



The complete guide to

MATTAMY UNIVERSITY



GTA Lowrise Division



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A BRIEF BACKGROUND

Having built over 135,000 homes and condos in hundreds of communities across North America – making us North America’s largest privately owned homebuilders – we like to think we’ve learned a few things about making great places to live. And although we build all our communities with the same level of craftsmanship, we hold the GTA Low Rise Division just a little closer to our hearts.

Along with developments in our building technology and resources, we have made improvements to the way we communicate with our Homeowner(s). Mattamy University started as a small group gathering in the basement of our homes and has grown to include many homeowners in larger venues along with a wide array of speakers and professional videos. From time to time, Mattamy University’s message is delivered via a reference package such as this when we want to get information to our homeowners but cannot meet in person. This tradition, reinvented in a guide, is intended to introduce you to the staff that will be assisting you along the way and getting you excited for what’s to come.



YOUR CUSTOMER CARE SPECIALIST

Your Customer Care Specialist is your primary contact at Mattamy Homes and will keep you informed throughout your homebuying experience by providing updates and answers to commonly asked questions about your new Mattamy Home.

Customer Care is regularly in contact with:

- Sales & Marketing
- Architecture
- Construction
- Design Studio
- Accounting
- Warranty Service
- Purchasing/Contracts
- Land Development
- Tarion



CONTACTING CUSTOMER CARE

Whenever you have a question about your new home, from the day you purchase until after your warranty period is complete, your Customer Care Specialist is available to assist you.

Monday to Friday: 8:30 am to 4:30 pm

Email: CustomerCare.GTL@mattamycorp.com

Why Call Customer Care?

- Review details of your Purchase Agreement
- Request copies of your agreement, amendments or other paperwork
- Questions about your Design Option purchases
- Questions about new home construction
- Closing/Occupancy Date status
- Get construction status updates
- Closing/Occupancy preparation
- Questions about your New Home Warranty
- Information about sod, driveways, street trees, fences and grading
- Any other questions you may have about your new Mattamy home and community



YOUR BUILDING TEAM

Senior Builder

Responsible for managing all aspects of the production of the homes in your community, including planning, organizing, directing and staffing. Your Senior Builder will deal with the majority of the administrative and community-related issues, removing this responsibility from the Product Builders, allowing them to devote more time and attention to the building of your home.

Foundation Builder

Starts the building of your home by supervising the excavation, forming and pouring of your home's foundation. Also responsible for the installation of driveways, decks and the completion of grading & sod after Closing/Occupancy.

Product Builder

Responsible for the building of your home from the start of framing until your Closing/Occupancy Day. Your Builder is the person most directly responsible for completing your home before you move in, ensuring that our subcontractors stay on schedule and follow the plans and specifications laid out for your home. They will conduct regular inspections of your home and also arrange for all municipal building inspections to take place.

Assistant Builder

Works alongside your Product Builder to assist with the daily supervision of the building of your home. You will have an opportunity to meet your Builder and/or Assistant Builder at your Framewalk, which is a guided tour of your home that takes place partway through the building process. It is often your Assistant Builder who keeps in touch with you to arrange the completion of any outstanding items from your Pre-Delivery Inspection (PDI) after you close.

Community Construction Coordinator

Supports your Building Team with administrative tasks and keeps the Community Construction Office running smoothly. You will meet or speak with your Community Coordinator when you call or visit the Community Construction Office.

HOME FEATURES

In an effort to ensure you are getting the best quality finishings in your home, we are always reviewing our included features to bring you the latest styles and trends and to take advantage of new technologies as they become available.

BUILDING YOUR HOME

The start of your home begins with the excavation. This is when we start digging in preparation for pouring your foundation. Your Customer Care Specialist will be in touch with you around this time to update you on the status of your home.

The next step will be the pouring of the concrete footings and foundation, which will be backfilled once the concrete has set and the municipal Building Inspector has passed the inspection of your foundation.

After your foundation has been backfilled with soil, framing may begin right away, or there may be a span of several weeks – or even months – before the start of framing if your home is designated as a “firebreak,” or if your foundation was poured in the fall ahead of winter weather. Once framing has begun, you will see your roof plywood completed in roughly 3 to 4 weeks.

