

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

Email: ask@tridel.com

Call: 416.661.9394

Del Property Management

General Community Questions

Moving, Elevator & Amenity Bookings

Common Area Requests & Concerns

Email: oneoldmill.pm@delcondo.com

Call: 416.645.4598

Concierge

Community Resident & Guest Access Control

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

Community & In-suite Emergencies

Email: oneoldmill.concierge@delcondo.com

Call: 416.645.4598

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