

HULLMARK

TRIDEL®

# *Welcome Home*

*A quick start guide for your new home and community*

## Welcome Home

Our dedicated teams work together to ensure that your home and community are beautiful, smart, safe and happy places to live. Created by Tridel and Del Property Management (DPM), this guide is one of the many resources available to you so that you can enjoy your new home from day one.

## Meet the Team

We are pleased to introduce you to the teams working for you in your community and have included a quick contact list on the back page so connecting with us is always easy and convenient.

### Del Property Management & Board of Directors

#### *Condominium Community Management*

A condominium corporation is somewhat of a living, breathing entity - reliant on many related parts to help it function well. While Tridel is responsible for the delivery of an outstanding home, the residents, Board Members and DPM team are all responsible for maintaining the ongoing safety and high performance standards of your community.

Responsibilities such as your building maintenance, emergency building response, coordination of recreational facilities and social committees are orchestrated through your DPM team, on behalf of the Board. DPM is also the primary resource for coordinating your common area requests or concerns and addressing concerns which include neighbour relations if there is ever a difference in lifestyles.

### Concierge

#### *Community Access Control & Emergency Response*

Your 24-hour Concierge provides access control and assistance for visitors and deliveries. They can receive packages on your behalf, make reservations for you when your Property Manager is unavailable and are your first contact in the case of an emergency.

### Tridel Customer Care

#### *In-suite Service Requests*

Tridel Customer Care is your primary contact for your in-suite service requests while your home is under warranty. After the warranty period, all in-suite maintenance and repairs are the homeowner's responsibility. DPM often organizes community maintenance programs (e.g. fancoil maintenance) and can refer you to trades familiar with your home's features and finishes.

### Del Condominium Rentals Inc., Del Suites & Del Realty

#### *Renting or Selling Your New Home*

If you are no longer planning on personally living in your home, the Tridel Group has three companies, who can work with you to manage your investment and to determine whether you wish to lease or sell your new home. Del Condominium Rental Inc. specializes in unfurnished rental management services while Del Suites provides a fully furnished option and can add your suite to their portfolio of executive rental accommodations. Del Realty, the team that sold you your home, is a great choice if you are considering selling or buying again. (See back cover for contact information.)

## Condo Moving & Living Made Easy..Step by Step

### 1. Register

All DPM forms are required to be completed on or before your closing and moving date in order to activate your community access devices. Below is the important information we will need from you. Depending on the time of your occupancy, Tridel Customer Care or DPM can email digital forms to you in advance of your closing and move-in date.

- Owner and Resident profiles of all people living in your suite (identifying any special needs)
- License and Vehicle Information (to activate parking transponders)
- Phone Numbers (Cell or Home) for Community Enterphone (to allow remote guest entry)
- Lease Information, if applicable
- Pet Profiles, if applicable

## 2. Key Release & New Home Closing Package

If you have bought new from Tridel, once your DPM forms have been submitted to Customer Care and we have received notice from your solicitor as well as ours to confirm your suite has legally closed, your New Home Closing Package can be released to you. Your New Home Closing Package contains your community access devices, suite, locker and other common area keys (as applicable).

**EXPRESS PICK UP** - If your forms have already been submitted, the New Home Closing Package can easily be picked up from your Concierge.

**TIP:** Closing Packages may only be released to registered owners with matching government issued ID. If you're unable to personally pick-up your Closing Package, a Designate may pick it up on your behalf. Ask Tridel Customer Care for more details.

If you sell your home, you can still coordinate a fast and easy key release & closing through your Concierge but you and your buyer must obtain and fill out the DPM forms in advance.

## 3. Moving

Be sure to pick up or request a Moving Day Guide from your Concierge or DPM outlining the details on the location of the moving areas, elevator dimensions and garage allowance for the allowable maximum size of movable furnishings, trucks and more.

Please contact DPM to reserve an elevator for moving-in or for large parcel deliveries which cannot be transported through the lobby or in an unprotected elevator.

**TIP:** We recommend moving AFTER your closing date since lawyer and bank transactions are often not complete until late afternoon.

**TIP:** Make sure to get your Pre-Move-In Kit, available through [mytridelhome.com](http://mytridelhome.com), Tridel Customer Care or DPM

## 4. Insurance

Your Condominium Corporation has insurance that covers the common elements of your community. As an owner or resident it is important that you arrange for insurance on your home from the very first day of occupancy, even if you are not going to be there. While the Corporation's insurance may cover portions of in-suite damage, it will not cover personal possessions or any home enhancements or upgrades not included in the Corporations Standard Unit Bylaw. If you have questions please ask your Del Property Manager or your insurance agent.

## 5. Your Community Amenities

General guidelines and rules for your amenities ensure maximum safety and enjoyment of your community and its recreational facilities. All residents should be familiar with the Club & House Rules. As an owner it's also your responsibility to ensure that tenants and guests abide by these same rules. For your convenience, additional copies are available at your DPM office and are posted in each of your common areas.