Over the several weeks that follow, we will begin installing your windows, roofing shingles, final stairs, heating system, plumbing pipes and electrical wiring. Following this, we will invite you for your Framewalk.*

ENERGY STAR® Certification (where applicable) – to guarantee your Mattamy ENERGY STAR® home meets or exceeds all requirements of the program. Your home’s testing will be verified by an independent 3rd-party Certified Energy Evaluator prior to closing. You will receive a copy of your ENERGY STAR® certification and label for your home.

*Although it may be tempting to install your own items while your home is under construction (such as speaker wires or extra pot lights), please know that unauthorized installation of such items will not pass inspection and will have to be removed.



FINAL FINISHING

After your Framewalk, the next step will be insulating your home. The exterior bricks may have already been completed by this time, or they may just be getting started now (dependent on the trade's schedule). Once the insulation is complete and passed by the Building Inspector, the installation of drywall begins. When the drywall has been taped, mudded, primed and painted, we will now be ready to start the final finishing of your home.

Over the next several weeks, we will install your tile, baseboards, window casings, interior doors and casings, your kitchen, bathroom and laundry (if applicable) cabinetry, hardwood, vinyl or laminate flooring, plumbing fixtures, light fixtures and finally, your carpet.

MUNICIPAL INSPECTIONS

In addition to frequent inspections by your Mattamy Building Team throughout the process, your home will be inspected at each stage by various municipal departments, including:

- **Building Department – footing, backfill, framing, final exterior inspection and final occupancy inspection**
- **Heating Department – distribution system, insulation and final inspection**
- **Plumbing Department – distribution system, basement drains and final inspection**
- **Grading Inspection – rough grade and final inspection**
- **Electrical – inspected by the Electrical Safety Authority at rough-in, meter and final inspection**





YOUR FRAMEWALK

After the electrical, plumbing, and heating systems have been roughed-in and prior to drywall installation, your Customer Care Specialist will invite you to view your home for the first time.. This is called a “Framework.”

Your Framework is an opportunity for you to:

- **Meet your Builder**
- **View the features of your home prior to the completion of the walls**
- **Review the Design Options you chose at the Design Studio**
- **Ask a Building Professional any questions you may have**

Please be aware, your Framework is optional. Although our intention is to offer a Framework to all our Homeowners, the window of opportunity to do so is very brief. To keep your home on schedule, we may only have a day or two to provide a Framework and may only be able to give you a few days’ notice. If this is a concern for you, please let us know in the weeks leading up to it and we will do our best to accommodate your schedule, if we can.

FRAMEWALK SAFETY

Please be aware that when you come for your Framework, you will be entering an active construction site. As a result, there are certain precautions that must be taken.

- **We will provide a hard hat when you report to the Construction Office**
- **Make sure to wear appropriate sturdy footwear, i.e., no open-toed shoes – it is best to wear steel-toed shoes or boots if you have them**
- **We also ask that you do not bring any children with you, as the site can be especially hazardous for children**

Because we take your safety very seriously, we will require you to review and sign a Safety Acknowledgment before participating in your Framework, acknowledging that you are aware of the safety precautions we have described.

Your Framework will take place between 8:30 am and 3:00 pm, Monday to Friday. It usually lasts about 45 minutes.

Your Customer Care Specialist will contact you 24–48 hours beforehand to schedule.

PREPARING FOR YOUR CLOSING/OCCUPANCY DAY

Lawyer

In the weeks leading up to your Closing/Occupancy Day, you should be in close contact with your lawyer to ensure all formal arrangements are underway. If you have not retained a lawyer yet, you must do so prior to Closing/Occupancy. We make your legal documents available to your lawyer through a secure online database approximately 60 days ahead of your Closing/Occupancy Date. Please ensure that you have provided your Customer Care Specialist with your lawyer's contact information at least 2 months before Closing/Occupancy.

