



CHESTNUT HILL DEVELOPMENTS

BUILDING COMMUNITIES SINCE 1981

Customer Care

Some commonly asked questions and we thought you should know!

Many purchasers, whether it's your first condo purchase or you have purchased before, would like to know some answers. We would like to help you as much as possible to make the process an enjoyable one for you.

Signed the agreement, now what?

Well it is fair to say once the agreement is signed and you have finally committed to having your new condo built by Chestnut Hill it is fair to say you must now get yourself a lawyer and be pre-approved for your mortgage. Our on-site bank rep will answer all your questions pertaining to financing.

When do I pick my colours?

Our design consultant will call you and they will set up a time for you to put the final touches on your personal suite. At this time, you will be able to add designer feature to make it reflect your tastes and lifestyle. You will be given the choice to select many of the standard features and/or design feature available from us.

When does construction start?

This is usually explained on your agreement of purchase and sale on the document titled TARION ADDENDUM – The dates are stated in this addendum and change from project to project. Usually there is a ground breaking ceremony and this indicates that we are on the way.

Why is it taking so long to see the building go up?

Once we start to dig it seems like nothing is happening rest assured that we are working hard. Although at times it is like a slow process, it really isn't we have to go down and depending on the number of floors it will take a bit of time. We will give you updates as we keep working.

Pre-delivery inspection

This is also known as a PDI – this is the process whereby we call you to inspect your unit so we can view it together and make sure that you have received what you ask and paid for. The visit to the unit will be done with one of our customer service representatives. The representative will guide you through all the mechanicals including heating and cooling systems and appliances in your suite to make sure you know how they work.

Interim closing date

An "Interim Closing Date" is the date when you will take possession of your suite.

Move-in

You can schedule your move-in on your interim closing date, or a day or two later at your convenience. It's entirely up to you.

Final closing

This is when you officially take title of your property. The final closing happens about 4 to 6 weeks after the condominium is registered.