



The Design Process & Finishing Touches

PHOENIX HOMES DESIGN CENTRE
GUIDEBOOK AND POLICIES



“Through the use of innovative design and building practices, Phoenix Homes strives to be among the best real estate developers in the industry.

We take great pride in ensuring that our performance goes beyond the expectations of our customers, business partners and employees.”

Congratulations on the purchase of your new Phoenix Home! You have already made the important decision to purchase a house and now it is time to carefully consider all the options available to you to turn your house into a place you will be proud to call home.

This guide is designed to walk you through the design center process, your various design considerations, and Phoenix Homes’ comprehensive range of options.

Designing your home couldn’t be more effortless and fun! We encourage you to book an appointment to browse the Design Centre and pre-select your interior colours.

These guidelines have been implemented to help answer any questions that you may have and make your time with your Design Consultant as productive and efficient as possible in order to maintain our construction schedule.

To this end, we are pleased to enclose information regarding the Design Centre Appointments, Policies, Finishing Touches Upgrades and Frequently Asked Questions. Please carefully review this guide and feel free to make a list of the options that you would like to discuss when you meet with our Design Consultants.

Yours Truly.

PHOENIX HOMES MARKETING
& DESIGN TEAM

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- All changes are subject to approval and must be confirmed by our engineering department
- Plans are subject to change without notice due to site conditions- including any exterior elevations.

- Due to circumstances on-site, bulkheads and chases may be required as a result of homeowner changes, and final dimensions may not be exactly as shown on plan
- Products available may not be exactly as shown
- E. & O.E October 1st, 2021

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Your Design Centre Appointments

Your team at Phoenix Homes looks forward to working with you to achieve your desired design goals! We are proud to offer our purchasers the services of our professional Design Centre, where you can select from an extensive array of interior selections in our showroom. Design Centre Appointments are scheduled Monday to Friday from 9:00am to 5:00pm. Clients are required to arrange their day/work schedule to dedicate the necessary time towards this process.

Our Design Centre staff will help you add the personal touch to your new home by offering a wide selection of the latest quality finishes and products. These include carpeting, ceramic tile and vinyl, hardwood flooring, kitchen cabinets and countertops, plumbing fixtures, and fireplace mantles from recognized and respected name brand manufacturers.

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YOUR DESIGN CENTRE FILE, FOR SINGLE FAMILY HOMES, IS BROKEN DOWN INTO TWO PACKAGES. THESE PACKAGES ARE YOUR BUILDING ENVELOPE PACKAGE AND YOUR FINAL WORKING DRAWINGS PACKAGE. WE REQUIRE ALL SELECTIONS AND SIGN-OFFS TO BE COMPLETED BY THE CUT-OFF DATES PROVIDED BY YOUR DESIGN CENTRE CONSULTANT FOR THESE PACKAGES. TO MAINTAIN OUR FIRM POLICY THAT YOUR FILE IS COMPLETED BY THE PROVIDED CUT-OFF DATES, YOUR TIME WITH YOUR DESIGN CONSULTANT IS SET OUT AS FOLLOWS:

Discovery Appointment



PLAN TO SPEND APPROXIMATELY 1 HOUR
FOR THIS APPOINTMENT

This first appointment during your Design Centre process will primarily consist of discussing your vision and expectations for your home. This appointment will be used to discover which upgrades and tailored options would be best suited for you and your family based on your budget. Using your favorite design inspirations, review upgrade options and compile a list of upgrades you are interested in with one of our Design Consultants.

You will also be walked through the standard finishes of your home and given time to browse all your options in the design center.

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Structural & Electrical Appointment



PLAN TO SPEND APPROXIMATELY 2 HOURS
FOR THIS APPOINTMENT

Your second appointment during your Design Center process will consist of discussing structural and electrical upgrades available for your home. You will be going over the lighting plan with your Design Consultant and discuss any electrical upgrades you are interested in. During this appointment, you should have an idea of any tailored options you wish to proceed with.

