



March 22, 2020

COVID-19 Homeowner Update – Deer Springs Community

To our valued homeowners. As a result of the ongoing need to slow the spread of COVID-19 and protect our customers, staff, and trade partners, Honeyfield has made the decision to significantly scale back our site operations until at least April 10, 2020th.

If you are currently living in your home, please skip to Section 2 below. If you have purchased a home from us and are scheduled to close this year, please read both sections carefully.

Section 1: To our Homeowners with Upcoming Closing Dates

- A. If you have a home that is scheduled to close between Tuesday March 24, 2020 and April 16, 2020 inclusive, we realize that a last-minute change to your closing will create significant hardship to you and your families. It is for this reason that we have concentrated all our available resources to this group of homeowners. Although we do not currently anticipate any changes to your closing dates, this is a very fluid situation and we may have no choice but to suspend operations completely. If this happens, we will immediately reach out to you with further details.

In the meantime, the following pre-closing measures will be in place effective immediately to protect you and our staff:

- a. We will NOT require homeowners to attend PDIs in person. Our Customer Care Manager will perform a thorough PDI prior to the closing date of your home. We will document all deficiencies and back these up with pictures where practical. An electronic copy will be sent to you shortly thereafter. Upon closing of your home, we ask that you perform your own walk-through PDI, and document any additional deficiencies you may feel are warrantable (pictures would be helpful). Please submit an electronic copy to customercare@honeyfield.ca no later than 48 hours after taking possession of your home.
- b. As an additional safety measure, we will be implementing a lockbox system to transfer your keys on the day your home is closing. Once Honeyfield receives confirmation from our lawyers that the deal has been completed, we will call you to advise the keys are available. You will be provided with a code to a lockbox that will be secured to the front door of your new home. A Honeyfield team member will remove the lockbox 48 hours after the code has been

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provided. For your added safety and peace of mind, Honeyfield has implemented additional measures to clean and disinfect your new home a minimum of 24 hours prior to closing. Your new home will then be locked and secured to ensure there is no entry for a minimum of 24 hours prior to transferring keys.

- B. If you have a home that is scheduled to close after April 16, 2020, we will be providing you with updates on a regular basis as this emergency unfolds. We are unable to currently determine what impacts, if any, this outbreak will have on your closing date.

Section 2 – Existing Homeowners of Deer Springs Community

At this time, Honeyfield Communities has made the difficult decision to suspend ALL after sales service going forward until at least April 3rd, 2020. Our Customer Care Office located at 12 Martin Trail will be locked to prevent face-to-face contact. However, our service department will remain FULLY OPEN via email at customercare@honeyfield.ca. Please submit your warranty concerns via email. We will continue to monitor all incoming emails and will schedule all repairs in priority sequence when operations return to normal for our service department. We will continue responding to any emergencies such as, no heat, electrical and/or plumbing issues. Our emergency contact numbers are listed below should you require them for emergencies ONLY.

Downsview Plumbing / Heating – (905) 794-1489
Tam Electric – (416) 743-6214

For more information regarding Covid-19 and how it affects you as a homeowner, please visit Tarion's website at www.tarion.com

Our main concern during this unprecedented time, is the health and safety of our homeowners, staff and trade partners. We encourage everyone to not only take care of yourselves and your families, but also to show kindness and support to those in our community who are most in need. Stay safe and take care of each other.

From the Customer Care Team at Honeyfield Communities.