## 6. Home Maintenance & Safety Responsibilities

If you bought your suite new from Tridel, you will be offered a Home Maintenance & Life Safety Review after move-in. This will focus on the functional maintenance of your home to ensure optimal performance as well as emergency in-suite protocols (e.g. water leak, fire). To maximize the safety and longevity of your home and community, it's critical that every resident learn about how their home functions and how to respond in an emergency.

If you are a new resident that is renting in the community or a second owner of a suite, your DPM team will offer to provide you with a Resident Orientation at the time of your move-in.

## Your New Home Warranty & Service

### Common Area Requests (Non-emergency)

The common area warranty and repairs follow a collaborative process between you, your Board of Directors and your DPM team. Easy, regular maintenance concerns can be readily addressed, however complicated issues may require consultant recommendations, Board and Property Management coordination and therefore need more time. Stay involved with your community general meetings and your DPM team who will keep you informed through community communications and postings.

### In-suite Service Requests (Non-emergency)

If you bought new from Tridel or if you are a second owner within the first two years of warranty (see below), you may have extra peace of mind with Tridel's New Home Warranty. If you are unsure of your coverage, the date your warranty started is on the TARION sticker inside your suite's electrical panel.

**1 & 2 YEAR WARRANTY** - Owners have additional coverage of Tridel's New Home Warranty, covering in-suite workmanship (first year) and system performance (second year), from initial Occupancy & Closing. **The warranty is with the home** so it remains in effect even if ownership changes.

**TIP: If you are unsure of your coverage, contact Tridel Customer Care or your Del Property Manager who will be able to help.**

In-suite service requests are acknowledged within one business day, which will include next steps and timing. Ask Tridel Customer Care about our Service Promise guide for more details.

**POST WARRANTY** - All in-suite maintenance and repairs are the homeowner's responsibility. Your DPM team may organize specific community maintenance programs (e.g. fancoil maintenance) and can refer you to specialists and trades familiar with your homes features and finishes.

### Emergencies - Common Area & In-suite

Emergencies are Property Management's and the Builder's equivalent of a "911" call and include loss of access, total loss of power or heat, or major water penetration or flooding.

In a Common Area or In-suite emergency, contact your Concierge. If your Concierge is not immediately available call the **24/7 Del Emergency Line at 416.495.8866**.

**TIP: Always contact 911 for any fire or life-safety emergencies.**

### Entering Your Home

**Regular Service Requests.** Depending on the nature of your request, the majority of our Service Requests are completed by Tridel with Permission to Enter (PTE), for faster, more convenient service. PTE allows Tridel employees or accompanied professional trades to enter your home (if you're unable to be there) to inspect or complete service requests. To learn more about PTE ask Tridel Customer Care about our Service Promise guide.

**Emergencies.** If there is an emergency affecting your suite (e.g. overflowing tub or toilet) or common areas, your DPM team or their representatives may enter your home without notice. They follow strict protocols for entry and provide you with assistance to minimize additional potential damage or expenses to you that may result.

**Early Occupancy.** There are times when the community is still under construction that allows Tridel Construction or their representatives to enter in similar emergencies.

## Who to Contact & Why

### Tridel Customer Care

*New Home Closings & In-suite Service Requests*

*Tridel Home Service App*

**iPhone:** available on the App Store

**Android:** available on the Google Play Store

**OR**

**Web:** [tridel.com/service](http://tridel.com/service)

**Email:** [ask@tridel.com](mailto:ask@tridel.com)

**Call:** 416.661.9394

### Del Property Management

*General Community Questions*

*Moving, Elevator & Amenity Bookings*

*Common Area Requests & Concerns*

**Email:** [hullmark.admin2@delcondo.com](mailto:hullmark.admin2@delcondo.com)

**Call:** 416.551.8946

### Concierge

*Community Resident & Guest Access Control*

*Deliveries, After-hours Move-in, Elevator & Amenity Bookings*

*Community & In-suite Emergencies*

**Email:** [hullmark.5sc@delcondo.com](mailto:hullmark.5sc@delcondo.com)

**Call:** 647.340.6068

### Del Emergency Line

*If the Concierge is not available, all common area or in-suite emergency concerns can be directed to the Del Emergency Line*

**Call:** 416.495.8866

### Del Condominium Rentals

*Unfurnished Rental Management Services*

**Web:** [www.delrentals.com](http://www.delrentals.com)

**Email:** [info@delrentals.com](mailto:info@delrentals.com)

**Call:** 416.296.RENT (7368)

### Del Suites

*Furnished Executive Rental Services*

**Web:** [www.delsuites.com](http://www.delsuites.com)

**Email:** [info@delsuites.com](mailto:info@delsuites.com)

**Call:** 416.296.8838

### Del Realty Inc. Brokerage

*Selling & Buying Real Estate Services*

**Web:** [www.delrealty.ca](http://www.delrealty.ca)

**Email:** [info@delrealty.ca](mailto:info@delrealty.ca)

**Call:** 416.736.2617

**tridel.com**