For Single Family Homes, this appointment also includes exterior colour selection! Choose from our professionally designed packages of siding, stone/brick, and paint colours, etc. Any structural changes are always subject to approval by our Architecture and Engineering department. Pricing for your quote will be emailed to you within 1-2 weeks. Structural and electrical upgrades are the first set of decisions you will be asked to make so that drawings can be done. Once your drawings are complete, your Design Consultant will ask you to review them and finalize your First package to be signed.

** This appointment is only applicable to Single-Family Homes*

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Cabinetry Design Appointment



PLAN TO SPEND APPROXIMATELY 2 HOURS
FOR THIS APPOINTMENT

Your Design Consultant has many available options to customize your dream kitchen, such as pots and pans drawers, glass cabinets, crown moulding and increasing the height of your upper cabinets. An optional custom kitchen design appointment, with a professional Kitchen Designer from Spectrum Kitchens is available upon request for a fee of \$500+HST. This set fee of \$500+HST will be applied as a credit to your next invoice if you are proceeding with kitchen upgrades at a value of \$500 or more. For purchasers that would like to book a design appointment at Spectrum Kitchens, this will be an additional appointment in the Design Process, that will be scheduled prior to the Kitchen and Colours appointment. If you would like to book this appointment, please advise your Design Consultant prior to your Structural and electrical appointment.

** This appointment is optional and only applicable to Single-Family Homes*



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Kitchen & Interior Colours Appointment



PLAN TO SPEND APPROXIMATELY 2 HOURS
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This is the fun part! This appointment you will be working with your design consultant to choose interior finishes that complete your vision. Interior finishes include cabinetry, countertops, flooring & more. Phoenix Homes offers numerous interior design options. You will also be discussing kitchen upgrades if you chose not to have a design appointment with our kitchen cabinet supplier, Spectrum Kitchens. If you opted for the separate kitchen appointment, your Design Consultant will be going through and confirming the upgrades you wish to proceed with. Any upgrades you made, will be priced and emailed to you within 1 week.

**This Appointment is only Applicable for Single Family Homes and Townhomes*

Final Design Appointment



PLAN TO SPEND APPROXIMATELY 1 HOUR
FOR THIS APPOINTMENT

The last appointment in your Design Centre process is to finalize the interior finishes for your home. If there are any colour changes you wish to make, this is the final appointment to do so. You will have already received your invoice and blacklines, and these will be reviewed/finalized with your Design Consultant during this appointment. The final package to sign would be sent in the following 2-3 business days.

**This Appointment is only Applicable for Single Family Homes, Townhomes and Condominiums.*

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- Any additional appointments in the design centre are subject to availability and approval by Head Office, a minimum fee of \$250 will apply.

ALTHOUGH IT MAY SEEM TOO EARLY TO FINALIZE YOUR DESIGN CHOICES, IT IS IMPORTANT THAT YOU BECOME AWARE OF PHOENIX HOMES' GUIDELINES SURROUNDING THE CONSTRUCTION AND DESIGN OF YOUR HOME. OUR POLICIES INCLUDE:

Our Design Centre Policies

- All selections and sign offs must be completed by the cut-off dates provided by your Design Centre Consultant. Purchasers who go beyond their cut-off dates will have their selections done for them by Design Centre staff (pursuant to the Agreement of Purchase and Sale), and will receive standard finishes throughout. Each client will be made aware of their Cut-Off Dates, by their design Consultant and must abide by these timelines. Proper processing time is critical to the accuracy of your design orders.

- It is very important that in working on your design choices, it is understood that no structural changes, other than those which are in our Design Catalogue will be permitted.

- Once clients have finalized upgrade selections for the Building Envelope and/or Final Working Drawings Packages, any changes requested are

subject to construction approval and a minimum late change fee of \$1000, non-negotiable.

- Clients who have purchased an Inventory Home, or a townhouse or single which is already under construction, will not have the opportunity to select upgrades.

