



## Tartan Homes Accessible Customer Service Plan:

Tartan Homes makes every effort to accommodate all prospective and current customers, regardless of their particular challenges or disabilities.

This document describes our Accessible Customer Service Plan.

### 1) Access:

- a. **Head Office:** Tartan's head office is barrier free. Customers with a physical disability, or who use any matter of mobile devices can visit our head office at any time.
- b. **Sales Offices:** Because we open and close sales offices in various parts of the city on an ongoing basis, we are not able to ensure that all of them are barrier free. We are happy to accommodate any customer with a physical disability or who use mobile devices, as long as we have 48 hours notice, so that we can install the appropriate ramp and railings.
- c. **Model Homes:** As with the Sales Offices, our collection of model homes is changing all the time. In most cases, we can install appropriate ramps and railings with 48 hours notice to allow for barrier free access. In some cases we are not able to accommodate people with mobility disabilities. Our sales Representatives will be happy to discuss access to our model homes.
- d. **Design Centre:** As with the sales offices, the Design Center can install appropriate ramps and railings with 48 hours notice.
- e. **Site Trailers and Homes under Construction:** The only time customers are permitted to visit the construction site is during the site-hosted walk-through. We are not able to accommodate people with disabilities at the Site Trailers or on the site-hosted walk-through.

### 2) Assistive Devices:

Our staff are trained and familiar with the various assistive devices that may be used by customers.

### 3) Communication:

Our staff are happy and ready to communicate with our customers regarding all manner of disabilities or impairments.

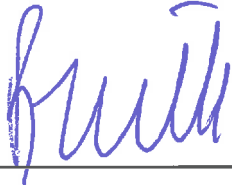
### 4) Service animals:

We welcome people with disabilities and their service animals.

5) Training:

Our sales staff are trained in the basics of communication, knowledge, and assisting of customers with a range of disabilities and impairments.

If you have any questions about accessing our sales offices, design center, or head office, please contact any of our sales offices by phone or e-mail, and they will be happy to assist you. Please remember that we do require 48 hours notice prior to the visit of a customer requiring barrier free access to any of our Sales offices, and to our Design Centre.



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Bruce Nicol  
Vice President



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Shelly Johnson  
Certifier