

# Customer Journey

1 Choose Your Community

2 Choose Your Lot And Home

3 Sign Your APS & Review Closing Date

6 Design Your Home Interior Selections

5 Design Your Home Exterior

4 Firm Up Your Purchase

7 Construction Starts!

8 Electrical Walkthrough

9 Prepare For Moving Day

12 30 Day Inspection

11 Moving Day

10 Pre-Delivery Inspection

13 1 Year Anniversary Milestone

# PHELPS HOMES

## Customer Journey

### 1 | Choose Your Community

Visit **PhelpsHomes.com** to view our current communities and select the one that's perfect for you!

Buying new construction doesn't have to be daunting. Being the owner of a new-build home is an exciting and unique opportunity!

We guide you through floor plans, various models and elevations, and present recommendations based on your must-haves and lifestyle needs. Whether you're new to the process, have many questions or know exactly what you want and just need someone to start the process, we're here to help.

### 2 | Choose Your Lot And Home

Select the lot and floorplan that works best for you within your preferred community.

When you're ready to write your offer with our Sales Team, schedule an appointment and bring cheques and photo identification. Your Sales Advisor will guide you through all of the paperwork. Realtors welcome!

### 3 | Sign Your APS & Review Closing Date

In your Agreement of Purchase & Sale you'll sign off on deposit structure, floorplans, incentives, price, and your closing date. Your agreement will be presented and reviewed internally upon submission. As our standard best practice, all offers are reviewed on a case-by-case basis.

After your offer is accepted by Phelps Homes, you'll have 10 calendar days for further review of your Agreement before it goes firm. This cooling period allows you time to secure financing, ask us any pertinent questions, and to have your Agreement of Purchase & Sale and/or condo documents reviewed by your lawyer. If you are not ready to buy, you can back out without penalty.

### 4 | Firm Up Your Purchase

Congratulations- your purchase is now firm! The next step is to meet with your Phelps Homes dedicated Personal Design Consultant.

### 5 | Design Your Home Exterior

Request and review any structural changes for your floorplan.

Welcome to your first meeting with your Design team! Your Personal Design Consultant will guide you through your home selections; helping you build a home that is unique to you.

Do you want a railing instead of a half wall? How about a walk-in shower? Now is the perfect time to make those upgrades. You should expect to have one or two appointments to finalize your changes to the structure of your new home.

### 6 | Design Your Home Interior Selections

Time to get creative!

Your Personal Design Consultant will help you select all of your interior finishes; from floor tiles to countertops and everything in between. Our standard finishes are superior and we have upgrade options for every style and budget.

Visit our beautiful design centre and meet our experts, who'll work with you to design the look and feel of your home using local-first high grade paints, fixtures, flooring, and more.

### 7 | Construction Starts!

You've done your part, now it's time for us to do ours.

The construction of your home will commence approximately six months before your closing date. Keep up to date with the progress through our social channels as your community is built before your eyes.

Please note that, although we strive to set and meet realistic construction deadlines, a variety of environmental and operational factors can sometimes create delays. Once we progress through servicing, road construction, and pouring basements, you'll be contacted by your design consultant for your framewalk appointment!

If have any questions about the build, don't hesitate to reach out to your Personal Design Consultant.

### 8 | Electrical Walkthrough

Opportunity to see framing and review plugs, switches, and lights. You'll be guided by your Personal Design Consultant through your home during the framing stage. This is your opportunity to review the progress of your new home and see the location of all electrical plugs, switches, and lights.

### 9 | Prepare For Moving Day

Moving day is almost here... Our Customer Care Concierge is here to help. Phelps Customer Care Concierge will connect with you to provide site updates, collect lawyer contact information, discuss your Moving Day logistics, and answer any questions you may have at this stage.

### 10 | Pre-Delivery Inspection

Preview your new home before moving day! A Phelps Homes Owner Care Specialist will guide you on the final walkthrough of your home before moving day. Now is the time to make notes of any items that need addressing and learn the special features of your home.

### 11 | Moving Day

We aim to make Moving Day as easy as possible! Don't worry about having to go anywhere to pick up your keys- they are waiting in a lockbox on your brand new front door!

Your new home could still be part of an active construction site. As your health and safety is of the utmost importance to us, please remember to avoid areas of the community still under construction and abide by any construction notices. Please communicate any concerns or questions during your move in day to your Customer Care Concierge.

### 12 | 30 Day Inspection

We want to make sure you're loving your new home! After 30 days in your new home, an Owner Care Specialist will schedule a visit with you to answer any questions and address any concerns you may have.

### 13 | 1 Year Anniversary Milestone

Happy Home Anniversary! Don't worry- we're not going anywhere. Even though it's been a whole year, if you have any questions or concerns, we're here for you. Our Emergency Services and Owner Care Specialists are just a phone call away.