

DESIGN CENTRE

FAQ



THERE'S COMFORT IN HIGHER STANDARDS.

ABOUT THE URBANDALE DESIGN CENTRE

Let our professional Design Consults guide you from start to finish in designing your Urbandale home. From staircases, to faucets, and everything in between, Urbandale has just what you're looking for. Keep reading to find answers to some of our most frequently asked design questions.



HOW DOES THE DESIGN CENTRE PROCESS WORK?

Preparing for your first Design Centre appointment

A member of Urbandale's Design Centre Team will reach out to you with a welcome email that includes a questionnaire about your tastes, budget and style goals. Suggested places to look for inspiration are décor magazines, Pinterest, Houzz or Instagram and Urbandale's Gallery page. Our digital inventory of past and present model homes allows you to view installed finishes available such as flooring, cabinetry, stone countertops and bathroom fixtures.

Make a prioritized list of things you need and want. Your Design Consultant will help you select the right items for your taste and everyday lifestyle. The items to include while your home is being built are the ones that are difficult to change later. This way you don't have to worry about it in the future. Remember that life gets busy and plans may fall by the wayside!

Why do I need to complete a questionnaire?

After you've purchased your Urbandale home, you'll have meeting(s) with your Design Centre Consultant who will help you incorporate your style into your new home with a wide range of high-quality finishes. Your designer will be best equipped to guide you through our vast selection of on-trend options if they understand your vision prior to your first meeting. Additionally, you will be better prepared to handle the selection process from the start to finish. A bonus is, when it is time to finalize your selections, you will feel confident!

Don't have a vision? Browse our model home gallery where you may be inspired to incorporate similar concepts.

Buying a home for investment purposes? Your design consultant will assist you with how to strategically select the finishes that will ultimately add to your home's ROI.

When will I know when I will meet with my Design Consultant?

Based on the timeline of your Schedule I, our Design Centre Administrator will reach out to you to schedule your Design appointments. Your Design Consultant will guide you through the interior finish selection process and give you expert advice on investment options and current trends and that will add value to your home. They will help you personalize your home with your style. Interior finish selections may include engineered hardwood flooring, tile, cabinetry, stone countertop, plumbing fixtures and much more.

APPOINTMENTS - AT A GLANCE

-  Structural Appointment
-  1st Design Centre Interior Finishes
-  Kitchen & Bath Design
-  2nd/Final Design Centre Interior Finishes
-  Electrical & Wiring



What comes standard with my new home?

Please refer to your Schedule C in your Agreement of Purchase and Sale which outlines all standard specifications. Your Design Consultant will also help you choose from our standard finishes and upgrade options.

How many one-on-one appointments will I have with my Design Consultant?

You could have between two and three appointments, depending on the type of home purchased. We kindly ask that no more than two decision makers attend these meetings. This helps to optimize your time and ensure you are able to fully review selections and factor in your budget.

When do I find out what the pricing is for everything?

Following your first Design Centre in-person meeting, your Design Consultant will send you lists of options that were discussed. You will have the necessary numbers to solidify your selections for your next meeting, based on your budget.

Why are the stains for stairs, nosing and railings different than the engineered hardwood?

Urbandale uses different suppliers, manufacturers and installers for these products. Designer character grade engineered flooring may be hand scraped, wire brushed and/or have multiple colours added for its look and feel. The local company that is producing your solid wood staircase will apply one stain colour and will not be replicating the factory finished floor. The available stain options that Urbandale offers may be similar, but never exact. Sometimes a strategic design approach is to incorporate contrast with these items by choosing a colour that is very different than the floors, such as a black staircase with light wood floors.



When do I need to finalize my selections?

During your final Design Centre meeting, you will review your selections with your Design Consultant to ensure accuracy. Following this meeting, Urbandale will prepare your final agreements and send them to you for your signature before your cut off date that is outlined in your Schedule I.

Why do I need to finalize my selections so early in the process?

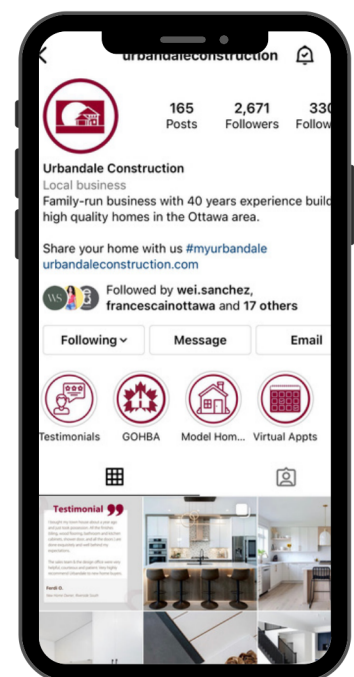
It can be hard to understand why your selections need to be decided on so early before your home is built. Once you have completed your appointments at the Design Centre, there is a lot of work done in the background by various departments to prepare for building your home with your personalized finishes. Once you sign off on your final Design Centre package, the initial stage of the construction process begins with ordering all required materials and the scheduling of the various trades to do our installations.

If construction hasn't started yet, can I make changes to the selections I signed off on?

Once you have finalized and authorized your selections following your final design appointment, Urbandale provides the documentation to our construction team who then submits purchase orders to our trade partners. Late changes are not allowed after these crucial details have been circulated through multiple departments and trades because the chance of errors significantly increases. We ask for your cooperation and understanding of this to avoid risks to the quality of your home's finishes and delivery date.

Why do I need to know which size of appliances I will be purchasing?

Your home's kitchen has a cabinet layout with openings for standard appliance dimensions. Any changes to these dimensions could require cabinetry and/or electrical modifications. It is highly recommended that you look for appliances prior to your first kitchen design appointment. Changes to these openings, if approved, cannot be facilitated once your final selections have been processed.





I want to delete the hood fan. Can I buy my own hood fan elsewhere and install it after closing?

Unfortunately, no. Your home must close with a functioning hood fan to pass the building inspection prior to closing. Urbandale offers several high-functioning options for you to chose from.

Can I request a hardwood, tile or other product upgrade that is not in the Design Centre?

All selections for your new home must be made from products that are currently displayed in our Design Centre show room.

Am I able to gain access to my new home while under construction to complete work on my own?

Unfortunately, for your safety as well as ours, we cannot have you entering the property without site staff approval. Urbandale's first priority is health and safety: for our employees, tradespeople, and our homeowners. There are many safety risks on an active construction site that are not always apparent and Urbandale staff are liable if you get hurt. The Ministry of Labour has rules for which the company can be fined for people entering the homes while under construction.

