TOWN HALL #2

REID'S HERITAGE HOMES
TOWN HALL

Definition

TOWN HALL

/ˈtoun ˈhôl/

Noun

A BUILDING USED FOR THE ADMINISTRATION OF LOCAL GOVERNMENT.

A PUBLIC MEETING AT WHICH A POLITICIAN OR OFFICIAL SPEAKS ABOUT HIS OR HER POLICIES AND ANSWERS QUESTIONS FROM MEMBERS OF THE PUBLIC

The Reid's Heritage Homes Definition

TOWN HALL

/ˈtoun ˈhôl/

Noun

A PLACE FOR:

UPDATES

SHARING INFORMATION

CELEBRATING WINS & MILESTONES

STAYING CONNECTED

02

Today's Agenda

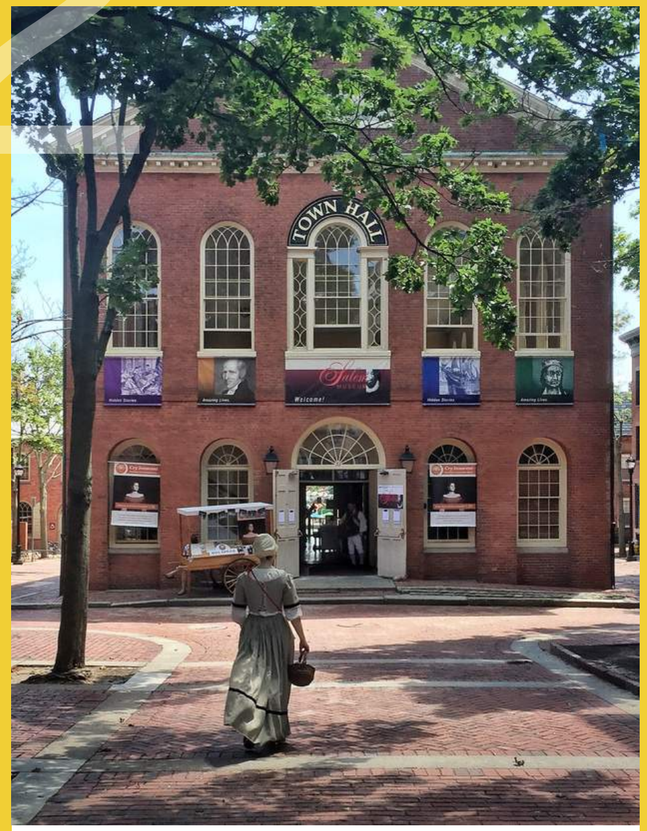
1 Department updates

2 Update on Spring 2021 New Community Launches

3 News & Updates!

4 Customer Experience Initiative

5 Q & A, Helpful tips, things to know



2020 year in review

Over **750** firm sales in 2020

Goals for 2021:

→ **500+**

2021 YTD :

→ **216**

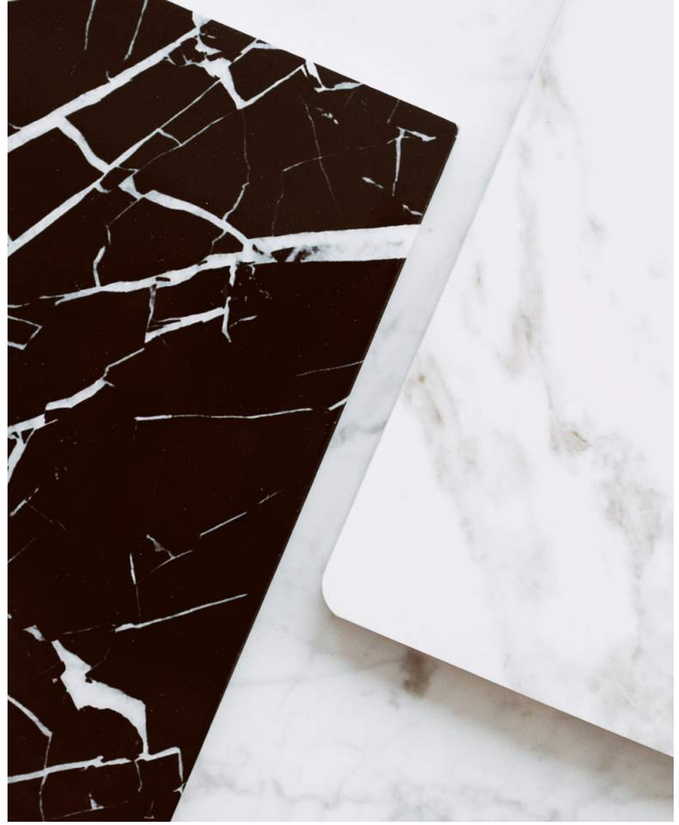
Department *Updates*

Let's hear from our team members for updates in each department... take it away, folks!

