

## FREQUENTLY ASKED QUESTIONS

The Capital City Team truly values our buyers and understands buying early and online can be daunting so our 3% discount program is our way of saying thank you for getting on board early with our amazing project! If you are curious about how the portal will work and what you will find there, please read our FAQ's below.

### HOW DOES THE ONLINE SALES PORTAL WORK?

This portal will allow you to explore the building in many different ways. Fly over the building, rotate it 360 degrees, explore the AMENITIES and our amazing NEIGHBORHOOD. Click on RESIDENCES and you can choose a floor and see all the floor plans on that floor.

Click on any floor plan or just scroll down to see the different types of homes we offer. Each floor plan has a walk through video of that home and includes all the relevant information including square footage, price, parking, storage and the condo fee. You can also choose to see that home on another floor, which will give you a 360 degree panoramic tour that allows you to zoom in with your mouse roller and see the approximate view from the home on that floor and the corresponding price.

You will find a wealth of helpful information in our DOCUMENTS section, including our PURCHASE AGREEMENT for you to review, as well as the CONDOMINIUM DOCUMENTS, CONDOMINIUM FEES, a list of our DESIGNATED LENDERS and TITLE COMPANY, details on the FINISHES in our homes and MOVE IN INFORMATION.

### WHAT DOES THE "BUY NOW" BUTTON MEAN?

Once you've found the right home for you, just click BUY NOW. This will take you to our secure encrypted site by our partner Edgewise, where you will be asked to pay a refundable \$1000 on a credit card to SUBMIT YOUR OFFER. This is to ensure only serious purchasers are making offers. We will refund your \$1000 within 48 hours if your offer is NOT accepted. If you cancel for any reason, your \$1000 will be refunded immediately as well.

When you make an offer, our sales team will contact you to assist with completing the PURCHASE AGREEMENT found in the DOCUMENTS section of the portal and obtaining your electronic signatures so a formal offer in writing can be presented to the seller for acceptance. We are here to help and guide you through everything! As part of the process you will:

1. Indicate the parking space and associated costs, if it is part of your offer and change the total amount in the \$ field.
2. Complete the required download of the Condominium Documents from the portal in the DOCUMENTS section.
3. Email a photo of your 5% deposit check made out to Trident Settlement Services to: [sales@capcityre.com](mailto:sales@capcityre.com).
4. Follow up by also emailing a copy of your Pre-Qualification letter within the next 15 days.

### HOW MANY HOMES CAN I MAKE AN OFFER ON?

You are limited to making ONE offer at a time. If that offer is not accepted, then you are free to make an offer on any other home. We will always respond to any offers within 48 hours. Essentially, you can keep one ball in play at a time, like tennis! If you would like to purchase multiple units, you can contact our sales team and we can make accommodations for that.

## HOW MANY OFFERS CAN BE SUBMITTED ON A PARTICULAR HOME?

A maximum of three offers from three different individuals can be submitted on a single home. Due to the 3% discount reflected in our pricing, the seller will only be accepting full price offers or offers over list price at this time.

NOTE: Including the cost of any pre-assigned parking spaces in your offer will make it more competitive than an offer that chooses not to include that option. More information on purchasing Parking is below!

## THE “BUY NOW” BUTTON DOESN'T WORK!

If a home you are interested in is no longer available, the BUY NOW button will be gray and say SOLD. At that point you can choose to be added to a waiting list for back up contracts should the home become available again. We will contact people for back up contracts in the order they signed up.

## MY OFFER WAS ACCEPTED, WHAT HAPPENS NEXT?

If your offer is accepted, we will contact you and provide our Purchase Agreement for completion and signature, indicating the parking space and storage space numbers with their associated costs, if they were part of your offer. You will:

1. Complete the required download of a copy of the Condominium Documents from the portal in the DOCUMENTS section.
2. Sign the Purchase Agreement and return it to us via email along with a pre-qualification letter. (We can send the Purchase Agreement to you for electronic signature through DocuSign if you prefer, and you can then email us your pre-qualification letter.)
3. Finally, you will send the required 5% deposit directly to the title company by mailing it to the address on the Purchase Agreement.

## HOW WILL THE SALE OF PARKING WORK?

All parking spaces are pre-assigned and you will have the option to purchase or not purchase that space. You will see the parking space number assigned to the home you are interested in with the corresponding price noted on the floor plan page for that home.