- Electrical, structural or framing changes in condos are not permitted.

- All appliance dimensions, complete with Manufacturer's brochures and specification sheets must be supplied to your Design Consultant prior to your Final Cut-Off Date, or provisions for standard appliances will be installed. There are many new appliances on the market which will impact the layout of your kitchen, it's cabinetry and any additional electrical wiring required. (Fees will apply for additional provisions).

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- Phoenix Homes does not install purchasers' microwave/hood fan units or appliances, but will provide the appropriate space and electrical wiring required for your appliances.

- Phoenix Homes does not permit the deletion of materials without a replacement or upgrade. In some cases, specific items are required to be installed in order to obtain an occupancy permit (necessary for closing). Please ask your Design Consultant for more information.

- It is highly recommended that you limit family members at your Design Centre Appointment to only those who are listed on the Agreement of Purchase and Sale.

- Clients are informed that prices are subject to change from the original estimates given at the point of purchase. Design Centre pricing is final, and non-negotiable.

- A 10% deposit of your Invoice totals for your selected upgrades is required before the process can be completed. These deposits are due after completing the Building Envelope Package and Electrical and Colours Package.

- Payments for your selected upgrade options and deposit may be made by cheque, money order, debit, credit card (Visa, AMEX, Mastercard). The balance of your invoice total can be paid in full or by Amendment to the Agreement of Purchase and Sale which would be included in your mortgage.

Design Centre | Contact Info

LOCATION

18A Bentley Ave
Ottawa, ON
K2E 6T8

HOURS

Mon-Fr: 9AM-5PM
Sat: 10AM-5PM
By appointment only

CONTACT

tel: 613-723-9227
fax: 613-723-2235
email: designcentre@phoenixhomes.ca

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The Finishing Touches

You've bought your dream home and now it's time to personalize your home with your design choices – from floors to cabinets to the finish of your faucets. This section of the guide is designed to walk you through your various design considerations from structural upgrades to finishing items such as your paint, cabinetry, flooring and other personalized features.

Structural & Electrical Upgrades

BUILDING ENVELOPE PACKAGE

It is important to select the Building Envelope Package upgrades first in the process, as these changes will have an effect on the remainder of the home.

Structural | Options

- | | |
|--|---|
| <input type="checkbox"/> Reinforcement of existing light fixture(s) for future chandelier or ceiling fan | <input type="checkbox"/> HVAC |
| <input type="checkbox"/> Upgraded swing closet doors or mirrored sliders | <input type="checkbox"/> Stairs & railings |
| <input type="checkbox"/> Finished basement bathroom | <input type="checkbox"/> Door styles & hardware |
| <input type="checkbox"/> Flooring material (pre-finished engineered hardwood, luxury vinyl tile, carpet, tile) | <input type="checkbox"/> Showers & Bathtubs |
| <input type="checkbox"/> Relocated laundry (move to basement mechanical space) | <input type="checkbox"/> Flooring Material |
| <input type="checkbox"/> 8 foot high interior doors (where possible) | <input type="checkbox"/> Tailored options (must be approved by architecture) |
| <input type="checkbox"/> Finished basement (standard layout) | |
| <input type="checkbox"/> Archways | |
| <input type="checkbox"/> Fireplace wall bump-ins | |
| <input type="checkbox"/> Optional alternate layouts | |

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Staircase | Options

- ☐ Oak stairs (main staircase and/or upper basement)
- ☐ White risers on wood stairs
- ☐ Upgraded newel posts and/or spindles



Fireplace | Options

- ☐ Modern linear gas fireplace
- ☐ Raised or flat hearth
- ☐ Raised standard fireplace box 12" above finished floor
- ☐ Fireplace box bump-in (floor to ceiling)
- ☐ Fan kit
- ☐ Squared or chiminea-style

