



HUSH.CA

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HUSH

HUSH METHODOLOGY



*“We offer an approach that ensures best-in-class experiences for HUSH homeowners. Our commitment to offer complete service and support packages for every aspect of sales, design, construction and ownership means that we are constantly adding services. At HUSH we are building more than homes, we are building and nurturing experiences and relationships.”*

NAHEEL SULEMAN  
PRESIDENT, HUSH™

## WHAT SETS US APART

HUSH™ practices and processes are carefully formed to ensure unsurpassed standards of quality and service.

The HUSH Methodology™ makes certain that we provide best-in-class experiences for our homeowners, team members, investors and partners.

## CLIENT FOCUS AND SALES METHODOLOGY

Where standard industry practice is to begin with design, at HUSH we begin with you. From the moment you have contact with a HUSH sales specialist you will be engaged in a client-focused process. Our methodology ensures that you will not only receive best-in-class sales service, but you will be consulted to determine what type of experience you are looking for in your new home.

- A licensed concierge will learn about your lifestyle and its needs and work with you to determine how your home can support that. Your tastes and desires are explored, planned and met.
- A financial specialist will meet you to discuss market trends and recent changes in financing; and then work with you to determine customized financing options for you.
- A HUSH Virtual Concierge™ will be developed for you and your home. This is a personalized website that provides instant updates on interior design and walk-through appointments, construction schedules, warranties, floor plans and progress photos.
- Your HUSH Virtual Concierge ensures that your relationship with HUSH continues long after you've moved into your home.



## DESIGN METHODOLOGY

- As a HUSH home buyer you are assigned a professional interior designer and architect to shape the basic interior and exterior design of the home you have chosen.
- Having a professional, who can educate you on product advances and style trends, and who can help you predict your needs (based on your lifestyle assessment) will reduce the stress of selecting colours, finishes and architectural details.

You will have a one-on-one session with a green consultant, an expert who helps determine ways to make your home as environmentally sensitive and responsive as you desire.

- The HUSH architect will work with you to design and customize your home to fit your lifestyle and needs.
- You will have a one-on-one session with a green consultant, an expert who helps determine ways to make your home as environmentally sensitive and responsive as you desire.
- To help you make the most educated decisions about the myriad of products and finishes going into your home, the HUSH interior designer will accompany you to supplier showrooms and factories and provide you with information that will help you select the exact materials and finishes you want for your home.
- You can even opt for consultations where you select everything from wall coverings through furnishings and accessories down to basics such as linens and flatware with a professional.
- A professional landscape architect will design an individual landscaping plan for your lot. This will be followed by one-on-one sessions where you will review the details of the plan.

## CONSTRUCTION METHODOLOGY

HUSH is committed to educating every HUSH homeowner on what goes behind the walls of your home. You will see and understand the unsurpassed quality and attention that is given to each home.

This hands-on involvement of buyer and builder continues through the construction stage and includes walk-throughs scheduled at every important stage of construction.

- Initial framing
- Dry-wall installation
- Flooring installation
- All finishing touches

This process allows you to make modifications as work progresses including non-structural floorplan changes.

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## AFTER SALES METHODOLOGY

HUSH Home Services™ is the cornerstone and focal point of The HUSH Methodology. This industry-leading after-sales service program provides you support from the time of your purchase and move through the many years you live in your home.

HUSH after sales service starts with move-in day. HUSH will send a specialist to help with anything necessary to speed and smooth the moving process, including unpacking, assembling furniture and attending to electrical connections and appliance set up.

In your first year, HUSH sends a licensed inspector six and twelve months after move-in to conduct a thirty-point inspection to certify your home. This ensures your home maintains its high level of quality. This also fosters communication between you and HUSH for years to come. After the first year, annual inspections to quality for HUSH Certification™ are available.

### THE BENEFITS OF HUSH CERTIFICATION ARE:

- Higher resale values.
- Consistent communication with HUSH ensures your needs are being met.
- Annual assurances that your home is functioning at its peak performance and serving your needs.

### A WIDE RANGE OF MAINTENANCE AND SUPPORT PACKAGES ARE AVAILABLE:


EXTERIOR MAINTENANCE: snow removal, lawn care, spring and fall yard services, window washing, etc.

EXTERIOR HOME IMPROVEMENT: decks, landscaping upgrades, walkway installation, etc.

INTERIOR MAINTENANCE AND HOME IMPROVEMENT: cleaning services, décor changes, interior built-ins, installation of window treatments or lighting, etc.

HOLIDAY & SEASONAL PACKAGES: help with holiday season décor installation and removal, preparing the home for family events such as reunions, weddings and so on.

HOME ORGANIZATION: assistance during seasonal changes or annual organization consultations and support.



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