January 1, 2021

Customer Name

Company Name if Applicable

123 Street Address

Calgary, AB X1X-1X1

RE: Job # / File #

Customer Address

Dear <Customer Name(s)>,

Congratulations on the purchase of your new <Company Name> home. Your possession occupancy walk-through has been scheduled for <Date & Time>. Please note that we will require 1 - 2 hours to thoroughly provide you with your new home inspection and orientation information. Please note that walkthrough/possession dates and times cannot be re-scheduled or changed due to the planning and preparation required to prepare your home for occupancy.

It is very important that you promptly contact your financial institution and your lawyer’s office to advise them of your scheduled possession date. If you are using <builder lawyer name here> please call (XXX)-XXX-XXXX to set up an appointment to sign the required documentation. It is also very important you contact your insurance provider to confirm that your insurance will be in place at the time of possession of your new home. Please note that a letter confirming your insurance must be sent to your lawyer’s office. (***Please be advised that if the above has not been completed prior to your walkthrough, the keys to your new home will not be able to be released to you following the walkthrough)***

In the final week leading up to your possession, we would ask that you not plan any visits to your new home as we will be installing your new locks and making the final preparations for your possession.

Please do not hesitate to contact us at any point if you have any further questions. Thank you again for purchasing your new home with <Builder Name>.

Sincerely,

<Builder Name>

<Builder Representative Name>

<Builder Representative Title>