



Frequently Asked Questions

HOW ARE APPOINTMENTS CONDUCTED?

For Erin Glen, we will be conducting virtual sales appointments. You will receive an email with a booking link on May 16th. You can select your preferred date and time for a virtual appointment. Appointments will book up fast. The booking system works on a first come, first served basis. Virtual sales appointments begin **Sunday, May 16th**.

WHEN CAN I BOOK A VIRTUAL SALES APPOINTMENT?

You will receive an email with access to the Erin Glen Virtual Sales office prior to your appointment. Here, you can review floorplans, the site plan and attain all required purchasing documents.

On **Sunday, May 16th** you will receive an email with a booking link. To book an appointment, simply choose a day and time. We anticipate appointment slots to fill up quickly. The booking system works on a first come, first served basis.

A confirmation email will be sent after your appointment has been booked and a reminder email will be sent prior to your appointment. If all appointments are booked, you will receive an email asking to join a waitlist.

Please note: one purchase per registrant. Registrant name must be the same on the offer to Purchase. The staff at Lakeview Homes Head office are not directly involved with the appointment system and cannot answer any questions you have so please refrain from calling that number.

HOW LONG ARE THE APPOINTMENTS?

The length of the virtual sales appointment varies depending on the number of questions, however they will typically last 30-60 minutes.

WHAT DO I NEED FOR MY APPOINTMENT?

Prior to your appointment, we will send you an email with a link to access the Erin Glen Virtual Sales Office. Here, you can review floorplans, the site plan and attain all required purchasing documents in advance of your appointment. Please ensure you have reviewed them prior to your appointment.

We recommend you choose your top 3 home models. Ensure you have access to a computer and your preferred method of your video calling (Zoom, WhatsApp or FaceTime) for the virtual sales appointment.

WHAT DOCUMENTS DO I NEED TO HAVE AVAILABLE TO MAKE A PURCHASE?

Photo identification and cheques.

WHAT INFORMATION WILL BE AVAILABLE DURING THE SALES APPOINTMENT?

You will receive all pricing information, the deposit structure, closing dates and lot availability.

WHAT IF I MISS MY CHANCE TO BOOK AN APPOINTMENT?

We anticipate that appointments will book up quickly. If we become fully booked, we will let registrants know how to sign up for a waitlist. Please do not call Lakeview Homes Head office as all appointments will be handled through the virtual appointment system.

WHAT SOFTWARE DO I NEED FOR MY SALES APPOINTMENT?

For video conferencing, we are available via Zoom, WhatsApp or FaceTime. We will require an electronic signature on the agreement of purchase and sale.

HOW CAN I SEE THE FLOOR PLANS AND LOTS THAT ARE AVAILABLE?

Prior to your appointment, you will receive an email with access to the Erin Glen Virtual Sales Office. Here, you can review floorplans, the site plan and attain all required purchasing documents.

HOW DO I KNOW WHAT THE PRICES ARE?

During the sales appointment, we will share model specific pricing with you.

HOW CAN I SECURE THE LOT I SELECTED?

To secure a lot, please first confirm availability with our sales representative during your appointment. They will take your information, prepare an agreement of purchase and sale, and have you sign the documents electronically.

HOW DO I SIGN MY PURCHASE AND SALES AGREEMENT?

The sales representative will prepare the purchase and sales agreement from the information which you provide them. You will be able to sign it electronically. The sales representative will walk you through all of this during your appointment. Your deposit cheques and government ID will also be required to secure the lot.

WHAT HAPPENS DURING THE PRE-CALL?

After you book an appointment, a member of our sales team will call you. They will confirm your appointment, ask you to email a copy of your photo identification and walk you through the virtual sales process and what you need to have ready during the appointment. They will explain the deposit structure and encourage you to read through the Purchase and Sale Agreement and answer any questions you may have. Our team will also confirm what type of video conferencing software you want to use for your virtual sales appointment (for example, WhatsApp, FaceTime or Zoom). Please have your lawyer's name and contact information. The call will only take about 15-30 minutes.