Utilities

Mattamy will set up your primary utilities, which include hydro, gas and water. However, we recommend that you contact all applicable utility companies approximately 1–2 weeks before Closing/Occupancy Day to provide them with your new home address and contact information, as we will transfer these services to you on your Closing/Occupancy Date.

TV, Phone & Internet

Your Mattamy Home comes equipped with all phone, cable and internet jacks wired and installed. You will have to make arrangements with your chosen service provider for the initialization of your phone or cable service after possession, including all applicable charges and fees.

Appliances

If you have purchased any appliances through Mattamy (such as an over-range microwave, air conditioning, etc.), these appliances will be installed prior to your Closing/Occupancy Day. Please schedule all other appliance deliveries and installation to take place in the days following your key pick-up.

Hot Water Heater

A hot water tank is included with the purchase of your home. Homeowners will be responsible for the maintenance of the hot water tank.

Canada Post

Please remember to notify Canada Post that you will be moving. We also strongly recommend having your mail redirected to your new address. If your new postal code has been issued, your Customer Care Specialist can give it to you, or you can find it on Canada Post's website at www.canadapost.ca.

Dishwasher and Refrigerator Installation

Your Mattamy Home comes equipped with rough-ins in place for the installation of a dishwasher. The electrical wiring is provided under the kitchen floor in the approximate location of the dishwasher space. The plumbing rough-ins for both drain and supply lines will be located under the main kitchen sink. In both cases, the final connections will have to be completed when your dishwasher is installed. If you have purchased the upgrade for the refrigerator cold water line, the rough-in will be available and ready in preparation of future connection. Please see your dishwasher and refrigerator retailer for any additional information on the installation of your models.



NEW HOME SPECIALIST (PDI REPRESENTATIVE)

Your New Home Specialist will meet with you in the days before your Closing/Occupancy Day to conduct your Pre-Delivery Inspection (“PDI”) and New Home Orientation. At this meeting, your New Home Specialist will provide you with a thorough orientation of your new home’s features and functions and give you important information about your new home warranty. They will also document any damaged or missing items found at your PDI and answer any questions you may have about your new home.

PRE-DELIVERY INSPECTION OR “PDI”

Your New Home Specialist will contact you approximately 2 to 3 weeks prior to your Closing/Occupancy Day to schedule your Pre-Delivery Inspection. This will be your opportunity to:

- **View the features of your home room by room**
- **Become familiar with the operation of your furnace, hot water tank, ventilation system, electrical system, plumbing system and normal homeowner maintenance procedures**
- **Complete your Tarion Enrolment Certificate, which will form the basis of the warranty coverage for your home**
- **Review the procedures for submitting Warranty Service Requests**
- **Record any damaged or missing items in your home**

Please note, your PDI is not a request for warranty service; it is a formal record of your home’s condition prior to possession. We will make every reasonable effort to rectify any damaged or missing items before or shortly after you close. However, due to time constraints and the amount of activity taking place around your Closing/Occupancy Day, we may not get to everything as quickly as we would like to. Any items that are not completed by Closing/Occupancy Day or within the weeks that follow should be listed on your Initial Warranty Service Request Form.

Please be aware that your statutory warranty through Tarion does not cover any scratches or chips in finishing materials, mirrors, tiles, plumbing fixtures, cabinetry, countertops and windows that are not recorded at the PDI.

Your PDI will be scheduled during regular business hours, Monday to Friday. It will take approximately 2 hours.



YOUR CLOSING/OCCUPANCY DAY – HOME DELIVERY

Closing/Occupancy Day can bring a lot of excitement with it, as this is the day you will finally take possession of your new home. However, this day can also bring a lot of confusion and frustration if you are not well prepared. That's why we suggest that you make sure your lawyer has everything they need in the days leading up to your Closing/Occupancy Day. So that on the day of possession itself, all you have to do is relax, let the lawyers do their job and pick up the keys for your new home!

During your Pre-Delivery Inspection, your New Home Specialist will be scheduling your Home Delivery Appointment for you to pick up your keys on the day of your Closing/Occupancy.