\*There will be a separate \$25 monthly condo fee associated with the purchase of any parking space.

## HOW DO I KNOW WHERE A PARKING SPACE IS LOCATED?

You can download a PDF map of the parking area indicating all numbered parking spaces. They will include the space number and (F) to indicate a full size space at approximately 9'x18' and (C) to indicate a compact space at approximately 8'x16'.

If you choose to purchase your assigned space, you will need to indicate that in the COMMENTS section of your offer and should add the applicable cost so that it is included in your overall offer before submitting.

\*Parking spaces I-14 are uncovered spaces.

## I WANT MORE PARKING THAN HAS BEEN ASSIGNED TO MY HOME!

If you are interested in more parking spaces than have been assigned to the home you are interested in, you can add yourself to the PARKING WAITING LIST and we will contact you should any parking spaces become available.

## HOW WILL THE SALE OF STORAGE WORK?

At Rialto, storage on Level B1 is included in the price of every home. All storage units have been pre-assigned and will be indicated on the home's floor plan page.

We may have some additional storage units available once we are completed, you can add yourself to the STORAGE WAITING LIST and we will contact you if any storage units become available.

Ample bike storage is available in the building bike room on Level B1.

## HOW BIG ARE THE STORAGE UNITS AND WHERE ARE THEY?

We have a few different sizes of storage units available, all of them are located on Level B1.

You can download a PDF map of the numbers and locations of all the storage units on the unit detail pages.

- Storage units that begin with the letter S followed by a number are approximately 4'x4'x3.5'.
- Storage units that begin with the letters ST followed by a number are approximately 5'x 4' x3.5'.
- Storage units that begin with the letters SP followed by a number are assigned to PH2 and PH3 and are approximately 5'x4'x7'6". Storage units for PH1 and PH4 are approximately 10'x4'x7'6".

## DO YOU HAVE DESIGNATED LENDERS?

Yes, we do and you will receive a **\$1500 credit** towards closing costs for using one of them! Feel free to contact any or all of them for help in getting the required pre-qualification letter to submit with your offer.

Atlantic Coast Mortgage  
John Flood, Loan Officer  
NMLS ID #666148  
Cell: 540-834-6689  
[jflood@acmlc.com](mailto:jflood@acmlc.com)

MVB Mortgage: Rob Ross Group  
Chris Kearney, Senior Loan Officer  
NMLS ID #1233724  
Cell: 703-346-4119  
[Ckearney@mvmortgage.com](mailto:Ckearney@mvmortgage.com)

Wells Fargo Home Mortgage  
Shap Bashar, Mortgage Banker  
NMLSR ID #481189  
Cell: 301-580-5650  
[Shap.Bashar@wellsfargo.com](mailto:Shap.Bashar@wellsfargo.com)

## WHAT IF I HAVE AN AGENT I AM WORKING WITH?

You will be asked to indicate if you are working with an agent when you make an offer. If you are, YOU MUST INDICATE IT AT THAT TIME. An agent cannot be added to an offer that turns into a bonafide Purchase Agreement after the initial offer is made. You will also find a BROKER REGISTRATION FORM on the DOCUMENTS tab of the Portal. If your offer is accepted and a Purchase Agreement is completed, simply have your agent complete the broker registration form and email it to us along with your Pre-Qualification letter.

### WHEN CAN I MOVE IN?

Once the building is completed we will contact you a few weeks in advance to schedule an initial walk-thru of your home and then approximately one week later, your final walk through followed by your closing that same day.

### HOW WILL MOVE INS WORK?

Under the DOCUMENTS section you will see MOVE IN INFORMATION that will help answer all of your questions and provide you with a sample of the letter you will receive once your purchase is complete as well as a Move In Brochure from Town and Country, who will be organizing all of the move ins for the building. You will also receive an electronic file of all documentation for things like your appliance warranties and various other valuable information pertaining to your new home. Your \$1,000 offer deposit will also function as your move in deposit. Upon successful move in with no damage to the building, your \$1,000 will be refunded directly to your credit card.

### WHO DO I CONTACT WITH QUESTIONS?

You can always send your questions via email to [sales@capcityre.com](mailto:sales@capcityre.com) or text our lead sales agent Mark Duer at 202-413-2290. If you prefer a phone call, just text to let us know and we will call you right back!