



COVID-19 FREQUENTLY ASKED QUESTIONS

January 20, 2021

On January 12th, our Premiere announced that during our current state of emergency, Residential construction is deemed an essential service and is permitted to continue with some restrictions. The Government of Ontario states that construction activities meeting the following criteria may continue:

- A footing permit has been granted for single family, semi-detached and townhomes;
- The project is a condominium, mixed-use or other residential building, or
- The project involves renovations to residential properties and construction work was started before January 12, 2021.

Since our COVID update email to purchasers on January 15th, we have received a number of questions which we have addressed below.

HOW WILL THIS AFFECT MY DESIGN APPOINTMENT?

Design appointments have been slightly delayed from the original timeframe for your development. We have not forgotten about you. You will receive an appointment request from your design consultant when the time comes. Where possible, an online link will be provided so you can preview your selections in advance of your appointment. We will continue to hold design appointments at our Design Studio and/or online by **appointment only**. For in-person appointments, we will continue to follow the safety guidelines provided to us by our government.

HOW WILL THIS IMPACT MY PRE-DRYWALL INSPECTION?

Unlike the Pre-Delivery Inspection, which is mandatory for all new homes in Ontario under Tarion guidelines, the Pre-Drywall Inspection is an appointment that is not offered by all builders, but we offer to purchasers as a courtesy. Unfortunately, we have made the difficult decision to eliminate pre-drywall inspections at this time to reduce interactions between our purchasers, our staff, and trades, and allow us to continue with the construction of your home.

We will do our best to provide picture evidence of any plumbing and electrical upgrades that you have purchased.

Please note that pre-drywall inspections are never part of the process for our condominium projects because it would be unsafe to take purchasers through a large building filled with construction obstacles and tripping/falling hazards at this point in the construction.

HOW WILL THIS IMPACT MY PRE-DELIVERY INSPECTION?

The Pre-Delivery Inspection (PDI) is mandatory for all new homes in Ontario under Tarion guidelines. The PDI is typically a surface review of the home by the builder and the purchaser before possession or occupancy in order to document the state of the home and identify any items of damage. It is also an opportunity for the builder to explain the home's systems to the home buyer.

Tarion's Advisory States:

"Given the present health circumstances, we do not consider it absolutely necessary that the PDI occur prior to a closing in the presence of both the builder and the homeowner.

However, it is Tarion's position that:

- *in-person PDIs can happen if participants adhere to provincial health and safety and physical distancing guidelines,*
- *both parties agree to the conditions under which the PDI would be carried out,*
- *if one or both parties do not consent to an in-person PDI, we recommend that builders and homeowners each conduct their own separate reviews of the home."*

We will reach out to our purchasers to arrange your pre-delivery inspection approximately 1 week prior to closing. At that time we can discuss how you would prefer to carry out the PDI.

WHAT SAFETY PRECAUTIONS ARE IN PLACE FOR ANY IN-PERSON MEETINGS?

Our #1 priority is keeping our homeowners and employees safe. This is especially critical during this time. It is important to be aware of the symptoms of COVID-19. In preparation for the in-person meeting or inspection, you will be required to take our self-screening assessment to determine if it is safe for you to keep your appointment. All parties will be required to wear a mask and follow social distancing guidelines.

For our pre-delivery inspections, the home will be cleaned by professional cleaners in advance of your appointment and we ask that as well as a mask, you also wear gloves as you'll likely be touching surfaces as you admire your new home. We will restrict access to the home to only those listed on the agreement of purchase and sale.

HAVE THERE BEEN DELAYS CAUSED BY MATERIAL OR TRADE SHORTAGES THAT WILL AFFECT MY OCCUPANCY/CLOSING?

Some material and trade shortages are ongoing since the first wave of the pandemic and are still affecting us today. In the coming weeks we will be reviewing our construction and trade schedules and we will be sending out notices to purchasers who will be affected, and assigning new tentative occupancy/closing dates that we believe are more realistic given our current situation.

HAS MY BUILDING PERMIT BEEN ISSUED?

As mentioned above, if a permit has been issued for your home, we are able to continue with your construction. Site servicing is under way at various sites, however, before the state of emergency began, we were not at the point in the planning process to apply for permits for some of our newer developments. More details about the status of construction for individual developments will be provided shortly.

WILL YOU STILL PROCEED WITH THE 30-DAY WARRANTY APPOINTMENT AND FOLLOW UP AFTER OCCUPANCY/CLOSING?

We will work together with our purchasers to facilitate this appointment and any resulting repairs in a safe way that is consistent with the health and safety guidelines endorsed by the province.

As always, please feel free to contact our Customer Experience Team with any other questions or concerns.

Sincerely,



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