

## Virtual Release Frequently Asked Questions

1. When is the closing date?

The estimated closing dates for the new lots being released is Winter/Spring 2022. Please note that this is an estimated timeline, and our Sales Professionals will continue to keep you updated.

2. Can my real estate agent sign-up for me?

Yes, your real estate agent can sign-up for you but please ensure you are available on the release weekend in case your real estate agent or our Sales Professionals need to contact you.

3. Can a real estate agent work with more than one customer?

Real estate agents are permitted to work with more than one customer. However, a real estate agent may only hold one spot in line.

4. What happens if I miss the phone call from the Sales Professional on the release weekend?

If our Sales Professional reaches out to you, you have a half an hour from the time of their phone call to respond before they move on to the next customer. Unfortunately, if you do not call our Sales Professional back within that time, you are forfeiting your spot in line. The reason for this policy is to ensure we can move through the list in a timely manner as many other people will be ready and waiting for their turn.

Please note, that if your real estate agent is working with our Sales Professional on your behalf, they must be able to contact you as well. If they cannot reach you, we will still have to move on to the next customer.

5. What if the lot or plan I wanted is not available when you get to me on the list?

We highly recommend that you have a few back up choices in case your first choice of lot is not available. Our sales team will do their best to help you find a lot and plan that works for you.

6. If the Sales Professional calls me on the release weekend, how long do I have to make a decision?

We understand that purchasing a new home is a big decision. Our sales team will do their best to help you narrow down your options from what is available but if you cannot make a prompt decision, our Sales Professionals will have to move on to the next person in line.

7. What do I need to have with me to reserve my lot?

- The name(s) of the purchasers
- A valid form of ID for the purchaser
  - A photo of the ID will need to be sent to the Sales Professional
  - Driver's License is accepted
- A deposit in the amount of \$5000 can be completed via:
  - A Cheque
    - A photo of the front AND back of a cheque can sent to Sales Professional
  - Online banking

8. Can I add another buyer?

Yes. The sign-up form will only require you to list one buyer's name, however you can add another buyer on the call with our Sales Professional. Please note that you can only add a buyer. You are not permitted to change or remove the name of the buyer you listed on the sign-up form.

9. What is a reservation agreement?

A reservation agreement reserves your lot and plan for 5 days until an agreement of purchase and sale can be completed. You will be required to put down a deposit of \$5000 to reserve your lot.

10. What is an agreement of purchase and sale?

Your agreement of purchase and sale is the legal documentation for purchasing your home. This agreement will be conditional for 5 days after signing to allow you to obtain a mortgage approval. At the time of firming the balance of your deposit will be due.

11. Do I need a mortgage approval?

Yes, we do require a mortgage approval. If you do not have a mortgage specialist yet, we have included the contact information for our preferred lender below:

Cortney Hansen - RBC Mortgage Specialist  
519-841-4349  
[cortney.hansen@rbc.com](mailto:cortney.hansen@rbc.com)

12. When do I pick the finishes for my home?

Your Sales Professional will share the timeline for you to complete your selections once your agreement of purchase and sale is finalized.

13. Do you allow assignments?

No, we do not allow assignments.