Tamarack

New Home Reference Guide



Introduction

Congratulations on purchasing your new Tamarack Home!

Purchasing a new home is an exciting experience. At Tamarack Homes, we strive to make the process run as smoothly as possible. The Tamarack team will guide you through the process and monitor the completion of every stage so that you have an exceptional new home experience.

Like you, every homebuyer is important to us. Our commitment to your satisfaction continues to be the foundation on which we build. That's why we have developed this special guide. It is designed to provide you with important information about the steps that are involved in building your new home, as well as to educate you about the critical role that you play in assisting us to meet our deadlines and commitments.

We begin with an introduction to the design and construction process. On several occasions we will request your input as it relates to finishes and an overall review of the construction progress. Your participation is important to ensure that your new home is built to your specifications.

Our goal is to ensure that you're entirely comfortable during the home buying process. We know that you'll fill your new home with many cherished memories, and that's why we're committed to delivering you an experience that is enjoyable, informative and stress free.

Tamarack
Referral Program

At Tamarack Homes, we believe good friends make great neighbours. Our Friends & Neighbours Referral Program rewards you for introducing the people you care about to the communities you love. Simply complete the referral form and accompany your friend on their first visit to a Tamarack sales office. If your friend purchases a Tamarack home, you'll receive a $2,500 reward, and your friend will enjoy a $5,000 bonus to use at the Design Centre.*

*This cannot be used in conjunction with broker referral/co-broke.

** If the home being purchased does not have the opportunity to go to the Design Centre, both parties will receive a $2500 cheque instead.



Repeat Customer Rewards

At Tamarack Homes, we value the loyalty of homeowners who choose us again. The Repeat Customer Rewards program is our way of saying thank you for coming back.

If you've previously owned a Tamarack home and are ready to move up or downsize, you can receive a $7,500 Design Centre bonus when you purchase your next Tamarack home.

All that's required is proof of your previous purchase, and you'll receive your bonus at the time of purchase, giving you extra flexibility to personalize your new home.*

*Speak with a Sales Representative for full details.



Military Bonus

At Tamarack Homes, we are proud to recognize the strong Canadian Armed Forces presence in our region. As a token of our appreciation, the Military Homebuyer Incentive is designed to support and welcome military members and their families to our communities.

Eligible homebuyers can receive a $5,000 Design Centre bonus on a new home purchase or $5,000 off the purchase price of an inventory home.

This incentive applies to:

» Active Canadian Armed Forces members

» Reservists

» Veterans

» Military spouses or partners

Proof of service is required at the time of agreement.*

***Speak with a Sales Representative for full details.**

Tamarack Design Centre

Design Centre Location and Hours of Operation

Ottawa:

» Location: 2515 St. Laurent Boulevard, Ottawa, ON, K1H 1B1

» Telephone: 613-736-0047

» Hours of Operation

- Monday – Wednesday and Friday: 9am-4:30pm
- Thursday: 9am-7pm
- Saturday and Sunday: Closed
- Closed all holidays
- Browsing by appointment on Monday and Thursday



Your Design Centre Experience

At the Tamarack Design Centre, you will have the opportunity to personalize your new home with the features and finishes that reflect your individuality and lifestyle. Our design team will offer assistance and guidance to make your dream home distinctly yours.

It is important to note that if you have purchased a pre-construction home, you have 45 days from your first appointment to finalize all your selections, upgrades and changes. By finalizing your choices within this timeframe, it allows our team to keep the construction schedule on track for your new home. By the end of your third appointment, the process is complete and no further changes can be made.

Stage 1 - Getting Started - Begin Researching

Our Design Centre Coordinator will contact you to schedule the appointments that are required to complete the design centre process. We recommend that you spend some time preparing for these appointments by thinking about how you want your home to look and feel, and considering what features are important to accommodate your lifestyle.

