement Date Certificate

The Warranty Commencement Date Certificate (Schedule D), as required by Travelers will be provided to you at the time of key pick up. This certificate includes your home's enrolment number with Travelers and the date of possession, which is the date your home is ready for occupancy. This is also the start date on which your home's Two (2), Five (5) and Ten (10) year statutory warranties begin. You will sign this form at the time you pick up your keys and Amacon will submit on your behalf. You will keep a copy of the signed form and Amacon will also keep a copy on record in order to file claims within the first two years.

Travelers Homeowner Warranty Package

Travelers will handle statutory warranty claim(s) and provide details about your home's statutory warranty coverage and the process for addressing warranty-related matters. Your Travelers Warranty Package will be mailed to you after your Schedule D signed form has been submitted by Amacon. Warranty claims within the first two years after possession can be managed directly with Amacon, and directly through Travelers after 2 years have gone by.



Legal Representation

At your earliest opportunity, please send the contact details of the legal representation you have selected to assist with the completion of your home at The Grant to sales@thegrantcondos.com. Please advise your Realtor and legal representative that McCarthy Tetrault LLP will be representing the Vendor with all Completion.

Contact: McCarthy Tetrault
Telephone: 604-643-7100
Office Hours: 745 Thurlow Street Suite 2400 Vancouver BC V6E 0C5

Keys

Prior to keys being released one day after your scheduled completion date, Amacon's solicitor must receive all legal documentation and required funds. Amacon will then be informed that they are able to release the keys to your new home. Please note that you must present a valid photo ID (i.e. Driver's License) in order for your keys to be released. If you are not available to pick up your keys you can designate someone in writing. Additional information regarding the key-pick procedure will be communicated to you closer to the completion date.



Home Appraisals

Please have your home appraiser contact sales@thegrantcondos.com if your mortgage financing requires it. We can assist with any information required, or on-site home access.

Completion Update Procedures

As the completion date approaches, each homeowner will receive a Completion Update Letter, approximately 30 days before completion. This letter will contain essential information and a checklist to assist you before your possession date. It will cover important topics such as key pick-up, elevator move-in procedures, utility setup, and frequently asked questions (Q&A).



Who We Are

Amacon's success is based on strong, mutually beneficial relationships. This relationship is showcased throughout Amacon's Customer Care department. Attentive after-sales service gives homebuyers peace of mind and a sense of security in their purchase. Amacon recognizes that all participants in the development process expect to be recognized with consistent, honest, forthright and upstanding treatment. It is through fair and honest dealings that Amacon's dedication to Customer Care shines.

Amacon is a privately held real estate company with over 50 years of experience in strategic acquisition, development, construction and management. Driven by a passion for detail and a tradition of excellence in design and customer satisfaction, Amacon is one of the leading homebuilders in Canada is also extending into the US.

Visit amacon.com for more information.