Up first:

LISA SMITH

Director,
Interior Design



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NEXT UP

KEVIN FERGIN

Director, Engineering and Development

An update from

BASSEM SAWERIS

Director, Mid-Rise

07

Let's hear from TIM EXNER

Senior Director, Real Estate and Acquisitions

TARA BALLANTYNE

Director,
Design

JENNIFER MULLER

Director,
Sales & Marketing
and Customer Experience

COBBLE BEACH
GEORGIAN BAY'S EXTRAORDINARY WATERFRONT GOLF RESORT COMMUNITY

THE Cottages AT LORA BAY

THE Masters AT LORA BAY

BROCK WOODS

SPUR LINE COMMON

LACKNER RIDGE
KITCHENER

THANK YOU
TO EVERYONE WHO
PARTICIPATED IN OUR
Kids' Activity Pack
CONTEST
THE WINNERS HAVE
NOW BEEN CONTACTED.
REID'S HERITAGE HOMES

THANK YOU

TO EVERYONE WHO
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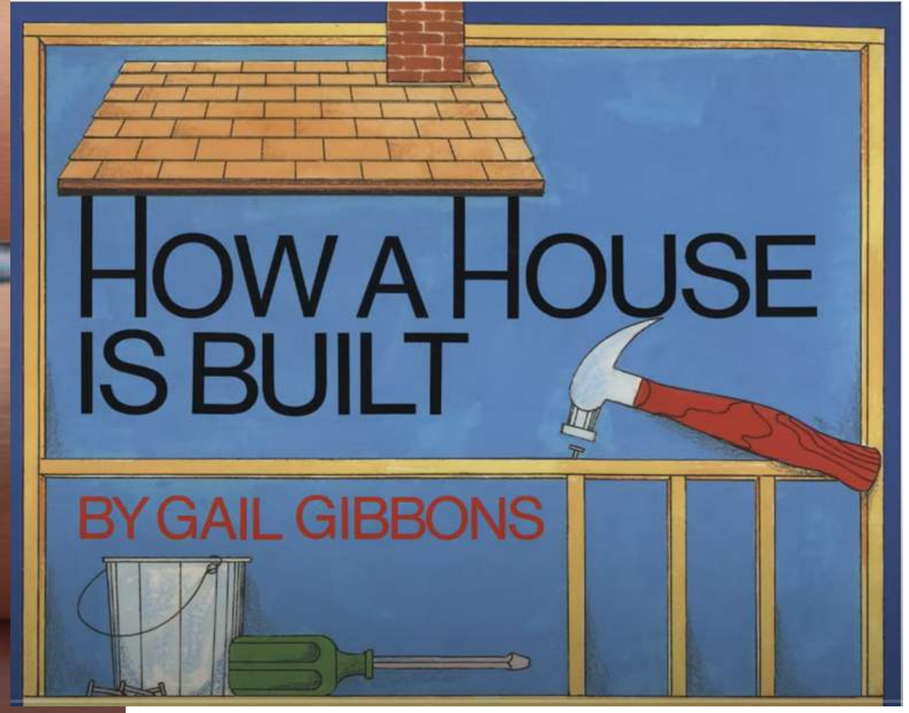
Kids' Activity Pack CONTEST



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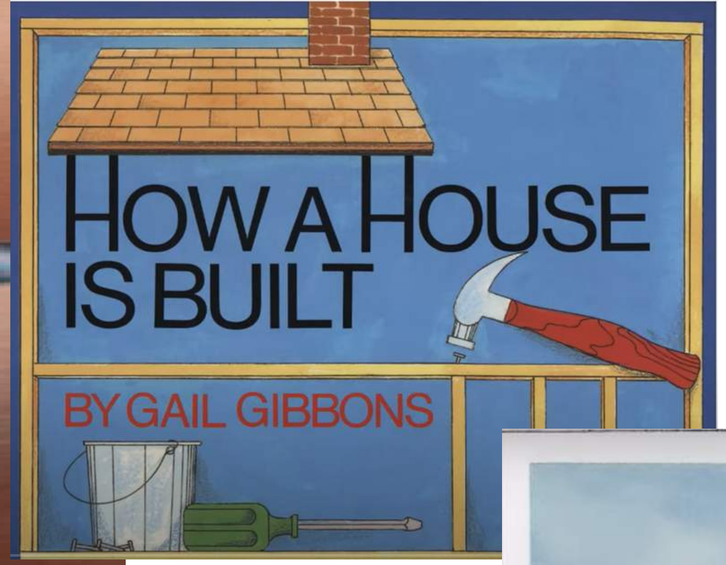