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Plumbing | Options

- ☐ Upgraded shower and/or bathtub trim – addition of hand shower
- ☐ Upgraded bathtub (free standing, soaker, aerofeel)
- ☐ Additional vanity sink (where applicable)
- ☐ Upgraded toilet – right height, dual flush
- ☐ Ceramic tiled shower enclosure with acrylic base and sliding or swing doors (where possible)
- ☐ Enlarged showers (where possible)
- ☐ Tiled shower bases
- ☐ Benches in shower

Windows, Doors & Insulation | Options

- ☐ Insulated overhead garage doors
- ☐ Addition of windows in garage door
- ☐ Finished garage with R12 insulation in walls, R40 insulation in ceiling and drywall with one coat of drywall compound
- ☐ Transom above patio door (where possible)
- ☐ French doors (glass)
- ☐ Upgraded interior door style

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Heating, & Ventilation | Options

- | | |
|--|--|
| <input type="checkbox"/> Complete central vacuum system | <input type="checkbox"/> Air Conditioner |
| <input type="checkbox"/> Vacuum pan (select from white or black under kitchen sink or bathroom vanity) | <input type="checkbox"/> Gas dryer line |
| <input type="checkbox"/> Gas BBQ line | <input type="checkbox"/> Make up air system for Kitchen hood fan above 300 CFM |
| <input type="checkbox"/> Humidifier | |
-

Electrical | Options

- | | |
|---|---|
| <input type="checkbox"/> Garage door opener with (2) remotes and (1) keypad | <input type="checkbox"/> Additional capped light outlet – in ceiling or on wall for future sconce |
| <input type="checkbox"/> Exterior soffit plug with switch for holiday lights | <input type="checkbox"/> Reinforced light outlet for heavier fixture |
| <input type="checkbox"/> Exterior soffit potlight | <input type="checkbox"/> Ceiling fan rough-in |
| <input type="checkbox"/> Additional standard electrical outlet – in unfinished basement or for future wall mount TV | <input type="checkbox"/> Dimmer switch |
| <input type="checkbox"/> Conduit at fireplace for future TV | <input type="checkbox"/> Under cabinet lighting in kitchen |
| <input type="checkbox"/> Additional data outlets | <input type="checkbox"/> Cooktop wiring |
| <input type="checkbox"/> Separate circuit electrical outlet in basement for future fridge or freezer | <input type="checkbox"/> Wall oven wiring |
| <input type="checkbox"/> Conduit from attic to basement | <input type="checkbox"/> Interior potlights (standard layouts) |
| | <input type="checkbox"/> Speaker systems |

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Kitchen & Interior Colours Selections

FINAL WORKING DRAWINGS PACKAGE

The Final Working Drawings Package contains the upgrades for your kitchen and colors.

This is the fun part – consider the style selections and ambiance that will be personalized to your home.

