



Mattamy Homes Commitment

At Mattamy Homes we are fully committed to making your dream of a new home come true with our in-depth and personal Customer Care Process.



Pre-Construction Orientation & Mattamy University

Prior to the start of construction you will meet with the professional team who will turn your dream into reality. During the **Pre-Construction Orientation** you will have the opportunity to review your selections and homesite. Before you move into your new home, we offer a 2-hour educational seminar called **Mattamy University** designed to give you an overview of the building and warranty process.



Pre-Drywall Orientation

You will also be invited to the first walk through of your new home called the **Pre-Drywall Orientation** to examine the plumbing, cooling and heating and the electrical system before the drywall goes up.

New Home Orientation

About a week prior to your closing date, you will be invited to a **New Home Orientation**. This is an in-depth introduction to the components in your new home and how they work. It is also an opportunity for you to ask any questions you may have before closing.



30-Day Follow-Up

Your Builder will follow-up with you 30 days after closing to make sure things are fine after you've settled in.

45-Day Follow-Up

Your Builder will introduce you to your **Home Warranty Team** 45 days after you move in to make sure everything is going well and that your home meets your expectations.

90-Day Follow-Up

A second Home Warranty follow-up will take place 90 days after move in to see if there is anything else we can do to confirm you are happy with your home.

11-Months Follow-Up

A final follow-up will take place 11 months after closing to ensure that your new home is all you have ever dreamed of.



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