Consider the needs of your household such as:

» Family Size

» Pets

» Home Office Needs

» Technology

» Hobbies

» Entertaining and Holidays

Start developing a wish list for your new home. Browse through the latest home decorating magazines, websites and catalogues for inspiration. Visit model homes around the city for decor ideas. Make a list of your 'must haves' and what items would be 'nice-to-have' before your appointments commence.

Stage 2 - First Appointment: Orientation

This appointment is an introductory virtual meeting to familiarize you with our Design Centre process. During this appointment you will receive an overview of the Design Center process and timeline. You will also review our Design Options Handout which is provided as a PDF attachment sent to you by the coordinator at the initial Design Center point of contact. Your coordinator will help answer your questions and make notes for your Design Consultant, who will be selecting your finishes with at the 2nd appointment. In the meantime, you will be contacted by the Muskoka Kitchen Designer, to set up your kitchen and bathroom design meeting. This meeting gives you the opportunity to customize your kitchen and bathroom needs with the Designer.

NOTE: This appointment will take approximately one hour.

Stage 3 - Develop a List of Needs and Wants

After your Orientation appointment, begin developing a list of 'needs and wants' as it relates to the features of your new home. **The Design Options handout** is a great resource guide that provides information about all the upgrade options that are available, along with costs to help with the decision-making process.

If you wish to see the standard and upgraded specifications that are offered by Tamarack we encourage you to visit the Design Centre before your 2nd appointments so that you can view the available samples.

Don't forget to jot down any questions you may have for your Design Consultant.



Stage 4 - Second Appointment: Submit Your Wish List

During your second visit, your Design Consultant will work with you to develop a complete list of all the selections and upgrades that you are considering for your new home. Come prepared with your wish list, Design Center Options Handout, and any questions that you may have for them.

During this appointment you will select:

» Flooring (hardwood, tile and carpet)

» Cabinetry

» Countertops

» Backsplash

» Interior doors

» Stair Railings

» Plumbing fixtures

» Paint Colours

NOTE: This appointment will take approx. 2-½ - 3 hours

Stage 5 - Decision Making

Prior to your third, and final, appointment, your Design Consultant will send you a list of your requested upgrades along with the associated costs. This will include a price list and drawing from Muskoka.This will allow you some time to review the pricing so that you are prepared for your third appointment where you will be finalizing your selections.

NOTE: It does take time to collect all the pricing and to prepare the final list to send you to review. You will generally receive the list of upgrades approx. 1 week prior to your final appointment.

Take the time to review each item in detail and note any concerns, revisions or additional items that you may wish to consider.

Stage 6 - Third Appointment: Finalize and Approve

The purpose of the final appointment is to review selections and upgrades for your new home and to finalize your choices. Your Design Consultant will review each item in detail and make any adjustments that you request. You may add additional upgrades at this time, providing that the upgrades are noted in the pricing catalogue and do not require a custom quote.

NOTE: This appointment will take approx. 1-2 hours.

NOTE: Changes to your selections or upgrades are not permitted after your final sign-off, so we encourage you to be an active participant in finalizing, and verifying, your final choices.

Any amendments required to your Agreement of Purchase and Sale must be signed at this appointment. Copies will be provided for your personal record by DocuSign once all parties have signed the paperwork.

It is important to note that you have 45 days from your first appointment with the Design Centre to finalize all your selections, upgrades and changes. This is because many items have long delivery time frames (such as the custom-made kitchen cabinetry), and we need your selections finalized to ensure these items are installed on schedule.

All selections are subject to the final approval of Tamarack Homes to ensure that they are compatible with the other components of your home.

Once your file is complete, our construction team will review it for accuracy and schedule delivery and installation. Depending on the upgrades and the choices, extra time may be required to complete your home. You will be advised in writing shortly after the final review process should a change to your closing date be required.



Spec Homes



Condensed Time Frame for Selections

If your home is already under construction, your Design Centre process will be 21 days and certain upgrades may not be possible. The Design Centre will be aware of your upcoming closing date and schedule your appointments accordingly.