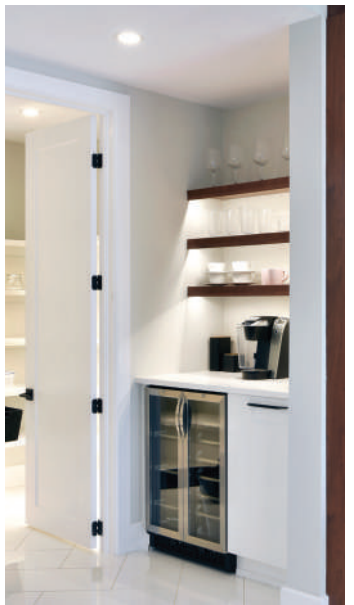
Kitchen & Cabinet | Options

- | | |
|---|---|
| <input type="checkbox"/> Extended height on upper Kitchen cabinets (42 inches high) | <input type="checkbox"/> Accommodate for slide in stove |
| <input type="checkbox"/> Glass cabinet doors with or without mullion bars | <input type="checkbox"/> Soft close doors and drawers |
| <input type="checkbox"/> Matching interior for glass cabinet doors | <input type="checkbox"/> Cabinet hardware |
| <input type="checkbox"/> Pot and pans drawers | <input type="checkbox"/> Accommodation for wine or bar fridge* |
| <input type="checkbox"/> Light valance | <input type="checkbox"/> Cooktop cabinet* |
| <input type="checkbox"/> Upgraded hood fan | <input type="checkbox"/> Wall oven cabinet* |
| <input type="checkbox"/> Decorative crown moulding | <input type="checkbox"/> Appliance cabinet panels* |
| <input type="checkbox"/> Trim panel between upper kitchen cabinets and ceiling | <input type="checkbox"/> Apron style kitchen sink* |
| <input type="checkbox"/> Tile backsplash | <input type="checkbox"/> Open shelving* |
| <input type="checkbox"/> Extended backsplash up and behind chimney hood fans | <input type="checkbox"/> Relocated appliances or plumbing fixtures* |
| <input type="checkbox"/> 24" deep fridge cabinet surround with side panel | <input type="checkbox"/> Personalized kitchen layout* |
| <input type="checkbox"/> Prep sink bar | <input type="checkbox"/> Custom mudroom cabinetry* |
| | <input type="checkbox"/> Floating bathroom vanities* |

* Noted items are applicable for purchasers who select a custom kitchen appointment with Spectrum Kitchens (applicable fees apply).

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Trim & Paint | Options

- | | |
|---|---|
| <input type="checkbox"/> Upgraded fireplace mantle and/or surround | <input type="checkbox"/> Upgraded exterior door handle |
| <input type="checkbox"/> Upgraded baseboards and casings throughout | <input type="checkbox"/> Paint colour throughout (one color) – Matte finish |
| <input type="checkbox"/> Upgraded interior door style | |
| <input type="checkbox"/> French doors – clear or frosted glass | |
| <input type="checkbox"/> Upgraded Interior door handles | |

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Flooring | Options

- ☐ Pre-finished engineered hardwood
- ☐ Luxury vinyl tile
- ☐ Tile – upgraded size and/or installation
- ☐ Upgraded carpet and/or underpad

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Countertops | Options

- ☐ Upgraded quartz or granite in kitchen
- ☐ Quartz or granite backsplash in kitchen
- ☐ Granite or quartz countertops with standard undermount sink in bathrooms
- ☐ Upgraded undermount sink in bathrooms
- ☐ Quartz or granite waterfall countertop
- ☐ Upgraded larger undermount sink in bathrooms

Bathrooms & Plumbing | Options

- ☐ Upgraded kitchen or vanity faucet and/or sink
- ☐ Floor and wall tile selections
- ☐ Cabinet hardware
- ☐ Upgraded shower door
- ☐ Upgraded shower fixtures

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WE UNDERSTAND THAT YOU WILL HAVE SOME QUESTIONS THROUGHOUT THE DESIGN CENTRE PROCESS, AND OUR DESIGN CONSULTANTS ARE HERE TO HELP. WE WOULD LIKE TO PROVIDE YOU WITH THE ANSWERS TO SOME FREQUENTLY ASKED QUESTIONS.

Frequently Asked Questions

WHAT IS INCLUDED IN MY PURCHASE PRICE?

Your Home's purchase price will include the high end standard finishing package, which includes quartz countertops in the kitchen (not applicable to all products). Also included are items outlined in the Specifications page and the Purchaser's Extra page of your Agreement of Purchase and Sale.

I HAVE RECEIVED MY ACCEPTED DEAL BACK, WHAT HAPPENS NEXT?

This is when it gets exciting! You will be contacted by one of our Design Centre Consultants, who will outline the cut-off dates to have your file completed for construction and to schedule your first appointment at the Design Centre to discuss any upgrade options you might be considering.

ARE TAXES INCLUDED IN THE PRICE OF MY UPGRADES?

No, the quoted prices are not inclusive of taxes.

MY FILE IS NOW COMPLETE AND I HAVE SIGNED OFF ON MY FINAL WITH THE DESIGN CENTRE. WHO DO I GO TO IF I HAVE ANY QUESTIONS DURING THE BUILD?