At your Home Delivery Appointment, you will meet with your Builder at your new home. They will hand you your new keys and take a few minutes to make sure everything is in order for you and that any questions you have get answered.

If you are concerned about your home closing on time, please contact your Customer Care Specialist before putting your current home up for sale or giving notice to your landlord.

We will do our best to give you an accurate account of your home's progress. However, please note that we can only offer an estimate, not a guarantee.



THE UNEXPECTED DURING CONSTRUCTION

There is much unpredictability in new home construction and unfortunately, this can often lead to delays. The Greater Toronto Area has some of the most stringent planning and zoning restrictions and a multitude of rules and regulations. This, as well as input from various Conservation Authorities, tends to make the approval process long and sometimes arduous.

Once we get the approval to begin building your home, we must coordinate with dozens of trade partners, building inspectors and hundreds of different products, all while aiming to stay on schedule to finish your home. Some of the causes of Closing/Occupancy delays are:

- **Land and/or permit registration**
- **Shortage in materials or delivery delays**
- **Inclement weather**
- **Trade labour shortage**

CLOSING/OCCUPANCY DELAY GUIDELINES

Mattamy strives to avoid delays and to deliver your home on the day we have committed to you. That said, many Closing/Occupancy delays are unavoidable. In recognition of this fact, Tarion Warranty Corporation has developed a set of Closings and Occupancy Delay Guidelines that all builders in Ontario must follow. They outline the rules for setting Tentative, Firm and Delayed Closing/Occupancy Dates and for providing notice of such date changes. These guidelines are outlined in the Tarion Addendum included in your purchase agreement.

Because of the nature of home building, we may face various challenges along the way. At Mattamy, we have the experience and expertise behind us to respond to challenges when they arise and work towards a resolution. Keeping in mind that it is our intention to occupy every house on schedule, if it becomes necessary to change your Closing/Occupancy Date, we will follow the Delay Guidelines set by Tarion.

If your Closing/Occupancy Date changes, we will send written notice via email. We will send these notices to your most current email address in our system, so please make sure we always have your most current information in our records.

EMERGENCIES AFTER CLOSING/OCCUPANCY

On occasion, you may experience a problem that requires immediate repair and that cannot wait for your warranty service appointment. Tarion has defined a list of issues that are considered “emergencies.”

These include:

- **Total loss of heat between September 15th and May 15th**
- **Total loss of electricity**
- **Total loss of water supply or sewer stoppage**
- **Any uncontrollable water penetration or plumbing leak**
- **Any situation that makes the home uninhabitable for health or safety reasons**

Emergencies should be reported by phone or email to your Warranty Service Team immediately, so we can address the issue promptly.

If an emergency situation takes place outside of regular business hours and cannot wait until the next business day to address, please contact Mattamy’s After-Hours Emergency Support Line for further assistance.

Depending on the situation, a service technician may be dispatched immediately to help mitigate the situation.

After-Hours Emergency Support Line: 1-877-MATTAMY (628-8269)

Weekdays from 5:00 pm – 10:00 pm

Weekends & Holidays from 9:00 am – 5:00 pm



TARION WARRANTY CORPORATION

The warranty coverage of your new home is provided by Mattamy Homes and is backed by Tarion. The warranty for your home will begin on your Closing/Occupancy Day and is divided into three different time periods: 1, 2 and 7 years, all offering specific protection on workmanship and materials.

Tarion is a not-for-profit consumer protection organization established by the Ontario government to administer the province's new home warranty program. For over 40 years, Tarion has served new homebuyers and new homeowners by ensuring that one of their life's biggest investments is protected. All matters related to homeowner warranty protection remain the responsibility of Tarion. All new homes built in Ontario are provided with a warranty by the builder. Tarion's role is to ensure that buyers of newly built homes in Ontario receive the coverage they are entitled to under their builder's warranty. Tarion's responsibilities include:

