

THE NEW DUPONT

BIANCA™

TRIDEL®
BUILT FOR LIFE

YOUR MOVE-IN GUIDE

EVERYTHING YOU NEED TO KNOW ABOUT MOVING INTO YOUR
NEW TRIDEL HOME

Contents

02 Planning Ahead

- 2 Plan Your Move
- 2 Book Your Elevator
- 2 Arrange Your Insurance
- 3 Arrange Your Internet, TV & Home Phone
- 3 Arrange Your Utilities
- 3 Update Your Mail & Other Services
- 4 Not Moving In Right Away?
- 4 Your Registration Forms
- 4 License Plate Recognition

05 Your Closing & Moving In

- 5 Closing & Key Pick Up
- 5 Moving Day

06 After You've Moved In

- 6 Parking
- 7 Disposal & Recycling
- 7 Tridel Connect - 1Valet and Community Access

08 Meet the Team - Important Contacts



Planning Ahead

As the date that you take possession of your home (Interim Closing Occupancy Date) and you are able to move in approaches, here are things we recommend that you do in advance to prepare.

Plan Your Move

If you are moving into your new home, you should schedule your moving arrangements early on - a month to two months before your move. This includes scheduling a professional moving company and booking the moving elevator. We recommend that your professional movers conduct an on-site visit at your new community to ensure they have all the necessary equipment. You can contact your Property Management team (Del Property Management) at 416-649-2716 ext. 1 to arrange a visit for your moving company.

Book Your Elevator

You need to reserve the moving elevator for your move and deliveries in advance so that the elevator may be protected with moving blankets and placed on service for your convenience. This will also avoid conflicts and minimize confusion as there are generally two to three move-ins scheduled each day. You can book the moving elevator through your 1Valet app or by contacting your Property Management team. Time slots for your move are 3 hours in length. We recommend reserving early, to ensure you get the date and time that works for you and your movers. Remember, elevators are in the highest demand at the beginning and end of each month.



It's recommended to book the elevator one day AFTER your date of possession. Your suite can close anytime between 9am - 5pm on your occupancy date. Booking the elevator for the next day ensures you will have access to your suite during your booked time slot.

Arrange Your Insurance

As a homeowner, you are required to carry Homeowner's Insurance, whether you personally occupy or lease your suite. Your lawyer may request your certificate of coverage one or two weeks before your Interim Closing Occupancy Date.

Arrange Your Internet, TV & Home Phone

As part of your monthly maintenance fees and through an exclusive arrangement with Rogers, we are able to provide Ignite Internet Gigabit with download speeds up to 1 Gbps and unlimited usage. Rogers also offers TV and home phone services.

Before you move in:

- Contact Rogers to make arrangements as they require at least two weeks to activate your services. To make things easy, we have shared your contact information with Rogers so they can coordinate your service with you but you can contact them earlier at 1.855.759.5856.
- Do not forget to cancel your current services by notifying your existing providers.

Arrange Your Utilities (Electricity, Water, Heating & Air Conditioning)

In your new Tridel home, your utilities are metered by Provident Energy Management. You only pay for what you use so you can control your costs. Before you move in:

- Contact your current utility providers to give notice about your move.
- Make sure you fill out the necessary Provident Energy Management forms included in the New Home Closing Package provided to your lawyer.

When will you get your first bill?

- You should receive the first bills approximately two months after your Interim Closing Occupancy Date.
- Questions?
 - For electricity, hot water, natural gas, heating and cooling, contact Provident at 416.736.0630 or customerservice@pemi.com



Update Your Mail & Other Services

- When Canada Post commences service to the building, you may pick up your mail in the mail room located on the ground floor. Your mailing address is:



Your Suite #
280 Howland Avenue
Toronto, ON
M5R 0C3

- Update your mail delivery address through Canada Post. Consider forwarding your mail from your old address to your new one for at least one year.
- Notify government services, such as Canada Revenue Agency, of your address change.
- Update your address with your financial institutions, credit card companies, and subscriptions.
- Update your address for your driver's license and health card through Service Ontario.

Not Moving In Right Away?

We understand that your plans may change, but don't leave your home alone. It requires supervision and regular basic maintenance to ensure your cabinetry, flooring and finishes remain beautiful for years to come.

- Contact the Customer Care team at ask@tridel.com or by phone at 416.661.9394 to make plans on what you need to do if your home will be unoccupied for a while.

Your Registration Forms

At the time of your Homeowner Orientation (HOO or Pre-delivery Inspection), you will receive your registration forms from the Property Management office. The Property Management office requires the information of those who own the suite and those who live in the home for their records and to ensure all communication is sent to the correct individuals. You will have to fill out your registration forms prior to moving in as many Property Management teams will limit access to your community spaces and moving elevators.



As part of your registration forms, you will need to provide:

- Owner and resident profiles of all people living in your suite (identifying any special needs);
- License and vehicle information, if applicable;
- Phone numbers for the community enterphone (to allow remote guest entry);
- Lease information, if applicable; and
- Pet profiles, if applicable.

License Plate Recognition

The Licence Plate Recognition (LPR) system is an advanced parking management solution that uses cameras and motion detection sensors to provide you parking access and monitoring.

- Register your vehicle by completing your registration forms before your suite closes to ensure seamless access to the parking garage on your moving day.



Your Closing & Moving In

Closing & Access to Your Home

To understand what happens on your Occupancy Date it helps to know the steps involved.