Tamarack Suppliers - Ottawa

Muskoka Kitchens | 613-526-2261

» Kitchen Designer – Justine Verhoeve
Email: justine@muskokacabco.com

» Showroom: 2515 St. Laurent Blvd., Ottawa, ON

» For all cabinetry upgrades, including built-ins and counter tops.
www.muskokacabco.com

NOTE: Your design consultant will forward a copy of your cabinet selections to the kitchen designer after your 2nd Design Center Appointment. You will be asked to provide details for any appliances that are different from the standard specifications on your colour sheets

Concept Home Theatre Networks | 613-746-6663

» Virtual Appointments only

» You will be contacted directly for an appointment from Concept Homes by their office administrator: Julie Jarvis email: julie@concepthometheater.com

» Sales Representative: Steve Nicol email: nicols@concepthometheater.com

Building Your New Home

During the construction of your new home, and after you move in, your primary point of contact will be your Customer Care Representative. This person will be in touch with you throughout the homebuilding process to schedule appointments, and to keep you up to date about the progress of your home. Once your Design Centre selections are complete, the team of experienced construction personnel will ensure that your new home is built to Tamarack's high standards of quality construction.

Quality Construction

At Tamarack Homes, we are continually looking for new and improved construction techniques. We offer Ontario's best-built homes as a result of quality building materials, innovative technologies and proven construction methods. Building a new home is a complex process that involves the coordination of thousands of tasks and details.

Your Safety

Tamarack Homes' priority is the safety our customers, our staff and our trade partners. Please only visit your home when invited for an inspection and accompanied by a Tamarack representative. You will be required to wear the appropriate safety gear. If you do not have your own, safety gear is available on loan from each Sales Centre. We cannot allow unscheduled visits on the construction sites while your home is under construction. Tamarack and our construction site personnel are liable for any injury that occurs on the construction site - 24 hours a day, seven days a week. This is a regulation under the Construction Safety Act, and we strictly enforce this policy.

We thank you in advance for your cooperation in keeping our construction sites safe.



Stages of Construction

1. Permit Application: In order to deliver your home; we must apply for a building permit immediately upon receipt of your firm offer. In the permit application, we include all plans and specifications that involve structural changes that you choose, as well as exterior colour selections. More information is available in the “Cut-Off Date” section of your agreement. To ensure that our construction crews have the proper time allotted to build your new home, we must apply for (and receive) the permit on time. Once permits are cleared, construction can begin.

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2. Pouring the Foundation: The first step to building a quality home is laying the foundation. Tamarack Homes analyzes the size of the home, along with the soil conditions, the ground integrity and government requirements ensure that a quality structural system is built for your home. The footings are installed and your basement walls are poured.

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3. Framing Your New Home: The frame is the skeleton of your new home. The framing stage usually takes three to four weeks, and consists of the following:

1. On the first day of framing, the walls start going up for the first floor.

2. Work starts on the second-floor system (if applicable), using engineered floor joists.

3. Roof trusses are installed.

4. The entire roof is completed and the windows are installed.

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4. Mechanical Systems: After framing is completed on your home, the plumber, the electrician, and the heating and cooling trade partners install mechanical systems in your home. Throughout the building process, inspections take place to ensure that all building practices have been completed properly and conform to applicable building codes. Next, the insulation is installed along with the air barrier and vapour barrier. Approval from a city Inspector is required at this stage prior to drywall.

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5. Drywall: The drywall is stocked in the home while the insulation, as well as the gas metre and permanent power connections are installed. It generally takes a few days to hang drywall. The drywall stage is complete once three coats of mud cover the taped seams and the attic insulation is blown in.

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6. Trim and Finish Details: At this stage, your home begins to look like the home you have envisioned. The walls are primed and prepared for the final finish, while the interior trim, cabinets, counters and sinks are installed. Completion of the electrical systems occurs as shelving, bath accessories and mirrors are installed. The ceramic tile, the carpeting and the wood flooring are then installed. Prior to the Pre-Delivery Inspection and closing, the entire home is cleaned.