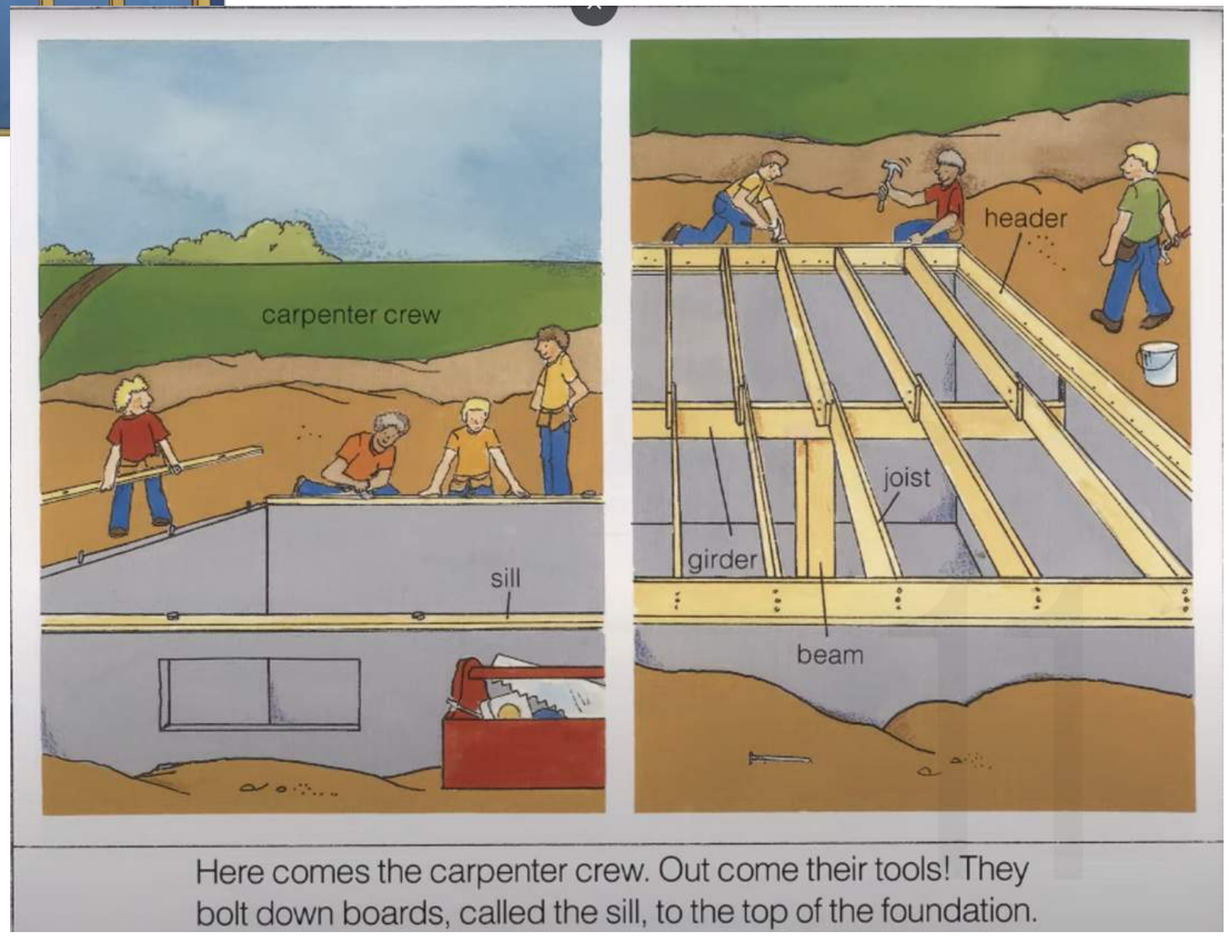

LinkedIn

REID'S HERITAGE HOMES
HAND SANITIZER
DISINFECT + PROTECT

SHERWOOD HOMES
HAND SANITIZER
DISINFECT & PROTECT

13

SPRING 2021

Update on the Spring 2021 Launches:

- BROCKWOODS, Brockville –
  - 51 firm/81 - next launch on Monday!
- COBBLE BEACH, Blocks 9 & 10 O.S.
  - Lots of activity!
- LB COTTAGES Phase 5, Thornbury
  - 27 Firm , 6 deals and 21 remain!
- ROYAL WINDSOR Ph. 2, Collingwood
  - On Hold
- LACKNER RIDGE Building 3, Kitchener
  - 48 Current deals/83
- TO COME:
  - LB MASTERS Ph. 4 Towns, Thornbury
    - July 15th, 2021

UPDATES & NEWS!