- Your lawyer will courier to our lawyer, the signed documents from the interim closing package, along with any additional cheques that were required.
- Our lawyers will do their due diligence to ensure all necessary items are in order before they can confirm the suite as interim closed and access to your home is provided.
- Once all the paperwork is complete, our lawyers will email the Customer Care team and let them know to release the keys, which typically happens late afternoon, but can happen anytime between the 9 a.m. to 5 p.m. on your scheduled interim closing date.

Access to Your Home after Interim Closing

Bianca is a smart community and access to your suite is keyless. Customer Care will notify you via email or phone call that your suite has closed. Access to your home will be through the 1VALET Resident app on your smartphone. Prior to your occupancy date, you will receive a SMS with a download link to the app and a 6-digit code to create an online profile. Select the 1VALET-branded digital keyfob on the app and hold your phone next to the reader to unlock your door. Your Customer Care team will have left a small black box on your kitchen counter containing common area keys, suite door access keys, keychains and mailbox keys. If you have purchased a locker or EV parking spot, it will also include your EV parking card and locker keys.



Keep in mind that your suite may not close until late in the day, after all legal and banking documents have been processed. Avoid disappointment and don't plan on moving the same day as your closing. We recommend booking your move after your closing date.

Moving Day

You will be provided a Moving Day card at your Homeowner Orientation, which you can also get online (Tridel.com) or from your Concierge or Property Manager. Use this card to plan your move as it gives you specific information about your new community, including the location of the moving path, elevator dimensions, garage height and maximum size allowances for furnishings, trucks and more.



After You've Moved In

Parking

Resident Parking

You may have purchased a parking spot with your condominium suite or are renting a spot from another homeowner in the building. The spot assigned to you is the only spot you should be parking in. Anyone parking in the visitor parking without the permission of Property Management may be ticketed and possibly towed at the owner's expense. Contact the Property Management team if you can't park in your assigned space, so they can help make other arrangements.

Visitor Paid Parking

Visitor paid parking spots are available on the ground floor of Bianca for visitors to the community and guests of homeowners. The parking area is accessed on the north side of the building via Albany ave. These spots are available on a first come, first serve basis.

Unauthorized Parking

If you discover someone parking in your assigned space, please bring it to the attention of Concierge and Property Management right away. Possible actions may include ticketing; however, the Corporation is not able to have the vehicle towed. The resident of the parking spot is the only one with the ability to do this.

Disposal & Recycling

After you move in, you should properly dispose of your waste and moving boxes. It's everyone's responsibility to keep our community clean and safe.

Bianca has been designed to make waste disposal and recycling convenient and accessible.

- Garbage chutes are located on every corridor near staircase B within a Disposal & Recycling room and are equipped with a tri-sorter system that separates garbage, organics and recycling.
- We recommend using the garbage chute between 8:00 a.m. and 10:00 p.m. out of respect for your neighbours.

Large Items

For large items (e.g. large boxes and mattresses), please use the "Bulk Garbage Room" located on the P1 level of the garage south of the elevator lobby.



- Break down each box and flatten before placing them in the proper bin.
- Do not place large boxes in the chutes or on the floor of the Disposal & Recycling room as this creates blockages.

TridelConnect - 1Valet and Community Access

Community access at Bianca is seamless with the 1VALET smart building operating system which gives you more ways to enter your building, from digital entry with your phone to facial and pin-code access.

The 1VALET Experience at Bianca allows for:

- Suite entry with digital key fob
- Remote unlocking of building doors
- 1-way video calling from the Entry System
- Sharing building access with guests via SMS
- Garage entry access for residents and visitors
- Courier parcel scanning technology & delivery notifications
- Building news and messages from Property Management
- Building document storage



Meet the Team - Important Contacts

Community Concerns

Property Management

Property Management manages your new home and is the primary resource for coordinating requests and addressing concerns. They are responsible for the overall building maintenance, emergency building response, coordination of recreational facilities and social committees.

EMAIL: bianca.pm@delcondo.com | PHONE: 416.649.2716 press #1

HOURS OF OPERATION: Monday to Wednesday, Friday 9:00am to 5:00pm and
Thursdays 11:00am to 7:00pm

Concierge

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 case of in-suite or common element emergencies.

EMAIL: bianca.concierge@delcondo.com | PHONE: 416.649.2716 press #0

Superintendent

Your Superintendent is responsible for overseeing and maintaining the common areas, which include the amenity spaces, corridors, garbage chutes and underground parking. To ensure the various aspects of the community are maintained properly, their time is scheduled through Property Management.

Board of Directors

It is the residents and the Board of Directors who create the community. Working together with Property Management, you and your Board all contribute to maintaining the lifestyle, safety and high performance of your community.

In-Suite Concerns

Tridel Customer Care & Customer Connection Centre (C³)

Customer Care is your primary contact for 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.

EMAIL: biancacc@tridel.com | PHONE: 416.649.2716 press #2

HOURS OF OPERATION: Monday to Friday 9:00am to 5:00pm

For times when you have a question or concern and are unsure on who to call, our Customer Connection Centre (C³) is always there for you.

EMAIL: ask@tridel.com | PHONE: 416.661.9394

This is a general guide and reflects programs and information in effect at the time of publication.

©Tridel 2021. ®Tridel and design, "D" design, Tridel Built for Life and design, Built Green. Built for Life and design are registered Trademarks of Tridel Corporation. Project names and logos are Trademarks of their respective owners. All rights reserved. Illustrations are artist's concept only.
E.&O.E. December 2021

TRIDEL.COM

THE NEW DUPONT
BIANCA™