- **Protecting consumers when builders fail to fulfill their warranty obligations**
- **Educating new homebuyers and new homeowners about their warranty rights and responsibilities**
- **Administering the MyHome online portal, which allows homeowners to manage their warranty and report defects to the builder and Tarion**
- **Facilitating the fair resolution of disputes between homeowners and builders over warranty coverage, repairs or customer service**
- **Assessing warranty claims to determine if they are valid either through an on-site inspection or alternative method of investigation**
- **In cases where a builder fails to address a valid warranty claim, resolving the claim directly with the homeowner either through compensation or repairs by a third party**
- **Managing a guarantee fund to protect new homebuyers, out of which compensation for warranty claims is paid**

Effective February 1, 2021, Tarion's previous licensing responsibilities have been transitioned to the Home Construction Regulatory Authority. The HCRA is now responsible for regulating new homebuilders and vendors in the province. To learn more about the HCRA, visit www.hcraontario.ca. To learn more about Tarion, visit www.tarion.com.



WHAT TO EXPECT WHEN YOU FIRST MOVE IN

- **Pouring of concrete for sidewalks and curbs**
- **Assembly and completion of parks and/or parkettes (if applicable)**
- **Laying of sod**
- **Gravel driveways / pouring of asphalt for driveways**
- **Street sweeping to minimize mud and dust**
- **Construction noise and traffic during the day**

Curbs and Sidewalks

The first step in the final completion of your community is the installation of the curbs and sidewalks on your street. We will provide you with written notice a few days prior to installing the curbs and sidewalks, to let you know what steps should be taken to ensure your vehicles are not blocking the roadways and to keep inconveniences to a minimum.

Driveway Paving

The finish of your driveway is dependent on regional requirements, and can vary from community to community. Dependent on where your home is located, you can expect to receive only one coat of asphalt, while some boulevards may be finished with a concrete apron.

In communities where required, Mattamy Homes uses a 2-coat process for paving your driveway. The reason for this is to provide you with a hard surface to park your vehicle on shortly after you have moved in, while allowing any settlement that occurs after the base coat to be corrected when the top coat is applied.

After completion of the base coat, you should expect some settlement of the asphalt to occur. If so, please contact us and we will use gravel to fill any settlement, as necessary, until the top coat is complete. Typically, we will pave your top coat in the year following installation of your base coat.

Sod

Sod is a seasonal installation, which means we only lay it between the months of May and October. If your home closed during this time, you will likely receive your sod within 3 months of your Closing/Occupancy Day. If your home closed between November and April, then you will receive your sod within the first 3 months of the following sod season (i.e., in May, June or July).

We lay sod in 'blocks of homes' and not specifically in Closing/Occupancy Date order, so you may receive your sod earlier or later than some of your neighbours who moved in before or after you. Also note that where space does not allow between homes, we will place stone rather than grass.

Once your sod is laid, it will be your responsibility to water and maintain it in order to achieve a beautiful, healthy lawn. We will provide helpful advice about this when the time comes, or you can contact your local garden centre for more advice.

Fences and Landscaping

As you get settled into your new home, you will likely want to start making plans for landscaping your property and installing fencing. Mattamy installs certain types of fencing in the community, which may include: wooden privacy fencing for homes on corner lots; chain link fence where lots border on public space such as parks, schools, and storm water management (SWM) ponds; and sound-attenuating fencing, where applicable, in your community. It is advised not to alter grading or drainage until after more than one year following Closing/Occupancy and the date of final grading approval from the Municipality. Before installing your own fencing, please contact us to find out if your lot grading has been certified.

When making plans to landscape your property, it is important to keep in mind that most municipalities have strict regulations about placing any landscaping in the municipal boulevard, which is a 5–6 m 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 contact your Customer Care Specialist.

Boulevard Trees

Once the grading and sod on your lot are complete, the final step in the beautification of your street is the planting of trees. We will plant a variety of species of trees in your community, which will be located within the municipal boulevard on your street and in other public green spaces. Although it is not possible for every lot to receive a tree, as the location of utility poles and other services may not allow for it, we will aim to provide as many trees as possible for the overall enjoyment of everyone in the community.

More information is available on these and other topics online at:
mattamyhomes.com/customer-care





We hope the information provided here will help to make
your new home journey a rewarding experience.

Thank you for purchasing with Mattamy Homes.