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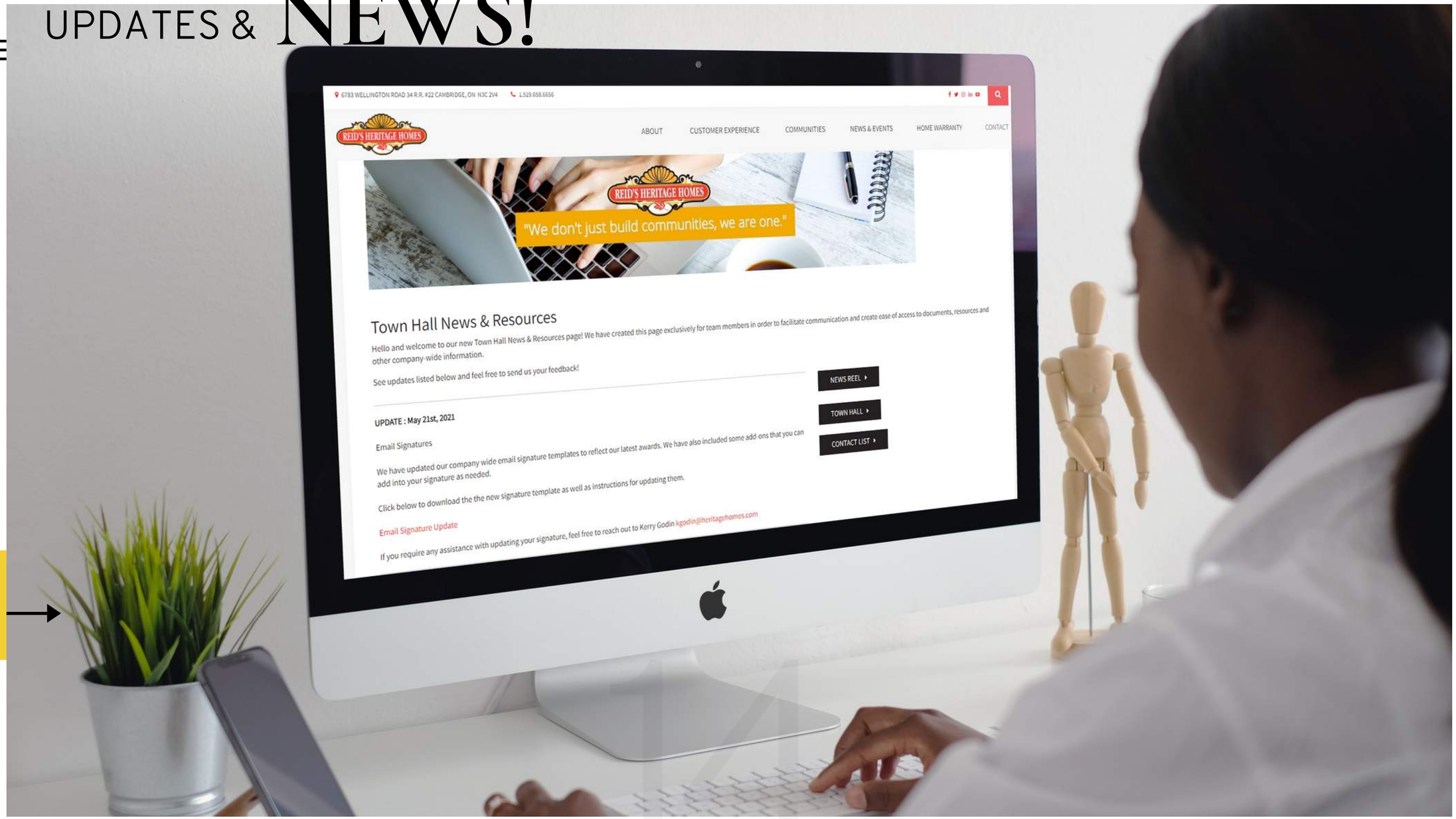

≡ Exciting news!

NEW EMAIL SIGNATURES!