Our Sales Team is there for you from the time you purchase to the day you perform your Pre-

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Delivery Inspection (PDI) with a Phoenix Representative. Our sales team will guide you in the right direction and will help you with any questions or concerns you may have.

WHO IS BUILDING MY HOUSE?

Phoenix Homes typically sub-contracts to companies in the Ottawa area to build your home to our specifications. Each site has a construction team with its own Site Supervisor who oversees and schedules the work directly for Phoenix Homes. All of our Site Supervisors report to the Site Operations Manager. Please do not approach our sub-contractors as they would not be able to feed information through the appropriate channels; speak directly to your sales agent.

MY HOUSE IS BEING BUILT AND I WANT TO GO INTO THE HOUSE OR WALK AROUND THE OUTSIDE. CAN I GO ON SITE ANYTIME?

Entering the site is absolutely forbidden. Unfortunately, there is a huge liability should our clients enter the site or their home while under construction. Safety authorities also levy fines against those who enter construction sites without the proper safety equipment and training. As you may recall you were asked to initial a clause in the Purchase and Sales Agreement which you agreed "not enter the Real Property before closing unless accompanied by a representative of the Phoenix Homes." We do not want any of our clients to be injured and while under construction, we cannot monitor the area constantly to ensure your safety. (Remember you have not closed on the property and it is still considered Phoenix's "Private Property.")

For security and safety we must enforce the "No Trespassing" Rules. We fully understand how excited you are with your new home and would like you enjoy the surprise and excitement of walking through your house for the very first time. You will, however, have an opportunity to review your home after the insulation stage during our Interim Inspection (Singles and townhomes only). This inspection will take place with a Phoenix representative and will provide an opportunity for you and Phoenix to review the progress of the build. Our site staff will be contacting you to arrange a time for this inspection. To prevent any delays in the build

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schedule, it is imperative that you make yourself available for this inspection. If you are not available during the requested time, the construction staff will continue with the build. No additional inspections will be granted prior to the PDI.

WHO WALKS ME THROUGH MY HOME PRIOR TO CLOSING?

You will be contacted by a member of our Field Construction Team prior to your closing date to book your PDI (Pre Delivery Inspection). A Phoenix representative will meet you at your home for the appointment and perform an inspection with you. The inspection typically takes 2 hours. You will be handed an information package which outlines the steps for reporting deficiencies and the timeline in which you must do so according to the Tarion New Home Warranty Program.

WHAT IS COVERED DURING A PDI?

A Phoenix representative will cover all of the features of your home. During the pre-delivery inspection (PDI) you will also identify any damaged, incomplete or missing items, or anything which is not operating properly. A Phoenix representative will record these items on the Pre-Delivery Inspection Form and you will be asked to review and sign it. In addition to signing the PDI form you will also be required to review and sign a "Confirmation of Receipt of the Homeowner Information Package Certificate and Warranty Certificate". This will be forwarded to the Warranty Program by Phoenix Homes. No further action will be required by you for processing the PDI.

WHAT IS THE TARION NEW HOME WARRANTY PROGRAM?

Tarion Warranty Corporation is the new name for the Ontario New Home Warranty Program. Tarion Warranty Corporation is responsible for administering the Ontario New Home Warranties Plan Act, which outlines the warranty protection that new home and condominium builders must provide, by law, to their customers. During your pre-delivery inspection you will receive a home owner's information package that outlines the Tarion warranty program.

• All upgrade items are subject to availability and subject to applicability to your particular model type
• All changes are subject to approval and must be confirmed by our engineering department
• Plans are subject to change without notice due to site conditions- including any exterior elevations.

• Due to circumstances on-site, bulkheads and chases may be required as a result of homeowner changes, and final dimensions may not be exactly as shown on plan
• Products available may not be exactly as shown
• E. & O.E October 1st, 2021