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7. Exterior Landscaping: Exterior finishes consist of paving, interlock, walkways, sod and external painting. NOTE: Due to the seasonal fluctuations, some items may not be completed by your closing date and will be completed when weather permits.

Meetings During Construction

Tamarack’s experienced construction team will co-ordinate all the necessary expertise to build your home. However, as the homeowner, you play an important role in ensuring that this process runs smoothly.

We require your involvement in the building process for the following scheduled events:

1. Frame Check Walk-Through: Once the framing and electrical wiring is complete and prior to installing drywall, your Customer Care Representative will contact you to schedule a frame check walk-through with the Construction Site Supervisor. This allows you to see the framing and mechanical systems before the walls are installed. You have an opportunity to observe any structural changes you may have made, as well as learn about the construction of your home. Our Site Supervisor will highlight the many extra features found in a Tamarack ENERGY STAR® Home. Feel free to ask questions. We value your input and observations during this time.

NOTE: The Occupational Health and Safety Act of Ontario must be always adhered to. Therefore, safety hats and steel-toed footwear must be worn, and other safety regulations must be followed. Safety wear is available on loan from each Sales Centre.

2. Pre-Delivery Inspection: As your closing date approaches, your Customer Care Representative will contact you to schedule your Pre-Delivery Inspection. The Pre-Delivery Inspection is conducted with a Tamarack Inspector approximately five days prior to your closing date. The purpose of the Pre-Delivery Inspection is for you to view the completed home, and to learn about the associated systems and operations. At this time, some minor work may still be underway, and the home will be scheduled for a final cleaning after all work is completed.

NOTE: We do not recommend children attend the inspection, or that you use the occasion to show your new home to friends or family. The focus of the Pre-Delivery Inspection is to examine the house and produce accurate written documentation as to its condition prior to your closing date.

At the end of the inspection, you will receive a package of information about your new home. Among other things, the package contains important documents including your Certificate of Completion and Possession (CCP), a utility reading report for you to complete on the day of closing, your Tarion Pre-Delivery Inspection (this should correspond with the Pre-Delivery List).

Once the Pre-Delivery Inspection is complete, your Pre-Delivery Inspection List is forwarded to Tamarack’s site office for follow-up action. If all the items are not completed prior to your closing date, the site office will work with you to complete them after you move in. Depending upon the season, or the availability of materials and labour, it may not be possible to complete certain items until weather conditions are suitable.



Closing and Taking Occupancy

Tamarack Homes understands how much your investment means to you, so we do the best we can to provide you the best possible service - from the start of the home buying process until the end.

The Closing Date

The closing date is the day that the home and property legally become yours. Typically, the week before closing, your lawyer will contact you to arrange a time to sign the appropriate legal documents, and to secure your mortgage and home insurance details. Your lawyer will also arrange for the transfer of funds to Tamarack's lawyer. Once the transfer of funds is complete and the necessary registration has taken place, your lawyer will be provided with information required to obtain your keys.

NOTE: Timing is in the hands of the lawyers. Please do not make arrangements for moving vans, or the delivery of appliances, early in the day. We have found that final closing and the transfer of keys typically happens late afternoon. You could save time and money by keeping this in mind on moving day. Once you receive the keys, the house is all yours!

Customer Service – Your First Year and Beyond

On the day of closing, your new home warranty begins. The Tamarack Customer Service Team will be there every step of the way to help take care of any problems that may arise and answer any questions about your new home.

NOTE: For any new home, several appointments are required throughout the first year of occupancy to complete service work. Service personnel will require access to the home and appointments will take place during regular business hours.

The Tarion Warranty Corporation backs the warranty on your new Tamarack Home. There are guidelines as to when to submit your repair items to Tamarack, however our Customer Service Department is available at any time to handle urgent requests, or deal with concerns.