→

Jennifer

Jennifer Muller
Director of Sales, Marketing & Customer Experience | **Reid's Heritage Homes**
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T: 519.658.6656 ext. 263 | C: 519.503.1335 | jmuller@heritagehomes.com

REID'S HERITAGE HOMES | SHERWOOD HOMES | BROCK WOODS IN BROCKVILLE ▸ WATCH VIDEO

2021 | Canada's Top 100 Small + Medium Employers
2021 | Waterloo Area's Top Employers
2019 | Best Workplaces in Canada™ 100-999 Employees
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CONSTRUCTION UPDATES | CUSTOMER RESOURCES | NEWS & EVENTS

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CONSTRUCTION UPDATES | CUSTOMER RESOURCES | NEWS & EVENTS

CUSTOMER Experience

HERITAGE BEHAVIOURS

Respect
Kindness
Compassion

CUSTOMER Experience

We are working hard to get to know our customers better.
By asking questions, engaging more frequently and requesting feedback we are able to communicate with our customers in a way that is helpful to them.

Surveys
Testimonials
Proactive communication
Building a sense of Community

CUSTOMER Experience

GOOD AFTERNOON RINA

THANK YOU SO MUCH FOR THE UPDATED PICTURES, I WILL MAKE SURE TO CHECK MAYBE ONCE A WEEK TO SEE IF THERE ARE ANY NEW ONES. THE TIME IS FINALLY GETTING CLOSE TO GETTING IN, AND WE ARE REALLY EXCITED. IT WILL BE 3 YRS THE END OF THE MONTH SINCE WE BOUGHT AND SO WE ARE GETTING READY.
I REALLY LIKED THE PICTURES FROM THE 5TH FLOOR SEEING THAT IS WHERE WE WILL BE.

THANKS AGAIN AND LOOKING FORWARD TO ANY NEW PHOTOS.

JOAN

CUSTOMER Experience

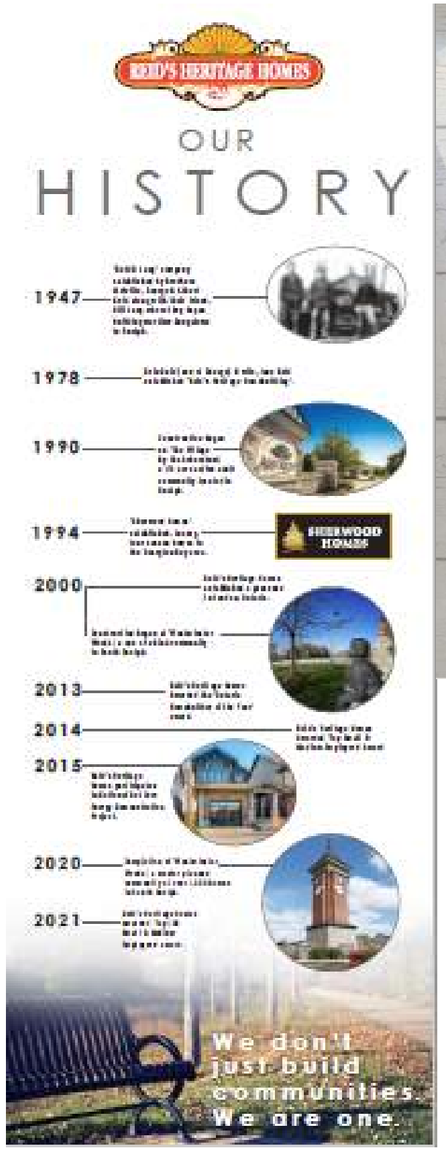
THANK YOU FOR THE CLOSING GIFT! WE ACTUALLY REALLY APPRECIATED HOW THOUGHTFUL IT ALL WAS . MY FAVOURITE PARTS WERE THE FUDGE AND THE MEYERS CLEANING PRODUCTS. IT WAS NICE TO BE ABLE TO MOVE IN AND HAVE A DISH-FREE DINNER AS WELL.

IN TERMS OF THINGS WE DIDN'T NEED- WE WERE PREPARED WITH THINGS LIKE GARBAGE BAGS AND TOILET PAPER, BUT IT WAS NICE TO HAVE THOSE ITEMS EASY TO GRAB WITHOUT UNPACKING ANYTHING. SOMETHING THAT MIGHT BE USEFUL WOULD BE A BOX CUTTER (WE HAD SOME OURSELVES BUT IT MIGHT BE USEFUL FOR SOMEONE ELSE).

HONESTLY, WE WERE JUST REALLY SURPRISED AT HOW GENEROUS AND THOUGHTFUL THE GIFT WAS.

THANK YOU SO MUCH,
KATHLEEN AND DAVID

CUSTOMER Experience



Gold Stars!

Gold Stars!

Gold Stars!

BILL BUCK

KEVIN FERGIN

TALON KEYS

LISA SMITH

BARBY WRIGHT

BARB SIMON

KAREN DARLING

JENNIFER MULLER

TARA BALLANTYNE

RON MCMILLAN

JENN SCHAUS

Q&A