

# Our Service Promise

*Your Tridel Warranty & Customer Care*

## *Our Service Promise*

**We promise to be prompt, professional and of the highest standard while keeping you informed.**

### *Service Response Steps*

- Acknowledge & classify your request within one business day, which will include next steps and timing (e.g. emergency, loss of performance, maintenance, aesthetic, etc.).
- Visit your home, as needed, to inspect and diagnose the best method of repair.
- Coordinate all trades and consultants required to conduct any warrantable repairs and coordinate Permission to Enter (PTE).
- Conduct a final quality inspection as necessary to ensure your request is complete.
- Confirm with you through mytridelhome.com, phone, email or in person that your request is complete.

### *Service Response Prioritization*

#### **Immediate Response**

In-suite Emergency (e.g. loss of access, power, heat or flood)

#### **Up to 1 Week Response**

Complete Loss of Performance (e.g. loss of air conditioning or refrigeration)

#### **Up to 2 Weeks Response**

Loss of Optimal Function or Maintenance Review (e.g. door swing, setting security alarm & thermostat)

#### **Up to 4 Weeks Response**

Aesthetic or diagnostic where the concern requires additional investigation (e.g. drywall appearance or acoustic)

### *Your Service Options*

**Priority Express** - Most of our customers use this option since it is the quickest and easiest way to get service. Priority Express combines your use of on-line forms and mobile APPs (see next page) with PTE or Permission to Enter which is your consent for Tridel employees or escorted professional trades to enter your home in your absence to review and complete your requests.

**Express** - Your second fastest option. Same as Priority Express but without the use of our electronic request options. If you choose to send us your requests through mail or other paper-based forms available through your Concierge, it will just take a little longer to get to us. Express also requires your PTE so don't forget to give us your Permission to Enter when you write in to us.

**Restricted** - Regardless of how a request is sent to us, you may prefer to be home when we are there due to pets or special circumstances. There are also times when we need you to be there. Our service response times are extended in these situations so we can find mutually convenient times between you, our Customer Care team and professional trades.

# 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:** [twooldmill.pm@delcondo.com](mailto:twooldmill.pm@delcondo.com)

**Call:** 416.645.4596

## **Concierge**

*Community Resident & Guest Access Control*

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

*Community & In-suite Emergencies*

**Email:** [twooldmill.concierge@delcondo.com](mailto:twooldmill.concierge@delcondo.com)

**Call:** 416.645.4596

## **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

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