More information about the warranty process will be provided to you at your Pre-Delivery Inspection. In the meantime, if you would like to learn more, please visit: www.tamarackhomes.com (click on Customer Service) or www.tarion.com

Our Green Commitment

Tamarack is a leading ENERGY STAR® homebuilder. Every Tamarack home is 20-30% more energy efficient than a standard home built to the Ontario Building Code and is certified by a third-party inspection agency. You will receive an ENERGY STAR Homeowner's Information Package if your home is registered with the ENERGY STAR program, along with improved comfort level and lower utility bills.

Even before you move into your home, the home building process can have a significant impact on the environment. The building materials that are installed, the building practices that are used, along with the waste management that is practiced by Tamarack, can impact your family's health - inside the home, and in the community in which you will live.

Tamarack Homes strives to minimize the impact of residential construction on our natural resources through the use of sustainable products, waste reduction and water conservation.

Tamarack Homes has emerged as a leader in energy efficient homebuilding.

We are continuously looking at ways to maximize energy savings and to conserve water for our homeowners, while minimizing our impact on the environment during the construction process.

In our communities, Tamarack Homes has refined the land planning and development process to better incorporate the preservation of natural landscapes and focus on storm water management procedures.

In our operations, we also strive to ensure that our offices and jobsites operate according to our sustainability principles.

You will benefit from lower energy costs as it relates to heating and cooling your home, along with improved air quality, reduced drafts, and water conservation. Thank you for choosing an ENERGY STAR Tamarack Home.



Customer Satisfaction Surveys

We understand that the home building process is very exciting, and sometimes overwhelming. You have a story to tell about your experience, we're listening. Throughout the home buying experience, you will have the opportunity to complete three different customer satisfaction surveys so that you can tell us how well we met your expectations in terms of customer service, your new home and your new community.

We have hired a third-party independent research company, CustomerInsight™, to conduct the surveys - once before you move in, and once during your first year of occupancy.

We look forward to receiving your feedback.

Contacts

Please find a list of the personnel who can answer any questions you may have.

NOTE: After the point of sale, your Customer Care Representative will remain your main point of contact.

Head Office: Tamarack Developments, 3187 Albion Road South. Ottawa, ON

Telephone: 613-739-2919

Steve Winges

Construction General Superintendent
Ottawa

Email: swinges@tamarackhomes.com

Jan Rot

Service Manager
Ottawa

Email: jrot@tamarackhomes.com

Megan Van Rijt

Sales Manager
Ottawa

Email: megan.vanrijt@tamarackhomes.com

Carla Mason

Customer Care Representatives
Edenwylde, Westwood, and Idylea

Email: westwoodcustomercare@tamarackhomes.com
edenwyldecustomercare@tamarackhomes.com
idyleacustomercare@tamarackhomes.com

Valerie Hiscock

Customer Care Representatives
Cardinal Creek, The Meadows

Email: cardinalcreekcustomercare@tamarackhomes.com

Kiersa Lapenskie

Customer Care Representatives
Findlay Creek

Email: findlaycreekcustomercare@tamarackhomes.com

Joy Kerr

Sales Centre Representative - Ottawa
Cardinal Creek

Email: jkerr@tamarackhomes.com

Stephanie Vintinner

Sales Centre Representative - Ottawa
Findlay Creek

Email: stephanie.vintinner@tamarackhomes.com

Dennis Regnier

Sales Centre Representative - Ottawa
The Meadows

Email: dennis.regnier@tamarackhomes.com

Jia Zhang

Sales Centre Representative - Ottawa
Idylea & Westwood

Email: jia.zhang@tamarackhomes.com

Kim Knuth

Design Centre Manager
Ottawa

Email: kknuth@tamarackhomes.com

After Hours Emergency:
613-526-7979

Other Contacts - Ottawa

Service	Contact	Phone Number
Gasw	Enbridge	613-741-5800
	Reliance	1-888-837-1451
	Vista	1-877-318-4782
Electricity	Hydro Ottawa	613-738-6400
	Hydro One	888-664-9376
Water	Regional Water	613-560-2050
Mail Delivery	Canada Post	800-267-1177
Hot Water tank	Enercare	www.enercare.ca

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